



**UNIVERSITY OF THE PHILIPPINES
SCHOOL OF HEALTH SCIENCES, PALO**

**CITIZEN'S CHARTER
(2026, 1st Edition)**



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Introduction

VISION

SHS as a relevant center of excellence for innovative health human resource development for the attainment of health for marginalized Filipinos in the context of nationalism and globalization in the 21st century

MISSION

Develop relevant and excellent health practitioners committed to serve the marginalized sectors of the country

Develop innovative undergraduate, graduate and short courses attuned to the health needs of the country;

Develop outstanding faculty committed to the attainment of institutional goals/mandate;

Strengthen the unit's research capability and undertake researches crucial to the enhancement of innovative health sciences education and the country's total health development, and;

Collaborate with other health science institutions in developing, implementing and evaluating health sciences education curricula

GOALS

- Curriculum Development
- Operation Efficiency/ Resource Generation
- Community service/collaboration/networking
- Improved education/research
- Enhanced ICT
- Faculty/Staff Development



HISTORY

In the seventies, the disturbing picture of the country's health and health manpower situation placed the UP College of Medicine in a dilemma regarding its role in nation building. Its high standards of admission, performance and commitment to academic excellence made its graduate leaders in Philippine medicine and its curriculum the model for other medical schools to copy. However, these gave rise to over specialization, the brain drain, maldistribution of health manpower which were disproportionately concentrated in urban areas and neglect of the rural areas.

In 1971, Dr. Francisco Nemenzo, the Dean of the UP College of Arts and Sciences in Diliman, expressed that the fierce competition for admission to the College of Medicine was breeding a generation of individualistic, self-centered, grade-conscious arts and sciences students who cared not for knowledge and how it could help serve their people but to have good grades that would allow them to enter the College of Medicine.

Dean Herrera, thereafter convened an "Extraordinary Curriculum Committee of the College of Medicine" to design a medical curriculum that would develop graduates who were not only scientifically disciplined and medically competent but more importantly, socially conscious, but more importantly, socially conscious, community-oriented and firmly committed to the service of the people, thus giving birth to the step-ladder curriculum and to the Institute of Health Sciences.

The UP Institute of Health Science(HIS) was established on the June 28,19 in Tacloban City, Leyte as a joint endeavor of the Ministry of Health, The Ministry of Local Government and Community Development and the UP System. The Step-Ladder Curriculum was approved by he UP Board of Regents during its 871 meeting in April 19.1976. With the support of the governor's staff, HIS opened its door to a select group of 96 students whose NCEE scores ranged from a high to 90 to a low of 9, who started with the Certificate in Community Health Word (CHW) leading to the degree of BS Rural Medicine.

In 1981, the SHS campus moved to its present location in the Town of Palo on 4,083 square meters lot donated by the municipality of Palo, Don Pio Pedrosa. The donation was put the efforts of by the virtue of Resolution 82-71 on October 20, 1982.



On May 3, 1989, after 13 years of operation and being referred to as the “Tacloban Experiment,” the HIS was renamed as the School of Health unit by virtue of the Reorganization Act of UP Manila.

The SHS Step-Ladder Curriculum

The innovative step-ladder curriculum, the first of its kind in Asia is the main feature of the school’s academic program, and has been known to be very effective in addressing health manpower problems in the country. It is competency-based and community-based curriculum which integrates the training of the broad range of health manpower from the midwife, nurse, nurse practitioner and Doctor of Medicine in a single, sequential and continuous curriculum. This strategy has been used as a model by several community-based health training programs worldwide.

After seven quarters (11 weeks/quarter) of training, the student shall have acquired the knowledge and skills of a midwife and earns the certificate in Community Health Work (CHW) which qualifies him/her to practice midwifery after passing the Midwifery Licensure Examination. A Student who go on for another five quarters of study graduate with the degree of Bachelor of Science in Nursing (BSN) which qualifies him/her to practice nursing after passing the Nurse Licensure Examination. Two more quarters of study will qualify the student as local counterpart of the nurse practitioner in other countries. This level of the curriculum however is under study. The final level of the curriculum is the Doctor of Medicine (MD) program. It consists of a yearly interval of didactics, clinical and community experiences over a period of five years. After completing the prescribed period of study, the student is now qualified to take the Physicians Licensure Examination and subsequently practice medicine after passing the examinations.



Service Leaves

In between program levels, the students are required to undertake service leaves in their home communities for an indefinite duration or a minimum of three months. The concept of service leave is derived from the need to integrate the instructional content and processes learned in school into a unified and understandable whole in the communities they serve. The service leave offers the following opportunities:

For the students

To enrich their educational experience with actual service at several levels of the curricular ladder;

To be continuously oriented with the dynamic interplay of forces that affect the development of their communities;

To reflect on the institutional goals and instructional objectives of the School and on the different academic, psychological and situational demands on the capabilities and competencies as health professionals.

To strengthen commitment and renew the bond generated between the scholar and the community generated during the recruitment.

For the School

To assess the relevance of its philosophy, objectives, program content, methods and strategies;

To strengthen its linkages with the DOH, DILG and various Local Government Units;

To strengthen partnership with communities in the training of their scholars;

To provide opportunities for the faculty to keep in touch with the realities in the communities and strengthen their commitment to the concept of the school.

For the Community

To strengthen support for their scholar and enhance its own commitment by jointly working with and availing of the services of the scholar.

To augment the delivery of health services in the community.



Multiple Levels of Exit and the Mechanism for Lateral Entry

A student may exit from any level of the curriculum and return to the community as a functional health worker. Thus a graduate could exit as a Community Health Worker (Midwife), a Nurse or Nurse Practitioner or a Medical practitioner.

After a period of serving the community, a graduate can be readmitted to the next level of the curriculum subject to community need and endorsement, and the student's performance in the previous level.

Should there be a need for health worker with advance skills in their community, graduates who have been serving as health workers for quite sometime already, may be readmitted to the next level of the curriculum, subject to re-endorsement of the community or their sending agency.

Partnership with Linked Agencies and Communities in the Development of Health Human Resources.

Involvement of DOH, DILG and LGU's in the recruitment of scholars;

Endorsement is required for the scholar's admission and progress to higher levels; University, linked agencies and LGU's share the responsibility of providing financial support for scholars.

Shared supervision of the students during service leave between the school, linked agencies and local community leaders.

The school's part-time lecturers come mainly from the DOH. Service people as mentors are envisioned to broaden the student's theoretical and academic perspectives with their realistic "first hand" experiences.

The service facilities of the Department of Health and the Local Health Unit's health centers serve as the main training facilities for the students' field experiences.

Democratized Admission

Policies on recruitment and admissions de-emphasize past academic performance and passing the UPCAT. Instead, admission is based on community need and the scholar's willingness and commitment for community service.

The school has adopted the qualitative grading system of "Passed" (P) and "Needs Tutorials" to ensure the development of required competencies rather than competing for grades.



Return Service Requirement

Sponsoring communities are committed to employ their scholars after graduation, Scholars are required a return service obligation of 2 years of service for every year of study which ensures the availability of health workers specially in underserved areas.



V. List of Services

UPM-School of Health Sciences - Main

I. Academic

A. Library

SERVICE NAME: LIBRARY SERVICES

DESCRIPTION OF THE SERVICE: To provide various Library Services to the U.P.M.-SHS Community by providing a conducive place to study and research, classified and organized reference materials in accord with the generally accepted Library Standard. Service Hours: Monday – Friday, 7:30 A.M. to 5:00 P.M. No Noon Break

Office or Division	Library			
Classification	Simple; Highly Technical			
Type of transaction	G2 C			
Who may avail	Students, Faculty members, Adm. Staff, Alumni, Non-U.P. students and employees			
Checklist of Requirements:		WHERE TO SECURE		
Application for Library Privilege Students I.D. or Library I.D. Borrower's Card Logging-in in prepared Log sheets Referral letter for Non-U.P. students and employees		Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up library students' privilege form	Library I.D. and borrower's card is issued	none	3 minutes	Librarian/Library Staff
Library I.D. or Student's I.D. presented upon use of library	Client allowed entry	none	1 minute	Librarian/Library Staff
Log-in upon entry	Log-in slip provided	none	1 minute	Librarian/Library Staff
Lending books and periodicals – present borrower's card, Library I.D. or U.P. student's I.D., then sign book card as provided in every book	The librarian charges the borrowed book by recording it in the Date Due Slip, and in the student's borrower's card. The book card signed by the student is collected. Borrowed book is issued.	none	3 minutes	Librarian/Library Staff
Retrieving loaned out books – 1) if the book is returned on time of its due date for return - present book and borrower's card to the librarian.	Returned book is received after inspection from torn pages and unnecessary writings; the librarian deletes the charges made on the book, and records of its date of return on the student's borrower's card; the client is duly cleared from accountability	none	3 minutes	Librarian/Library Staff

