



**COLLEGE OF SOCIAL SCIENCES AND
PHILOSOPHY**

CITIZEN'S CHARTER



I. Mandate:

The College of Social Sciences and Philosophy (CSSP), composed of the Departments of Anthropology, Geography, History, Linguistics, Philosophy, Political Science, Psychology, Sociology, and the Population Institute, and the Third World Studies Center (TWSC) provides a strong foundation in the social sciences and philosophy that will enable the students to acquire knowledge, values, and skills for effective and relevant social participation. It shares the vision of molding students to “search further into the depths of knowledge and to pursue truth” with honor and excellence.

II. Mission:

The College delivers academic programs in the social sciences and philosophy to:

- produce relevant, innovative, cutting-edge interdisciplinary research and social technologies;
- contribute to the enhancement of the quality of life of Filipinos;
- be responsive to global issues and concerns; and
- promote indigenous knowledge systems that are essential in improving the human condition.

III. Vision:

The College envisions itself as:

- a leader in education and knowledge production in the social sciences and philosophy in the Philippines and in Asia;
- a vibrant community of faculty, research and extension and non-teaching personnel, students, and alumni; and
- a globally recognized institution in the various disciplines and fields of the social sciences and philosophy.

IV. Service Pledge:

We commit to:

- uphold the highest academic and ethical standards in the delivery of academic programs in the social sciences and philosophy;
- pursue excellence in teaching and research to advance our leadership in our respective fields; and
- promote the acquisition of knowledge, values, and skills necessary for a relevant engagement in society.



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COLLEGE OF SOCIAL SCIENCES AND PHILOSOPHY (CSSP)

External Services



Type of Service: External

1. Basic papers for appointment (original, renewal or OIC appointment)

Processing of request for appointments

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Qualified Students for Student Assistant/Graduate Assistant positions, Faculty, and Non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Basic Paper		Unit Office/Department		
2. Cover Letter with justification		Requesting party		
3. OVCSA requirements (for Student/Graduate Assistant)				
4. HRDO/CSC requirements (for faculty and non-teaching personnel)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client informs Unit Office/Department regarding interest to apply for available appointment position	<p>1. Receiving Personnel accepts the letter request with the necessary attachments and affixes Receiving stamp and signature</p> <p>1.2. Basic Paper is prepared</p> <p>a. Endorsed by Head of Office attached with the OVCSA requirements for SA/GA</p> <p>b. Endorsed by Department Personnel Committee (for faculty)</p> <p>c. Endorsed by College/Office Personnel Committee (for</p>	None	2 Days	<i>Receiving Personnel Designated Office/Department</i>



	<p>non-teaching personnel)</p> <p>1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action</p>			
<p>2. Client submits prepared Basic Paper with all necessary requirements to the Office of the Dean</p>	<p>2.1. Receiving Personnel accepts the Basic Paper with the necessary attachments and affixes Receiving stamp and signature</p> <p>2.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action</p> <p>2.3. Approved requests are then forward to: - Office of Scholarship and Student Services (OSSS) (For Students) - HRDO (For Faculty and Non-Teaching Personnel)</p>		<p>2 Days</p>	<p><i>Receiving Personnel</i> Office of the Dean</p> <p><i>Dean</i> Office of the Dean</p>
<p>3. Client receives response</p>	<p>3. Releasing Personnel from designated office contacts the client regarding the results of the request.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Releasing Personnel</i> Office of the Dean or Designated Office</p>
TOTAL:		NONE	5 Days	



Type of Service: External

2. Concierge for Lost and Found items within the premises of Palma Hall

Processing for Lost and Found items

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party inquires at the Office of the Dean if a specific item or possession has been found <i>All items surrendered to the Office of the Dean are first checked for any contact information. If contact details are available, office personnel will establish communication and inform the owners that their possession/s have been found.</i>	1. Receiving Personnel asks for Proof of Ownership (specific description of the lost item/s, IDs, etc.)	None	15 Minutes	<i>Receiving Personnel Office of the Dean</i>
2. Requesting party receives returned item/s and signs the logbook entry for the specific item	2. Once ownership is verified, Releasing Personnel asks the owner to sign the Lost and Found Log Book for documentation	None	10 Minutes	<i>Releasing Personnel Office of the Dean</i>



TOTAL:	NONE	25 Minutes	
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Type of Service: External

3. Endorsement Letter for Students to Cross-enroll in Local or Foreign Universities

Processing of request for Endorsement Letter to cross-enroll to local or foreign partner universities

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All students of CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the Dean <i>Request Letter must indicate contact details such as student's cellular number and UP Webmail.</i> 2. Student's Curriculum Vitae 3. Photocopy of True Copy of Grades (Certified)		Requesting Party		
4. Invitation/acceptance letter from partner foreign university/school		Partner Foreign Educational Institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Request Letter and all necessary attachments to the Office of the Dean via drop-off or through email.	1. Receiving Personnel accepts the Request Letter and forwards it to the Dean for evaluation and approval	None	4 Hours	<i>Receiving Personnel Office of the Dean Dean</i>
2. Student receives Endorsement Letter via pick-up.	2. Releasing Officer informs the student that the Endorsement Letter is ready for pick-up through SMS or email.	None	4 Hours	<i>Receiving Personnel Office of the Dean</i>



TOTAL:	NONE	1 Day	
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Type of Service: External

4. Funding assistance (Faculty Development Fund (FDF) /Research Dissemination Grant (RDG) and other funding request for college activities

Processing of request for financial assistance for research projects and college activities

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	All registered students, faculty, and non-teaching personnel of the CSSP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request addressed to the Chancellor through channels endorsed by the Head of Office	Requesting party
2. Invitation from Event Organizer	
3. Travel Form	Office of the Dean

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party writes a letter addressed to the Chancellor (through channels) with duly accomplished Travel Form endorsed by the Head of Office.	1. Receiving Personnel accepts the letter request with the necessary attachments and affixes Receiving stamp and signature	None	15 Minutes	<i>Receiving Personnel Office of the Dean</i>
	1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action			
	1.3. Once approved by the Dean, the documents are forwarded to		1 Day	<i>Dean Office of the Dean</i>



	the Office of the Chancellor (Thru Channels) OVCSA (student) HRDO (faculty/non-teaching personnel)			<i>Releasing Personnel</i> Office of the Dean <i>Receiving Personnel</i> OVCSA/HRDO
2. Client receives response	Releasing Personnel from designated office contacts the client regarding the results of the request.	None	1 Day	<i>Releasing Personnel</i> Office of the Dean
TOTAL:		NONE	2 Days and 15 Minutes	

Type of Service: External

5. Recommendation Letters for Graduating Students

Processing of request for recommendation letters for applications to other educational institutions and agencies

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All graduating students of CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the Dean <i>Request Letter must indicate contact details such as student's cellular number and UP Webmail.</i> 2. Student's Curriculum Vitae 3. Photocopy of True Copy of Grades (Certified)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Student submits Request Letter and all necessary attachments to the Office of the Dean via drop-off or through email.	1. Receiving Personnel accepts the form and forwards it to the Dean for evaluation and approval	None	4 Hours	Receiving Personnel Office of the Dean Dean
2. Student receives Endorsement letter via pick-up.	2. Releasing Officer informs the student that the Endorsement Letter is ready for pick-up through SMS or email.	None	4 Hours	Receiving Personnel Office of the Dean
TOTAL:		NONE	1 Day	

Type of Service: External

6. Travel Request

Processing of request for financial assistance for academic-related travel.

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All registered students, faculty, and non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the Chancellor through channels endorsed by the Head of Office		Requesting party		
2. Invitation from Event Organizer				
3. Travel Form		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party writes a letter addressed to the Chancellor (through channels) with duly accomplished Travel Form endorsed by the Head of Office.	1. Receiving Personnel accepts the letter request with the necessary attachments and affixes Receiving	None	15 Minutes	Receiving Personnel Office of the Dean



	stamp and signature			
	1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action			
	1.3. Once approved by the Dean, the documents are forwarded to the Office of the Chancellor (Thru Channels) OVCSA (student) HRDO (faculty/non-teaching personnel)		4 Day	<p style="text-align: center;"><i>Dean</i> Office of the Dean</p> <p style="text-align: center;"><i>Releasing Personnel</i> Office of the Dean</p> <p style="text-align: center;"><i>Receiving Personnel</i> OVCSA/HRDO</p>
2. Client receives response and Travel Authority	Releasing Personnel from designated office contacts the client regarding the results of the request.	None	1 Day	<p style="text-align: center;"><i>Releasing Personnel</i> Office of the Dean</p>
TOTAL:		NONE	5 Days and 15 Minutes	

Type of Service: External

7. Requests for simple data or report on curriculum matters

Requests of UPD units/individual faculty/ CSSP departments for simple data or report regarding curriculum matters available at the OADAA

Office or Division:	College of Social Sciences and Philosophy, Office of the Associate Dean for Academic Affairs (OADAA)
Classification:	Simple



Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	All CSSP Academic Departments and other UPD Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/written request from department chair/unit head or faculty member concerned		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests submitted to the OADAA through drop-off or via designated office email.	1.1. Receive the request letter/verbal request. 1.2. Process documents submitted as required 1.3. Review/Finalize the data	None	1 Day	<i>URA II/ Admin. Aide VI or Student Assistant of OADAA</i>
2. Client receives approved request	2. Release/approve the request	None	1 Hour	<i>URA II or Associate Dean for Academic Affairs</i>
TOTAL:		NONE	1 Day and 1 Hour	

Type of Service: External

8. Issuance and Processing of Room Reservation/Facilities

Processing of room/facilities/equipment reservations

Office or Division:	College of Social Sciences and Philosophy, Office of Associate Dean for Administration and External Affairs (OADEA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting party		
Reservation Form		Office of Associate Dean for Administration and External Affairs, CSSP Official Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party sends a letter addressed to the Associate Dean for request of	1.1. Receiving Personnel accepts the form and forwards it to the Dean for	None	1 Day	<i>Receiving Personnel OADA</i>



reservation/permit through drop-off or via designated office email.	evaluation and approval 1.2. If approved, client proceeds to fill up the reservation form			
2. Student/Orgs/ Authorized Person fills out reservation form. <i>For online process, request forms are available in the unit's official website and email address</i>	2.1. Receiving Personnel accepts and processes the reservation. 2.2. Documents are also forwarded to the Assoc. Dean for signing	None	10 Minutes	<i>Receiving Personnel OADA</i>
3. Student/Orgs/staff/ authorized person submits copy of signed reservation form to the Designated Collecting Officer (Computer Laboratory)	3. Designated Collecting Officer accepts payment for all applicable fees	Fees depend on facilities and equipment to be used	30 Minutes	<i>Designated Collecting Officer CSSP Computer Laboratory</i>
TOTAL:	Fees depend on facilities and equipment to be used		1 Day and 40 Minutes	

Type of Service: External

9. CSSP Extramural Training Seminar for Social Science Teachers CSSPEX

Processing of request to conduct CSSP Extramural Training Seminar for Social Science Teachers CSSPEX

Office or Division:	College of Social Sciences and Philosophy, Office of the Associate Dean for Research, Extension and Publications (OADREP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Social Science Teachers K-12, tertiary level			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Registration Form		Office of the Associate Dean for Research, Extension and Publications		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registrant may opt to pre-register online after CSSP-OADREP calls for participation.	1. CSSP-OADREP notes the demand of the parallel workshops	None	5 Minutes	<i>CSSPEX Secretariat CSSP-OADREP</i>
2. Registrant confirms attendance or non-attendance.	2. CSSP-OADREP notes attending participants and surveys specific needs e.g. dietary	None	5 Minutes	<i>CSSPEX Secretariat CSSP-OADREP</i>



	requests, assistance for accommodation			
3. Confirmed participants will automatically be registered. <i>*On-site registrants will have to register with the Secretariat.</i>	3. CSSP-OADREP registers the participants.	None	5 Minutes	<i>CSSPEx Secretariat CSSP-OADREP</i>
4. Registrants may opt to pay ahead of time and avail the early-bird rate. They may also pay onsite.	4. SSPRF issues an official receipt.	PHP 4,500 early-bird registrants PHP 5,000 regular registration	5 Minutes	<i>CSSPEx Secretariat CSSP-OADREP Receiving Personnel Social Science and Philosophy Research Foundation (SSPRF)</i>
5. Participants log their attendance for each session.	5. CSSPEx staff and volunteers monitors and records attendance.	None	5 Minutes	<i>CSSPEx Secretariat and Volunteers CSSP-OADREP</i>
6. Participants take pre-tests.	6. CSSPEx staff and volunteers administers pre-tests.	None	10 Minutes	<i>CSSPEx Secretariat and Volunteers CSSP-OADREP</i>
7. Participants take post-tests.	7. CSSPEx staff and volunteers administers post-tests.	None	10 Minutes	<i>CSSPEx Secretariat and Volunteers CSSP-OADREP</i>
8. Evaluation Participants evaluates CSSPEx; resource speakers evaluates participants.	8. CSSPEx staff and volunteers administers evaluation; resource speakers evaluates participants.	None	10 Minutes	<i>CSSPEx Secretariat, Speakers and Volunteers CSSP-OADREP</i>
9. Awarding of Certificates	9. CSSPEx staff and volunteers awards certificates.	None	15 Minutes	<i>CSSPEx Secretariat and Volunteers CSSP-OADREP</i>
TOTAL:		PHP 4,500 early-bird registrant PHP 5,000 regular registration	1 Hour and 10 Minutes	

