



OFFICE OF THE UNIVERSITY REGISTRAR
University of the Philippines Diliman

CITIZEN'S CHARTER
February 2025

I. Mandate

The Office of the University Registrar is a vital arm of the University. It is the official recorder and keeper of records of the students. As official recorder, it serves as Secretariat in different administration committees, such as the Executive Committee, the Curriculum Committee, the Committee on Student Admission, Progress and Graduation, and in the University Council meetings, and also acts as steering committee of the University Council Committees.

As a repository of decades of student records, the OUR is both a source and resource of data that can be used for various researches.

II. Vision

The OUR envisions itself as a model office that embodies the University's ideal of honor and excellence by implementing the highest standards of academic records management and committing to quality and timely service to its stakeholders with utmost integrity, honesty, and respect.

III. Mission

To support the University's delivery of academic programs, the OUR is committed to:

- Ensuring consistent compliance with the implementation of academic policies and procedures;
- Providing unstinting service related to admission, registration, retention, academic records evaluation, graduation and issuance of credentials; and
- Responding in a professional, efficient, courteous and sincere manner at all times.

IV. Service Pledge

We commit to:

- Implement existing procedures and explore initiatives for the improvement of such procedures;
- Warrant well-managed processes in connection with academic evaluation, records management, and issuance of credentials to various clientele;
- Ensure the highest standards in the management of student information system, making use, where applicable, of innovative platforms, consistent with the computerized information systems being implemented across the UP System; and
- Support the relevant University Council committees and academic units in the crafting and review of academic policies and programs.

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OFFICE OF THE UNIVERSITY REGISTRAR
External Services

1. Acceptance Letter for Foreign Students

New foreign students are issued an Acceptance Letter for Student Visa purposes.

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman New Foreign Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Admission / Admission Slip 2. Student Directory 3. Photocopy of Passport Bio page		1. College 2. OSSD, OUR or OUR website Student Directory 3. Embassy or Designated entity in-charge of passport issuance of the applicant's country of origin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement at the G/F, OSSD or email onestop_our.updiliman@up.edu.ph	1. Receive the documents	None	5 minutes	Junior Office Assistant OSSD
	1.1 Check and evaluate the documents	None	5 Minutes	Student Records Evaluator OSSD
	1.2 Prepare and print the Acceptance Letter	None	5 Minutes	Student Records Evaluator OSSD
	1.3 Affix signature	None	1 Day	University Registrar OUR
2. Claim the Acceptance Letter or receive via email	2. Release the Acceptance Letter or send via email	None	5 minutes	Student Records Evaluator OSSD

TOTAL:	None	1 Day, 20 Minutes	
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2. Application for Automatic Admission (International Student)

International students should meet the University admission requirements for first year student.

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	International Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Form (UP Form No. 3.1) 2. High School Transcript 3. SAT/IB Diploma/GCE 4. Affidavit of no collegiate enrolment if with gap from high school graduation prior to admission to UPD 5. Copy of Passport 6. Applicants whose medium of instruction in their previous school is NOT English should take and pass TOEFL with a score of 500 if paper-based, 173 if computer-based, or 61 if internet-based test or IELTS with minimum score of 5.5 7. Birth Certificate 8. Affidavit/Certification of did not apply to UP College Admissions		1. OSSD, OUR or OUR website at our.upd.edu.ph 2. Previous school 3. College Board (SAT)/Applicant's school 4. Notary Public 5. DFA/Country of Origin 6. TOEFL/IELTS 7. Applicant 8. Office of Admissions, UP/ Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Submit all requirements at G/F, OSSD or email to onestop_our.updiliman@up.edu.ph <u>Application Period</u> Foreign Applicants: January – April 15 Filipino Applicants: April – June 30	1. Receive, check, and evaluate submitted requirements	None	15 Minutes	<i>Student Records Evaluator OSSD</i>
	1.1 Issue bill of payment/SOA via BULSA	None	15 Minutes	<i>Student Records Evaluator OSSD</i>
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process Payment and Issue Official Receipt	USD30.00/ P150.00 Application Fee (non-immigrant/immigrant)	15 Minutes	<i>Cashier Diliman Cash Office</i>
3. Present the receipt	3. Record payment; Process application and inform the applicant of the preliminary results via email	None	10 Minutes	<i>Student Records Evaluator OSSD</i>
2. Receive results of application via email <u>Results Availability</u> August	2.Email the accepted applicant	None	5 Minutes	<i>Student Records Evaluator OSSD</i>
TOTAL:		USD 30/ PHP 150.00	1 Hour (excluding the time of waiting for the results of application)	

3. Application, Admission, and Registration for Cross-Registrant from UP Constituent Universities

Application and admission for non-regular students (cross-registrants from other UP units)

Office or Division:	Admissions Section (AS) / Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Cross-registrant applicants from other UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Cross-Register Form with RA 10931 eligibility 2. Student directory 3. Two (2) 2x2 photos 4. Medical Certificate (fit to enroll)		1. Constituent University 2. AS, OUR or OUR website Student Directory 3. Photo Studio 4. University Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS	1. Receive, check, and evaluate submitted requirements	None	10 Minutes	<i>Student Records Evaluator</i> AS
	1.1 PCR approval	None	5 Minutes	<i>Division Chief</i> ARD
	1.2 Process University Admission Slip, then issue temporary CRS account	None	10 Minutes	<i>Student Records Evaluator</i> AS
2. Proceed to the college for enlistment of courses or waitlist for courses via CRS	2. Enlist course/s	None	1 Day	<i>Frontline Staff</i> College

3. Proceed to AS, OUR for post-advising	3. Post-advise	None	5 Minutes	<i>Student Records Evaluator AS</i>
4. Proceed to RCS, OUR for assessment of matriculation fees	4. Assess matriculation fees and tag paid for students with free tuition or full scholarship	None	5 minutes	<i>Student Records Evaluator/ Senior Administrative Assistant RCS</i>
5. For students with payable fees, process payment	5. Process payment and issue Official Receipt	Assessed Amount	3 minutes	<i>Cashier Diliman Cash Office</i>
TOTAL:		Assessed Amount	1 Day, 38 Minutes	

4. Application, Admission, and Registration for Cross-Registrants from other Schools/Universities

Application and admission for non-regular students (cross-registrants from other schools/universities)

Office or Division:	Admissions Section (AS) / Registration and Clearance Section (RCS), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Cross-registrants from other schools/universities
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

1. Duly accomplished form (UP Form No. 3A) 2. Permit to Cross-Enroll Form 3. Medical Certificate (fit to enroll) 4. Student Directory 5. Two (2) 2x2 photos 6. Certificate of eligibility for RA 10931 (if from SUCs/LUCs)		1. AS, OUR or OUR website Application Form 3A 2. Student's home school 3. University Health Service 4. 2. AS, OUR or OUR website Student Directory 5. Photo Studio 6. Student's Home School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS	1. Receive, check, and evaluate submitted requirements	None	5 Minutes	<i>Student Records Evaluator</i> AS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	<i>Student Records Evaluator</i> AS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 100.00 No payment if eligible of RA 10931	15 Minutes	<i>Cashier</i> Diliman Cash Office
3. Present the receipt	3. Record payment; Process University Admission Slip, then issue temporary CRS account	None	10 Minutes	<i>Student Records Evaluator</i> AS
4. Proceed to the college for enlistment of courses or waitlist for courses via CRS	4. Enlist course/s	None	15 Minutes	<i>Frontline Staff</i> College
5. Proceed to AS, OUR for post-advising	5. Post-advice	None	5 Minutes	<i>Student Records Evaluator</i> AS