**SERVICE NAME:** LIBRARY SERVICES page 2

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Retrieving loaned out books - if the book is overdue - a library fine is computed. Note: Fees to be paid is based on the fine computed on the basis of the number of hours or the number of days the book is made overdue by the borrower. Library fine is based on the University Library Organic Act adapted and approved by the SHS Library Committee, as follows: One peso (Php1.00) peso for the first hour appointed for return, five pesos (Php5.00) for each succeeding hour, or fifty pesos (Php 50.00) pesos for the whole day, excluding Saturdays, Sundays, and Holidays	Returned book is received after inspection from torn pages and unnecessary writings; the librarian deletes the charges made on the book, and records of its retrieval on the student's borrower's card. Fine is computed. The student is informed of 1) it's being overdue, 2) the corresponding fine, 3) that he is not deprived of borrowing a book, and 4) that the fine shall be collected during clearance signing; client is then cleared from book accountability. Amount of fine is recorded in the student's borrower's card.	None. (unless the borrower fails to return the book to which a student incurs a fine)	6 minutes	Librarian
Use of Virtual Library – ready to use upon log-in	Log sheet provided; Computer/internet provided; assistance provided; the student is allowed to use except when the computers are all in use that the student has to wait until a computer unit is vacant	none	1 minute	Librarian/Library staff
Use of books and periodicals in circulation – upon presentation of I.D. – students can freely browse the books on shelves.	Books and periodicals are well organized by subject areas; catalog cards available; list of Collection available in the computers; assistance provided	none	9.30 hours maximum	Librarian/Library staff
Reference Query- queries presented to Librarian	Reference queries answered; assistance provided	none	3 minutes	Librarian
Research Query-queries on research references presented to Librarian	Reference materials provided; assistance provided	none	5 minutes	Librarian
Signing of Clearance- a) if a student has no library fine - clearance for signature presented to Librarian;	Clearance signed	none	2 minutes	Librarian
Signing of Clearance – b) if the student has library fine, the student pays the fine first at the Cashier's Office; After paying, the student presents the receipt issued by the Cashier to the librarian	The librarian gives the amount to the student to be paid at the Cashier's Office. Upon presentation of the receipt issued by the Cashier, the clearance is signed.		5 minutes	Librarian
TOTAL			10 hours and 3 minutes	



B. Office of the College Secretary

SCHOOL OF HEALTH SCIENCES

1. Service Name: Recruitment and admission

Description of the service: The OCS coordinates with the RAC to ensure that communities in need of health workers are identified, and the identified communities, in coordination with the local government unit and the department of health, are allowed to recommend a scholar to the school. Screening of recommended scholars are then done prior to admission

Office or Division	Office of the College secretary			
Classification	Highly technical			
Type of transaction				
Who may avail	Communities in need of health workers; recommended senior high graduates			
Checklist of Requirements			Where to secure	
List of Target communities			OCS	
Requirements checklist			OCS	
Client Steps	Agency action	Fees to be Paid	Processing Time	Person responsible
	Meet with RAC to agree on priority areas for recruitment	none	2- 3 meetings	College secretary and RAC members
	Send recruitment letters to identified communities	Freight costs	1 month	CS and SRE
Accomplish all requirements in the checklist	Receive and check submitted requirements and inform client of the completeness or of lacking requirement		1 month	Applicant and OCS
	Meet with RAC to decide on who to admit		2-3 meetings	College secretary and RAC members
Keep agreed upon communication lines open; Receive information; Ask questions if necessary	Inform admitted clients as well as clients denied of admission	Call costs or Freight costs		CS and SRE



II. Administrative

A. Accounting

List of Services

SERVICE NAME: Payment of Salaries to Job Order Employees

Description of the Service: Salaries of Job Order are paid directly to Job Orders employees through cheque payments every 7th and 22nd of the month.

Office or Division		Accounting Services		
Classification		Simple		
Type of Transaction		G to C		
Who may avail		Three (3) Job Order employees of SHS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Appointment/ Contract of Service		Personnel Office		
2. Signed/Approved Daily time Record		J.O. employee/Personnel Office		
3. Funds downloaded to SHS account		UP Manila		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. J.O. employee prepares individual DTR for the payment period.	Personnel office make available the DTR form and the Bundy card for the payment period.	none	5 minutes	Personnel Incharge
2. Submits DTR to Personnel Office for validation/checking	Accepts DTR and validate entries in the DTR from against the Bundy card	none	10 minutes	Personnel Incharge
3. Personnel In charge submits DTR to Accounting Office for payment.	Accepts DTRs	none	5 minutes	Personnel Incharge/Accounting office
4. Accounting Office receives DTR and attach Contract of Service and process	Accepts DTR and start processing the salaries	none	5 minutes	Accounting Office
	Upload supporting papers to FMIS to support payment	none	20 minutes if UIS is fully functional	Accounting Office
	Reviews/checks vouchers and supporting documents and certifies as to availability of funds.	none	10 minutes	Accounting Officer
	Approves voucher in FMIS	none	10 minutes	Accounting Officer/ Administrative Officer/ Dean
	Generates check and voucher	none	10 minutes	Cashier
	Bring hard copy of voucher & check to SHS officials for approval	none	10 minutes	Cashier/ Acctg. Officer Des. /Admin. Officer/Dean
	Release check to payee	none	10 minutes	Cashier
	T O T A L		1hr. & 35 mins.	



SERVICE NAME: **Payment of Mandatory Remittances to GSIS, PHILHEALTH, HDMF**

Description of the Service: Payment of Mandatory Remittances to GSIS, PhilHealth, HDMF, BIR is made monthly on or before its due date.

Office or Division		Accounting Services		
Classification		Complex		
Type of Transaction		G to C		
Who may avail		Government Offices/personnel and their family		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Availability of Remittance Report from UP Manila.		UP Manila Budget, Accounting and Cash Offices.		
2. Availability of fund		UP Manila Budget, Accounting and Cash Offices.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure remittance list.	1. Accounting Clerk prepares the supporting documents based on the remittance list.	none	10 minutes	Accounting clerk (Adm. Asst.)
	2. Submits to the Accounting Officer to check the veracity of the amount provided.	none	1 minute	Accounting clerk (Adm. Asst.)
	3. Accounting Officer validate the accuracy from the remittance list.		10 minutes	Accounting Officer designate
	4. Submits to Accounting clerk to process with Disbursement voucher and upload to FMIS.	none	1 minute	Accounting Officer designate
	5. Upload supporting papers to FMIS to support payment.	none	15 minutes if UIS is fully functional	Accounting clerk (Adm. Asst.)
	6. Certifies as to availability of funds.	none	10 minutes	Accounting Officer Designate
	7. Approves voucher in FMIS	none	10 minutes	Accounting Officer Designate/ Administrative Officer/ Dean
	8. Generates check and voucher	none	10 minutes	Cashier
	9. Bring hard copy of voucher & check to SHS officials for approval	none	10 minutes	Cashier/Accounting Officer designate/Admin. Officer/Dean
	10. Release check to payee	none	10 minutes	Cashier
	TOTAL		1 hr. & 37mins.	



SERVICE NAME: Payment to Creditors

Description of the Service: Processing of payment to creditors through cheque.

Office or Division		Accounting Services		
Classification		Complex		
Type of Transaction		G to G; G to B		
Who may avail		Creditors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Availability of supporting documents from the Property office		Property Office/Creditors		
2. Bills from the creditors.		Creditors		
3. Funds downloaded to SHS account		UP Manila		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property office submits the necessary supporting documents to Accounting Office for payment.	1. Accounting office check the supporting documents and make a certificate of creditable/final tax withheld to suppliers .	none	10 minutes	Supply & Property Officer/Accounting clerk (Adm. Asst.)
	2. Submits to the Accounting Officer to check the veracity of the amount provided.	none	1 minute	Accounting clerk (Adm. Asst.)
	3. Accounting Officer validate the accuracy from the supporting documents and the Certificate of creditable/final tax withheld.	none	5 minutes	Accounting Officer designate
	4. Submits to Accounting clerk to process with Disbursement voucher and upload to FMIS.	none	1 minute	Accounting clerk (Adm. Asst.)
	5. Upload supporting papers to FMIS to support payment (if funds are available)	none	20 minutes if UIS is fully functional	Accounting clerk (Adm. Asst.) Accounting Officer designate
	6. Certifies as to availability of funds.	none	5 minutes	Accounting Officer
	7. Approves voucher in FMIS	none	10 minutes	Accounting Officer/ Administrative Officer/ Dean
	8. Generates check and voucher	none	10 minutes	Cashier
	9. Bring hard copy of voucher & check to SHS officials for approval	none	10 minutes	Cashier/Acctg. Officer des./Admin. Officer/Dean
	10. Release check to payee	none	10 minutes	Cashier
	TOTAL		1 hr. & 22 mins.	



SERVICE NAME: Payment of Student's Benefits

Description of the Service: Student's benefits are paid/disbursed to students through the cash advance of the cashier.

Office or Division		Accounting Services		
Classification		Simple		
Type of Transaction		G to C		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Availability of List of Students from Students Records office		Student Records Office		
2. Report made to Manila for availability of funds.		Accounting Officer Designate		
3. Funds downloaded to SHS account		UP Manila		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student Records Examiner submits the List of Students to Accounting Office.	1. Accounting Officer check the supporting documents .	none	5 minutes	Student Records Examiner/Accounting Officer Designate
	2. Accounting Officer make a Financial Report to UPM Budget Office for funding.	none	10 minutes	Accounting Officer designate Budget Office
	3. Accounting clerk process the Disbursement voucher and upload to FMIS. (once the funds downloaded to SHS account)	none	20 minutes if UIS is fully functional	Accounting clerk (Adm. Asst.) Accounting Officer designate
	4. Reviews/checks vouchers and supporting documents and certifies as to availability of funds.	none	10 minutes	Accounting Officer
	5. Approves voucher in FMIS	none	10 minutes	Accounting Officer/ Administrative Officer/ Dean
	6. Generates check and voucher	none	10 minutes	Cashier
	7. Bring hard copy of voucher & check to SHS officials for approval	none	10 minutes	Cashier/Acctg. Officer des./Admin. Officer/Dean
	8. Release check to payee	none	10 minutes	Cashier
	TOTAL		1 hr. & 25 mins.	



SERVICE NAME: Payment of Part-time Lecturers

Description of the Service: Honoraria of Part-time Lecturers are paid directly to Part-time Lecturers through cheque in a quarterly basis.