Type of Service: External

10. CSSP PROFESS: Professional Education Series

Processing of request to conduct CSSP PROFESS: Professional Education Series

Office or Division:	College of Social Sciences and Philosophy, Office of the Associate Dean for Research, Extension and Publications (OADREP)
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Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Social Science Teachers K-12, tertiary level			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Registration Form		Office of the Associate Dean for Research, Extension and Publications		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registrant may opt to pre-register online after PROFESS Secretariat calls for participation.	1. PROFESS Secretariat notes the demand of the parallel workshops	None	5 Minutes	CSSP Department CSSP PROFESS Secretariat CSSP-OADREP
2.Registrant confirms attendance or non-attendance.	2. PROFESS Secretariat notes attending participants and surveys specific needs e.g. dietary requests, assistance for accommodation	None	5 Minutes	CSSP Department CSSP PROFESS Secretariat CSSP-OADREP
3. Confirmed participants may will automatically be registered. <i>*On-site registrants will have to register with the Secretariat.</i>	3. PROFESS Secretariat registers the participants.	None	5 Minutes	CSSP Department CSSP PROFESS Secretariat CSSP-OADREP
4. Registrants may opt to pay ahead of time and avail the early-bird rate. They may also pay onsite.	SSPRF issues an official receipt.	PHP 4,500 early-bird registrants PHP 5,000 regular registration	5 Minutes	CSSP Department CSSP PROFESS Secretariat CSSP-OADREP
5. Participants log their attendance on each session.	PROFESS Secretariat and volunteers monitors and records attendance.	None	5 Minutes	CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP



6. Participants take pre-tests.	PROFESS Secretariat and volunteers administers pre-tests.	None	10 Minutes	CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP
7. Participants take post-tests.	PROFESS Secretariat and volunteers administers post-tests.	None	10 Minutes	CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP
8. Participants evaluates PROFESS; resource speakers evaluates participants.	PROFESS Secretariat and volunteers administers evaluation; resource speakers evaluates participants.	None	10 Minutes	CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP Resource Speakers
9. Awarding of Certificates	PROFESS Secretariat and volunteers awards certificates.	None	15 Minutes	CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP
TOTAL:		₱ 4,500 early-bird registrants ₱ 5,000 regular registration	1 Hour and 10 Minutes	

Type of Service: External

11. Facilities Reservation

Processing of reservation request for rooms and event spaces in the Palma Hall Building

Office or Division:	College of Social Sciences and Philosophy, Office of Student Affairs (OSA)	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.1. CSSP-OSA Form 2A-CSSP 1.2. CSSP-OSA Form 2B Non-CSSP 1.3. CSSP-OSA Form 5 – AVR 1.4. CSSP-OSA Form 2C – Lockers		Office of Student Affairs, CSSP College Website



2. Payment for the approved Facilities Reservation - CSSP-OSA Form 4 (Payment Form)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires for room/venue rental/including costs/rates	1. Receiving Personnel checks room availability and verify schedule for conflict	None	5 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
2. Submit reservation form for approval	2. Receive the form for approval	None	1 Day	<i>Receiving Personnel</i> Office of Student Affairs
3. Go back to CSSP-OSA	3. Release approved reservation form and finalize the computation of rental fees	Refers to the forms for corresponding fees	5 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
4. For payment of fees proceed to CSSP Computer Laboratory CSSP-OSA Form 4	4. Process payment and issuance of Official Receipt	Refers to the forms for corresponding fees	3 Minutes	<i>Designated Collecting Officer</i> CSSP Computer Laboratory
5. Submit the official receipt to CSSP-OSA	5. Release of approved reservation form	None	2 Minutes	<i>Releasing Personnel</i> Office of Student Affairs
TOTAL:		All applicable fees indicated in reservation form	1 Day and 15 Minutes	

Type of Service: External

12. Issuance of Organization Recognition Certificate

Processing of Organization Recognition Certificates for CSSP-based student organizations

Office or Division:	College of Social Sciences and Philosophy, Office of Student Affairs (OSA)
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	All CSSP Undergraduate and Graduate Student Organizations



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 1A Org Head Consent 2. Form 1B Org Faculty Adviser 3. Form 1C Org Financial Statement 4. Form 6 Bulletin Board 5. CSSP-OSA Form 4 (Payment Form)		Office of Student Affairs, CSSP College Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare all the attachments for submission ex. Training certificate	1. Release a call for org recognition for the current academic year	None	2 Minutes	Receiving Personnel Office of Student Affairs
2. Submit all the requirements before the deadline	2.1. Receive/check/verify all the submitted requirements. 2.2. Include signature/s of CSSP-OSA Coordinator in some forms and letters	None	10 Days	Receiving Personnel Office of Student Affairs CSSP-OSA Coordinator
3. Wait for the release of recognized organization	3.1. Finalize all the documents and prepare the certificates for the signature of College Officials 3.2. Forwards documents to respective offices for specified signatures	None	7 Days	Receiving Personnel Office of Student Affairs Designated College Officials
4. Claim the certificate	4. Release the certificate	None	2 Minutes	Receiving Personnel Office of Student Affairs
TOTAL:		None	17 Days and 4 Minutes	

Type of Service: External

13. Request for Certificate of Good Moral

Processing of request for Certificate of Good Moral

Office or Division:	College of Social Sciences and Philosophy, Office of Student Affairs (OSA)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All CSSP Undergraduate and Graduate Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished CSSP-OSA Form 3 CGMC <i>*Forms are available in the unit/office official website.</i>		Office of Student Affairs link: https://bit.ly/cssposa-CGMC		
2. Original Transcript of Records (for graduated students)		Office of the University Registrar		
3. Form 5A (for undergraduate students)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request for certification form and present original copy of TOR graduated student / Form 5A undergraduate student Or Accomplish electronic request form at https://bit.ly/cssposa-CGMC & upload a copy of TOR (graduated student) / Form 5 (undergraduate student) and other requirements (e.g. proof of payment)	1. Receive/review accomplished request form, advise student to pay at the Computer Laboratory Or Receive/review accomplished electronic request form, check the uploaded requirements and scanned/photo of proof of payment (online payment process)	None	5 Minutes	<i>Receiving Personnel Office of Student Affairs</i>
2. Pay at the CSSP Computer Laboratory Or 1. Payment using Landbank Linkbiz. https://bit.ly/StepsforPaymentthruLinkbiz "Some of the Transaction Type is not yet available. e.g. Student Housing" 2. Online Payment Transaction. - https://bit.ly/OnlineBankTransfer 3. Direct Bank Payment. - https://bit.ly/DirectBankPayment A copy of Uniform Format of the Bill for Payment / Statement of Account can be downloaded at - https://bit.ly/BillingDilimanCashOffice	2. Process payment and issue Official Receipt	PHP 20.00 / copy	30 Minutes	<i>Designated Collecting Officer CSSP Computer Laboratory</i>



3. Return to the OSA to submit request form and photocopy of official receipt	3. Receive request form, photocopy of O.R and verify all information on forms	None	3 Minutes	Receiving Personnel Office of Student Affairs
4. Wait for the request to be processed	4. Prepare/make the certificate/document for signature of College Official	None	1 Day	Receiving Personnel Office of Student Affairs
5. Claim requested certificate. Claim Stub/OR/to bring letter of authorization if claiming certificates of another person <i>Bring Claim Stub/OR/ and letter of authorization if claiming certificates for another person/organization</i>	5. Release certificate or send electronic copy to client's UP Webmail	None	3 Minutes	Releasing Personnel Office of Student Affairs
TOTAL:		PHP 20.00 / Copy of CGMC	1 Day and 43 Minutes	

Type of Service: External

14. Application for Extension of Academic Residency

Students request for extension of academic residency

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	All Graduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished OGP Form 35 endorsed by the department.		Office of the Graduate Program	
2. Letter addressed to the Dean, thru channels stating your accomplishment from the previous academic year duly endorsed by the department		Requesting party	
3. Timetable noted by the adviser		Timetable format available at OGP	
4. For 3rd extension and up, Endorsement Letter or Certification from the Adviser stating your current progress with your thesis/dissertation		Thesis/dissertation adviser	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student prepares letter addressed to the Dean, timetable and fills up OGP Form 35. For student requesting 3rd to 5th extension, attach certification from adviser. Submit request for extension to department/institute for endorsement. (submission may be done online through the department's email)	1.1. Student Records Coordinator verifies status of student, for Graduate Program Coordinator's recommendation. 1.2. Request is forwarded to the Dean for approval	None	5 Days	<p><i>Receiving Personnel Office of the Graduate Program</i></p> <p><i>Student Records Evaluator</i></p> <p><i>Graduate Program Coordinator</i></p> <p><i>Receiving Personnel Office of the Dean</i></p> <p><i>Dean</i></p>
TOTAL:		NONE	5 Days	

Type of Service: External

15. Application for Graduation (Graduate Program)

Students' request for application for graduation

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Application for Graduation Form (Original and Photocopy)	Office of the Graduate Program

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student gets form at OGP office and fill up the form or student downloads form from the CSSP Website at	1. OGP issues application for graduation form	None	10 Minutes	<p><i>Receiving Personnel Office of the Graduate Program</i></p>



http://web.kssp.upd.edu.ph/admissions/graduate-programs/admission or from OGP's Google Drive at https://drive.google.com/drive/folders/1qBldbgGKF6pklUfhZDx3xab8o64VJGm?usp=sharing				
2. Submit original and photocopy of the form to OGP office or submit the soft copy via the Google Form posted on OGP's Facebook page at https://www.facebook.com/CSSPGradProgram The google form varies per semester.	2. Receives application form	None	10 Minutes	<i>Receiving Personnel Office of the Graduate Program</i>
TOTAL:		NONE	20 Minutes	

Type of Service: External

16. Application for Penalty Course Substitution

Students application for penalty course substitution

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished OGP Form 36 endorsed by the department		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits OGP Form 36 to Department/Institute for endorsement of Department Chairperson and Adviser (submission may	1.1. Receiving Personnel accepts form 1.2. Receiving Personnel forwards documents to the Adviser and Department Chairperson for	None	10 Minutes	<i>Receiving Personnel Department/Institute Chairperson</i>



be done online through the department's email)	endorsement 1.3. Releasing Personnel prepares the form for pick-up by the student			
2. Student forwards endorsed Substitution Form to OGP (submission may be done online through OGP's email)	2.1. Student Records Evaluator verifies subjects for substitution and forwards form to Graduate Program Coordinator for approval. 2.2. Forwards the request to the Dean's Office for approval of the Dean.	None	2 Days	Receiving Personnel Office of the Graduate Program Student Records Evaluator Graduate Program Coordinator Receiving Personnel Office of the Dean Dean
TOTAL:		NONE	2 Days and 10 Minutes	

Type of Service: External

17. Assessment of Change of Matriculation Requests

Students' request for assessment of change of matriculation

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5 (paid and validated by the Cashier) <i>*Students should have undergone change of matriculation online post-advising by the adviser in the Department</i>		Computerized Registration System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student go back to OGP office after online post advising for change of	1. Receiving Personnel assesses	None	20 Minutes	Receiving Personnel Office of the Graduate Program



matriculation assessment through CRS and printing of Form 26 or student notifies OGP via OGP's Facebook page or email for their change of matriculation assessment	change of matriculation			
2. After printing of Change Matriculation Form, student pays at the Cashier's Office or after assessment, student goes to the Settlement of Outstanding Transaction module of their CRS account and pay for the change of matriculation if the student needs to pay	2. Designated Personnel from the Cashier's Office receives payment and issues official receipt	PHP 10.00	Pause Clock	<i>Designated Personnel Cashier's Office</i>
TOTAL:		PHP 10.00	20 Minutes	

Type of Service: External

18. Assistance in Assessment of fees during Registration

Assists students on registration assessment

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All Graduate Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. University Admission Slip for newly admitted students and re-admitted students from AWOL* <i>*If the student is on MRR status, an approved letter of extension is required.</i>	Office of the University Registrar	
2. Students should have undergone online post-advising by the adviser in the Department	Department/Institute	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to OGP and presents his/her ID for assessment after online post-advising or student waits for his/her assessment as OGP assess queued students chronologically through the CRS	1. Receiving Personnel Assesses student's registration	None	15 Minutes	<i>Receiving Personnel Office of the Graduate Program</i>
TOTAL:		NONE	15 Minutes	

Type of Service: External

19. Certification of Language/Statistics Proficiency Examination Result

Students submission of certificate of Language Proficiency Examination result

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished OGP Form 38 endorsed by the department	Office of the Graduate Program

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student fills up OGP Form 38 and submits to department/institute for endorsement (submission may be done online through the department's email)	1.1. Receiving Personnel from the department/institute endorses the certification filed by the student to OGP. 1.2. Receiving Personnel from the OGP evaluates and records student's request. 1.3. Graduate Program Coordinator	None	3 Days	<i>Receiving Personnel Office of the Graduate Program Student Records Evaluator Graduate Program Coordinator Receiving Personnel Office of the Dean Dean</i>



	signs request and endorses to the Dean.			
TOTAL:		NONE	3 Days	

Type of Service: External

20. Issuance of College Admission Slip for Re-admission from AWOL

Student claim college admission slip for re-admission from AWOL from OGP Office

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter endorsed by the Dean		Requesting party		
2. Duly Accomplished Appeal for Re-admission from AWOL Form approved by the Dean		Office of the Graduate Program		
3. Medical Certificate from UP Health Service (original and photocopy) for those who are AWOL for 2 semesters or more or Certificate of Compliance from UP Diliman Health Service		UP Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student claims College Readmission Slip (for AWOL of 1 semester only) or College Referral Slip for Medical Examination (for those AWOL for more than 1 semester or process online the Certificate of Compliance from UP Diliman Health Service	1. Releasing Personnel provides a copy of the readmission slip	None	20 Minutes	<i>Releasing Personnel</i> Office of the Graduate Program
2. Student proceed to Cashier's Office to pay AWOL fee or follow the steps found here	2. Designated Personnel of the Cashier's Office accepts payment of	PHP 225.00	30 Minutes	<i>Designated Personnel</i> Cashier's Office



https://our.upd.edu.ph/files/announce/awolp_aipro.pdf	AWOL fee and issues official receipt			
3. Student proceed to OUR- Admission's Office and submits readmission slip, OR of AWOL fee and medical certificate (if AWOL for more than one semester) for the issuance of University Readmission Slip or student may wait for the notification from OGP as the OGP submits the completed requirements to the OUR online	3. OUR - Admission section issues re-admission slip from AWOL	None	30 Minutes	Receiving Personnel Office of the University Registrar
TOTAL:		PHP 225.00	1 Hour and 20 Minutes	

Type of Service: External

21. Issuance of College Admission Slip for submission to OUR for the newly admitted graduate students

Processing of admission slip for newly admitted graduate students

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	All Newly Admitted Graduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. PSA Authenticated Birth Certificate (Original and Photocopy) / Married Certificate for married women (Original and Photocopy)		Philippine Statistics Authority	
2. Official Transcript of Records (Original and Certified True Copy)		Previous school	
3. Medical Certificate from UP Health Service (Original and Photocopy)		UP Health Service	
4. 2 copies of Passport size photos		Requesting party	