6. Proceed to RCS, OUR for assessment of matriculation fees	6. Assess matriculation fees	Assessed Amount	5 minutes	<i>Student Records Evaluator/ Senior Administrative Assistant RCS</i>
TOTAL:		PHP 100.00 Plus assessed amount on matriculation	1 Hour	

5. Application, Admission, and Registration for Special Student Without Credit

Application and admission for non-regular students (special student- to take non-credit course/s)

Office or Division:	Admissions Section (AS) / Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Special Student Applicants (non-credit course/s)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished form (UP Form No. 3A) 2. Student directory 3. Two (2) 2x2 photos 4. Medical Certificate (fit to enroll)		1. AS, OUR or OUR website Application Form 3A 2. AS, OUR or OUR website Student Directory 3. Photo Studio 4. University Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all requirements at the G/F, AS	1. Receive, check, and evaluate submitted requirements	None	5 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	<i>Student Records Evaluator AS</i>
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 100.00	15 Minutes	<i>Cashier Diliman Cash Office</i>
3. Present the receipt	3. Record payment; Process University Admission Slip, then issue temporary CRS account	None	10 Minutes	<i>Student Records Evaluator AS</i>
4. Proceed to the college for enlistment of courses or waitlist for courses via CRS	4. Enlist course/s	None	15 Minutes	<i>Frontline Staff College</i>
5. Proceed to AS, OUR for post-advising	5. Post-advise	None	5 Minutes	<i>Student Records Evaluator AS</i>
6. Proceed to RCS, OUR for assessment of matriculation fees	6. Assess matriculation fees	Matriculation of Fees	5 Minutes	<i>Student Records Evaluator/ Senior Administrative Assistant RCS</i>
TOTAL:		PHP 100.00 (plus matriculation of fees)	1 Hour	

6. Application, Admission, and Registration for Non-Degree students under the OUR

Application and admission for non-degree students to take undergraduate courses for credit

Office or Division:	Admissions Section (AS) / Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Non-degree Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished form (UP Form No. 3A) 2. Student directory 3. Two (2) 2x2 photos 4. Certificate of Graduation /OTR/TCG (if coming from a UP Constituent University) 5. Honorable Dismissal/Certificate of Transfer Credential and OTR (if coming from other school/university) 6. Original PSA-Marriage Certificate – if married (female) 7. Original PSA-Birth Certificate 8. Medical Certificate (fit to enroll) 9. Affidavit of no enrolment if with gap, if applicable		1. AS, OUR or OUR website Application Form 3A 2. AS, OUR or OUR website Student Directory 3. Photo Studio 4. College or OUR of CUs 5. Last school attended prior to admission to UP Diliman 6. Philippine Statistics Authority 7. Philippine Statistics Authority 8. University Health Service 9. Notary public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS	1. Receive, check, and evaluate submitted requirements	None	5 Minutes	<i>Student Records Evaluator</i> AS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	<i>Student Records Evaluator</i> AS

2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 100.00	15 Minutes	Cashier Diliman Cash Office
3. Present the receipt	3. Record payment; Process University Admission Slip, then issue temporary CRS account	None	10 Minutes	Student Records Evaluator AS
4. Proceed to the college for enlistment of courses or waitlist for courses via CRS	4. Enlist course/s	None	15 Minutes	Frontline Staff College
5. Proceed to AS, OUR for post-advising	5. Post-advice	None	5 Minutes	Student Records Evaluator AS
6. Proceed to RCS, OUR for assessment of matriculation fees	6. Assess matriculation fees	Matriculation of Fees	5 Minutes	Student Records Evaluator/ Senior Administrative Assistant RCS
TOTAL:		PHP 100.00 (plus matriculation of fees)	1 Hour	

7. Application, Admission, and Registration for Non-Regular Students: International Exchange Students

Application and admission of non-regular international exchange students, consisting of cross-registrants from other school/university, and special student without credit, to take courses/subjects in UP Diliman

Office or Division:	One Stop Student Desk (OSSD)/ Office of the University Registrar
Classification:	Simple

Type of Transaction:	Government to Citizen			
Who may avail:	Non-Regular Students: International Exchange Student Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements for Issuance of Acceptance Letter: 1. Duly accomplished form (UP Form No. 3A) 2. Student directory 3. Two (2) 2x2 photos 4. Transcript of Records (TOR) 5. Approved Permit to Cross Enrollment 6. Copy of Passport Issuance of University Admission Slip: 1. Study permit/Enrollment permit 2. Medical Certificate (fit to enroll) 3. Student Insurance 4. Copy of Foreign Birth Certificate 5. Acceptance Letter		1. OSSD, OUR or OUR website Application Form 3A 2. OSSD, OUR or OUR website Student Directory 3. Photo Studio 4. Home University 5. Home University 6. Embassy or designated entity in-charge of passport issuance of the applicant's country of origin 1. OILD 2. University Health Service 3. Insurance Company 4. Country of Origin 5. OSSD, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, OSSD, OUR	1. Receive, check, and evaluate submitted requirements	None	5 Minutes	<i>Student Records Evaluator</i> OSSD
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	<i>Student Records Evaluator</i> OSSD
2. Proceed to the UPD Cash Office for payment	2. Process payment and issue Official Receipt	PHP 100.00/ USD30	15 Minutes	<i>Cashier</i> Diliman Cash Office
3. Present the receipt	3. Record payment; Prepare	None	10 Minutes	<i>Student Records Evaluator</i>

	and print Acceptance Letter			OSSD
	3.1 Affix signature	None	1 Day	<i>University Registrar</i> OUR
	3.2 Process University Admission Slip, then issue temporary CRS account	None	10 Minutes	<i>Student Records Evaluator</i> OSSD
4. Proceed to the college for enlistment of courses or waitlist for courses via CRS	4. Enlist course/s	None	15 Minutes	<i>Frontline Staff</i> College
5. Proceed to OSSD, OUR for post-advising	5. Post-advice	None	5 Minutes	<i>Student Records Evaluator</i> OSSD
6. Proceed to OSSD, OUR for assessment of matriculation fees	6. Assess matriculation fees	Assessed Amount	5 Minutes	<i>Student Records Evaluator</i> OSSD
TOTAL:		PHP 100.00/ USD30 <i>(plus assessed amount on matriculation)</i>	1 Day, 1 Hour, 10 Minutes	

8. Certificate of Breakdown of Matriculation

Student request this document as a requirement in applying for scholarship.