Office or Division		Accounting Services		
Classification		Simple		
Type of Transaction		G to C		
Who may avail		Part-time Lecturers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Appointment/ Contract of Service		Personnel Office		
2. Signed/Approved Daily time Record		Department Chairman		
3. Funds downloaded to SHS account		UP Manila		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department heads submits DTR and Certification of the number of hours rendered for the payment of Lecturers.	1. Accounting Clerk accepts/checks DTR and Certification of the number of hours rendered of Lecturers with attached appointments.	none	10 minutes	Department Heads, Accounting Clerk
	2. Accounting Officer check the accuracy of the supporting documents and make a Financial Report to UPM Budget Office for funding.	none	15 minutes	Accounting Officer designate Budget Office
	3. Accounting clerk process the Disbursement voucher and upload to FMIS. (once the funds are downloaded to SHS account)	none	20 minutes if UIS is fully functional	Accounting clerk (Adm. Asst.)
	4. Reviews/checks vouchers and supporting documents and certifies as to availability of funds.	none	5 minutes	Accounting Officer
	5. Approves voucher in FMIS	none	10 minutes	Accounting Officer/ Administrative Officer/ Dean
	6. Generates check and voucher	none	10 minutes	Cashier
	7. Bring hard copy of voucher & check to SHS officials for approval	none	10 minutes	Cashier/ Acctg. Officer des./Admin. Officer/Dean
	8. Release check to payee	none	10 minutes	Cashier
	TOTAL		.1 hr. & 30 minutes	



SERVICE NAME: Issuance of Certificate of Liquidation

Description of the Service: Cash Advances granted for official travels are required to be liquidated on or before the 7th day after its grant. Other cash advances for school events and student benefits are required to be liquidated after five days after its grant.

Office or Division		Accounting Services		
Classification		Complex		
Type of Transaction		G to C		
Who may avail		Cashier, Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Itinerary of Travel, Appendix A & B.		Accounting Office/Client		
2. Complete supporting documents.		Accounting Office/Client		
3. Official Receipt (Refund)		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Faculty and staff with cash advances submits supporting documents for liquidation purposes to Accounting Office.	1. Accounting Clerk accepts/checks the supporting documents submitted.	none	10 minutes	Faculty and staff concern, Accounting Clerk
	2. Accounting Officer checks the accuracy of the completeness of the supporting documents submitted.	none	10 minutes	Accounting Officer designate
	3. Accounting clerk prepares the Certificate of Liquidation.	none	20 minutes	Accounting clerk (Adm. Asst.)
	4. Approves Certificate of Liquidation.	none	5 minutes	Accounting Officer Designate/Dean
	TOTAL		45 minutes	



Personnel Individual services rendered, approval of GSIS Loans

SERVICE NAME: Approval of GSIS Loans

Description of the Service: All loans filed/availed from the GSIS pass through the AAO/Alternate AAO for validation and approval.

Office or Division		A/O / Accounting Office		
Classification		Simple		
Type of Transaction		G2 C		
Who may avail		Faculty and Admin Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Loan application via the GSIS Kiosk 2. Two (2) months latest payslips		GSIS UIS		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- Apply loan via GSIS Kiosk	Go to GSIS website to open AAO account	none	2 minutes	AAO
- Submit two (2) months latest payslips	Validate if applicant is qualified to avail of the loan by computing net take home pay submitted by the applicant	none	5 minutes	AAO/ Alternate AAO
	If not compliant to the net take home pay, notify applicant of his/her status	none	1 minute	AAO
	Approve loan application if compliant to the net take home rule	none	2 minutes	AAO/Alternate AAO
	Forward GSIS notification reflecting details of loan premiums and repayment to the UPM Accounting Office for payroll purposes	none	5 minutes	Alternate AAO
	Notify the applicant of loan approval	none	1 minute	AAO
TOTAL			16 minutes	



B. Cash

SERVICE NAME: Issuance of OR for payments for school documents; refund of cash advances, Overpayments etc.

Description of the Service: The Cashier's Office accepts payments & issues Official Receipts for Payments for requested school documents; refund of cash advances, overpayments

Office or Division	Cashier's Office			
Classification	S			
Type of Transaction	G 2 C			
Who may avail	Students/alumni, SHS personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Order of payments from the Office of the College Secretary for School documents; 2. Statement of Account/order of payments from Accounting Office for overpayment.			Office of the College Secretary/SRE Accounting Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Order of payments from OCS/SRE	Issuance of order of payments as per requested documents	none	5 minutes per transaction	SRE
Present Order of Payments to Cashier	Accepts Order of payments	none	3 minute per transaction	Cashier
	Issuance of OR to cover specific transaction	Amt. of OR is = to the amt. in the order of payment	10 minutes per transaction	Cashier
Secure statement of account/order of payments from the Accounting Office for overpayment of cash advances	Issuance of statement of account/order of payments as per request of the clients	none	5 minutes per transaction	Accounting Officer
Present the statement of account/order of payments to cashier	Accepts the statement of account/order of payments	none	3 minute per transaction	Cashier
	Issuance of OR to cover specific transaction	Amt. of OR is = to the amt. in the order of payment	10 minutes per transaction	Cashier
TOTAL			36 minutes	

SERVICE NAME: Generation of cheque for payment to suppliers, creditors, SHS personnel, lecturers & students

Description of Service: The Cashier generates the cheque and the voucher from the UIS for payment to Suppliers/creditors, SHS personnel, lecturers & students.

Office or Division	Cashier's Office			
Classification	S			
Type of Transaction	G & C			
Who may avail	Creditors, suppliers, SHS personnel, lecturers & students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. The vouchers should be approved & signed (digital signature) through online transaction (UIS) 2. The vouchers must be validated by the Accountant/Acctng. Officer with supporting documents attached			Online transaction (through UIS) UIS Accounting Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of the following: I. Suppliers/creditors Delivery of goods- Issuance of DR II. Lecturers – DTRs III. JOs – DTRs IV. Utilities - Bills V. Student benefits-payroll	Approves (digital signature) through online process & validates DVs with supporting documents uploaded to the system.	none	10 minutes 10 minutes 20 minutes	Dean AO Acctng. Officer
	Should see to it that the DVs are approved & signed (digital signature) & validated through online transactions.	none	5 minutes per transaction	Cashier
	Cheques are generated & DVs printed	None	15 minutes per transaction	Cashier
	Cheques/DVs are brought to the acctg. Office, AO, Dean for signature and approval	None	5 min. 10 min. 10 min. 10 min.	Cashier Acctg. Officer AO Dean
TOTAL			1 hr. & 35 min.	



SERVICE NAME: Disbursement of cash/cheques to students

Description of Service: The Cashier disburses cash/ cheque to students.

Office or Division	Cashier's Office			
Classification	S			
Type of Transaction	G 2 C			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. DV, payroll & list of students 2. Checks, DV & other supporting documents			Accounting serv/Cash Office Accounting serv/Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Cheque is encashed in the bank (CA for students benefits)	none	3 hrs. (including travel time)	Cashier
Students signed the payroll to claim their stipends & other benefits	Validation & verification as to the authenticity of the signature	none	10 minutes	Cashier
	Disburses cash to students for their stipends & other benefits	None	2 hrs. for the 5 batches of students	Cashier
	Within 5 days the cash advance is liquidated and submitted to the acctg. office	None	15 minutes 20 minutes 20 minutes	Cashier Acctg. Clerk/ Acctg. officer
TOTAL			6 hrs. & 5 min	



SERVICE NAME: Disbursement of cheques to suppliers/creditors, lecturers & SHS employees

Description of Service: The Cashier disburses cheques to suppliers/creditors, lecturers & SHS employees

Office or Division	Cashier's Office			
Classification	S			
Type of Transaction	G 2 C			
Who may avail	Creditors/suppliers, lecturers & SHS employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. ORs from creditors/suppliers to be attached to the DVs 2. DTRs from lecturers & SHS employees as attachment to the voucher			Creditors/suppliers Lecturers, SHS employees	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creditor/supplier signed the DV & issue OR	Release of cheques to the payees	ORs issued shld. be the same amount of cheque	10 minutes	Cashier
2. Lecturers, SHS employees submit DTRs to acctg. office	Accepts DTRS from lecturers & SHS employees, & process DV, upload attachments to UIS for approval of SHS approvers	None	20 minutes 20 minutes 10 minutes 10 minutes	Acctg. clerk Acctg. Approver A/O Dean
3. Lecturers & SHS empl. sign the DVs to claim honoraria & salaries respectively	Validates, verifies their signatures (DTR & DV shld. Be the same sig.) before issuance/release of cheque	none	10 minutes	Cashier
	Issues/disburses of cheques to lecturers & SHS employees	Amt.of cheque shld. be = to the voucher	10 minutes	Cashier
TOTAL			1 hr. & 30 minutes	





Description of Service: The Cashier disburses cash to SHS employees for petty expenses

Office or Division	Cashier's Office			
Classification	S			
Type of Transaction	G 2 C			
Who may avail	SHS employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
RIS, PCV from the supply office & cash office			Supplies Office/ Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Cheque for petty cash fund is encashed in the bank	none	3 hrs. (including travel time)	Cashier
Secure RIS & PCV from the property custodian & cashier	Issuance of RIS & Petty cash voucher	none	3 minutes 3 minutes	Property custodian Cashier
Present PCV & RIS to the cashier (Petty cashier)	Accepts signed/approved PCV & RIS	none	3 minutes	Cashier
	Disburses cash to the payee	Amt. of cash disbursed is = to the amt. requested in PCV	5 minutes	Cashier
ORs of the purchased items are submitted to supply office	Verifies the transaction & attached addit'l. supporting doc. If needed	none	40 hrs. or more	Property custodian
PCVs w/supporting doc. attached is submitted to cash office	Accepts, checks & verifies the documents submitted	none	2 hrs.	Cashier
	After consuming of at least 75%, the petty cash custodian prepares the summary of expenses and assigned PCV #s to each petty cash voucher and stamped paid in every page of the documents & submitted to accounting office for replenishment.	The total amount in the summary of expenses	8 hrs.	Cashier
TOTAL			53 hrs. & 14min.	