5. Duly Accomplished OGP Form 31 (Offer of Acceptance)		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to UP Health Service to process medical certificate	1. Designated Health Service Personnel prepares Medical Certificate upon finishing the physical exam of the student	None	2 Days	<i>Designated Personnel</i> UP Health Service
2. Student submits medical certificate and other documents from the OGP to the Office of the University Registrar (OUR), Admission Section	2.1. OGP issues documents submitted by the student for submission to OUR 2.2. OUR Admission section issues University Admission slip	None	20 Minutes	<i>Releasing Personnel</i> Office of the Graduate Program <i>Receiving Personnel</i> Office of the University Registrar
3. Student submits to OGP the University Admission Slip issued by the OUR (Green Slip)	3. OGP receives University Admission Slip for student file	None	1 Day	<i>Receiving Personnel</i> Office of the Graduate Program
TOTAL:		NONE	3 Days and 20 Minutes	

Type of Service: External

22. Issuance of Notification of Admission and Non-Admission to Graduate Programs

Notification to admitted and not-admitted graduate students to the graduate program

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)		
Classification:	Complex		
Type of Transaction:	Government to Citizen		
Who may avail:	All Graduate Program Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Accomplished Referral Slip from the Department with the application requirements submitted by the applicants		Departments under CSSP	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student receives an email from OGP regarding the results of their application to the graduate program. The student should print all documents sent by the OGP and process admission slip as per instruction given.	<p>1.1. OGP receives referral slip from the department/institute regarding the recommendation for the acceptance or non-acceptance of the graduate applicant</p> <p>1.2. OGP prepares documents such as letter of admission/non-admission, College admission slip, program and program of study</p> <p>1.3. OGP emails the result and instruction for the processing of admission slip for admitted students.</p>	None	7 Days	<i>Receiving Personnel Office of the Graduate Program</i>
TOTAL:		NONE	7 Days	

Type of Service: External

23. Issuance of Permit to Complete/Remove Program Course/s

Students request for permit to complete/remove course/s

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	All Graduate Students		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Duly Accomplished Permit for Completion/Removal Examination Form	Office of the Graduate Program		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accomplishes Permit to Complete Form available at OGP for approval of the Graduate Program Coordinator or student may email OGP to request the form and submit the accomplished form to OGP's email for approval of the Graduate Program Coordinator	<p>1.1. Receiving Personnel accepts the form and forwards it to the Student Records Evaluator (SRE).</p> <p>1.2. SRE checks if completion is still valid and the student is enrolled during the semester of completion.</p>	None	1 Day	<p><i>Receiving Personnel</i> Office of the Graduate Program</p> <p><i>Student Records Evaluator</i></p> <p><i>Graduate Program Coordinator</i></p>
TOTAL:		NONE	1 Day	

Type of Service: External

24. Permit to Transfer to Different Program/College

Students request for permit to transfer to different program/college

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Kahilingan Para sa Paglipat ng Programa/Kolehiyo Form signed by the respective Department/College heads		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student gets Form at OGP or student may email OGP to request the form	1. OGP releases Form for permit to transfer	None	5 Minutes	<p><i>Releasing Officer</i> Office of the Graduate Program</p>



2. Client processes clearance from home department/college	2. The Program Adviser and Department Chairperson approves the permit of the student to transfer to other program or college.	None	1 Day	Program Adviser Department Chairperson
3. Client acquires signatures from transferring department/college	3. Receiving unit processes signatures and approval from Department Chairperson/Unit Head	None	1 Day	Receiving Personnel Department Chairperson or Unit Head
4. Proceed to OGP for the signature of Graduate Program Coordinator or student may email the form to OGP for signature	4. Student Records Evaluator verifies records of student. GP Coordinator signs request to transfer.	None	1 Day	Student Records Evaluator Graduate Program Coordinator
TOTAL:		NONE	3 Days and 5 Minutes	

Type of Service: External

25. Printing of Dropping Slip

Students request for printing of dropping slip

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Dropping Application noted/approved by the adviser in the CRS Module		Computerized Registration System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to OGP office and present his/her ID for printing of dropping after approval from	1. Receiving Personnel prints dropping form	None	1 Hour	Receiving Personnel Office of the Graduate Program



the department or student may email or message OGP and request for approval of dropping application				
2. If signatory is available, student may pick-up signed dropping form	2. Graduate Program Coordinator signs the dropping slip for the Dean	None	1 Day	Graduate Program Coordinator
3. Student pay dropping fee at the Cashier's Office or student goes to the Settlement of Outstanding Transaction module of their CRS account and pay for the dropping application	3. Designated Cashier receives payment for dropping and issues official receipt	PHP 30.00	30 Minutes	Designated Personnel Cashier's Office
TOTAL:		PHP 30.00	1 Day, 1 Hour and 30 Minutes	

Type of Service: External

26. Printing of Form and Processing of Leave of Absence (LOA)

Students' application for LOA for approval and printing

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approval of the Adviser, the Department Chairperson/Institute Director thru the Computerized Registration System (CRS)		Computerized Registration System (CRS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student apply for LOA through their CRS account and	None	None	10 Minutes	Requesting Party
2. Student notifies instructors of enrolled subject, if		None	10 Minutes	Requesting Party Instructor



enrolled, for instructor's endorsement				
3, Student notifies their adviser and Department Chairperson/institute director for their LOA application for endorsement		None	20 Minutes	<i>Requesting Party</i> <i>Adviser</i> <i>Department Chairperson</i>
4. Student notifies the OGP of their LOA application	<p>4.1. Receiving Personnel checks student's application of LOA in the CRS. Student Records Evaluator verifies student status.</p> <p>4.2. If LOA is approved, OGP prints LOA form for Graduate Program Coordinator's signature for the Dean</p>	None	1 Day	<i>Receiving Personnel</i> <i>Office of the Graduate Program</i> <i>Student Records Coordinator</i> <i>Graduate Program Coordinator</i>
5. Student claim their approved LOA form from OGP for payment at the Cashier's Office or student checks their Settlement of Outstanding Transaction Module to generate a payment slip and pay for their LOA	5. Release of LOA form upon presenting ID	PHP 150.00	1 Day	<i>Designated Receiving Personnel</i> <i>Cashier's Office</i>
TOTAL:		PHP 150.00	3 Days	

Type of Service: External

27. Processing of Application for Admission to Graduate Programs

Students submission of application for admission to graduate programs

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)
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Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	All Graduate Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>1. Application letter addressed to:</p> <p>The Dean University of the Philippines Diliman, Quezon City</p> <p><i>For MPOps, MADEM, MIS, MA/PhD Pol Sci, MA/PhD Psychology please proceed to the Department</i></p>	Office of the Graduate Program	
2. Duly Accomplished Application Form in Duplicate with four (4) passport size photos	Office of the Graduate Program	
3. Original Copy of GWA Certificate attached to the application form	School last graduated	
4. Official Transcript of Records of undergraduate work (and graduate if any), one (1) original, one (1) certified true copy and one (1) photocopy	School last graduated	
5. One (1) copy of Curriculum Vitae (CV)	Requesting party	
<p>6. Birth Certificate (PSA authenticated)</p> <ul style="list-style-type: none"> - one (1) original - two (2) photocopies of the original <p>Marriage Certificate (for married woman applicant)</p> <ul style="list-style-type: none"> - one (1) original - two (2) photocopies of the original. 	Philippine Statistics Authority Office	
7. Three (3) letters of recommendation (please use Recommendation Form) from former professors and/or employers with their evaluation of the applicant's potential for graduate work. Each letter must be in a sealed envelope with the signature of the person recommending you.	Requesting party	



8. One to two-page description of research proposal (for doctoral applicants only)	Requesting party
9. For applicants whose native language is not English and/or who come from an Institution where the medium of instruction is not English: Certification of English language proficiency with TOEFL score of: Internet based - 61 or better; Computer based - 173 or better and for Paper based - 500 or better.	Requesting party
10. Other requirements that may be specified by the department/institute. Inquire from the department/institute concerned.	Respective department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits complete requirements for admission to graduate program at Office of the Graduate Program or student may submit a pdf file of their admission requirements directly to the department of which program they are applying.	1. Receiving Personnel checks completeness of the requirements. OGP will not accept incomplete requirement	A non-refundable application fee of: a. PHP 100.00 for Filipino citizens b. US \$25 for non-resident aliens	30 Minutes	<i>Receiving Personnel</i> Office of the Graduate Program
2. Student waits for the result of his/her application	2. OGP forwards all graduate applicants to respective department/institute for evaluation	None	Pause Clock	Department in-charge for evaluation
TOTAL:		A non-refundable application fee of: a. PHP 100.00 for Filipino citizens	30 Minutes	



	b. US \$25 for non-resident aliens		
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Type of Service: External

28. Processing of Enlistment for Residency

Students request for enlistment of residency

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP ID or Form 5 from previous semester		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to OGP for residency enlistment or student may apply for residence enlistment via the Google Form posted on OGP's Facebook page at https://www.facebook.com/CSSPGradProgram The Google Form varies per semester.	1. SRE checks student's residency status	None	30 Minutes	<i>Student Records Evaluator</i>
TOTAL:		NONE	30 Minutes	

Type of Service: External

29. Processing of Re-admission from AWOL (Absence Without Leave)

Students request for readmission from AWOL

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Letter addressed to the Dean, thru channels requesting readmission from AWOL stating reason for AWOL duly endorsed by the Department		Requesting party		
2. Duly Accomplished Appeal for Re-admission from AWOL Form and Student Directory Form		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student prepares letter addressed to the Dean requesting for readmission from AWOL and proceeds to OGP to fill-up Readmission Form and Student Directory Form to be attached to the letter or student may download the forms through OGP's Google Drive at https://drive.google.com/drive/folders/1qBldbgGKF6pIkIUfhZDx3xab8o64VJGm?usp=sharing	1.1. Receiving Personnel provides copies of Readmission Form and Student Directory Form 1.2. Student Records Evaluator verifies student's status	None	20 Minutes	<i>Receiving Personnel</i> Office of the Graduate Program <i>Student Records Evaluator</i>
2. Student submits letter and forms to respective department for endorsement	2.1. Department receives student request for Chairperson and Coordinator's endorsement and transfers documents to OGP after endorsement. 2.2. SRE re-evaluates record of student and is prepares files for endorsement of OGP Coordinator 2.3. Dean approves request for readmission from AWOL	None	5 Days	<i>Receiving Personnel</i> Department <i>Department Chairperson</i> <i>Receiving Personnel</i> Office of the Graduate Program <i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i> <i>Dean</i>
TOTAL:		NONE	5 Days and 20 Minutes	



Type of Service: External

30. Processing of Re-admission from LOA (Leave of Absence)

Students request for re-admission from LOA

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated and Paid LOA Form <i>*Please check with your Department if they require separate letter for Re-admission from LOA*</i>		Department		
2. Duly accomplished Return from LOA Form		Office of the Graduate Program		
3. Medical Certificate from UP Health Service (original and photocopy) for those who are LOA for 2 semesters or more or Certificate of Compliance from UP Diliman Health Service		UP Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to OGP to accomplish Return from LOA Form or student may download the form through OGP's Google Drive at https://drive.google.com/drive/folders/1qBldbgGKF6pIkIUfhZDx3xab8o64VJGm?usp=sharing	1. Receiving Personnel issues Return from LOA Form	None	1 Day	<i>Releasing Personnel Office of the Graduate Program</i>
2. Student accomplishes the form and submits to OGP	2. The Student Records Evaluator verifies the student's request for Return from LOA for signature of the Graduate Coordinator	None	1 Day	<i>Student Records Evaluator Graduate Program Coordinator</i>



3. Student claims signed form and forwards the form to the OUR for Registrar's approval (If student is on LOA for more than 1 semester, he/she should get medical certificate or Certificate of Compliance at UP Health Service) or student may wait for the notification from OGP as the OGP submits the completed requirements to the OUR online	3. Releasing Personnel releases form	None	1 Day	<i>Releasing Personnel</i> Office of the Graduate Program
TOTAL:		NONE	3 Days	

Type of Service: External

31. Request for Appointment of Critic/Reader

Request from adviser for the appointment of critic/reader

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter from the Adviser addressed to the Dean, CSSP thru channels endorsed by the Department		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Adviser writes a letter to the Dean for the request of the appointment of critic. (submission may be done online)	1.1. With the endorses of the Department Chairperson and Dept. Graduate Coordinator, the letter from the adviser requesting for the appointment of critic/reader submitted to the OGP. The SRE	None	3 Days	<i>Adviser</i> <i>Department Chairpeson</i> <i>Receiving Personnel</i> Office of the Graduate Program <i>Student Records</i>



through OGP's email)	<p>verifies the student's records and forwards documents to the unit GP Coordinator</p> <p>1.2. Request is then forwarded to the Dean for approval.</p> <p>1.3. OGP prepares notice of appointment for the critic upon approval of the dean.</p>			<p><i>Evaluator</i></p> <p><i>Graduate Program Coordinator</i></p> <p><i>Receiving Personnel Office of the Dean</i></p> <p><i>Dean</i></p>
TOTAL:		NONE	3 Days	

Type of Service: External

32. Request for Appointment of Thesis/Dissertation Adviser

Students request to appoint thesis/dissertation adviser

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished OGP Form 39		Office of the Graduate Program Departments under CSSP web.kssp.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student gets Form 39 from OGP, from the department or download the form through the CSSP website at http://web.kssp.upd.edu.ph/admissions/graduate-programs/admission or from OGP's Google Drive at https://drive.google.com/drive/folders/1qBlDbgGKF6pIkUfhZDx3xab8o64VJGm?usp=sharing	1. Releasing Personnel provides client with a copy of OGP Form 39	None	5 Minutes	<i>Releasing Personnel Department or OGP</i>
2. Duly accomplished Form 39 should be submitted to the department/ institute for endorsement	2.1. Receiving Personnel accepts and endorses the request.	None	3 Days	<i>Receiving Personnel Department</i> <i>Receiving Personnel Office of the</i>