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 2. Duly accomplished Scholarship Form (if available)		1. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 2. Scholarship Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the G/F, RCS or email rcs_our.updiliman@up.edu.ph	1. Receive and check completeness of the required documents	None	2 Minutes	<i>Student Records Evaluator</i> RCS
	1.1 Issue bill of payment/SOA via BULSA	None	8 Minutes	<i>Student Records Evaluator</i> RCS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 50.00	15 Minutes	<i>Cashier</i> Diliman Cash Office
3. Present the receipt	3. Record payment; Process and print the certification or save the PDF copy	None	15 Minutes	<i>Student Records Evaluator</i> RCS
	3.1 Affix initials	None	5 minutes	<i>Section Chief</i> RCS
	3.2 Sign the certification	None	1 Day	<i>University Registrar</i> OUR
4. Claim the certification or receive via email	4. Release the certification or email to student	None	5 Minutes	<i>Student Records Evaluator</i> RCS
TOTAL:		PHP 50.00	1 Day, 50 Minutes	

9. Certificate of Completion

A Certificate of Completion is furnished to a student who is a candidate for graduation but whose degree has not yet been conferred.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Certificate of Completion of Academic Requirements from the College 3. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 4. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. College 3. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements	None	15 Minutes	<i>Frontline Staff</i> RMS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	<i>Frontline Staff</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 30.00 (additional charge for courier)	15 Minutes	<i>Cashier</i> Diliman Cash Office

		service)		
3. Present the receipt / Email proof of payment	3. Record payment and print receipt	None	5 Minutes	<i>Frontline Staff</i> RMS
	3.1 Verify thru CRS Curriculum Checklist Module and confirm with SRE and process request	None	1 Day	<i>School Credits Evaluator</i> RMS
	3.2 Review and affix initials on the certification	None	10 Minutes	<i>Section Chief</i> RMS
	3.3 Sign the certification	None	1 Day	<i>University Registrar</i> OUR
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	15 Minutes	<i>Frontline Staff</i> RMS
TOTAL:		PHP 30.00 (additional charge for courier service)	2 Days, 1 Hour, 5 Minutes (courier transit time is not included)	

10. Certificate of Course Description (CD)

For academic evaluation purposes, a detailed description of course/s taken by the student is issued.

Office or Division:	Transcripts Section (TS), Office of the University Registrar
Classification:	Highly Technical
Type of Transaction:	Government to Citizen

Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. Updated Transcript of Records (TOR) 4. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. https://atin.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Requesting party/Representative, (if none, need to include in the request) 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online request, file application at https://atin.upd.edu.ph For walk-in: file application at https://atin.upd.edu.ph Kiosk, 2/F, TS-OUR	1. Acknowledge and check requirements	None	5 Minutes	<i>Frontline Staff</i> TS
	1.1 Approve request and inform client on the number of processing days; Assign to CD Encoder	None	5 Minutes	<i>Transcript Aide</i> TS
	1.2 Prepare CD and print draft	None	4 Days	<i>Student Records Evaluator/ Admin Aide I</i> TS
	1.3 Final check the printed draft of the CD	None	4 Days	<i>Student Records Evaluator</i> TS
	1.4 Issue bill of payment/SOA via BULSA and send thru ATIN	None	5 Minutes	<i>Junior Transcript Assistant</i> TS

2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 50.00 per page (additional charge for courier service)	15 Minutes	Cashier Diliman Cash Office
3. Upload and submit proof of payment via ATIN	3. Acknowledge payment	None	5 Minutes	Junior Transcript Assistant TS
	3.1 Print final CD in the security paper	None	5 Minutes	Administrative Aide TS
	3.2 Review and affix initials on the CD	None	5 Minutes	Section Chief TS
	3.3 Sign the Certificate of CD	None	1 Day	University Registrar OUR
	3.4 Update TS database	None	2 Minutes	Junior Transcript Assistant TS
	3.5 Dry seal the CD and email schedule of pick-up	None	8 Minutes	Frontline Staff TS
4. Claim request or receive thru partner courier	4. Release CD to client/ representative or send thru partner courier	None	5 Minutes	Frontline Staff/ Student Records Evaluator TS
	TOTAL:	PHP 50.00 per page (additional charge for courier service)	9 Days, 1 Hour, (courier transit time is not included)	

11. Certificate of Current Enrollment

Issued for the purposes of enrollment verification, visa application, employment, scholarship etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar
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Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students who are currently enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements	None	15 Minutes	Frontline Staff RMS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	Frontline Staff RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 50.00 (additional charge for courier service)	15 Minutes	Cashier Diliman Cash Office
3. Present the receipt / Email proof of payment	3. Record payment and print receipt	None	5 Minutes	Frontline Staff RMS
	3.1 Process request	None	30 Minutes	Administrative Assistant V RMS
	3.2 Review and affix initials on the certification	None	10 Minutes	Section Chief RMS

	3.3 Sign the certification	None	1 Day	<i>University Registrar</i> OUR
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	15 Minutes	<i>Frontline Staff</i> RMS
TOTAL:		PHP 50.00 (additional charge for courier service)	1 Day, 1 Hour, 35 Minutes (courier transit time is not included)	

12. Certificate of English as Medium of Instruction (EMI)

A certificate of EMI is issued to confirm the medium in which one has studied and serves as proof of proficiency in the English language. EMI certificate for United Kingdom, Japan and Australia requires detailed academic information.

Office or Division:	Records Management Section (RMS), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UP Diliman Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly Accomplished request form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. University Clearance 4. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Registration & Clearance Section, OUR @ rcs_our.updiliman@up.edu.ph 4. Requesting party/Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements 1.1 Issue bill of payment/SOA via BULSA	None	20 Minutes	<i>Frontline Staff RMS</i>
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 100.00 per copy (additional charge for courier service)	15 Minutes	<i>Cashier Diliman Cash Office</i>
3. Present the receipt/ Email proof of payment	3. Record payment /print receipt	None	5 minutes	<i>Frontline Staff RMS</i>
	3.1 Process Request	None	1 Day	<i>School Credits Evaluator</i>
	3.2 Review and affix initials on the certification	None	10 Minutes	<i>Section Chief RMS</i>
	3.3 Sign the certification	None	1 Day	<i>University Registrar OUR</i>
4. Claim request or receive thru partner courier	4.Release request to the student/ representative or send thru partner courier	None	15 Minutes	<i>Frontline Staff RMS</i>
	TOTAL:	PHP 100.00 per copy (additional charge for courier service)	2 Days, 1 Hour, 5 Minutes (courier transit time is not included)	

13. Certificate of Enrolment History

Issued for purposes of employment, scholastic verification etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements	None	15 Minutes	<i>Frontline Staff</i> RMS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	<i>Frontline Staff</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 50.00 (additional charge for courier service)	15 Minutes	<i>Cashier</i> Diliman Cash Office
3. Present the receipt / Email proof of payment	3. Record payment / Print receipt	None	5 Minutes	<i>Frontline Staff</i> RMS

	3.1 Verify thru CRS and process request <i>NOTE: For student number 2009 and below, student records will be pulled out from the storage*</i>	None	1 Day	<i>School Credits Evaluator RMS</i>
	3.2 Review and affix initials on the certification	None	10 Minutes	<i>Section Chief RMS</i>
	3.3 Sign the certification	None	1 Day	<i>University Registrar OUR</i>
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	15 Minutes	<i>Frontline Staff RMS</i>
TOTAL:		PHP 50.00 (additional charge for courier service)	2 Days, 1 Hour, 5 Minutes (courier transit time is not included)	

**2-3 days for records 2009 and older*

14. Certificate of Grade Equivalency

Certificate of Grade Equivalency is issued to satisfy requirements for application for study/scholarship.