C. Personnel/ Administrative Officer

SERVICE NAME: Issuance of Report on Foreign Travel

Description of the Service: Report on Foreign Travels for both official and personal travels outside of the country is submitted to UP Manila regularly.

Office or Division		Personnel Office		
Classification		Simple		
Type of Transaction		G2 G		
Who may avail		UP Manila		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo for the submission of the Quarterly Report on Foreign Travels		UP Manila		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Memo is issued to UP-SHS	Receive Memo	none	5 minutes	UP Manila
	Research on all travels made by SHS faculty/admin staff for the specified period to be reported.	none	1 hour	PIC
	Submit report to HRDO, UP Manila	none	2 minutes	PIC

TOTAL 1 hour & 2 minutes



SERVICE NAME: Issuance of Travel Order, Special Order & Office Order

Description of the Service: Travel Order is issued to faculty/admin staff/students going on official engagement outside of the campus. Special Order is issued to personnel given special assignments/attending official functions outside of the campus. Office Order is issued to cover additional assignments to faculty/Admin personnel.

Office or Division		Administrative Officer/Personnel Office		
Classification		Simple		
Type of Transaction		G2 G; G2 C		
Who may avail		Faculty, Admin Personnel, students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Approval of Dean/OIC		Personnel Office Dean's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form	Receive request	none	1 minute	PIC
2. Submit Request Form with specifics as follows: name of personnel to be issued with T.O.; S.O.; name of activity/event, its date/time and venue; type of engagement	Receive request form and bring to Dean/OIC/A.O. for approval	none	2 minutes	PIC Dean/OIC/A.O.
	Process request by preparing the official T.O.;S.O.; & Office Order	none	5 minutes	PIC
	Approved of the official T.O.;S.O. & Office Order	none	5 minutes	Dean/OIC
	Issuance/release of approved T.O.;S.O.; O.O.to concerned personnel; accounting office	none	5 minutes	PIC
		Total	18 minutes	



SERVICE NAME: Travel Authority

Description of the Service: The Travel Authority is a requirement for Faculty/Admin personnel traveling outside of the country whether on a personal or official engagement.

Office or Division		Personnel Office		
Classification		Simple		
Type of Transaction		G2 C		
Who may avail		Personnel of SHS Palo		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Authority form/slip 2. Approved leave application		Personnel Office HRDO Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Travel Authority Form and Leave Form on-line		none		
2. Submit filled up Travel Authority Form & Leave Form	Receive Travel Authority/Leave Form	none	1 minute	PIC
	Bring to Dean the Leave Form for approval	none	1 minute	PIC
	Submit Travel Authority and Leave Application to HRDO	none	5 minutes	PIC
	Release to client approved Travel Authority/ Leave Form	none	2 minutes	PIC
Total			9 minutes	



SERVICE NAME: Permit for the Use of Room/Facilities for an official activity

Description of the Service: Permit for the use of SHS rooms/facilities for activities outside of office/class hours is issued to students and personnel in compliance to the university policy on safety and security and the efficient use of resources observed System wide.

Office or Division		Office of the Administrative Officer		
Classification		Simple		
Type of Transaction		G2 C / G2 Students		
Who may avail		Students / Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit approved request form		Reproduction Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form	Receive Request	none	1 minute	A/O
2. Submit Approved Request	Evaluate availability of room on time/ day/ hour of need	none	2 minutes	A/O
	Approve request	none	1 minute	Dean/OIC/AO
	Give (1) copy to Guard and (1) copy to Personnel-in-Charge	none	2 minutes	A/O

TOTAL 6 minutes



SERVICE NAME: Preparation of office correspondence for internal/external clients

Description of the Service: Official communications for internal/external clients are prepared/issued regularly in furtherance of office operations.

Office or Division		Office of the A/O		
Classification		Simple		
Type of Transaction		G2 G; G2C; G2B		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request: on-line; verbal representation				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present need for an official correspondence	Accept request	none	2 minutes	A/O
	Prepare draft correspondence	none	30 minutes	A/O PIC
	Submit to Dean for comment/s	none	2 minutes	A/O PIC
	Prepare final copy	none	10 minutes	PIC
	Release official correspondence to client	none	2 minutes	PIC

TOTAL 46 minutes



SERVICE NAME: Provision of Information/Clarification of Services, answering queries/attendance to clients needing information/data about SHS.

Description of the Service: This service is given to clients needing information about the programs of SHS, officials of the university, its curriculum and other similar information.

Office or Division		Administrative Officer		
Classification		Simple		
Type of Transaction		G2 C		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request via phone or in person 2. Appointment with SHS official/ personnel		Desk Officer/GOD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Log Sheet in the office lobby	Make available log sheet to the client	none	1 minute	Desk Officer/ Guard on Duty
	Client indicates purpose of visit	none	1 minute	Desk Officer/ Guard on Duty
	Desk officer accompany client to specific official/ office	none	1 minute	Desk Officer/ Guard on Duty
	Attend to request	none	5 minutes	A/O or requested official
2. For phone in queries	Answer phone call	none	1 minute	Dean's staff
	Refer to appropriate personnel/officer	none	1 minute	Dean's staff

TOTAL 10 Minutes



SERVICE NAME: Submission of CRA

Description of the Service: The Consolidated Report of Attendance (CRA) for the Admin Personnel is prepared and submitted to HRDO not later than the 5th day of every month.

Office or Division		Personnel-in-Charge		
Classification		Simple		
Type of Transaction		G2 G		
Who may avail		HRDO/Accounting Offices, UP Manila		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed DTRs 2. Signed leave application form for the month		Personnel Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure DTR forms	Issue DTR form	none	1 minute	PIC
2. Submit filled-up DTRs	Receive filled-up DTR	none	1 minute	PIC
	Process DTRs by checking entries as against printed entries in the bundy card	none	1 hour	PIC
	Computes undertimes/tardiness	none	30 minutes	PIC
	Submit DTRs with attached approved leave application to A/O	none	2 minutes	PIC
	Check DTRs/bundy cards & leave application	none	1 hour	A/O
	Bring DTRs/bundy cards & leave application to Dean for approval	none	2 minutes	PIC
	Prepare CRA	none	1 hour	PIC
	Submit CRA with attached DTRs/leave application/bundy cards to A/O	none	1 minute	PIC



	Check CRA entries/ summary	none	1 hour	A/O
	Approve CRA	none	1 minute	A/O
	Bring CRA to Dean for approval	none	1 minute	PIC
	Segregate copies of all documents	none	15 minutes	PIC
	Submit original copy of CRA/ DTRs/Leave application to HRDO	none	2 minutes	PIC

TOTAL 4 hours & 56 minutes



SERVICE NAME: Use of School Vehicle for Official Travels/Engagements

Description of the Service: Use of the school vehicle is calendared to ensure that all members of the SHS Community, faculty, admin and SHS visitors can use it for official purpose/s.

Office or Division		Administrative Officer/ PIC		
Classification		Simple		
Type of Transaction		G2 C		
Who may avail		Faculty, Admin Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip 2. Request for Travel Order 3. Trip ticket		Personnel Office Personnel Office Supply Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Slip & Travel Order form	Receive Request Slip & Travel Order	none	1 minute	PIC
	Submit to Dean/OIC for approval	none	2 minutes	PIC
	Submit Request for vehicle to A/O for travel scheduling/ calendar	none	2 minutes	PIC
	Prepare Travel Order for requested travel/s	none	2 minutes	PIC
	A/O calendars travel schedule	none	10 minutes	A/O
	A/O advises school driver of travel calendar/schedule	none	2 minutes	A/O
	Issuance of signed Travel Order to clients	none	2 minutes	PIC



SERVICE NAME: Issuance of Certificate of Employment

Description of the Service: The Certificate of Employment is issued to individuals needing this document that provides information of his/her condition of employment, length of service and position in the university

Office or Division		Personnel Services/Office		
Classification		Simple		
Type of Transaction		G2 G; G2 C; G2 B		
Who may avail		UPM-SHS employees/retirees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Request Slip		Personnel Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip	Issue request slip	none	1 minute	Personnel In Charge (PIC)
2. Submit to PIC	Receive Request Slip	none	1 minute	PIC
	Process request by researching the employment data of requesting personnel/alumni	none	-	PIC
	Submit draft Certificate of Employment to Administrative Officer (A/O) for evaluation/ correction	none	1 minute	PIC
	A/O evaluates the Certificate of Employment	none	5 minutes	A/O
	Send back the Certificate to PIC if with revisions	none	1 minute	A/O
	If none - Submit to Dean for approval	none	1 minute	PIC
	Release Certificate of Employment to client	none	2 minutes	PIC

Total 12 minutes



D. Property and Supply Office

SERVICE NAME: Permit for the Use of Wellness Center

Description of the Service: The permit is issued to students, personnel deserving to use the facilities/installations in the Wellness Center.