	<p>2.2. Completed request with endorsement is then forwarded to the Office of the Graduate Program</p> <p>2.3. The OGP receives the endorsed form from the department.</p> <p>2.4. The Student Records Evaluator verifies the client's records.</p> <p>2.5. The Graduate Program Coordinator signs and endorses the request to Dean for approval.</p> <p>2.6. Receiving Personnel from the Office of the Dean accepts the request and forwards it to the Dean for approval</p> <p>2.7. Upon approval of the Dean, the OGP prepares notice of appointment for the adviser</p>			<p>Graduate Program</p> <p><i>Student Records Evaluator</i></p> <p><i>Graduate Program Coordinator</i></p> <p><i>Receiving Personnel</i> Office of the Dean</p> <p><i>Dean</i></p>
	TOTAL:	NONE	3 Days and 5 Minutes	



Type of Service: External

33. Request for Comprehensive Examination Schedule for Graduate students of PhD Programs

**For MPops, MIS, MA/PhD Political Science, PhD Psychology, PhD Sociology, please refer to your Department*
Students request for the schedule of comprehensive examination

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Dean, thru channels stating the names of Examiners, Area, Date and Time of Comprehensive Examination duly endorsed by the Department		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student prepares the letter request and submits it to the department for endorsement by the Graduate Program Coordinator and Department Chairperson (submission may be done online through the department's email)	1. Receiving Personnel accepts letter and forwards it to the Department Graduate Program Coordinator and Chairperson for their endorsement	None	1 Day	<i>Receiving Personnel Department Department Graduate Program Coordinator Chairperson</i>
2. Student submits endorsed letter to OGP for evaluation and endorsement to Dean's Office (submission may be done online through OGP's email)	2.1. SRE evaluates record of student and prepares for endorsement of OGP Coordinator 2.2. OGP forwards endorsed letter to the Dean's Office for approval of the Dean. OGP prepares notice for examiners upon approval of the Dean	None	4 Days	<i>Receiving Personnel Office of the Graduate Program Student Records Evaluator Graduate Program Coordinator Receiving Personnel Office of the Dean Dean</i>
TOTAL:		NONE	5 Days	



Type of Service: External

34. Request for Evaluation of Academic Standing

Students request for evaluation of academic status

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP ID or Form 5 from previous semester		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to OGP and presents his/her ID and request for evaluation or student may send an email or message to OGP to request for an evaluation	1. Students Records Evaluator (SRE) checks the record of the student upon verification of UP ID	None	30 Minutes	<i>Student Records Evaluator</i> Office of the Graduate Program
TOTAL:		NONE	30 Minutes	

Type of Service: External

35. Request for Substitution of Subjects

Students request for substitution of subject/s

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request for Substitution of Subjects Form in Triplicate		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits in triplicate	1.1. Receiving Personnel accepts	None	3 Days	<i>Receiving Personnel</i> Office of the Graduate



endorsed Request for Substitution Form from the Department to the OGP or student may email a PDF copy to OGP	the form and checks if duly endorsed by the Department. 1.2. SRE records the course substituted and ready for endorsement by the Graduate Coordinator			Program <i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i>
TOTAL:		NONE	3 Days	

Type of Service: External

36. Request for Thesis/Dissertation Final Defense Schedule

Thesis/Dissertation adviser request for the final defense schedule of his/her student

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter from the Adviser addressed to the Dean, CSSP thru channels stating the schedule and venue of the defense duly endorsed by the Department* 2. Student should make sure to submit a copy of the manuscript for the Dean's Representative as soon as the adviser request for the schedule of the final defense <i>*Request must be submitted one (1) month prior the scheduled final defense</i>	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Adviser writes a letter for the request of final defense schedule upon endorsement of the critic that the thesis/dissertation is ready for defense. The student should submit a copy of the	1. SRE verifies student's status. Upon confirmation of the status, GP Coordinator endorses the request for defense and	None	3 Days	<i>Receiving Personnel Office of the Graduate Program</i> <i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i>



manuscript to OGP for the Dean's Representative's copy (submission may be done online through OGP's email)	approval of the Dean.			Receiving Personnel Office of the Dean Dean
TOTAL:		NONE	3 Days	

Type of Service: External

37. Request for Thesis/Dissertation Proposal Defense Schedule

The adviser request for thesis/dissertation proposal defense schedule

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished OGP Form 37 endorsed by the department 2. Copy of the draft of the manuscripts for the panel members <i>*Request must be submitted two (2) weeks prior the scheduled proposal defense</i>		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students submits copy of the draft of his/her thesis or dissertation to adviser (submission may be done online through the adviser's email)	1. Adviser fills up OGP Form 37 for the request of proposal defense schedule for endorsement of the department 1.2. Department forwards the request to OGP along with the copy of the draft for evaluation of SRE. 1.3. GP coordinator endorses the request to the Dean's Office for approval. 1.4. Upon approval of the Dean, OGP prepares notice of the	None	3 Days	Receiving Personnel Department Receiving Personnel Office of the Graduate Program Student Records Evaluator Graduate Program Coordinator Receiving Personnel Office of the Dean Dean



	proposal defense schedule for the panel members.			
TOTAL:		NONE	3 Days	

Type of Service: External

38. Request for True Copy of Grades (TCG) and Certifications (GWA, Enrollment, Units Earned, Completion of Coursework)

Students request for TCG and certifications

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Slip		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accomplishes Request Slip for TCG and certification and pay at PH 115-117 or student may request via google form from OGP https://bit.ly/CSSPOGP-TCG-Certification_Request	1.1. Receiving Personnel issues request slip 1.2. Designated Collecting Officer receives payment and issues official receipt	PHP 20.00 per copy	20 Minutes	<i>Receiving Personnel Office of the Graduate Program</i> <i>Designated Collecting Officer CSSP Computer Laboratory</i>
2. Student submits the request slip and OR of request	2. SRE prepares TCG and certification requested by the student for the Graduate Coordinator's signature	None	2 Days	<i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i>
TOTAL:		PHP 20.00	2 Days and 20 Minutes	



Type of Service: External

39. Request to Cross-Register

Students request to cross-register to other UP units or other university

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Dean thru channels stating reason/s for the request to cross-register duly endorsed by the Department Chairperson		Requesting party		
2. Duly Accomplished Request to Cross-Register Form endorsed by the Department Chairperson		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits request to cross register to OGP upon the department's endorsement (submission may be done online through OGP's email)	1.1. Student Records Evaluator verifies student's status and forwards documents to the Graduate Program Coordinator. 1.2. Requests are forwarded to the Dean for recommendations	None	3 Days	<i>Receiving Personnel</i> Office of the Graduate Program <i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i> <i>Receiving Personnel</i> Office of the Dean <i>Dean</i>
2. Student claims endorsed request from OGP upon endorsement by the dean, and submit form to OUR for the registrar's approval or student may send an email to OGP to get the pdf copy of the endorsed form for	2. Documents are released to the student	None	1 Day	<i>Releasing Personnel</i> Office of the Graduate Program



submission to OUR online				
TOTAL:		NONE	4 Days	

Type of Service: External

40. Validation of Change of Matriculation Requests

Students' request for validation of change of matriculation through CRS

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5 (paid and validated by the Cashier)		Requesting party		
2. Subjects already enlisted/cancelled by the Department in the CRS Module		Computerized Registration System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to OGP and presents paid Form 5 for validation of changes in matriculation through CRS or student notifies OGP via OGP's Facebook page or email of their application for Change Matriculation	1.1. OGP Staff checks and validates changes in matriculation through CRS 1.2. After validation through CRS, student proceed to their department for online post advising.	None	1 Day	<i>Receiving Personnel Office of the Graduate Program</i>
TOTAL:		NONE	1 Day	

Type of Service: External

41. Issuance of Certificate of Attendance (Common Module Make-Up)

Processing and issuance of Certificate of Attendance for make-up activities.

Office or Division:	College of Social Sciences and Philosophy, National Service Training Program (NSTP)
Classification:	Simple
Type of Transaction:	Government to Citizen



Who may avail:	All registered students of CSSP NSTP Common Module			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/written request from student 2. Accomplishment of make-up task by student 3. Certificate of Attendance to be signed by NSTP Teacher		CSSP National Service Training Program (NSTP) Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter addressed to the CSSP NSTP Coordinator for request of make-up activity for absence/absences. He/she may also make the request verbally.	1. Receiving Personnel accepts request and forwards them to NSTP Coordinator for approval of make-up request and scheduling of make-up session.	None	10 Minutes	<i>Receiving Personnel</i> CSSP NSTP Office <i>NSTP Coordinator</i>
2. Student accomplishes make-up task (e.g. watching a video of the missed Common Module topic or any other activity as agreed upon with NSTP Instructor).	2. Admin. Assistant prepares laptop and copy of video.	None	3 Hours (depending on number of absences incurred by student)	<i>Administrative Assistant</i> CSSP NSTP Office
3. Student fills out Certificate of Attendance.	3. Receiving Personnel forwards Certificate to of NSTP Instructor for signature approval	None	10 Minutes	<i>NSTP Instructor</i>
4. Student submits copy of signed Certificate of Attendance to the CSSP NSTP Office	4. For filing of CSSP NSTP Office	None	10 Minutes	<i>Receiving Personnel</i> CSSP NSTP Office
TOTAL:		NONE	3 Hours and 30 Minutes	

Type of Service: External

42. Processing of Student Appeals

Processing of student appeals to credit NSTP 1 or NSTP 2

Office or Division:	College of Social Sciences and Philosophy, National Service Training Program (NSTP)
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	All registered students of CSSP NSTP and students who took NSTP 1 or NSTP 2 at the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Appeal		CSSP National Service Training Program (NSTP) Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter addressed to the OVCAA for request to credit NSTP 1 or NSTP 2.	1. Receiving Personnel accepts request and forwards them to NSTP Coordinator and Instructor for signatures	None	30 Minutes	Receiving Personnel CSSP NSTP Office NSTP Instructor NSTP Coordinator
2. CSSP NSTP Office forwards Letter of Appeal to NSTP Diliman.	2. For signature of NSTP Diliman Director.	None	Pause Clock	NSTP Administrative Assistant NSTP Diliman
TOTAL:		NONE	30 Minutes	

Type of Service: External

43. Use of CSSP Multi-media Room PH 400

Processing of reservation of CSSP Multi-media Room PH 400

Office or Division:	College of Social Sciences and Philosophy, Computer Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students & Community, Private & NGO's Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/written request from student		Requesting party		
2. Duly accomplished Reservation Form <i>*For non-CSSP based organizations, if the event would be held 5 pm onwards, secure an Activity Approval Form AAF from OSA at Vinzon's Hall</i>		CSSP Computer Laboratory OSA or Vinzon's Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Student checks the room availability over the phone by calling CSSP Computer Laboratory 981-8500 Local	1. Receiving Personnel checks the availability of the venues on request and approves or disapproves accordingly	None	2 Minutes	Receiving Personnel CSSP Computer Laboratory



2433 or in-person at Palma Hall Room 117.				
2. Student writes a letter requesting use of facility addressed to the Coordinator of CSSP - Computer Laboratory duly signed by the Faculty Adviser.	2. Receiving Personnel rechecks the availability of the venues on request and approves or disapproves accordingly	None	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
3. Student accomplishes the reservation form from http://tinyurl.com/CSSPPH400 and submits it to CSSP, Computer Laboratory Room 117.	3. Receiving Personnel processes request	Depends on what equipment to use	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
4. Student confirms the reservation and pays the reservation fee at CSSP-Computer Laboratory, Room 117.	4. Receiving Personnel accepts payment for all applicable fees and issues official receipt	Depends on what equipment to use	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
TOTAL:		Fees to be based on facilities and equipment to be used	3 Days and 2 Minutes	

ROOM RESERVATIONS (Multi-Media Room)	
CSSP Class and CSSP-based Organization	Rate per hour (PHP)
Room rental only	110.00
Room rental with sound system and/or LCD projector	450.00
LCD Projector	200.00
Partnership with CSSP-based organization	
Room rental only	400.00
Room rental with sound system and/or LCD projector	600.00
LCD Projector	550.00
Non-CSSP class and University based-organization	
Room rental only	600.00
Room rental with sound system and/or LCD projector	800.00
LCD Projector	550.00
Non-UP Organization	
Room rental with sound system (first three hours)	2,000.00
Room rental with sound system and/or LCD projector (first three hours)	2,500.00
Succeeding hours	600.00
LCD PROJECTOR	
CSSP class and CSSP based Organization	200.00
Partnership with CSSP-based organization	550.00
Non-CSSP class and University based-organization	550.00



Type of Service: External

44. Use of LCD Projector

Processing of reservation for use of LCD Projector

Office or Division:	College of Social Sciences and Philosophy, Computer Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Reservation Form		CSSP Computer Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student checks the availability of LCD projector over the phone by calling CSSP Computer Laboratory 981-8500 Local 2433 or in-person at Palma Hall Room 117.	1. Receiving Personnel checks the availability of the venues on request	None	2 Minutes	<i>Receiving Personnel</i> CSSP Computer Laboratory
2. Student accomplishes the reservation form from http://tinyurl.com/CSSPPH400 and submits it to CSSP, Computer Laboratory Room 117 duly signed by the Faculty Adviser.	2. Receiving Personnel processes request	None	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
3. Student pays the rental fee at CSSP- Computer Laboratory, Room 117.	3. Receiving Personnel accepts payment for all applicable fees and issues official receipt	Depends on the total number of Hours the equipment is used. Rates are as follows. CSSP class and CSSP-based organizations – PHP 200.00 per Hour , Partnership with CSSP-based organization – PHP 550.00 per Hour, Non-CSSP class and University-based organization – PHP 550.00 per Hour	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
TOTAL:		Depends on hours of use, facility, equipment, and other requirements	2 Days and 2 Minutes	



Type of Service: External

45. Use of Video-Conferencing Room PH119

Processing of reservation of Video-Conferencing Room PH 119

Office or Division:	College of Social Sciences and Philosophy, Computer Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All CSSP-based offices and departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal inquiry or written request from head of office/department		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Office/Department checks the room availability over the phone by calling CSSP Computer Laboratory 981-8500 Local 2433 or in-person at Palma Hall Room 117.	1. Receiving Personnel checks the availability of the venues on request	None	2 Minutes	<i>Receiving Personnel</i> CSSP Computer Laboratory
2. The Office/department writes a letter requesting use of facility addressed to the Coordinator, CSSP - Computer Laboratory.	2. Based on the request and availability, Receiving Personnel approves or disapproves accordingly	None	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
TOTAL:		None	1 Day and 2 Minutes	