Office or Division:	Admissions Section (AS), Office of the University Registrar		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	UP Diliman students		
<table> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

1. Duly accomplished request form (manual process) 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID)		1. AS, OUR 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS or email to arschief.ourdiliman@up.edu.ph	1. Receive duly accomplished request form with the requirement	None	3 Minutes	<i>Education Research Assistant AS</i>
	1.1 Issue bill of payment/SOA via BULSA	None	2 Minutes	<i>Education Research Assistant AS</i>
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 30.00	15 Minutes	<i>Cashier Diliman Cash Office</i>
3. Present the receipt	3. Record payment and process the request	None	10 Minutes	<i>Education Research Assistant AS</i>
	3.1 Review and affix initials	None	5 Minutes	<i>Section Chief AS</i>
	3.2 Sign the certification	None	1 Day	<i>University Registrar OUR</i>
4. Claim the certification or receive via email	4. Release or email certification	None	5 Minutes	<i>Education Research Assistant AS</i>
TOTAL:		PHP 30.00	1 Day, 40 Minutes	

15. Certificate of Graduation (COG)

Issued as proof of graduation for purposes of enrollment, scholarship, employment and visa

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. University Clearance 4. Barangay Certificate (only for applicants under R.A. 11262 – First Time Job Seekers Act) 5. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. https://atin.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Registration & Clearance Section, OUR @ rcs_our.updiliman@up.edu.ph 4. Barangay Hall where the applicant resides 5. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online request, file application at https://atin.upd.edu.ph For walk-in: file application at https://atin.upd.edu.ph Kiosk, 2/F, TS-OUR	1. Acknowledge and check requirements; Forward request of student records (F10) to RMS	None	10 Minutes	Frontline Staff TS
	1.1 Pullout F10	None	1 Day	Transcript Aide RMS
	1.2 Approve request and inform client on the	None	20 Minutes	Transcript Aide TS

	number of processing days; Assign/Distribute F10			
	1.3 Prepare COG	None	1 Hour	<i>Administrative Aide TS</i>
	1.4 Issue bill of payment/SOA via BULSA and send thru ATIN	None	5 Minutes	<i>Junior Transcript Assistant TS</i>
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 50.00 per page (additional charge for courier service)	15 Minutes	<i>Cashier Diliman Cash Office</i>
3. Upload and submit proof of payment via ATIN	3. Acknowledge payment	None	5 Minutes	<i>Junior Transcript Assistant TS</i>
	3.1 Check COG and print	None	4 Hours	<i>Student Records Evaluator TS</i>
	3.2 Final check and affix initials on the certification	None	5 Minutes	<i>Section Chief TS</i>
	3.3 Sign the certification	None	1 Day	<i>University Registrar OUR</i>
	3.4 Update TS database	None	2 Minutes	<i>Junior Transcript Aide TS</i>
	3.5 Dry seal the COG and email schedule of pick up	None	8 Minutes	<i>Transcript Assistant TS</i>
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff TS</i>
	TOTAL:	PHP 50.00 per	2 Days, 6 Hours, 15 Minutes	

		copy (additional charge for courier service)	(courier transit time is not included)	
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16. Certificate of No Financial Accountability

This is a requirement in applying for student visa renewal of a foreign student.

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. University Clearance 3. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID)		1. RCS, OUR 2. Online via CRS 3. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RCS or email rcs_our.updiliman@up.edu.ph	1. Receive and check submitted requirements	None	3 Minutes	<i>Student Records Evaluator</i> RCS
	1.1 Issue bill of payment/SOA via BULSA	None	2 Minutes	<i>Student Records Evaluator</i> RCS
2. Proceed to the UPD Cash Office for payment / Process online payment	2 Process payment and issue Official Receipt	PHP 50.00	15 Minutes	<i>Cashier</i> Diliman Cash Office
3. Present the receipt	3. Record payment and process the	None	30 Minutes	<i>Student Records Evaluator</i> RCS

	request			
	3.1 Review and affix initials on the certification	None	5 Minutes	<i>Section Chief</i> RCS
	3.2 Sign certification	None	1 Day	<i>University Registrar</i> OUR
4. Claim the certificate	4. Release to student	None	5 Minutes	<i>Student Records Evaluator</i> RCS
TOTAL:		PHP 50.00	1 Day, 1 Hour	

17. Certificate of Special Order (SO) Exemption

Issued to a student who graduated and intends to pursue further studies, employment etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE

		PAID		
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. 1. Receive and check submitted requirements	None	15 Minutes	Frontline Staff RMS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	Frontline Staff RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 30.00 (additional charge for courier service)	15 Minutes	Cashier Diliman Cash Office
3. Present the receipt / Email proof of payment	3. Record payment and print receipt	None	5 Minutes	Frontline Staff RMS
	3.1 Verify thru CRS Exit Module and process request NOTE: For student number 2009 and below, student records will be pulled out from the storage*	None	1 Day	Administrative Assistant RMS
	3.2 Review and affix initials on the certification	None	10 Minutes	Section Chief RMS
	3.3 Sign the certification	None	1 Day	University Registrar OUR
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	15 Minutes	Frontline Staff RMS
TOTAL:		PHP 30.00 (additional charge)	2 Days, 1 Hour, 5 Minutes (courier)	

	for courier service)	transit time is not included)	
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*2-3 days for records 2009 and older

18. Certificate of Transfer Credentials (CTC) – formerly Honorable Dismissal (HD)

Issued to a student who voluntarily withdraws from the University to transfer to another institution

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. University Clearance 3. Name of School the student is transferring 4. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 5. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. RCS, OUR 3. Student 4. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 5. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email maschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements	None	15 Minutes	Frontline Staff RMS
	1.1 Issue bill of payment/SOA via	None	5 Minutes	Frontline Staff RMS

	BULSA			
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 50.00 (additional charge for courier service)	15 Minutes	Cashier Diliman Cash Office
3. Present the receipt / Email proof of payment	3. Record payment/ Print receipt	None	5 Minutes	Frontline Staff RMS
	3.1 Verify thru CRS and process request NOTE: For student number 2009 and below, student records will be pulled out from the storage*	None	1 Day	Administrative Aide III RMS
	3.2 Review and affix initials on the HD	None	10 Minutes	Section Chief RMS
	3.3 Sign the HD	None	1 Day	University Registrar OUR
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	15 Minutes	Frontline Staff RMS
TOTAL:		PHP 50.00 (additional charge for courier service)	2 Days, 1 Hour, 5 Minutes (courier transit time is not included)	

* 2-3 days for records from 2013 and older

19. Certificate of Units Earned

Issued for purposes of employment, etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements	None	15 Minutes	Frontline Staff RMS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	Frontline Staff RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 50.00 (additional charge for courier service)	15 Minutes	Cashier Diliman Cash Office
3. Present the receipt / Email proof of payment	3. Record payment and print receipt	None	5 Minutes	Frontline Staff RMS