Office or Division		Supply Office		
Classification		Simple		
Type of Transaction		G2 C		
Who may avail		Students/Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit approved request form		Property & Supply Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form	Issue Request Form	none	1 minute	Supply Officer or Supply In Charge
2. Secure approval of Dean/AO/OIC	Evaluate Request	none	3 minutes	Dean/AO/OIC
3. Submit Approved Request Form to G.O.D. and S.O.	Received Approved Form	none	1 minute	S.O.
	Make the Wellness Center Available for Use	none	5 minutes	S.O./G.O.D.
4. After using the center, client notifies the G.O.D./S.O.	Check the condition of the Wellness facilities /sporting equipment	none	5 minutes	S.O./G.O.D.
TOTAL			15 minutes	



Service Name: Issuance of Supplies and Materials

Description of the service: Supplies and materials in the custody of the Supply Officer are issued to the Personnel for official use.

Office or Division	Supply and Property Office			
Classification	Simple			
Type of transaction	G2C			
Who may avail	Faculty, Administrative Personnel			
Checklist of Requirements				Where to secure
Requisition Issue Slip				Property and Supply Office
Client Steps	Agency action	Fees to be Paid	Processing Time	Person responsible
Secure RIS and indicate items to be requested	Issuance of RIS	None	1 minute	Supply Officer
Secure approval of the RIS	Assess/validate reasonableness of request	None	2 minutes	Administrative Officer/Department Chair/Dean
Submit approved RIS	Accept RIS and process request	None	2 minutes	Supply Officer
	Release requested supplies/materials to client officially acknowledging receipt of supplies	None	2 minutes	Supply Officer
	TOTAL		7 minutes	



Service Name: Issuance of Borrowed Equipment/Property

Description of the service: School equipment/property are allowed to be borrowed for official use: inside campus or in the community/hospital while students are deployed for community/hospital rotation.

Office or Division	Supply and Property Office			
Classification	Simple			
Type of transaction	G2C			
Who may avail	Faculty, Students c/o the clinical/community preceptor			
Checklist of Requirements			Where to secure	
Borrower's Slip			Property and Supply Office	
Client Steps	Agency action	Fees to be Paid	Processing Time	Person responsible
Secure borrower's slip and indicate equipment/property to be borrowed and date to be returned	Issuance of Borrower's Slip	None	1 minute	Supply Officer
Secure approval of the Borrower's Slip	Assess/validate reasonableness of request	None	2 minutes	Administrative Officer/Department Chair/Preceptor/Dean
Submit approved Borrower's Slip	Accept Borrower's Slip and process request	None	15 minutes	Supply Officer
	Release borrowed equipment/property to client acknowledging receipt of borrowed equipment/property	None	5 minutes	Supply Officer
	TOTAL		23 minutes	



Service Name: Permit for the use of Wellness Center

Description of the service: The permit is issued to students, personnel desiring to use the facilities/ Installations in the Wellness Center.

Office or Division	Supply and Property Office			
Classification	Simple			
Type of transaction	G2C			
Who may avail	Students/Personnel			
Checklist of Requirements			Where to secure	
Submit approved request form			Property and Supply Office	
Client Steps	Agency action	Fees to be Paid	Processing Time	Person responsible
Secure request form	Issue Request Form	None	1 minute	Supply Officer or Supply-in-charge
Secure approval of Dean/Administrative Officer/OIC	Evaluate request	None	3 minutes	Administrative Officer/Dean/OIC
Submit approved Request Form to Guard on Duty & Supply Officer	Receive approved Form	None	1minute	Supply Officer
	Make the Wellness Center available for use	None	5 minutes	Supply Officer/Guard on Duty
After using the Center, client notifies the Guard on Duty/Supply Officer	Check the condition of the Wellness facilities/sporting equipment	None	5 minutes	Supply Officer/Guard on Duty
	TOTAL		15 minutes	



Service Name: Issuance of Property Clearance from property accountability

Description of the service: Property clearance is issued to faculty, administrative personnel and students who are: (1) Faculty/Administrative Personnel: retiring/resigning or separating from service or going on leave for more than 30 days; (2) Students: completed a program and going on Service Leave/or going on LOA.

Office or Division	Supply and Property Office			
Classification	Complex			
Type of transaction	G2C			
Who may avail	Faculty; Administrative Personnel; Students			
Checklist of Requirements			Where to secure	
1. Clearance Form			Personnel Officer/Student Record Examiner, SHS Palo	
2. All borrowed properties must have been returned to the Supply Office prior to clearance.				
Client Steps	Agency action	Fees to be Paid	Processing Time	Person responsible
Secure Clearance Form	Provide Clearance Form	None	1 minute	Personnel In Charge (Faculty/Administrative Personnel), Student Record Examiner (students)
Route to Dean's Office for recommending clearance.	Dean signs box for recommendation of clearance	None	2 minutes	Dean
Route Clearance to SHS Officials indicated in the form	Process clearance by researching for any accountability	None	15 minutes	Cashier, Administrative Personnel, Personnel In Charge, Librarian, Supply Officer
	Signed clearance is forwarded to SRE for validation and eventual release to student	None	15 minutes	Supply Officer/Department Chair/Librarian/In Charge of LRC/Student Record Examiner
	TOTAL		33 minutes	



Service Name: Submission of supporting documents for payment of purchased supplies and materials/equipment

Description of the service: Documents pertinent to the procurement of supplies and materials/equipment are submitted to the Accounting Office, UPM-SHS.

Office or Division	Supply and Property Office			
Classification	Complex			
Type of transaction	G2G/G2B			
Who may avail	Suppliers			
Checklist of Requirements			Where to secure	
1. Sales Invoice/Charged Invoice and delivery receipt			Supplier	
2. Inspection and Acceptance Report			Property and Supply Office	
Client Steps	Agency action	Fees to be Paid	Processing Time	Person responsible
Submit Charged Invoice/Sales Invoice and Delivery Receipt to the Property and Supply Office	Check the documents received from the supplier	None	2 minutes	Supply Officer
	Check/inspect the delivered supplies/equipment	None	5 minutes	Supply Officer
	Prepare Inspection and Acceptance Report and process the same for the approval/signature of the Internal Auditor	None	5 minutes	Supply Officer Internal Auditor
	Submit Inspection and Acceptance Report to COA	None	5 minutes	COA representative
	Submit the documents to SHS Acctg. Office for payment	None	10 minutes	Supply Officer
	TOTAL		27 minutes	

Service Name: Procurement of supplies and materials/equipment

Description of the service: Supplies and materials/equipment are procured from Procurement Service/Suppliers based on the approved PPMP of the unit.

Office or Division	Supply and Property Office			
Classification	Complex			
Type of transaction	G2G/G2B			
Who may avail	Suppliers			
Checklist of Requirements			Where to secure	
1. Purchase Request			Property and Supply Office	
2. Agency Procurement Request			Property and Supply Office	
3. Request for Quotation				
4. Abstract of Quotation				
5. Notice to Proceed				
6. Purchase Order				
Client Steps	Agency action	Fees to be Paid	Processing Time	Person responsible
Based on the approved PPMP	Prepare on line Purchase Request and submit for approval of line approvers	None	1 day	Supply Officer Administrative Officer Accounting Officer Procurement Officer Dean Chair of the Bids and Awards Committee
	Print the approved Purchase Request and process said PR for approval of SHS approvers. Submit to UP Manila	None	1 day	Supply Officer Administrative Officer Accounting Officer Procurement Officer Dean Chair of the Bids and Awards Committee
	Prepare APR and process it for approval of the SHS approvers	None	15 minutes	Supply Officer Accounting Officer Administrative Officer Dean
	Prepare Request for Quotations and give the same to	None	1 day	Supply Officer

	the suppliers for quotations			
	Prepare Abstract of Quotations and submit to the Bids and Awards Committee for approval	None	1 day	Chair and Members of the Bids and Awards Committee
	Prepare and submit Purchase Order to the Acctg. Office		2 hours	Accounting Officer Dean
	Prepare Notice to Proceed and secure approval of the Dean	None	30 minutes	Dean Supply Officer
	Serve the Purchase Order and Notice to Proceed	None	1 day	Supply Officer Suppliers
	Submit Purchase Order to COA		1 day	Supply Officer COA Representative
	TOTAL		6 days, 2 hrs. & 45 minutes	



Service Name: Facilitate Repair of Equipment/Property of SHS

Description of the service: Request for the repair of all properties of the school to make them serviceable are acted upon by the Supply and Property Office.

Office or Division	Supply and Property Office			
Classification	Complex			
Type of transaction	G2B/G2G			
Who may avail	Faculty, Administrative Personnel and Students			
Checklist of Requirements			Where to secure	
1. School property needing repair			Property and Supply Office	
2. Request Slip			Property and Supply Office	
Client Steps	Agency action	Fees to be Paid	Processing Time	Person responsible
Secure Request Slip	Accept Request Slip	None	2 minutes	Supply Officer Staff
	Inspect/assess property needing repair	None	20 minutes	Supply Officer Staff
	Prepare Pre-Inspection Report and process the same for its approval	None	15 minutes	Dean Internal Auditor
	Prepare on line Purchase Request and process it for approval on line of the approvers	None	1 day	Supply Officer Administrative Officer Accounting Officer Procurement Officer Dean Chair of the Bids and Awards Committee
	Print the approved Purchase Request and process said PR for the approval of its approvers. Submit to UP Manila	None	1 day	Supply Officer Administrative Officer Accounting Officer Procurement Officer Dean Chair of the Bids and Awards Committee
	Prepare Requests for Quotations, give the it to the shops for quotations, retrieve the same	None	1 day	Supply Officer



	and give it to the BAC			
	Prepare Abstract of Quotations and submit to the Bids and Awards Committee for approval	None	1 day	Chair and Members of the Bids and Awards Committee
	Prepare and submit Purchase Order to the Accounting Office	None	1 day	Supply Officer Accounting Officer
	Prepare Notice to Proceed and Work Order/Job Order and seek approval of the Dean	None	2 hours	Supply Officer Dean
	Serve the Purchase Order, Notice to Proceed and Work Order/Job Order	None	1 day	Supply Officer Suppliers
	Submit Purchase Order and Work Order/Job Order to COA	None	1 day	Supply Officer COA Representative
	Collect/get the repaired property from shop/supplier	None	1 day	Supply Officer
	Endorse to end-user	None	15 minutes	Supply Officer Faculty Administrative Personnel Students
	TOTAL		8 days & 52 minutes	

E. Reproduction Room

SERVICE NAME: Encoding of reading materials, communications, syllabi, examination papers, office memo, handouts, tables, charts

Description of the Service: This service is given to the faculty, administrative personnel, lecturers requesting for the encoding/preparation/reproduction of classroom/examination materials, and other official issuances/communication,

Office or Division	Reproduction Room			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Faculty, Administrative Personnel, Lecturers, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request slip			Reproduction Room-In-Charge	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip	Issue request slip	none	1 minute	Reproduction Room-in-charge (RRIC)
2. Submit to RRIC	Receive request	none	1 minute	RRIC
	Process request by encoding the requested materials	none	1 hour (per request)	RRIC
	Release by completed materials by sending via email account of client	none	1 minute	RRIC
TOTAL			1 hour & 3 mins	



SERVICE NAME: Printing of office and school documents/materials.