Type of Service: External

46. Request for venue/equipment AVR museum

Processing of request to use the Anthropology AVR/Museum

Office or Division:	College of Social Sciences and Philosophy, Department of Anthropology			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All registered students and faculty of the Department of Anthropology			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the Department Chair.		Requesting party		



2. Duly accomplished Request Form		Department of Anthropology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter addressed to the Chair, fills out request form and submits both to the Museum Researcher	1. Museum Researcher accepts letter and request to evaluate the availability of the facility	None	1 Day	<i>Receiving Personnel</i> Department of Anthropology
2. Student submits letter and filled out form to Department of Anthropology Office.	2. Receiving personnel checks the submissions. If all details are in order, forwards them to the Department Chairperson for approval	None	1 Day	<i>Receiving Personnel</i> Department of Anthropology
TOTAL:		NONE	2 Days	

Type of Service: External

47. Geographic Information Systems GIS and Mapping Workshop

Processing of request to facilitate a GIS and Mapping Workshop

Office or Division:	College of Social Sciences and Philosophy, Department of Geography			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/Government to Citizen/Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter to facilitate workshop 2. Honorarium for facilitators and fee for venue, equipment and other workshop materials 3. Minimum of 10 participants		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail the department and arrange a schedule for the workshop. The department also sets a schedule and sends out invitation to interested participants geography.upd@up.edu.ph	1. For endorsement by the Department Chair to the Training Committee	None	1 Day	<i>Client Government and NGOs</i> <i>Receiving Personnel</i> Department of Geography <i>Chairperson</i>



2. Preparation and presentation of the course outline of the workshop	2. For approval of the Chairperson	None	5 Days	<i>Training Committee</i> <i>Chairperson</i>
3. Presentation of the requirements and course outline to the client	N/A	Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	Depends on the length of Days that the client conforms with the proposal	<i>Client Government Agency/NGO</i> <i>Training Committee</i>
TOTAL:		Fees and charges depend on the number of participants and the equipment to be used	20 Days (Maximum)	

Type of Service: External

48. Teacher training/seminar on the teaching of Geography

Processing of request for teacher training/seminar on the teaching of Geography

Office or Division:	College of Social Sciences and Philosophy, Department of Geography			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Teachers and organizations in primary and secondary education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter to facilitate workshop 2. Honorarium for facilitators and fee for venue, equipment and other workshop materials 3. Minimum of 10 participants		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail the department and arrange a schedule for the workshop. The department also sets a schedule and sends out	1. For endorsement by the Department Chair to the	None	1 Day	<i>Client Government and NGOs</i> <i>Receiving Personnel</i> <i>Department of</i>



invitation to interested participants geography.upd@up.edu.ph	Training Committee			Geography Chairperson
2. Preparation and presentation of the course outline of the workshop	2. For approval of the Chairperson	None	5 Days	Training Committee Chairperson
3. Presentation of the requirements and course outline to the client	N/A	Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	Depends on the length of Days that the client conforms with the proposal	Client Government Agency/NGO Training Committee
TOTAL:		Fees and charges depend on the number of participants and the equipment to be used	20 Days	

Type of Service: External

49. Training/Seminar on Disaster Risk Reduction and Management DRRM

Processing of request for training/seminar on Disaster Risk Reduction and Management (DRRM)

Office or Division:	College of Social Sciences and Philosophy, Department of Geography
Classification:	Highly Technical
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter to facilitate workshop	Requesting party



2. Honorarium for facilitators and fee for venue, equipment and other workshop materials 3. Minimum of 10 participants				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail the department and arrange a schedule for the workshop. The department also sets a schedule and sends out invitation to interested participants <u>geography.upd@up.edu.ph</u>	1. For endorsement by the Department Chair to the Training Committee	None	1 Day	<i>Client Government and NGOs</i> <i>Receiving Personnel</i> Department of Geography <i>Chairperson</i>
2. Preparation and presentation of the course outline of the workshop	2. For approval of the Chairperson	None	5 Days	<i>Training Committee</i> <i>Chairperson</i>
3. Presentation of the requirements and course outline to the client	N/A	Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	Depends on the length of Days that the client conforms with the proposal	<i>Client Government Agency/NGO</i> <i>Training Committee</i>
	TOTAL:	Fees and charges depend on the number of participants and the equipment to be used	20 Days	

Type of Service: External

50. Training/Seminar on Participatory 3D Mapping P3DM

Processing of request for training/seminar on Participatory 3D Mapping

Office or Division:	College of Social Sciences and Philosophy, Department of Geography
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Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Registration Form		Online forms provided in promotional materials		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail the department and arrange a schedule for the workshop. The department also sets a schedule and sends out invitation to interested participants <u>geography.upd@up.edu.ph</u>	1. For endorsement by the Department Chair to the Training Committee	None	1 Day	<i>Client Government and NGOs</i> <i>Receiving Personnel</i> Department of Geography <i>Chairperson</i>
2. Preparation and presentation of the course outline of the workshop	2. For approval of the Chairperson	None	5 Days	<i>Training Committee</i> <i>Chairperson</i>
3. Presentation of the requirements and course outline to the client	N/A	Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	Depends on the length of Days that the client conforms with the proposal	<i>Client Government Agency/NGO</i> <i>Training Committee</i>
TOTAL:		Fees and charges depend on the number of participants and the equipment to be used	20 Days	



Type of Service: External

51. Request for Language Proficiency Exam

Processing of request for Language Proficiency Examination

Office or Division:	College of Social Sciences and Philosophy, Department of History			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter addressed to Department of European Languages Chairperson (Through Channels)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits a letter request addressed to the Department of European Languages (Through channels)	2. Receiving Personnel forwards the request to the Dept. Chairperson for approval	None	1 Day	<i>Receiving Personnel</i> Department of History <i>Chairperson</i> Department of History
TOTAL:		NONE	1 Day	

Type of Service: External

52. Request to attend the National Training Seminar for Teachers of Philippine History (PROFESS)

Processing of request to attend the National Training Seminar for Teachers of the Philippines (PROFESS-History)

Office or Division:	College of Social Sciences and Philosophy, Department of History			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Teachers, history enthusiasts and social science practitioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Registration Form		Online forms in designated links		
2. Registration Fee* * <i>Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop</i>		Requesting party		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client completes registration* process in provided online registration forms *Fees may be shouldered by sponsoring agencies and offices	1. Receiving Personnel forwards collated list to committee in charge	None	7 Days	<i>Receiving Personnel</i> Department of History <i>Training Committee</i> Department of History <i>Chairperson</i> Department of History
2. Client receives confirmation email and additional details for the event	2. Receiving Personnel send confirmation email to registered participants	None	20 Minutes	<i>Receiving Personnel</i> Department of History
TOTAL:		NONE	7 Days and 20 Minutes	

Type of Service: External

53. Request to attend the Philippine-Spanish Friendship Day Conference

Processing of request to attend the Philippine-Spanish Friendship Day Conference

Office or Division:	College of Social Sciences and Philosophy, Department of History
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	History Scholars

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Registration Form	Online forms provided in promotional materials

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client completes registration process in provided online registration forms	1. Receiving Personnel forwards collated list to committee in charge	None	7 Days	<i>Receiving Personnel</i> Department of History <i>Training Committee</i> Department of History <i>Chairperson</i> Department of History
2. Client receives confirmation email	2. Receiving Personnel send confirmation	None	20 Minutes	<i>Receiving Personnel</i> Department of History



and additional details for the event	email to registered participants			
TOTAL:		NONE	7 Days and 20 Minutes	

Type of Service: External

54. Administer Language Proficiency Exam

Processing request to administer Language Proficiency Examination

Office or Division:	College of Social Sciences and Philosophy, Department of Linguistics			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All registered students of the university under a program with required Asian/ Philippine language courses.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request from the student; or		Requesting party		
2. Letter of endorsement from the department's Chairperson or from the Dean.		Student's Department or Office of the Dean		
3. Language Proficiency Exam Form		Department of Linguistics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter of request to take a Language Evaluation Exam with endorsement from his/her department or college or submits the Exam Request Form his/her home unit/College and send it via email at linguistics.upd@up.edu.ph	1.1. Receive letter of request 1.2. Forwards request for approval. 1.3. Prepares and schedule exam.	None	10 Minutes	<i>Receiving Personnel</i> Department of Linguistics
2. Student takes the exam for no more than 3 Hours.	2. Designated Exam Proctor conducts the exam and checks it afterwards.	None	3 Days	<i>Examination Proctor</i> Department of Linguistics
3. The results of the exam are sent out to the requesting student's department or college.	3. Certification of the Language Proficiency Exam is issued and sent to the requesting unit's office.	None	10 Minutes	<i>Releasing Personnel</i> Department of Linguistics
TOTAL:		NONE	3 Days and 20 Minutes	



Type of Service: External

55. Conduct seminar and training workshops

Processing of request to conduct seminar and training workshops for subjects and topics under the Department of Linguistics

Office or Division:	College of Social Sciences and Philosophy, Department of Linguistics			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All interested professional participants from within or outside university.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished online or printed Registration Form		Online or Department of Linguistics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested participants should fill out the Registration Form online or at the department's office <i>*Participants may also open their ExCRS account to register.</i>	1. Receiving Personnel provides form sheet for participants or logs into the ExCRS account creation page.	None	10 Minutes	<i>Receiving Personnel</i> Department of Linguistics
2. Client secures payment at the CSSP Collecting Officer or pay through Bank Deposit	2. Designated Collecting Officer accepts payment and issue official receipt.	PHP 3,500.00	1 Hour	<i>Designated Collecting Officer</i> CSSP Computer Laboratory
3. Client emails a copy of receipt or deposit slip to the Department as proof of registration	3. Receiving Personnel confirms/acknowledges payment and registration	None	5 Minutes	<i>Receiving Personnel</i> Department of Linguistics
TOTAL:		PHP 3,500.00	1 Hour and 15 Minutes	

Type of Service: External

56. Extension Program Offer through Extramural Classes in Asian Languages and Linguistics

Processing of request for Extension Program Offer through Extramural Classes in Asian Languages and Linguistics

Office or Division:	College of Social Sciences and Philosophy, Department of Linguistics
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	The Extramural Classes is open to the public for those interested to study Asian Languages.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ExCRS Account		Department of Linguistics		
2. Online reservation of slot		Department of Linguistics website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance at the Department of Linguistics' office for the ExCRS Account creation <i>*Enrollee should bring at least one government-issued ID</i> Or Students fill out an online form for the creation of ExCRS Account at: http://bit.ly/ExCRSAccount . <i>*Enrollee should upload at least one government-issued ID and their own picture for identification.</i>	1. Receiving Personnel directs student to the ExCRS website registration and then checks ID and information entered on the website. Or Receiving Personnel verifies the answers submitted and processes the creation of ExCRS Account at the ExCRS website http://uplinguistics.com	None	10 Minutes	Receiving Personnel Department of Linguistics
2. Online reservation for a slot in the language class through the ExCRS website http://uplinguistics.com . <i>*The reservation is effective for two business Days and should be paid within the given period.</i>	2. Monitors reservation and administers ExCRS website operations.	None	5 Minutes <i>*2 Days reserved slot validity</i>	Receiving Personnel Department of Linguistics
3. Payment of the enrollment fee at the CSSP Collecting Officer CompLab/PH 117 Or Download and fill out the billing statement from http://bit.ly/extramsbill . If student is enrolling in more than one class, s/he will fill out separate billing statement for each class. (1 billing statement, 1 class.)	3. Designated Collecting Officer receives payment and issues receipt.	PHP 3,500.00 for one language course	10 Minutes	Designated Collecting Officer CSSP Computer Laboratory



<p>Payment of the enrollment fee may be done via:</p> <p>a. Landbank over-the-counter transaction (cash/check deposit) http://bit.ly/DirectBankDeposit</p> <p>b. Online bank transfer via PESONet to Landbank http://bit.ly/BankTransferLandbank</p> <p>c. Landbank Link.BizPortal (Landbank ATM Card or VISA Debit Card; Cash payment via Landbank ATM or 7/11 convenience stores; Other Banks via PCHC PayGate:Union Bank, Robinsons Bank, RCBC ATM cards) -- with convenience fee. http://bit.ly/LinkBizPortal</p> <p>Fill out the Verify Payment Request Form at http://bit.ly/verifypaymentrequest in order to initiate the process of verifying payment by the UP Diliman Cash Office. The billing statement and proof of deposit/transaction will be uploaded.</p>				
TOTAL:	PHP 3,500.00 for one language course	25 Minutes		

Type of Service: External

57. Translation services to/from Philippine and Asian Languages

Processing of request to translate materials to/from Philippine and Asian Languages

Office or Division:	College of Social Sciences and Philosophy, Department of Linguistics
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	All requesting units within the university
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original document to be translated	Requesting party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an electronic copy of the documents to be translated via email at linguistics.upd@up.edu.ph (e.g. Memorandum of Agreement from English to Japanese or vice-versa)	1.1. Receive materials for translation 1.2. Forwards the materials to be translated to designated faculty.	None	1 Day	<i>Receiving Personnel</i> Department of Linguistics <i>Faculty</i> Department of Linguistics
2. Client receives the original document along with the translation	2. Releasing Personnel returns the original document with the translation	None	6 Days	<i>Releasing Personnel</i> Department of Linguistics
TOTAL:		NONE	7 Days	

Type of Service: External

58. Certification of Philo 198 taken twice

Processing of request for Certification of Philosophy 198 (Special Problems) if taken more than once and with different primary topics

Office or Division:	College of Social Sciences and Philosophy, Department of Philosophy			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Department of Philosophy undergraduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request Form		Department of Philosophy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for Certification for Philo 198 taken twice	1. Receiving Personnel evaluates student request and prepares Certification for Philo 198 taken twice	None	3 Days	<i>Receiving Personnel</i> Department of Philosophy
TOTAL:		NONE	3 Days	