	3.1 Verify thru CRS and process request <i>NOTE: For student number 2009 and below, student records will be pulled out from the storage*</i>	None	1 Day	<i>School Credits Evaluator RMS</i>
	3.2 Review and affix initials on the certification	None	10 Minutes	<i>Section Chief RMS</i>
	3.3 Sign the certification	None	1 Day	<i>University Registrar OUR</i>
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	15 Minutes	<i>Frontline Staff RMS</i>
TOTAL:		PHP 50.00 (additional charge for courier service)	2 Days, 1 Hour, 5 Minutes (courier transit time is not included)	

**2-3 days for records 2009 and older*

20. Certificate of Weighted Average Grade (WAG)

Issued to students who graduated with honors for employment, enrollment, etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students who graduated with honors
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

1. Duly Accomplished request form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. 1. Receive and check submitted requirements	None	15 Minutes	Frontline Staff RMS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	Frontline Staff RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 50.00 (additional charge for courier service)	15 Minutes	Cashier Diliman Cash Office
3. Present the receipt / Email proof of payment	3. Record payment and print receipt	None	5 Minutes	Frontline Staff RMS
	3.1 Verify thru CRS Exit Module and process request NOTE: For student number 2009 and below, student records will be pulled out from the storage*	None	1 Day	School Credits Evaluator RMS
	3.2 Review and affix initials on the certification	None	10 Minutes	Section Chief RMS
	3.3 Sign the certification	None	1 Day	University Registrar OUR

4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	15 Minutes	Frontline Staff RMS
TOTAL:		P50.00 (additional charge for courier service)	2 Days, 1 Hour, 5 Minutes (courier transit time is not included)	

*2-3 days for records 2009 and older

21. Certification, Authentication, and Verification (CAV) of credentials/records

Certification of authenticity of documents issued for purposes of enrollment, scholarship, employment and visa

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form and CAV Form		1. https://atin.upd.edu.ph		
2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID)		2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC		
3. Copy of TOR/DT/COG/CD/EMI/SPECIAL CERT/Documents for CAV (if none, need to include in the request)		3. TS, OUR		
4. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		4. Requesting party/Representative		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online request, file application at https://atin.upd.edu.ph For walk-in: file application at https://atin.upd.edu.ph Kiosk, 2/F, TS-OUR	1. Acknowledge and check requirements	None	5 Minutes	<i>Frontline Staff</i> TS
	1.1 Approve request and inform client on the number of processing days; Assign to SRE	None	10 Minutes	<i>Transcript Aide</i> TS
	1.2 Issue bill of payment/SOA via BULSA and send thru ATIN	None	5 Minutes	<i>Junior Transcript Assistant</i> TS
2. Proceed to the Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 100.00 per copy (additional charge for courier service)	15 Minutes	<i>Cashier</i> Diliman Cash Office
3. Upload and submit proof of payment via ATIN	3. Acknowledge payment	None	5 Minutes	<i>Junior Transcript Assistant</i> TS
	3.1 Process CAV	None	3 Days	<i>Student Records Evaluator</i> TS
	3.2 Check and affix initials on the certification	None	5 Minutes	<i>Section Chief</i> TS
	3.3 Sign the CAV	None	1 Day	<i>University Registrar</i> OUR
	3.4 Update TS database	None	2 Minutes	<i>Junior Transcript Aide</i> TS

	3.5 Dry seal the CAV and email schedule of pick up	None	8 Minutes	Frontline Staff TS
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	5 Minutes	Frontline Staff/ Student Records Evaluator TS
	TOTAL:	PHP 100.00 per copy (additional charge for courier service)	4 Days, 1 Hour (courier transit time is not included)	

22. Certified copy of Entrance Credentials/ Change of Matriculation Form/ Form 5/ Birth Certificate for College Copy

Credentials submitted to the OUR become the property of the University of the Philippines and will not be returned to the applicant. A certified copy is issued to Students for College Copy.

Office or Division:	Records Management Section (RMS), Office of the University Registrar		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	UPD students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished request form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Requesting party/Representative	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements	None	15 Minutes	<i>Frontline Staff RMS</i>
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	<i>Frontline Staff RMS</i>
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 30.00 (additional charge for courier service)	15 Minutes	<i>Cashier Diliman Cash Office</i>
3. Present the receipt / Email proof of payment	3. Record payment/ Print receipt	None	5 Minutes	<i>Frontline Staff RMS</i>
	3.1 Pull out student records and photocopy document requested	None	1 Hour	<i>Frontline Staff RMS</i>
	3.2 Check and sign the document	None	10 Minutes	<i>Section Chief RMS</i>
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	20 Minutes	<i>Frontline Staff RMS</i>
TOTAL:		PHP 30.00 (additional charge for courier service)	2 Hours, 10 Minutes (courier transit time is not included)	

23. Certified Text of the Diploma

Issued as replacement of the Original Diploma

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. Affidavit of loss 4. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Law office 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements	None	15 Minutes	<i>Frontline Staff</i> RMS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	<i>Frontline Staff</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 40.00 (additional charge for courier service)	15 Minutes	<i>Cashier</i> Diliman Cash Office
3. Present the receipt / Email proof of	3. Record payment/ Print receipt	None	5 Minutes	<i>Frontline Staff</i> RMS

payment				
	3.1 Pull out student records	None	1 Hour*	<i>Junior Office Aide</i> RMS
	3.2 Verify and process request	None	1 Day, 4 Hours	<i>Administrative Assistant V</i> RMS
	3.3 Review and affix initials on the diploma	None	10 Minutes	<i>Section Chief</i> RMS
	3.4 Sign the diploma	None	1 Day	<i>University Registrar</i> OUR
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	15 Minutes	<i>Frontline Staff</i> RMS
TOTAL:		PHP 40.00 (additional charge for courier service)	2 Days, 6 Hours, 5 Minutes (courier transit time is not included)	

* 2-3 days for records from Archives (1970s and older)

24. Certified True Copy (CTC) / Verification of Transcript of Records (TOR)/ Certificate of Graduation (COG)/Course Description (CD)/ English Translation of Diploma (DT)

Issued to certify authenticity of the document submitted by the student for purposes of employment, education, visa application, scholarship, etc.