Description of the Service: Photocopying of office/school documents and materials.

Office or Division		Reproduction Room		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Faculty, Administrative Personnel, Lecturers, Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Thru email		Reproduction Room-In-Charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email materials to be printed	Receive request by email (syllabus, handouts, reports, etc.)	none	1 minute	Reproduction Room-in-charge (RRIC)
	Print the said material, segregate and clip/fasten	none	3 hours (may increase hours, depends on the volume to be reproduced/printed)	RRIC
	Submit the finished products to the requesting party	none	1 minute	RRIC
TOTAL			3 hours & 2 mins.	



SERVICE NAME: Photocopying of school/office documents and materials.

Description of the Service: This service is given to the faculty, administrative personnel, lecturers requesting for the encoding/preparation/reproduction of classroom/examination materials, and other official issuances/communication,

Office or Division		Reproduction Room		
Classification		Simple		
Type of Transaction		G2G; G2C		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Reproduction Room-In-Charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request slip	Receive request slip	none	1 minute	Reproduction Room-in-charge (RRIC)
	Photocopy the requested material/documents. Segregate then clip	none	1 hour – maximum time (depend on the volume to be reproduced)	RRIC
	Submit photocopied material/document to requesting faculty/admin. personnel	none	1 minute	RRIC
TOTAL			1 hour & 2 mins	



SERVICE NAME: Conduct proctorship during exams.

Description of the Service: Proctorship is done upon request of faculty who are either out on official function outside of the campus; on leave of absence or attending other official functions.

Office or Division		Reproduction Room		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Faculty members/Lecturers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			Reproduction Room-In-Charge	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request slip, intended time and room #	Accept request	none	1 minute	Reproduction Room-in-charge (RRIC)
	Report to designated room and time of exam	none	1 minute	RRIC
	Conduct examination	none	2 hours	RRIC
	Collect examination papers	none	5 minutes	RRIC
	Submit examination papers to faculty	none	1 minute	RRIC
TOTAL			2 hours & 8 mins	



UPM-School of Health Sciences – Baler

1. Request for certifications

Certifications for enrollment, grades, good moral and others are issued to individuals needing the said documents for scholarship purposes and employment application.

Office or Division:	UP Manila School of Health Sciences Ext campus Baler			
Classification:	Simple			
Type of Transaction:	G2C – Government to transacting public			
Who may avail:	All constituents, alumni, former employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form 1 copy 2. Official receipt 1 original copy		SRE Admin office AO/SCO Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Get request form at admin office	1 Issue form	None	1 minutes	Student Records Evaluator
2 Submit Filled-up form at SRE desk for assessment	2 Receive filled-up request form, 2.1 Check the completeness 2.2 Tell client to pay the required fee 2.3 Start processing	None	10 minutes	Student Records Evaluator
3 Pay required fee and secure Official receipt	3 Accept payment 3.1 issue Official receipt	Certificate fee PHP 50/page	3 minutes	AO/Special Collecting Officer
4 Return to SRE, present the OR 4.1 Wait for the processing and release of certificate. 4.2 Sign in the log book	4 Check the official receipt 4.1 Issue the certificate 4.2 List in the logbook and let the client sign	none	6 minutes	Student Records Evaluator
TOTAL:		P 50	20 minutes	



2. Assistance to other request for credentials at OUR/UPM

Provide assistance for Request of other credentials that can only be availed at UPM OUR like Identification Cards, transcript of records, diploma, honorable dismissal and other related documents

Office or Division:		UP Manila School of Health Sciences Ext campus Baler		
Classification:		Simple		
Type of Transaction:		G2C – Government to transacting public		
Who may avail:		All constituents, alumni, former employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form 1 copy 2. Payment PHP 50/page		SRE Admin office Cash office UPM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1Get request form at admin office	1Issue form	None	1 minutes	Student Records Evaluator
2 Submit Filled-up form or letter request at SRE desk for assessment	2Receive filled-up request form or letter request 2.1Check the completeness 2.2Tell client to pay the required fee	None	10 minutes	Student Records Evaluator
3Pay required fee and inquire when to return for the requested documents	3 Accept payment and inform the client when to return or make follow up for the request. 3.1 send request and payment to SHS staff in UP Manila office for processing 3.2 Wait for the notification from UPM for the return of requested documents	ID fee PHP 130 TOR fee PHP 50/page HD fee PHP 50/page Diploma fee included in the graduation fee PHP 950	3 minutes 1 day 7 days to 1 month	Student Records Evaluator SHS STAFF in UP Manila





4 Upon receiving a notification, return to Admin office 4.1 Get the receipt and document requested 4.2 Sign in the log book	4 Notify the client to get the document 4.1 Issue the requested document and official receipt 4.2 List in the logbook and let the client sign	none	5 minutes	Student Records Evaluator
TOTAL:				

Note: Qualified for multi-stage processing



3. Library Services – application for library privilege

Library cards are issued to students and other clients who intend to borrow books at the library. Schedule of availability of service is Monday to Friday. 8AM to 5PM

Office or Division:	UP Manila School of Health Sciences Ext campus Baler			
Classification:	Simple			
Type of Transaction:	G2C – Government to transacting public			
Who may avail:	Students, Faculty and staff, alumni, Non-UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Valid UP ID 1 1"x1" picture (for new applicant) Form 5 for students, Certificate of employment for faculty/staff 		<p>SRE Admin office Applicant</p> <p>SRE Admin Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid UP ID with sticker for the current semester & Form 5	1Verifies client by comparing the ID with the picture presented,	None	3 minutes	Unit Librarian/designated staff
2.Fill-out library registration form and submit picture	2 Issue form 2.1Process application form & paste picture 2.2countersigns borrowers card	None	10 minutes	Unit Librarian/designated staff
3.Receives borrowers ID	3.Releases borrowers ID	None	2 minutes	Unit Librarian/designated staff
TOTAL:			15 minutes	



4. Library Services – borrowing of books

Schedule of availability of service is Monday to Friday at 8AM to 5PM

Office or Division:		UP Manila School of Health Sciences Ext campus Baler		
Classification:		Simple		
Type of Transaction:		G2C – Government to transacting public		
Who may avail:		Students, Faculty and staff, alumni, Non-UP		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid borrowers ID		Unit Librarian/designated staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents borrowers ID	1.Verifies borrowers ID	None	1 minute	Unit Librarian/designated staff
2.Logs-in the book to be borrowed	Checks-out book & stamps due date on the book card & the date due slip	None	3 minutes	Unit Librarian/designated staff
3. Takes the book borrowed	Release the book to the client	None	1 minute	Unit Librarian/designated staff
TOTAL:			5 minutes	



5. Library Services – returning / renewing of books

Schedule of availability of service is Monday to Friday at 8AM to 5PM

Office or Division:	UP Manila School of Health Sciences Ext campus Baler			
Classification:	Simple			
Type of Transaction:	G2C – Government to transacting public			
Who may avail:	Students, Faculty and staff, alumni, Non-UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid borrowers ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents book borrowed	1 Receive and Check borrowed books	None	2 minute	Unit Librarian/designated staff
2 Logs-out the books returned	2 Put books into shelves	None	1 minute	Unit Librarian/designated staff
TOTAL:			3 minutes	



UPM-School of Health Sciences – Koronadal

External Service Specifications

1. Enrollment of Incoming First Year Students (Diploma in Midwifery)

Every applicant must accomplish the enrollment form for formal admission to the programs offered by the Extension Campus following a ladderized entry, starting with Diploma in Midwifery to Bachelor of Science in Nursing.