Type of Service: External

59. Endorsement of requests to take foreign language examination in other units

Processing endorsement of requests to take foreign language examination from other units

Office or Division:	College of Social Sciences and Philosophy, Department of Political Science			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Graduate Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request to unit facilitating exam endorsed by Department Graduate Program Coordinator GPC and Department Chair		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter to the Chair of the Department facilitating the exam	1. Receiving Personnel accepts letter request and forwards it to the Graduate Program Coordinator and Department Chair for signing	None	10 Minutes	<i>Receiving Personnel</i> Department of Political Science <i>Graduate Program Coordinator</i> <i>Chairperson</i>
2. Student receives signed endorsement letter	2. Releasing Personnel gives the signed endorsement letter	None	20 Minutes	<i>Releasing Personnel</i> Department of Political Science
TOTAL:		NONE	30 Minutes	

Type of Service: External

60. Evaluation of request to shift track in MIS Program

Processing of request to shift track in Master's in International Studies Program

Office or Division:	College of Social Sciences and Philosophy, Department of Political Science
Classification:	Complex
Type of Transaction:	Government to Government



Who may avail:		Graduate Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the CSSP Dean and endorsed by Department Graduate Program Coordinator (GPC) and Department Chairperson		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter addressed to the Dean	<p>1.1. Receiving Personnel accepts letter request for processing</p> <p>1.2. University Research Associate evaluates the student's records and once verified, forwards the request to the GPC and Dept. Chairperson for signing</p> <p>1.3. GPC and Dept. Chairperson signs the endorsement letter</p> <p>1.4. Signed request is then forwarded to the Office of the Graduate Program</p> <p>1.5 SRE for the Office of the Graduate Program verifies the student's records and forwards request to the OGP Coordinator for signing</p> <p>1.6. Signed request is then forwarded to the Office of the Dean for evaluation</p> <p>1.7. Whether</p>	None	8 Days	<p><i>Receiving Personnel</i> Department of Political Science</p> <p>Student Records Evaluator Department of Political Science</p> <p><i>Graduate Program Coordinator</i> Department of Political Science</p> <p><i>Department Chairperson</i></p> <p><i>Receiving Personnel</i> Office of the Graduate Program</p> <p><i>Receiving Personnel</i> Office of the Dean</p> <p><i>Dean</i></p>



	approved or disapproved by the Dean, the request is returned to the OGP for processing. 1.8. OGP relays the Dean's decision to the department			
2. Student receives the decision	2. The Releasing Personnel contacts the student and informs him/her regarding the decision on the request	None	10 Minutes	<i>Releasing Personnel</i> Department of Political Science
TOTAL:		NONE	8 Days and 10 Minutes	

Type of Service: External

61. Conduct Survey

Processing of request to conduct surveys as defined by the parameters and target data of requesting party

Office or Division:	College of Social Sciences and Philosophy, Population Institute			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Terms of Reference 2. Memorandum of Agreement/Memorandum of Understanding		Population Institute		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Request Letter to the Population Institute	1.1. Receiving Personnel accepts Request Letter for processing. 1.2. Receiving Personnel	Fees depend on the agreed rates in the MOA	7 Days	<i>Receiving Personnel</i> UPPI <i>Faculty in-charge of training</i>



	informs the client regarding the action taken by the committee <i>*Letter Requests are for endorsement through channels</i>			
	TOTAL:	Fees depend on the agreed rates in the MOA	7 Days	

Type of Service: External

62. Data Requests

Processing of request to provide access to data for research purposes

Office or Division:	College of Social Sciences and Philosophy, Population Institute			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Duly accomplished Data Request Form 3. Abstract		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fill up data request form	1.1. Receiving Personnel will submit the form to Data Archive Faculty in-Charge 1.2. Based on evaluation of abstract,	None	5 Days	<i>Receiving Personnel</i> UPPI <i>Faculty in-charge of Data Archive</i>



	request may be approved or disapproved 1.3. Upon approval, Receiving Personnel inform the client regarding the approval of the data request and will prepare			
TOTAL:		NONE	5 Days	

Type of Service: External

63. Training Request

Processing of request to conduct training on fields and topics under specialization in the Population Institute

Office or Division:	College of Social Sciences and Philosophy, Population Institute			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Payment of specified fees in preparation of training/research		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Request Letter to the Population Institute	1.1. Receiving Personnel accepts Request Letter for processing. 1.2. Receiving Personnel informs the client regarding the action taken by the committee	Varied	7 Days	<i>Receiving Personnel UPPI Faculty in-charge of training</i>



	*Letter Requests are for endorsement through channels			
TOTAL:		Fees depend on the agreed rates in the MOA	7 Days	

Type of Service: External

64. Request for certification of subject required for board examination

Processing of request for certification of subjects required for taking the Board Examinations.

Office or Division:	College of Social Sciences and Philosophy, Department of Psychology			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All students graduated from UP Diliman Department of Psychology			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request Form		Department of Psychology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student fills-out request form	1.1. Receiving Personnel accepts the request 1.2. Receiving Personnel verifies the student's records and subjects taken via the Computerized Registration System (CRS) platform and encodes the necessary information on	None	6 Hours	Receiving Personnel Department of Psychology Chairperson Department of Psychology



	<p>the certification</p> <p>1.3. Prepared certification is forwarded to the Department Chairperson for signing</p> <p>1.4. Department Chairperson signs the document and returns it to the RP for application of stamps and dry seal.</p>			
2. Student receives the certification	2. Releasing Personnel informs student that the document is ready for pick-up	None	10 Minutes	<i>Releasing Personnel</i> Department of Psychology
TOTAL:		NONE	6 Hours and 10 Minutes	

Type of Service: External

65. Request for Research Participation Pool Access

Processing of request for research participation pool access

Office or Division:	College of Social Sciences and Philosophy, Department of Psychology	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	All Psychology students taking research method courses	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Registration and Application Form Ethics Review Form 2. Research Participant Pool Access Request Form 3. Research Participation Sign-up Sheet 	Department of Psychology	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Researcher/student fills-out and submits the Registration and Application Form to the research supervisor	1.1. Research Supervisor accepts the Registration and Application Form for processing 1.2. Faculty/research supervisor reviews the registration and application form 1.3. If approved, the research supervisor informs the student of the approval	None	15 Days	<i>Research Supervisor</i> Department of Psychology
2. Researcher/student fills-out and submit research participation pool access request form	2.1. Receiving Personnel accepts the Research Participation Pool Access Request Form for processing 2.2. Receiving Personnel verifies and encodes the pertinent information provided in the research participation pool access request form and issues the credit sticker	None	10 Minutes	<i>Receiving Personnel</i> Department of Psychology
TOTAL:		NONE	15 Days and 10 Minutes	



Type of Service: External

66. *Issuance of Department Admission Slips

Release of Department Admission Slips

*Procedure is similar for all departments

Office or Division:	College of Social Sciences and Philosophy, Department of Sociology			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All students applying for the Sociology Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the Department of Sociology to claim their Department Admission Slips	1. Receiving Personnel requests for the client's valid ID for verification. Once verified, Receiving Personnel checks if the Department Admission Slip for the client is available.	None	15 Minutes	<i>Receiving Personnel</i> Department of Sociology
2. Client receives copy of Department Admission Slip	2. If available, a copy of the Department Admission Slip is given to the client.	None	5 Minutes	<i>Releasing Personnel</i> Department of Sociology
TOTAL:		NONE	20 Minutes	

Type of Service: External

67. Issuance of Letter/Certification/Course Content

Processing of Certification for Sociology 197 and Sociology 297 (Special Topics)

Office or Division:	College of Social Sciences and Philosophy, Department of Sociology			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students who previously completed Sociology courses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Letter Request addressed to the Department Chairperson 2. Curriculum		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter Request and copy of curriculum to the Department of Sociology	1.1. Receiving Personnel accepts documents and forwards to the Undergraduate Program Coordinator for endorsement 1.2. Undergraduate Program Coordinator endorses letter to the Department Chairperson 1.3. Releasing Personnel returns the letter to the client	None	1 Day	<i>Receiving Personnel</i> Department of Sociology <i>Undergraduate Program Coordinator</i> <i>Chairperson</i> <i>Releasing Personnel</i>
2. Client submits request to the Office of the Dean for endorsement	2.1. Receiving Personnel accepts documents and forwards to the Dean for endorsement 2.2. Dean signs request as endorsement 2.3. Releasing Personnel returns the letter to the client	None	1 Day	<i>Receiving Personnel</i> Office of the Dean <i>Dean</i> <i>Releasing Personnel</i>
3. Client picks up request and forwards it to the Office of the College Secretary (OCS) at AS 101	3. Receiving Personnel accepts letter request for processing	None	Pause Clock	<i>Receiving Personnel</i> Office of the College Secretary
TOTAL:		NONE	2 Days	

Type of Service: External

68. Processing of Application for Visiting Research Fellow (VRF)

Assistance in processing of application for Visiting Research Fellow (VRF) from local and

Office or Division:	College of Social Sciences and Philosophy, Third World Studies Center (TWSC)
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Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	TWSC Visiting Research Fellows (VRF) whose institutions have a valid Memorandum of Agreement/Understanding with the University of the Philippines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified true copy of VRF appointment; 2. Certified true copy of the Memorandum of Agreement between UP and the VRF's university; 3. Certified true copy of the certification that the University of the Philippines under its Charter of 2008 (Republic Act 9500, Section 2) is the national university;	Third World Studies Center
4. Completed and notarized 47a2 Visa Application Form; 5. 2 x 2 ID picture; 6. Curriculum vitae; 7. Certified true copy of the first page of the VRF's passport; 8. Certified true copy of VRF's latest arrival; and 9. Proof of guarantor's financial capacity to fulfill VRF's undertaking, if applicable.	Requesting party (Visiting Research Fellow)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. VRF submits application	1. Receiving Personnel receives documents and submits application and applicable fees to the liaison officer of the Office of Institutional Linkages (OIL Diliman)	PHP. 2,525.00	1 Day	<i>VRF Coordinator</i>
2. VRF coordinates with designated TWSC personnel for processing of documents	2.1. OIL Diliman submits application documents and applicable fees to the Department of Justice (DOJ). 2.2. DOJ sends a	NONE	Pause Clock	<i>OIL Diliman Liaison Officer</i> <i>Office of International Linkages</i> <i>Legal Division</i> <i>Department of Justice</i> <i>Receiving Personnel Bureau of Immigration</i>



	<p>letter to TWSC Director of approval of 47a2 Visa Application.</p> <p>2.3. OIL Diliman facilitates Visa stamping of VRF passport at the Bureau of Immigration.</p>			
3. VRF receives approved 47a2 Visa passport	<p>3.1. OIL Diliman notifies TWSC when passport with 47a2 visa is available.</p> <p>3.2. VRF Coordinator informs VRF that 47a2 Visa passport is available</p>	NONE	1 Day	<p><i>OIL Diliman Liaison Officer</i> Office of International Linkages</p> <p><i>VRF Coordinator</i></p>
TOTAL:		PHP. 2,525.00	30 Days	



COLLEGE OF SOCIAL SCIENCES AND PHILOSOPHY (CSSP)

Internal Services



Type of Service: Internal

1. Basic papers for appointment (original, renewal or OIC appointment)

Processing of request for appointments

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Qualified Students for Student Assistant/Graduate Assistant positions, Faculty, and Non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Basic Paper		Unit Office/Department		
2. Cover Letter with justification		Requesting party		
3. OVCSA requirements (for Student/Graduate Assistant)				
4. HRDO/CSC requirements (for faculty and non-teaching personnel)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client informs Unit Office/Department regarding interest to apply for available appointment position	1. Receiving Personnel accepts the letter request with the necessary attachments and affixes Receiving stamp and signature 1.2. Basic Paper is prepared a. Endorsed by Head of Office attached with the OVCSA requirements for SA/GA b. Endorsed by Department Personnel Committee (for faculty) c. Endorsed by College/Office Personnel Committee (for	None	2 Days	<i>Receiving Personnel Designated Office/Department</i>



	<p>non-teaching personnel)</p> <p>1.3. Received documents are recorded for tracking and forwarded to the Dean for appropriate action</p>			
<p>2. Client submits prepared Basic Paper with all necessary requirements to the Office of the Dean</p>	<p>2.1. Receiving Personnel accepts the Basic Paper with the necessary attachments and affixes Receiving stamp and signature</p> <p>2.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action</p> <p>2.3. Approved requests are then forward to: - Office of Scholarship and Student Services (OSSS) (For Students) - HRDO (For Faculty and Non-Teaching Personnel)</p>		<p>2 Days</p>	<p><i>Receiving Personnel</i> Office of the Dean</p> <p><i>Dean</i> Office of the Dean</p>
<p>3. Client receives response</p>	<p>3. Releasing Personnel from designated office contacts the client regarding the results of the request.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Releasing Personnel</i> Office of the Dean or Designated Office</p>
TOTAL:		NONE	5 Days	



Type of Service: Internal

2. Concierge for Lost and Found items within the premises of Palma Hall

Processing for Lost and Found items

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party inquires at the Office of the Dean if a specific item or possession has been found <i>All items surrendered to the Office of the Dean are first checked for any contact information. If contact details are available, office personnel will establish communication and inform the owners that their possession/s have been found.</i>	1. Receiving Personnel asks for Proof of Ownership (specific description of the lost item/s, IDs, etc.)	None	15 Minutes	<i>Receiving Personnel</i> Office of the Dean
2. Requesting party receives returned item/s	2. Once ownership is verified, Releasing Personnel asks the owner to sign the Lost and Found Log Book for documentation	None	10 Minutes	<i>Releasing Personnel</i> Office of the Dean
TOTAL:		NONE	25 Minutes	



Type of Service: Internal

3. Funding assistance (Faculty Development Fund (FDF) /Research Dissemination Grant (RDG) and other funding request for college activities

Processing of request for financial assistance for research projects and college activities

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All registered students, faculty, and non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the Chancellor through channels endorsed by the Head of Office		Requesting party		
2. Invitation from Event Organizer				
3. Travel Form		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party writes a letter addressed to the Chancellor (through channels) with duly accomplished Travel Form endorsed by the Head of Office.	1. Receiving Personnel accepts the letter request with the necessary attachments and affixes Receiving stamp and signature	None	15 Minutes	Receiving Personnel Office of the Dean
	1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action			
	1.3. Once approved by the Dean, the documents are forwarded to the Office of the Chancellor		1 Day	Dean Office of the Dean Releasing Personnel Office of the Dean



	(Thru Channels) OVCSA (student) HRDO (faculty/non-teaching personnel)			<i>Receiving Personnel</i> OVCSA/HRDO
2. Client receives response	2. Releasing Personnel from designated office contacts the client regarding the results of the request.	None	1 Day	<i>Releasing Personnel</i> Office of the Dean
TOTAL:		NONE	2 Days and 15 Minutes	

Type of Service: Internal

4. Job Order

Processing of request for personnel with skills or expertise not available in the College. These are for temporary/short term projects and activities.