Document for Certification	Fee (courier fee not included)
Transcript of Records	PHP 100.00 per set
Certificate of Graduation	PHP 15.00 per copy
Course Description	PHP 15.00 per page
Diploma Translation	PHP 25.00 per copy

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen/Government to Government/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form / Letter of Request for Verification with consent from the student 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. Original/scanned copy of the document being requested for CTC (COG, CD, DT, TOR) 4. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. https://atin.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. TS, OUR 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online request, file application at https://atin.upd.edu.ph For walk-in: file application at https://atin.upd.edu.ph Kiosk, 2/F, TS-OUR	1. Acknowledge, check, and photocopy/ print submitted documents	None	20 Minutes	<i>Frontline Staff</i> TS
	1.1 Approve request and inform client of the number of processing days	None	5 Minutes	<i>Transcript Aide</i> TS
	1.3 Pullout out file copy, if necessary	None	5 Minutes	<i>Junior Transcript Assistant</i> TS

	1.4 Issue bill of payment/SOA via BULSA and send thru ATIN	None	5 Minutes	<i>Junior Transcript Assistant TS</i>
2. Proceed to the Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP (see table above; additional charge for mailing /courier service)	15 Minutes	<i>Cashier Diliman Cash Office</i>
3. Upload and submit proof of payment via ATIN	3. Acknowledge payment	None	5 Minutes	<i>Junior Transcript Assistant TS</i>
	3.1 Check against file copy of TS; Stamp Certified True Copy	None	1 Day	<i>Administrative Assistant TS</i>
	3.2 Final check and affix initials on the authenticated documents	None	10 Minutes	<i>Section Chief TS</i>
	3.3 Sign the CTC of documents	None	1 Day	<i>University Registrar OUR</i>
	3.4 Update TS database	None	2 Minutes	<i>Junior Transcript Aide TS</i>
	3.5 Dry seal CTC and email schedule of pick up	None	8 Minutes	<i>Frontline Staff TS</i>
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff/ Student Records Evaluator TS</i>
TOTAL:		PHP (see table above; additional charge for mailing /courier service)	2 Days, 1 Hour, 20 Minutes (courier transit time not included)	

25. Certified True Copy of High School Card (Form 138) / Transcript (Form-137) and Form 5

Issued for purposes of employment, travel abroad, and scholarship

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen/Government to Government/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. For representative, please present the following: authorization letter, photocopy of ID of the requesting party, and ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements	None	15 Minutes	<i>Frontline Staff</i> RMS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	<i>Frontline Staff</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 50.00 (additional charge for courier service)	15 Minutes	<i>Cashier</i> Diliman Cash Office

3. Present the receipt / Email proof of payment	3. Record payment/ Print receipt	None	5 Minutes	Frontline Staff RMS
	3.1 Pull out student records and photocopy document requested	None	1 Hour	Junior Office Aide RMS
	3.2 Review and affix initials on the document	None	10 Minutes	Section Chief RMS
	3.3 Sign the CTC of the document	None	1 Day	University Registrar OUR
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	15 Minutes	Frontline Staff RMS
TOTAL:		PHP 50.00 (additional charge for courier service)	1 Day, 2 Hours, 5 Minutes (courier transit time is not included)	

26. Certified True Copy of UP Form 5 for students under One-Stop Student Desk (OSSD)

Issued for purposes of student visa, scholarship, and UAAP eligibility.

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UP Diliman Students under OSSD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
UP Form 5 Student's Copy (original and		Student

photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit UP Form 5 (original and photocopy)	1. Receive the UP Form 5	None	5 Minutes	<i>Junior Office Assistant</i> OSSD
	1.1 Check / Verify the UP Form 5, certify then sign	None	5 Minutes	<i>Student Records Evaluator</i> OSSD
2. Receive the Certified True Copy of UP Form 5	2. Release the Certified True Copy of UP Form 5	None	5 Minutes	<i>Junior Office Assistant</i> OSSD
TOTAL:		None	15 Minutes	

27. Change of Name of UPD Students

To correct and update student records

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Currently Enrolled UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form 2. Original copy of PSA Birth Certificate 3. Original copy of PSA Marriage Certificate 4. Affidavit of Discrepancy/ Affidavit of Two Disinterested Persons (whichever is applicable)		1. RCS, OUR 2. PSA 3. PSA 4. Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all requirements at the G/F, RCS or send it via courier	1. Receive, check, and evaluate submitted requirements	None	13 Minutes	<i>Student Records Evaluator</i> RCS
	1.1 Issue bill of payment/ SOA via BULSA	None	2 Minutes	<i>Student Records Evaluator</i> RCS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 50.00	15 Minutes	<i>Cashier</i> Diliman Cash Office
3. Present the receipt / Email proof of payment	3. Record payment	None	5 Minutes	<i>Student Records Evaluator</i> RCS
	3.1 Process and print the certification	None	30 Minutes	<i>Student Records Evaluator</i> RCS
	3.2 Sign the certification	None	1 Day	<i>University Registrar</i> OUR
4. Claim the certification	4. Release certification; Record and send a copy of the certification to RMS/ College/UHS	None	15 Minutes	<i>Administrative Aide/Student Records Evaluator</i> RCS
TOTAL:		PHP 50.00	1 Day, 1 Hour, 20 Minutes	

28. Clearing of Financial Accountability

To clear tagged accountability in the Computerized Registration System (CRS)

Office or Division:	Registration and Clearance Section (RCS) / One Stop Student Desk (OSSD), Office of the University Registrar
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Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment (copy of official receipt/ online transaction) of underassessment and/or unpaid scholarship bill		UPD Cash Office, or for lost receipt, Certified True Copy of OR from Diliman Accounting Office/Online transaction		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request billing statement/notice of underassessment at the G/F, RCS or OSSD or email rcs_our.updiliman@up.edu.ph/ onestop_our.updiliman@up.edu.ph	1. Issue billing statement /notice of underassessment	None	5 minutes	<i>Student Records Evaluator</i> RCS/OSSD
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and Issue Official Receipt	Assessed Amount	15 Minutes	<i>Cashier</i> Diliman Cash Office
3. Submit proof of payment	3. Clear accountability in UP Computerized Registration System (CRS) module	None	5 Minutes	<i>Student Records Evaluator</i> RCS/OSSD
TOTAL:		Assessed Amount	25 Minutes	

29. Clearing of Ineligibility-Entrance Credentials

Students who have not yet submitted all required academic credentials are tagged ineligible. Once all documents are submitted, their ineligibility status gets cleared.

Office or Division:	Admissions Section (AS)/One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lacking credentials (Official Transcript of Records, PSA-issued Birth Certificate, PSA-issued Marriage Certificate, TOEFL/IELTS, etc.)		Depends on the lacking requirements (PSA for Birth/ Marriage Certificate, Previous school for the TOR, etc.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit lacking requirements at the G/F, AS or OSSD or send via courier	1. Receive and check the submitted requirement/s	None	5 Minutes	<i>Student Records Evaluator</i> AS/OSSD
2. Check/view status of ineligibility in CRS	2. Clear ineligibility status in the CRS module	None	5 Minutes	<i>Student Records Evaluator</i> AS/OSSD
TOTAL:		None	10 Minutes	

30. Computerized Registration System (CRS) Helpdesk Support

The Helpdesk is a system that handles all CRS-related concerns.

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Government/ Government to Citizen

Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card, if applicable (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 2. Supporting documents - any document to provide proof of a client's claim: Approved appeals, Certificate of Attendance / Non- Attendance, Certificate of Class Dissolution, Form 26, Form 26A, Form 5, LOA Form.		1. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 2. OC, HRDO, College, Offering Unit, and other relevant agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask support regarding CRS concern through email, telephone or walking in	1. Provides support through emails, telephone calls and entertain walk-in clients regarding CRS related issues and concerns.	None	1 Day	<i>Support Staff AISS</i>
TOTAL:		None	1 Day	

31. Deferment of Enrolment of Qualified First Year Student

Qualified first year applicant who, for a valid reason cannot enroll during the semester originally applied for, may apply for deferment of enrollment to the next succeeding semester.