Office or Division:	Administrative Office/Student Records Section
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All high school graduates under K to 12 curriculum endorsed by LGU respective Local Government Unit All transferees not exceeding 1 year of study from other colleges and universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. LGU Reply Slip	1. Sending Local Government Unit (City/Municipality) of the student applicant
2. Barangay Resolution signed by 75% of household heads in the barangay	2. Sending barangay of the student applicant
3. Endorsement from the Local Health Board (LHB) signed by the Municipal/City Mayor, the Municipal Health Officer (or equivalent), and majority of all members of the LHB	3. Sending Local Government Unit (City/Municipality) of the student applicant
4. Community (Barangay) Profile, with names of household heads, barangay population, nutritional status of 0-5 year-old children, morbidity and mortality profile, distance of the barangay to the Rural Health Unit (RHU) and nearest district hospital, and health human resource complement of the RHU, among others, certified as correct by the Barangay Chairman and attested by the RHU personnel, LGU scorecard with current data on selected indicators	4. Sending barangay of the student applicant
5. Medical Certificate with results of chest x-ray, CBC, urinalysis and stool examination	5. Authorized government physician for the medical certificate, any accredited laboratory (private/government)



<p>6. High school/senior high school report card (form 138) for high school graduates, honorable dismissal and certificate of grades for transferees</p> <p>7. PSA birth certificate</p> <p>8. Certified true copy of Income Tax Returns and W2 of both parents or BIR certification of tax exemption for parents with no real income</p> <p>9. Certification from barangay chairman for permanent residency of applicant and parents, at least 1 year residency prior to application</p> <p>10. Return Service Agreement (RSA) signed by UP Manila and SHS authorized signatory, city/municipal mayor, student applicant, barangay chairman, parent or guardian) - 5 original sets</p> <p>11. Photocopy of marriage certificate and consent of spouse if applicant is married</p> <p>12. Recent 2 passport-sized pictures</p>	<p>6. Respective high school or last college/university attended</p> <p>7. Philippine Statistics Authority</p> <p>8. Bureau of Internal Revenue</p> <p>9. Sending barangay of the student applicant</p> <p>10. RSA form from SHS ECSC</p> <p>11. Philippine Statistics Authority</p> <p>12. Recent 2 passport-sized pictures</p>
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2. Enrollment of Incoming First Year Students (Bachelor of Science in Nursing)

Every applicant must accomplish the enrollment form for formal admission to the programs offered by the Extension Campus following a ladderized entry, starting with Diploma in Midwifery to Bachelor of Science in Nursing.

Office or Division:	Administrative Office/Student Records Section
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All graduates of the Diploma in Midwifery of the School of Health Sciences who has completed all the requirements for promotion to Bachelor of Science in Nursing for promotion to Bachelor of Science in Nursing

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate supported by results of the following laboratory tests: a. Chest x-ray b. CBC c. Hepa-B d. Drug test e. Urinalysis	5. Authorized government physician for the medical certificate, any accredited laboratory (private/government) for laboratory tests
2. Endorsement/Provincial Resolution	2. Respective Provincial Government Units of applicant
3. Return Service Agreement, 5 sets	3. RSA form from SHS ECSC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for admission	1. Receive the required documents and check for completeness 1.1. Inform student about the schedule of interview	None	5 minutes	<i>Student Record Clerk</i> Administrative Office
	1.2. Forward documents to Recruitment and Admission Committee (RAC)	None	1 minute	
2. Appear for a scheduled interview	1. Interview student applicant 1.1. Inform applicant about the schedule of orientation seminar	None	15 minutes	<i>Assigned RAC Member</i> Designated Interview Room
3. Attend orientation seminar	1. Conduct orientation seminar	None	3 days	<i>RAC Members</i> University Gym
3.1. Sign daily attendance sheet	1.1. Check/monitor daily attendance of applicant	None	1 minute	<i>Student Record Clerk</i> University Gym
4. Secure clearance for enrollment	Release clearance for enrollment	None	1 minute	<i>Assigned RAC Member</i> RAC Room
5. Secure clearance from Student Council (SC)	c/o SC	c/o SC	2 minutes	<i>SC Officer</i> SC Office



6. Submit enrollment and SC clearances	6. Receive enrollment and SC clearances	None	1 minute	Student Record Clerk Administrative Office
	6.1 Release enrollment form (form 5)			
7. Fill up form 5 7.1. Fill up personal information 7.2. Copy schedule of classes 7.3. Secure signature of batch adviser	7. Receive form 5 7.1. Check form 5 for completeness 7.2. Sign form 5 7.3. Release form 5	None	5 minutes	Batch Adviser Faculty Room
8. Submit form 5	8. Receive form 5 8.1. Stamp "enrolled" in form 5 8.2. Release student copy of form 5	None	2 minutes	Student Record Clerk Administrative Office
TOTAL:		-	3 days and 30 minutes	



3. Enrollment of On-going Students for Succeeding Quarters (Diploma in Midwifery and Bachelor of Science in Nursing)

Every student must enroll in every quarter of the academic year throughout the entire duration of the program, including residency for service leave.

Office or Division:	Administrative Office/Student Records Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All students who meet all the necessary academic requirements for promotion to the next quarter of the program

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Enrollment clearance	Administrative Office - Student Record Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure enrollment clearance	1. Release enrollment clearance	None	1 minute	<i>Student Record Clerk</i> Administrative Office
2. Secure signature from the Student Council (SC)	c/o SC	c/o SC	2 minutes	<i>SC Officer</i> SC Office
3. Secure signature from Program Coordinator	3. Verify records for academic delinquency from previous quarter 3.1. Sign clearance	None	2 minutes	<i>Program Coordinator</i> Faculty Room
4. Secure enrollment form (form 5)	1. Receive and check clearance for completeness 1.1 Release form 5	None	1 minute	<i>Student Record Clerk</i> Administrative Office
5	6. Receive enrollment and SC clearances 6.1 Release enrollment form (form 5)	None	1 minute	<i>Student Record Clerk</i> Administrative Office
7. Fill up form 5 7.1. Fill up personal information 7.2. Copy schedule of classes 7.3. Secure signature of batch adviser	7. Receive form 5 7.1. Check form 5 for completeness 7.2. Sign form 5 7.3. Release form 5	None	5 minutes	<i>Batch Adviser</i> Faculty Room
8. Submit form 5	8. Receive form 5 8.1. Stamp "enrolled" in form 5 8.2. Release student copy of form 5	None	2 minutes	<i>Student Record Clerk</i> Administrative Office
TOTAL:		-	14 minutes	



4. Use of Electrical and Other Equipment (Sound System, Overhead Projectors, others)

The students are allowed to use the electrical and other equipment of the university for school related activities only.

Office or Division:	Administrative Office/Property Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All on-going students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form	Administrative Office/Property Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form, 2 original	1. Release request form	None	1 minute	<i>Property Custodian Administrative Office</i>
2. Fill up request form 2.1. Submit request form	1. Receive request form 1.1. Check availability of requested equipment 1.2. Indicate availability of equipment in the request form 1.3. Release request form	None	2 minutes	<i>Property Custodian Administrative Office</i>
3. Secure approval of request	1. Receive request form 1.1. Sign request form 1.2. Release request form	None	1 minute	<i>Head of Office</i>
4. Claim requested equipment 4.1. Secure borrower's copy of request form	1. Receive request form 1.1. Secure signature of borrower for receipt of equipment 1.2. Release borrower's copy of request form 1.3. Release requested equipment	None	2 minutes	<i>Property Custodian Administrative Office</i>
5. Return requested equipment	1. Receive returned equipment 1.1. Check equipment 1.2. Stamp 2 request forms ("returned") 1.3. Release borrower's copy of request form	None	2 minutes	<i>Property Custodian Administrative Office</i>
TOTAL:		-	8 minutes	



4. Use of Classrooms After Class Hours

The students are allowed to use the classrooms after class hours or on weekends for class-related activities as determined/advised by class instructors.

Office or Division:	Administrative Office/Property Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All on-going students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form	Administrative Office/Property Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form, 2 original	1. Release request form	None	1 minute	<i>Property Custodian Administrative Office</i>
2. Fill up request form 2.1. Secure signature of class instructor	1. Receive request form 1.1. Sign request form	None	1 minute	<i>Class Instructor Faculty Room</i>
3. Secure approval of request	1. Receive request form 1.1. Sign request form 1.2. Release request form to student, 1 original	None	1 minute	<i>Director</i>
4. Present approved request form to guard on-duty	1. Receive request form 1.1. Open requested classroom	None	1 minute	<i>Security Guard Guard House</i>
TOTAL:		-	4 minutes	



5. Use of Library (Books and other Reading Materials)

The library is open for all on-going students of the extension campus. To ensure, however, of accountability and monitoring, all students must follow some steps in the use of these resources.

Office or Division:	Administrative Office/Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All on-going students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Library ID	Library
2. Library card	Library, at the beginning of every quarter

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library ID before entry 1.1. Leave bags at the counter	1. Check ID for validity 1.1. Release claim card	None	30 seconds	<i>Library In-charge</i> Library
2. Fill up book card of book to be borrowed 2.1. Submit book to be borrowed, book card and library card	1. Receive book card and library card 1.1. Check accuracy of name of borrower in the book card, indicate date and time 1.2. Write name of book in the library card, indicate date and time 1.3. Release book	None	2 minutes	<i>Library In-charge</i> Library
3. Return book	1. Receive book 1.1. Indicate date and time of return in the book card and the library card	None	2 minutes	<i>Library In-charge</i> Library
4. Present claim card	1. Release bag of student	None	30 seconds	<i>Library In-charge</i> Library
TOTAL:		-	5 minutes	



6. Use of Library (Computers)

The library is open for all on-going students of the extension campus. To ensure, however, of accountability and monitoring, all students must follow some steps in the use of these resources. Computer and internet are strictly for research purposes only.

Office or Division:	Administrative Office/Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All on-going students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Library ID	Library
2. Computer usage card (CUC)	Library, at the beginning of every quarter

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library ID before entry 1.1. Leave bags at the counter	1. Check ID for validity 1.1. Release claim card	None	30 seconds	<i>Library In-charge</i> Library
1.2. Submit CUC	1.2. Release PC number of available computer 1.3. Indicate the date and start time of usage in the CUC	None	1 minute	<i>Library In-charge</i> Library
2. Return PC number	1. Receive PC number 1.1. Indicate time when computer usage ended in the CUC	None	1 minute	<i>Library In-charge</i> Library
4. Present claim card	1. Release bag of student	None	30 seconds	<i>Library In-charge</i> Library
TOTAL:		-	3 minutes	



7. Request for Credentials of SHS Graduates

For credentials (i.e., Diploma and TOR), the extension campus only receives the requests and submits the same to the Office of the University Registrar of UP Manila. The requesters may opt to have their credentials delivered to the extension campus or to have them delivered directly to their preferred addresses.