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, Non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order Form		Office of the Dean		
2. Acknowledgement of Designated Person		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party submits duly accomplished Job Order Form acknowledged by designated person	1. Receiving Personnel accepts the Form with the necessary attachments and affixes Receiving stamp and signature	None	15 Minutes	<i>Receiving Personnel</i> Office of the Dean



	1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action			
	1.3. Upon endorsement of the Dean, the documents are forwarded to the Budget Office for Budget Clearance		1 Day	<p style="text-align: center;"><i>Dean</i> Office of the Dean</p> <p style="text-align: center;"><i>Releasing Personnel</i> Office of the Dean</p> <p style="text-align: center;"><i>Receiving Personnel</i> Budget Office</p>
2. Client receives response	2. Releasing Personnel from designated office contacts the client regarding the results of the request.	None	1 Day	<p style="text-align: center;"><i>Releasing Personnel</i> Office of the Dean</p>
TOTAL:		NONE	2 Days and 15 Minutes	

Type of Service: Internal

5. Request for Services of Carpenter/Electrician/Driver

Processing of request for carpenter/electrician/driver services for unit members.

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, Non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order Form		Office of the Dean		
2. Vehicle Request Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. For the services of Carpenter/Electrician, requesting party submits duly accomplished Job Order Request Form approved by the Administrative Officer or Head of Office and acknowledged by the person whose services is requested</p> <p>For Driver services, requesting party submits duly accomplished Vehicle Request Form approved by the Administrative Officer or Head of Office and acknowledged by the person whose services is requested</p>	<p>1. Receiving Personnel accepts the Form with the necessary attachments and affixes Receiving stamp and signature</p>	None	15 Minutes	<p><i>Receiving Personnel</i> Office of the Dean</p>
	<p>1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action</p>			
	<p>1.3. Upon endorsement of the Dean, the necessary preparations are made (scheduling, check-up of vehicle, etc.)</p>		1 Day	<p><i>Dean</i> Office of the Dean</p> <p><i>Releasing Personnel</i> Office of the Dean</p>
<p>2. Client receives response</p>	<p>2. Releasing Personnel from designated office contacts the client regarding the results of the request.</p>	None	1 Day	<p><i>Releasing Personnel</i> Office of the Dean</p>
TOTAL:		NONE	2 Days and 15 Minutes	

Type of Service: Internal

6. Retrieval of Documents managed by the Office of the Dean

Processing of request for retrieval of documents managed and stored in the Office of the Dean

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean
Classification:	Simple



Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter indicating purpose of request/justification		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For Confidential Documents:</p> <p>Requesting party submits letter indicating purpose/justification</p> <p><i>Confidential Documents or those with sensitive information may only be requested by authorized individuals duly endorsed by the Head of Unit</i></p> <p>For Regular Communications/Documents</p> <p>Requesting party can call the Administrative Officer or Head of Unit</p>	<p>1. Receiving Personnel verifies request purpose/justification. If approved, requested documents are prepared</p>	None	15 Minutes	Receiving Personnel Office of the Dean
2. Requesting party receives requested documents	<p>2. Based on classification, documents may be released for the requesting party to take with them. However, certain documents may not be removed from the office premises.</p>	None	10 Minutes	Releasing Personnel Office of the Dean
TOTAL:		NONE	25 Minutes	



Type of Service: Internal

7. Travel Request

Processing of request for financial assistance for academic-related travel

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All registered students, faculty, and non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the Chancellor through channels endorsed by the Head of Office		Requesting party		
2. Invitation from Event Organizer				
3. Travel Form		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party writes a letter addressed to the Chancellor (through channels) with duly accomplished Travel Form endorsed by the Head of Office.	1. Receiving Personnel accepts the letter request with the necessary attachments and affixes Receiving stamp and signature	None	15 Minutes	<i>Receiving Personnel</i> Office of the Dean
	1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action			
	1.3. Once approved by the Dean, the documents are forwarded to the Office of the Chancellor (Thru		1 Day	<i>Dean</i> Office of the Dean <i>Releasing Personnel</i> Office of the Dean



	Channels) OVCSA (student) HRDO (faculty/non- teaching personnel)			<i>Receiving Personnel OVCSA/HRDO</i>
2. Client receives response	Releasing Personnel from designated office contacts the client regarding the results of the request.	None	1 Day	<i>Releasing Personnel Office of the Dean</i>
TOTAL:		NONE	2 Days and 15 Minutes	

Type of Service: Internal

8. Request for Certificate of Training/Conference/Seminar/Workshop Participation and Committee Membership

Issuance or re-issuance of certificate for events organized by the office or committees under the Associate Dean for Academic Affairs (i.e. Library Committee, Curriculum Committee, and other Special Committees) is made upon the request of concerned faculty/non-teaching staff.

Office or Division:	College of Social Sciences and Philosophy, Office of the Associate Dean for Academic Affairs (OADAA)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	Eligible Faculty, Administrative Personnel, and REPS of CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/written request from concerned faculty, administrative personnel or REPS		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request indicating the details of training/conference/seminar/workshop/committee membership (period, title of training and venue/name of committee) through	1.1. Receive request and verify records in the attendance sheets/event documentation (for certificate of participation) or notification of	None	1 Day	<i>URA II or Admin. Aide VI OADAA Associate Dean for Academic Affairs</i>



drop-off or via designated office email.	appointment (for committee membership). 1.2. Prepare certificate. 1.3. Forward certificate to signatories.			
2. Receive certificate of participation/ committee membership	2. Record and release certificate to requesting party	None	15 minutes	URA II or Admin. Aide VI OADAA
TOTAL:		NONE	1 Day and 15 minutes	

Type of Service: Internal

9. Issuance and Processing of Room Reservation/Facilities

Processing of room/facilities/equipment reservations

Office or Division:	College of Social Sciences and Philosophy, Office of Associate Dean for Administration and External Affairs (OADAEA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Letter	Requesting party			
Reservation Forms	Office of the Associate Dean for Administration and External Affairs			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party sends a letter addressed to the Associate Dean for request of reservation/permit through drop-off or via designated office email.	1.1. Receiving Personnel accepts the form and forwards it to the Dean for evaluation and approval 1.2. If approved, client proceeds to fill up the reservation form	None	1 Day	Receiving Personnel OADA
2. Student/Orgs/ Authorized Person fills out reservation form. <i>For online process, request forms are available</i>	2.1. Receiving Personnel accepts and processes the reservation.	None	10 Minutes	Receiving Personnel OADA



<i>in the unit's official website and email address</i>	2.2. Documents are also forwarded to the Assoc. Dean for signing			
3. Student/Orgs/staff/ authorized person submits copy of signed reservation form to the Designated Collecting Officer (Computer Laboratory)	3. Designated Collecting Officer accepts payment for all applicable fees	Fees depend on facilities and equipment to be used	30 Minutes	<i>Designated Collecting Officer CSSP Computer Laboratory</i>
TOTAL:	Fees depend on facilities and equipment to be used		1 Day and 40 Minutes	

Type of Service: Internal

10. OCLA - Out of Classroom Learning Activities-AFA Academic Field Activity

Processing of request for OCLA - Out of Classroom Learning Activities-AFA Academic Field Activity

Office or Division:	College of Social Sciences and Philosophy, Office of Associate Dean for Administration and External Affairs (OADAEA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from Faculty		Requesting party		
2. Insurance coverage for students		Insurance Service Provider		
3. Medical Certificates		Health Service or any accredited agency		
4. Duly accomplished Academic Field Activity Form		Office of Field Activities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party submits request letter to the Office of the Associate Dean for Administration. <i>*Cover letter signed by faculty teaching the subject and recommendation by Department Chair, for approval by Associate</i>	1.1. Receiving Personnel accepts the request and forwards it to the Associate Dean for Administration for evaluation 1.2. Assoc. Dean decides	None	1 Day	<i>Receiving Personnel OADAEA</i>



<i>Dean for Administration</i>	whether to approve or disapprove the request			
2. Requesting faculty receives the approved OCLA-AFA	2. Releasing Personnel informs the faculty that the document is ready for pick-up	None	10 Minutes	<i>Releasing Personnel</i> OADAEA
TOTAL:		NONE	1 Day and 10 Minutes	

Type of Service: Internal

11. Request for Issuance of Stay Beyond 10PM

Processing of the Issuance of permit to Stay Beyond 10PM in offices and unit premises

Office or Division:	College of Social Sciences and Philosophy, Office of the Associate Dean for Administration and External Affairs (OADAEA)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Faculty, Admin and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Stay Beyond 10PM Form signed by the Dept. Chair or Office Head		Office of the Associate Dean for Administration & External Affairs		
2. Duly accomplished Request Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty, Admin and REPS fills out request form signed by the Dept. Chair or Office Head and submits them to the OADAEA	1. Admin. Personnel accepts Request Forms, verify contents and input details on the calendar. Forms are then endorsed to the Associate Dean for Approval.	None	1 Day	<i>Receiving Personnel</i> Office of the Associate Dean for Administration & External Affairs <i>Assoc. Dean</i> Office of the Associate Dean for Administration & External Affairs
2. Client receives confirmation permit	2. Admin Personnel releases permit	None	5 Minutes	<i>Releasing Personnel</i> Office of the Associate Dean for Administration & External Affairs
TOTAL:		NONE	1 Day and 5 Minutes	



Type of Service: Internal

12. Facilities Reservation

Processing of reservation request for rooms and event spaces in the Palma Hall Building

Office or Division:	College of Social Sciences and Philosophy, Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1. CSSP-OSA Form 2A-CSSP 1.2. CSSP-OSA Form 2B Non-CSSP 1.3. CSSP-OSA Form 5 – AVR 1.4. CSSP-OSA Form 2C – Lockers 2. Payment for the approved Facilities Reservation - CSSP-OSA Form 4 (Payment Form)		Office of Student Affairs-CSSP, College Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires for room/venue rental/including costs/rates	1. Receiving Personnel checks room availability and verify schedule for conflict	None	5 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
2. Submit reservation form for approval	2. Receive the form for approval	None	1 Day	<i>Receiving Personnel</i> Office of Student Affairs
3. Go back to CSSP-OSA	3. Release approved reservation form and finalize the computation of rental fees	Refers to the forms for corresponding fees	5 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
4. For payment of fees proceed to CSSP Computer Laboratory CSSP-OSA Form 4	4. Process payment and issuance of Official Receipt	Refers to the forms for corresponding fees	3 Minutes	<i>Designated Collecting Officer</i> CSSP Computer Laboratory
5. Submit the official receipt to CSSP-OSA	5. Release of approved reservation form	None	2 Minutes	<i>Releasing Personnel</i> Office of Student Affairs
TOTAL:		All applicable	1 Day and 15 Minutes	



	fees indicated in reservation form		
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Type of Service: Internal

13. Use of CSSP Multi-media Room PH 400

Processing of reservation of CSSP Multi-media Room PH 400

Office or Division:	College of Social Sciences and Philosophy, Computer Laboratory
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP Students & Community, Private & NGO's Organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Verbal/written request from student	Requesting party
2. Duly accomplished Reservation Form <i>*For non-CSSP based organizations, if the event would be held 5 pm onwards, secure an Activity Approval Form AAF from OSA at Vinzon's Hall</i>	CSSP Computer Laboratory OSA or Vinzon's Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student checks the room availability over the phone by calling CSSP Computer Laboratory 981-8500 Local 2433 or in-person at Palma Hall Room 117.	1. Receiving Personnel checks the availability of the venues on request and approves or disapproves accordingly	None	2 Minutes	<i>Receiving Personnel</i> CSSP Computer Laboratory
2. Student writes a letter requesting use of facility addressed to the Coordinator of CSSP - Computer Laboratory duly signed by the Faculty Adviser.	2. Receiving Personnel rechecks the availability of the venues on request and approves or disapproves accordingly	None	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
3. Student accomplishes the reservation form from http://tinyurl.com/CSSPPH400 and submits it to CSSP, Computer Laboratory Room 117.	3. Receiving Personnel processes request	Depends on what equipment to use	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
4. Student confirms the reservation and pays the reservation fee at CSSP-Computer Laboratory, Room 117.	4. Receiving Personnel accepts payment for all applicable fees and issues official receipt	Depends on what equipment to use	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory



TOTAL:	Fees to be based on facilities and equipment to be used	3 Days and 2 Minutes	
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ROOM RESERVATIONS (Multi-Media Room)	
CSSP Class and CSSP-based Organization	Rate per hour (PHP)
Room rental only	110.00
Room rental with sound system and/or LCD projector	450.00
LCD Projector	200.00
Partnership with CSSP-based organization	
Room rental only	400.00
Room rental with sound system and/or LCD projector	600.00
LCD Projector	550.00
Non-CSSP class and University based-organization	
Room rental only	600.00
Room rental with sound system and/or LCD projector	800.00
LCD Projector	550.00
Non-UP Organization	
Room rental with sound system (first three hours)	2,000.00
Room rental with sound system and/or LCD projector (first three hours)	2,500.00
Succeeding hours	600.00
LCD PROJECTOR	
CSSP class and CSSP based Organization	200.00
Partnership with CSSP-based organization	550.00
Non-CSSP class and University based-organization	550.00