Office or Division:	Admissions Section (AS), Office of the University Registrar		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Admitted First Year Student who cannot enroll during the semester originally applied for		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

1. Letter of deferment 2. Notice of Admission		1. Requesting party 2. Office of Admissions, UP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS or email arschief.ourdiliman@up.edu.ph	1.Receive and check all the requirements	None	5 Minutes	<i>Student Records Evaluator</i> AS
	1.1 Process request for deferment	None	10 Minutes	<i>Student Records Evaluator</i> AS
	1.2 Act on the request	None	1 Day	<i>University Registrar</i> OUR
2. Claim/receive approval of deferment	2. Release approval of deferment	None	5 Minutes	<i>Student Records Evaluator</i> AS
TOTAL:		None	1 Day, 20 Minutes	

32. Diploma Authentication

Requested by clients to confirm the authenticity of their diploma

Office or Division:	Records Management Section (RMS), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UPD students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly Accomplished request form 2. Original/Photocopy of the Diploma 3. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine		1. RMS, OUR 2. Requesting party 3. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC

Identification Card, Barangay ID, PRC ID) 4. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements	None	15 Minutes	Frontline Staff RMS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	Frontline Staff RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 40.00 (additional charge for courier service)	15 Minutes	Cashier Diliman Cash Office
3. Present the receipt / Email proof of payment	3. Record payment/ Print receipt	None	5 Minutes	Frontline Staff RMS
	3.1 Verify thru CRS Exit Module and process request NOTE: For student number 2009 and below, student records will be pulled out from the storage*	None	1 Hour	Administrative Aide III RMS
	3.2 Review and affix initials on the CTC of the diploma	None	10 Minutes	Section Chief RMS
	3.3 Sign the CTC of the diploma	None	1 Day	University Registrar OUR

4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send the request thru partner courier	None	15 Minutes	Frontline Staff RMS
TOTAL:		PHP 40.00 (additional charge for courier service)	1 Day, 2 Hours, 5 Minutes (courier transit time is not included)	

* 2-3 days for records from 2009 and older

33. English Translation of Diploma

Translation of Diploma (in Filipino text) to copy of Diploma in English text, for application to other universities for further studies, etc.

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Graduated Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. Photocopy/scanned copy of the original diploma 4. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. https://atin.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Requesting party (may claim diploma at the College, Office of the College Secretary) 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. For online request, file application at https://atin.upd.edu.ph For walk-in: file application at https://atin.upd.edu.ph Kiosk, 2/F, TS-OUR	1. Acknowledge and check requirements; Check CRS for verification	None	10 Minutes	Frontline Staff TS
	1.1 Approve request and inform client on the number of processing days	None	5 Minutes	Transcript Aide TS
	1.3 Issue bill of payment/SOA via BULSA and send thru ATIN	None	5 Minutes	Junior Transcript Assistant TS
2. Proceed to the Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 50.00 per copy (additional charge for courier service)	15 Minutes	Cashier Diliman Cash Office
3. Upload and submit proof of payment via ATIN	3. Acknowledge payment	None	5 Minutes	Junior Transcript Assistant TS
	3.1 Process DT and print	None	2 Days	Administrative Aide TS
	3.2 Check and affix initials on the diploma	None	5 Minutes	Section Chief TS
	3.3 Sign	None	1 Day	University Registrar OUR
	3.4 Update TS database	None	2 Minutes	Transcript Aide TS
	3.5 Dry seal the DT and email schedule of pick-up	None	8 Minutes	Frontline Staff TS

4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff/ Student Records Evaluator TS</i>
TOTAL:		PHP 50.00 (additional charge for courier service)	3 Days, 1 Hour (courier transit time is not included)	

34. ID for University of the Philippines Diliman (UPD) Student with Special Needs

Issued to identify and assist students with special needs.

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students with Special Needs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 piece Passport size ID picture 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID)		1. Photo Studio 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ID picture at the G/F, OSSD	1.Receive ID picture	None	2 Minutes	<i>Student Records Evaluator / Junior Office Assistant OSSD</i>
	1.1 Check the UPD List of Students with Special Needs	None	8 Minutes	<i>Student Records Evaluator / Junior Office Assistant OSSD</i>

	given by the University Health Service and give the pre-processed ID to the student			
2. Sign the SWAS ID	2. Laminate the SWAS ID	None	15 Minutes	<i>Junior Office Assistant OSSD</i>
3. Receive the SWAS ID then sign in the logbook	3. Release the SWAS ID	None	5 Minutes	<i>Junior Office Assistant OSSD</i>
TOTAL:		None	30 Minutes	

35. ID for University of the Philippines Diliman (UPD) Students

Issuance of identification to all officially registered students of UPD, UPDEPP/O (Regular, Non-Degree, Foreign Cross-Registrants, Foreign)

Office or Division:	Admissions Section (AS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD, UPDEPP/O Officially enrolled students (Regular, Non-degree, Foreign Cross-Registrants and Foreign Students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current UP Form 5 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID)		1. Student 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Book an appointment at our.upd.edu.ph	1. Check booking on ID	None	5 minutes	<i>Photographer AS</i>
2. Proceed to the ID Room, OUR with the requirements on the scheduled date	2. Check requirements, take photo and issue bill of payment/ SOA via BULSA for Non-First Time request	None	2 minutes	<i>Photographer AS</i>
	2.1 Prepare and transmit Perso File to card vendor for printing	None	8 minutes	<i>Photographer AS</i>
	2.2 Process ID Card	None	20 days* (processing is done by batch)	<i>Card Vendor Maya</i>
	2.3 Once printed IDs have been delivered to the OUR, email student on the date of release	None	5 Minutes	<i>Photographer AS</i>
3. Proceed to the UPD Cash Office for payment / Process online payment	3. Process payment and issue Official Receipt	PHP 130.00 For non-first time request (FREE for first time request)	15 Minutes	<i>Cashier Diliman Cash Office</i>
4. Present receipt and claim ID at the AS, OUR	4. Record payment and release ID	None	5 Minutes	<i>Frontline Staff AS</i>
TOTAL:		PHP 130.00 For non-first time request (FREE for first time request)	20 Days, 40 Minutes	

*Minimum of 20 days, depends on the delivery of the CARD VENDOR

36. Late Application for Graduation

For students who missed the deadline for submission of application for graduation, which is a University requirement

Office or Division:	Student Evaluation Section (SES), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the UR endorsed by the college 2. Evaluation checklist from the college		1. Requesting party 2. College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, SES or email ses_our.updiliman@up.edu.ph	1. Receive documents; Record to database	None	5 minutes	<i>Frontline Staff</i> SES
	1.1 Check the documents and initial	None	10 minutes	<i>Student Records Evaluator</i> SES
	1.2 Act on the request	None	10 minutes	<i>Section Head</i> SES
2. Claim request with action	2. Issue bill of payment/SOA via BULSA, if approved	None	5 minutes	<i>Frontline Staff</i> SES
3. Proceed to the UPD Cash Office for payment / Process online payment	3. Process payment and issue Official Receipt	PHP 100.00	15 Minutes	<i>Cashier</i> Diliman Cash Office