Office or Division:	Administrative Office/Student Records Clerk
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All graduates of the extension campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service record/certification of return service rendered, with signature of 75% of household heads of the sending community	Sending community - respective barangay, city/municipality
2. Request form	Administrative Office - Student Record Section
3. Authorization Letter	Administrative Office - Student Record Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit service record/certification of return service rendered	1. Receive service record/certification of return service rendered 1.1. Release request form and authorization letter	None	1 minute	<i>Student Record Clerk</i> Administrative Office
2. Fill up request form and authorization letter 2.1 Submit request form and authorization letter	1. Receive request form and authorization letter 1.1. Submit requirements to SHS main campus for approval	None	1 day	<i>Student Record Clerk</i> Administrative Office
	1.2. Notify requester if request is approved	None	1 minute after receipt of notice from main campus	<i>Student Record Clerk</i> Administrative Office
	1.3. Notify requester upon receipt of requested credentials		1 minute after receipt of requested credentials	
3. Claim requested credentials	1. Secure signature of requester for credentials received 1.1. Release credentials	None	1 minute	<i>Student Record Clerk</i> Administrative Office
TOTAL:		-	Undertermined*	

Internal Service Specifications

1. Use of Service Vehicle

All employees are required to secure necessary documents for official travels using the vehicle of the extension campus.

Office or Division:	Administrative Office/Property Section
Classification:	Simple
Type of Transaction:	G2C - Government to Government
Who May Avail:	All employees of the university

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form	Administrative Office/Property Section
2. Trip ticket	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form, 1 original	1. Release request form	None	1 minute	<i>Property Custodian Administrative Office</i>
2. Fill up request form 2.1. Submit request form	1. Receive request form 1.1. Check availability of vehicle on date/time of travel requested 1.2. Prepare trip ticket 1.3. Secure approval of Director for request form and trip ticket 1.4. Furnish requester copy of approved request form 1.5. Release trip ticket to driver of vehicle	None	5 minutes	<i>Property Custodian Administrative Office</i>
3. Requester signs trip ticket during actual travel	1. Driver keeps trip ticket for monthly fuel consumption report	None	1 minute	<i>Driver</i>
TOTAL:		-	7 minutes	





1. Enrollment of Incoming First Year Students (Diploma in Midwifery)

Every applicant must accomplish the enrollment form for formal admission to the programs offered by the Extension Campus following a ladderized entry, starting with Diploma in Midwifery to Bachelor of Science in Nursing.

Office or Division:	Administrative Office/Student Records Section
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All high school graduates under K to 12 curriculum endorsed by LGU respective Local Government Unit All transferees not exceeding 1 year of study from other colleges and universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. LGU Reply Slip 2. Barangay Resolution signed by 75% of household heads in the barangay 3. Endorsement from the Local Health Board (LHB) signed by the Municipal/City Mayor, the Municipal Health Officer (or equivalent), and majority of all members of the LHB 4. Community (Barangay) Profile, with names of household heads, barangay population, nutritional status of 0-5 year-old children, morbidity and mortality profile, distance of the barangay to the Rural Health Unit (RHU) and nearest district hospital, and health human resource complement of the RHU, among others, certified as correct by the Barangay Chairman and attested by the RHU personnel, LGU scorecard with current data on selected indicators 5. Medical Certificate with results of chest x-ray, CBC, urinalysis and stool examination 	<ol style="list-style-type: none"> 1. Sending Local Government Unit (City/Municipality) of the student applicant 2. Sending barangay of the student applicant 3. Sending Local Government Unit (City/Municipality) of the student applicant 4. Sending barangay of the student applicant 5. Authorized government physician for the medical certificate, any accredited laboratory (private/government)



<p>6. High school/senior high school report card (form 138) for high school graduates, honorable dismissal and certificate of grades for transferees</p> <p>7. PSA birth certificate</p> <p>8. Certified true copy of Income Tax Returns and W2 of both parents or BIR certification of tax exemption for parents with no real income</p> <p>9. Certification from barangay chairman for permanent residency of applicant and parents, at least 1 year residency prior to application</p> <p>10. Return Service Agreement (RSA) signed by UP Manila and SHS authorized signatory, city/municipal mayor, student applicant, barangay chairman, parent or guardian) - 5 original sets</p> <p>11. Photocopy of marriage certificate and consent of spouse if applicant is married</p> <p>12. Recent 2 passport-sized pictures</p>	<p>6. Respective high school or last college/university attended</p> <p>7. Philippine Statistics Authority</p> <p>8. Bureau of Internal Revenue</p> <p>9. Sending barangay of the student applicant</p> <p>10. RSA form from SHS ECSC</p> <p>11. Philippine Statistics Authority</p> <p>12. Recent 2 passport-sized pictures</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for admission of new students	1. Receive the required documents and check for completeness 1.1. Inform student about the schedule of interview 1.2. Forward documents to Recruitment and Admission Committee (RAC)	None None	5 minutes 1 minute	<i>Student Record Clerk</i> Administrative Office
2. Appear for a scheduled interview	1. Interview student applicant 1.1 Inform applicant about the schedule of orientation seminar	None	15 minutes	<i>Assigned RAC Member</i> Designated Interview Room
3. Attend orientation seminar	1. Conduct orientation seminar	None	3 days	<i>RAC Members</i> University Gym
3.1. Sign daily attendance sheet	1.1. Check/monitor daily attendance of applicant	None	1 minute	<i>Student Record Clerk</i> University Gym
4. Secure clearance for enrollment	Release clearance for enrollment	None	1 minute	<i>Assigned RAC Member</i> RAC Room
5. Secure clearance from Student Council (SC)	c/o SC	c/o SC	2 minutes	<i>SC Officer</i> SC Office
6. Submit enrollment and SC clearances	6. Receive enrollment and SC clearances 6.1 Release enrollment form (form 5)	None	1 minute	<i>Student Record Clerk</i> Administrative Office
7. Fill up form 5 7.1. Fill up personal information 7.2. Copy schedule of classes 7.3. Secure signature of batch adviser	7. Receive form 5 7.1. Check form 5 for completeness 7.2. Sign form 5 7.3. Release form 5	None	5 minutes	<i>Batch Adviser</i> Faculty Room
8. Submit form 5	8. Receive form 5 8.1. Stamp "enrolled" in form 5 8.2. Release student copy of form 5	None	2 minutes	<i>Student Record Clerk</i> Administrative Office
TOTAL:		-	3 days and 33 minutes	



3. Enrollment of On-going Students for Succeeding Quarters (Diploma in Midwifery and Bachelor of Science in Nursing)

Every student must enroll in every quarter of the academic year throughout the entire duration of the program, including residency for service leave.

Office or Division:	Administrative Office/Student Records Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All students who meet all the necessary academic requirements for promotion to the next quarter of the program

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Enrollment clearance	Administrative Office - Student Record Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure enrollment clearance	1. Release enrollment clearance	None	1 minute	<i>Student Record Clerk</i> Administrative Office
2. Secure signature from the Student Council (SC)	c/o SC	c/o SC	2 minutes	<i>SC Officer</i> SC Office
3. Secure signature from Program Coordinator	3. Verify records for academic delinquency from previous quarter 3.1. Sign clearance	None	2 minutes	<i>Program Coordinator</i> Faculty Room
4. Secure enrollment form (form 5)	1. Receive and check clearance for completeness 1.1 Release form 5	None	1 minute	<i>Student Record Clerk</i> Administrative Office
5	6. Receive enrollment and SC clearances 6.1 Release enrollment form (form 5)	None	1 minute	<i>Student Record Clerk</i> Administrative Office
7. Fill up form 5 7.1. Fill up personal information 7.2. Copy schedule of classes 7.3. Secure signature of batch adviser	7. Receive form 5 7.1. Check form 5 for completeness 7.2. Sign form 5 7.3. Release form 5	None	5 minutes	<i>Batch Adviser</i> Faculty Room
8. Submit form 5	8. Receive form 5 8.1. Stamp "enrolled" in form 5 8.2. Release student copy of form 5	None	2 minutes	<i>Student Record Clerk</i> Administrative Office
TOTAL:		-	14 minutes	

3. Use of Electrical and Other Equipment (Sound System, Overhead Projectors, others)

The students are allowed to use the electrical and other equipment of the university for school related activities only.

Office or Division:	Administrative Office/Property Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All on-going students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form	Administrative Office/Property Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form, 2 original	1. Release request form	None	1 minute	<i>Property Custodian Administrative Office</i>
2. Fill up request form 2.1. Submit request form	1. Receive request form 1.1. Check availability of requested equipment 1.2. Indicate availability of equipment in the request form 1.3. Release request form	None	2 minutes	<i>Property Custodian Administrative Office</i>
3. Secure approval of request	1. Receive request form 1.1. Sign request form 1.2. Release request form	None	1 minute	<i>Head of Office</i>
4. Claim requested equipment 4.1. Secure borrower's copy of request form	1. Receive request form 1.1. Secure signature of borrower for receipt of equipment 1.2. Release borrower's copy of request form 1.3. Release requested equipment	None	2 minutes	<i>Property Custodian Administrative Office</i>
5. Return requested equipment	1. Receive returned equipment 1.1. Check equipment 1.2. Stamp 2 request forms ("returned") 1.3. Release borrower's copy of request form	None	2 minutes	<i>Property Custodian Administrative Office</i>
TOTAL:		-	8 minutes	