Type of Service: Internal

14. Use of LCD Projector

Processing of reservation for use of LCD Projector

Office or Division:	College of Social Sciences and Philosophy, Computer Laboratory
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Reservation Form		CSSP Computer Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Student checks the availability of LCD projector over the phone by calling CSSP Computer Laboratory 981-8500 Local 2433 or in-person at Palma Hall Room 117.</p>	<p>1. Receiving Personnel checks the availability of the venues on request</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Receiving Personnel</i> CSSP Computer Laboratory</p>
<p>2. Student accomplishes the reservation form from http://tinyurl.com/CSSPPH400 and submits it to CSSP, Computer Laboratory Room 117 duly signed by the Faculty Adviser.</p>	<p>2. Receiving Personnel processes request</p>	<p>None</p>	<p>1 Day</p>	<p><i>Receiving Personnel</i> CSSP Computer Laboratory</p>
<p>3. Student pays the rental fee at CSSP- Computer Laboratory, Room 117.</p>	<p>3. Receiving Personnel accepts payment for all applicable fees and issues official receipt</p>	<p>Depends on the total number of Hours the equipment is used. Rates are as follows. CSSP class and CSSP-based organizations – PHP 200.00 per Hour , Partnership with CSSP-based organization – PHP 550.00 per Hour, Non-CSSP class and University-based organization – PHP 550.00 per Hour</p>	<p>1 Day</p>	<p><i>Receiving Personnel</i> CSSP Computer Laboratory</p>
<p>TOTAL:</p>		<p>Depends on hours of use, facility, equipment, and other requirements</p>	<p>2 Days and 2 Minutes</p>	



Type of Service: Internal

15. Use of Video-Conferencing Room PH119

Processing of reservation of Video-Conferencing Room PH 119

Office or Division:	College of Social Sciences and Philosophy, Computer Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All CSSP-based offices and departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal inquiry or written request from head of office/department		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Office/Department checks the room availability over the phone by calling CSSP Computer Laboratory 981-8500 Local 2433 or in-person at Palma Hall Room 117.	1. Receiving Personnel checks the availability of the venues on request	None	2 Minutes	<i>Receiving Personnel</i> CSSP Computer Laboratory
2. The Office/department writes a letter requesting use of facility addressed to the Coordinator, CSSP - Computer Laboratory.	2. Based on the request and availability, Receiving Personnel approves or disapproves accordingly	None	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
TOTAL:		None	1 Day and 2 Minutes	

Type of Service: Internal

16. Issuance of Certificate of Employment of Faculty and Staff

Processing and release of Certificate of Employment of Faculty and Non-teaching Personnel

Office or Division:	College of Social Sciences and Philosophy, All Departments and Institutes			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Faculty, Lecturers, and Non-teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the Department Chair stating purpose for request		Requesting party		



2. For inactive employee, original and photocopy of Identification Card				
3. If through representative: a. Authorization letter b. Photocopy and original copy of the ID of the authorized representative c. Photocopy and original copy of the ID of the requesting employee				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee writes a letter addressed to the Chairperson and sends it through drop-off or via designated office email.	1. Acknowledge the receipt of the request letter through time stamp or through e-mail	None	10 Minutes	<i>Receiving Personnel</i> Department or Institute
2. Employee waits for the action of the Department	2.1. Check records on the 201 File of the employee	None	1 Hour	<i>Receiving Personnel</i> Department or Institute <i>Chairperson</i> Department or Institute
	2.2. Prepare certification	None		
	2.3. Review the certification and sign	None		
3. Employee checks e-mail for notification of availability of the requested document	3.1. Notify the employee through e-mail regarding the availability of the requested document	None	5 Minutes	<i>Receiving Personnel</i> Department or Institute
	3.2. For inactive employee, if record is not available on the 201 File, request may be declined and will be advised to go to the HRDO to request for their certificate of employment	None	30 Minutes	
4. Employee goes to the Administrative Office of the Department or institute For inactive employee, present original and photocopy of the Identification	4.1. Validate original Identification Card, get the photocopy and attach the same to the receiving file before releasing	None	10 Minutes	<i>Releasing Personnel</i> Department or Institute



<p>Card</p> <p><i>If authorized representative, bring requirements mentioned in item no. 3 on the checklist of requirements</i></p>	<p>4.2. If authorized representative, get the authorization letter, validate original Identification Card, get the photocopy and attach these to the receiving file before releasing</p> <p>4.3. Let the employee/authorized representative print name, sign and indicate date on the receiving file as proof of receipt</p>	<p>None</p> <p>None</p>		
<p>5. Requesting party receives Certification</p>	<p>5. Releasing personnel provides the copy of the certification</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Releasing Personnel Department or Institute</i></p>
TOTAL:		NONE	2 Hours	

Type of Service: Internal

17. Preparation of Property Clearance for faculty and staff applying for University Clearance at the HRDO

Processing of request for Property Clearance for Faculty and Non-teaching personnel

Office or Division:	College of Social Sciences and Philosophy, All Departments and Institutes
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Faculty, REPS and Staff of the Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Letter of Request addressed to the Chairperson or Institute Head stating the submission of the following accountabilities:</p> <ul style="list-style-type: none"> a. Office and classroom keys b. Electronic records of student grades/breakdown of past 3 semesters (including grade requirements, class standing and the procedure or requirement/s to lift the grade of 4 or 5 c. Course syllabus 	<p>Requesting party</p>



2. Original and photocopy of Identification Card				
3. If through representative: a. Authorization letter b. Photocopy and original copy of the ID of the authorized representative c. Photocopy and original copy of the ID of the requesting employee				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee writes a letter addressed to the Chairperson and sends it through drop-off or via designated office email.	1. Acknowledge the receipt of the request letter with Receiving stamp and signature or via acknowledgment email.	None	5 Minutes	<i>Receiving Personnel</i> Department or Institute
2. Wait for the action of the Department	2.1. Review and assess the submitted requirements mentioned in item no. 1 in the checklist requirements	None	1 Day	<i>Receiving Personnel</i> Department or Institute
	2.2. Check inventory of properties for accountabilities	None	1 Day	Property Inventory Committee <i>Receiving Personnel</i> Department or Institute
	2.3. Sign the Property Clearance	None	4 Hours	<i>Department Chairperson</i> <i>or Institute Head</i>
3. Employee checks e-mail for notification of availability of the requested document	3.1. Notify the employee through e-mail regarding the approval of the Property Clearance which will be forwarded to the Office of the Dean	None	5 Minutes	<i>Receiving Personnel</i> Department or Institute
	3.2. Forward the Property Clearance to the	None	5 Minutes	



	Office of the Dean			
4. Employee waits for the release of University Clearance to be issued by the HRDO	4.1. Sign the Property Clearance	None	1 Day	<i>Supply Officer Administrative Officer College of Social Sciences and Philosophy</i>
	4.2. Forward the Property Clearance to the HRDO through online	None	5 Minutes	<i>Dean</i>
5. Employee receives Clearance from the HRDO	5. Releasing Personnel provides client with the copy of the clearance	None	1 Day	<i>Releasing Personnel HRDO</i>
TOTAL:		NONE	4 Days, 4 Hours, and 20 Minutes	

Type of Service: Internal

18. Request for Faculty Research and/or Extension Load Credit

Processing of request for Faculty Research and/or Extension Load Credit

Office or Division:	College of Social Sciences and Philosophy, All Departments and Institute			
Classification:	Multi-stage			
Type of Transaction:	Government to Government			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the UP Diliman Chancellor (through channels).		Requesting party		
2. Duly accomplished Request Form		Department or Institute		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty writes a request letter addressed to the Chancellor (through channels), fills out the request form and submits both to the Department	1. Receiving Personnel accepts the form and forwards it to proper authorities for evaluation and approval	None	29 Days	<i>Receiving Personnel Department or Institute</i>
2. Faculty receives the approved request for Research and/or Extension Load Credit	2. Department returns the approved Research and/or Extension Load	None	1 Day	<i>Receiving Personnel Department or Institute</i>



	Credit to the Faculty and files the receiving copy			
TOTAL:		NONE	30 Days	



2. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at the designated box in every unit/office
How feedback is processed	<p>Every Friday, the Unit Anti Red Tape Focal Person of each unit/office opens the drop box and complies and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to Head of Units/Colleges and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen copy furnished the UP Diliman ARTC.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: 8-981-8500 local 4451 or 4452</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in every unit/office.</p> <p>Complaints can also be field via telephone. Make sure to provide the following information</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-up, clients may contact the following telephone number: 8-981-8500 local 4451 or 4452</p>
How complaints are processed	<p>The Unit Anti Red Tape Focal Person opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the UARTEFP shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The UARTEFP will create report after the investigation and shall submit it to the Office of the Chancellor through the UP Diliman ARTC.</p> <p>The UARTEFP will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8-981-8500 local 4451 or 4452</p>
Contact Information of Anti Red Tape Committee (ARTC)	<p>UP Diliman Anti Red Tape Committee (UPD-ARTC)</p> <p>Email address: artc.upd@up.edu.ph</p> <p>Telephone Number: 8-981-8500 local 2570</p>



University of the Philippines Diliman
CLIENT FEEDBACK FORM

Unit: College of Social Sciences and Philosophy
 Service Requested: _____

Instruction: Please encircle the number that corresponds to you rating.

- A. How would you rate our service/s in term of quality?
 1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent
- B. How would you rate our service/s in terms of timeliness?
 1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent
- C. Overall, how would you rate your experience with our service/s?
 1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent

Any suggestion/s on how we can improve our service delivery?



University of the Philippines Diliman
CLIENT COMPLAINT FORM

Unit: College of Social Sciences and Philosophy
 Service Requested: _____

A. Name of Person being complaint: _____

B. Incident: _____

C. Evidence _____

Contact Information of Complainant

In order for us to give feedback on the action taken relative to your complaint, kindly provide us the following information:

A. Name of Complainant: _____
 B. Telephone Number: _____
 Email Address: _____



3. List of Offices

Office	Address	Contact Information
Office of the Dean (OD)	1 st Floor Lobby, Palma Hall Bldg. Roxas Avenue, Diliman, Q.C.	csspdekano.upd@up.edu.ph
Office of the Associate Dean for Academic Affairs (OADAA)	2 nd Floor, Palma Hall Bldg. Roxas Avenue, Diliman, Q.C.	oadaa@kssp.upd.edu.ph
Office of the Associate Dean for Administration and External Affairs (OADAEA)	2 nd Floor, Palma Hall Bldg. Roxas Avenue, Diliman, Q.C.	oadaea@kssp.upd.edu.ph
Office of the Associate Dean for Research, Extension, and Publication (OADREP)	2 nd Floor, UPIS 7-12 Administration Bldg. A. Ma. Regidor cor. Quirino Ave., Diliman, Q.C.	oadrp@kssp.upd.edu.ph
Office of the College Secretary (OCS)	AS 101, 1 st Floor Lobby, Palma Hall Bldg. 18 Roxas Avenue, Diliman, Quezon City 1101	8981-8500 local 2428 ocs@kssp.upd.edu.ph
Office of Student Affairs (OSA)	Room 113 East Wing, Palma Hall Bldg. 18 Roxas Avenue, Diliman, Quezon City 1101	(632) 8-981-8500 local 2431 osa@kssp.upd.edu.ph
Office of the Graduate Program (OGP)	1 st Floor Lobby, Palma Hall Bldg. Roxas Avenue, Diliman, Q.C.	(632) 8-981-8500 locals 4435 (632) 8-929-1516 ogp@kssp.upd.edu.ph
CSSP Computer Laboratory	PH 115-117, 1 st Floor, Palma Hall Bldg., Roxas Avenue, Diliman, Quezon City, 1101	(632) 8981-8500 Locals 2432 (Technical) 2433 (Admin) (632) 3434-8928 complab@kssp.upd.edu.ph
Department of Anthropology	3/F, Palma Hall Pavilion 1, Quirino Ave., UP Campus, Diliman, Quezon City 1101A. Ma. Regidor cor. Quirino Ave., Diliman, Q.C.	(632) 8-981-8500 local 2114 anthropology.updiliman@up.edu.ph
Department of Geography	4/F Administrative Office, Silangang Palma Building, Roxas Avenue corner Africa Street, Diliman, Quezon City 1101	(632) 8-981-8500 local 2222 geography.upd@up.edu.ph geog@kssp.upd.edu.ph



Department of History	G/F, Palma Hall Pavilion 2, Quirino Avenue, UP Campus, Diliman, Quezon City 1101	(632) 8-981-8500 locals 2126, 8640 (632) 8981-8640 / 3434-4021 kas@kssp.upd.edu.ph
Department of Linguistics	Room 1325, Palma Hall Pavilion 1, Quirino Ave., UP Campus, Diliman, Quezon City 1101	(632) 8-981-8500 locals 2128; (632) 8-374-4795 linguistics.upd@up.edu.ph
Department of Philosophy	2/F, Palma Hall Pavilion 2, Quirino Avenue, UP Campus, Diliman, Quezon City 1101	(632) 8981-8500 locals 2129/2130 (Admin) & 2131(Chairman) philosophy.upd@up.edu.ph
Department of Political Science	2/F Administrative Office, Silangang Palma Building, Roxas Avenue corner Africa Street, Diliman, Quezon City 1101	(632) 8-981-8500 locals 2379, 2380 (632) 8-920-7246 polsci.upd@up.edu.ph
UP Population Institute (UPPI)	PH1300 Pavillion 1 Palma Hall Bldg., Roxas Avenue, Diliman, Quezon City, 1101	(632) 8-981-8500 locals 2468, 2457 (632) 920-54-02 popinst@up.edu.ph
Department of Psychology	Ground Floor, UPIS 7-12 Academic Bldg. A. Ma. Regidor cor. Quirino Ave., Diliman, Q.C.	psych.upd@up.edu.ph
Department of Sociology	1/F Silangang Palma, Africa St. University of the Philippines Diliman, Quezon City 1101 Philippines	(632) 8-981-8500 locals 2132, 2494 (632) 8-281-5734 socio.upd@up.edu.ph gradsocio.upd@up.edu.ph undergradsocio.upd@up.edu.ph
Third World Studies Center	Lower Ground Floor, PALMA Hall, CSSP, Roxas Avenue University of the Philippines, Diliman 1101 Quezon City, Philippines	(632) 8981-8500 locals 2442 (Admin) & 2488 (Research) (632) 8920-5428 twsc.updiliman@up.edu.ph