4. Submit receipt with approved appeal to SES	4. Record the payment's official receipt and approved appeal for Student Records Evaluator's evaluation	None	10 minutes	Frontline Staff SES/RMS
5. Submit photocopy of appeal and receipt to the college	5. Receive approved late application for graduation	None	5 minutes	Frontline Staff College
TOTAL:		PHP 100.00	1 Hour	

37. Late Cancellation of Enlisted Subjects

For students who enlisted in courses for a particular semester but belatedly (i.e., beyond the deadline) decided to withdraw or cancel the said course/s

Office or Division:	Administrative Section, Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter endorsed by the College 2. Certificate of Non-Attendance 3. Status of enlistment thru CRS (for walk-ins)		1. Requesting Party 2. College 3. Academic Information System Section (AISS), OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all requirements at the 2/F, Administrative Section or email our.diliman@up.edu.ph	1. Receive and check requirements; Record to database; Forward to the University Registrar (UR) for action	None	5 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
	1.2 If approved, cancel enlisted subjects	None	3 minutes	Support Staff AISS
2. Check status in the CRS	2. File approved request	None	2 minutes	Support Staff AISS
TOTAL:		None	1 Day, 10 Minutes	

38. Late Enrollment/Late Change of Matriculation (Paying Students)

For students who failed to enroll or request for change matriculation during the regular period of registration/change of matriculation.

Office or Division:	Administrative Section, Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter endorsed by the College 2. Certificate of Attendance 3. Enrollment status thru CRS (for walk-ins)		1. Requesting Party 2. College 3. Academic Information System Section (AISS), OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all requirements at the 2/F, Administrative Section or email our.diliman@up.edu.ph	1. Receive and check requirements; Record to database; Verify status of enrollment for email request	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Receive / Claim action of the appeal	2. Email / Release action to the appeal	None	10 Minutes	<i>Frontline Staff Administrative Section / AISS</i>
3. Submit appeal letter to the Office of the Chancellor for approval	3. Act on the request	None	3 Days	<i>Frontline Staff / Chancellor Office of the Chancellor</i>
4. Receive / Claim the approved request from the OC and bring to OUR-RCS/OSSD for assessment of fees.	4. Assess fees, tag approved appeals, print form-5 and give payment instructions	None	15 minutes	<i>Student Records Evaluator/ Senior Administrative Assistant RCS/OSSD</i>
5. For onsite payment, pay at the UPD Cash Office. For online payment, generate payment slip and pay via GCash Bills Payment and encode details of payment in CRS	5. Process payment and issue Official Receipt or Validate payment in CRS	Assessed Amount	15 Minutes	<i>Cashier Diliman Cash Office</i>
TOTAL:		Assessed Amount, if applicable	4 Days, 45 Minutes	

39. Late Enrollment/Late Change of Matriculation (Students under Free Tuition)

For students who failed to enroll or request for change matriculation during the regular period of registration/change of matriculation.

Office or Division:	Administrative Section, Office of the University Registrar			
Classification:	Simple (Students under Free Tuition)			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter endorsed by the College 2. Certificate of Attendance 3. Enrollment status thru CRS (for walk-ins)		1. Requesting Party 2. College 3. Academic Information System Section (AISS), OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the 2/F, Administrative Section or email our.diliman@up.edu.ph	1. Receive and check requirements; Record to database; Verify status of enrollment for email request	None	5 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
2. Receive / Claim action to the appeal	2. Email / Release action to the appeal	None	10 Minutes	Frontline Staff Administrative Section/AISS
3. Bring approved appeal to the RCS/OSSD/College for assessment of fees.	3. Assess fees and tag paid	None	15 minutes	Student Records Evaluator/ Senior Administrative Assistant RCS/OSSD
TOTAL:		None	1 Day, 30 Minutes	

40. Late Issuance of Admission Slip

For requests submitted beyond the registration period for a valid reason

Office or Division:	Administrative Section, Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the UR endorsed by the College 2. College Admission Slip		1. Requesting party 2. College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the 2/F, Administrative Section or email our.diliman@up.edu.ph	1. Receive and check requirements; Record to database	None	5 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
2. Claim appeal with action of the UR and bring to Admission Section for issuance of UAS	2. Release appeal	None	2 Minutes	Frontline Staff Administrative Section
TOTAL:		None	1 Day, 7 Minutes	

41. Late Residence/Dropping/Leave of Absence

There are set deadlines for various processes; hence, this is to accommodate late applications.

Office or Division:	Administrative Section, Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter endorsed by the College 2. Status of enrollment thru CRS (for walk-ins)		1. Requesting Party 2. Academic Information System Section (AISS), OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the 2/F, Administrative Section or email our.diliman@up.edu.ph	1. Receive and check requirements; Record to database	None	5 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
2. Claim approved appeal and bring to RCS/OSSD for assessment	2. Release approved appeal	None	5 Minutes	Frontline Staff Administrative Section
	2.1 Assess fees then tag approved appeals or issue form for payment	None	15 Minutes	Student Records Evaluator/ Senior Administrative Assistant RCS/OSSD
3. For onsite payment, pay at the UPD Cash Office; For online payment, generate payment slip in CRS,	3. Process payment and issue Official Receipt or Validate payment in CRS	Residence: PHP200 Dropping: PHP10/unit LOA:	15 Minutes	UPD Cash Office

pay via Gcash Bills Payment, and Encode details of payment for validation in CRS.		PHP150		
TOTAL:		Residence : PHP200.00 Dropping: PHP10/unit LOA: PHP150	1 Day, 40 Minutes	

42. Permit for Cross-Registration of UP Diliman students

For UP Diliman students who wish to enroll in other UP constituent university or other university as cross-registrant

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Permit for Cross Registration Form signed by the college		1. https://our.upd.edu.ph/forms/xreg.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit form at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check form; verify enrollment status	None	10 Minutes	<i>Frontline Staff</i> RMS
	1.1 Check and affix initials	None	5 Minutes	<i>Section Chief</i> RMS
	1.2 Act on the request	None	1 Day	<i>University Registrar</i> OUR

2. Claim request	2. Release request	None	2 Minutes	Frontline Staff RMS
TOTAL:		None	1 Day, 17 Minutes	

43. Processing of Disbursement Voucher for Matriculation Refund

To reimburse overpayment of matriculation fees

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form 2. Original Student's copy of Form 5 3. Original Student's copy of COM 4. Certification of the cancelled course/s 5. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) <u>Additional Requirements:</u> <u>For LOA</u> Approved LOA <u>For faculty / employee</u> Certified copy of Appointment Approved Privilege to Study at Reduced Fees <u>For UP Dependent</u> Approved Enrollment Privilege Form True Copy of Grades <u>For Teaching Fellow/Associates</u> Copy of approved Certification of Work/Study Load <u>For Barangay Scholars</u> Original copy of COMELEC Certification		1. RCS, OUR or OUR website at Refund Application Form 2. Student 3. Student 4. Offering unit of the cancelled course/s 5. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC - Student - College, Administrative Office - OC or OVCAA - HRDO, UP Diliman/CU - College - College, Administrative Office; OVCAA - City Hall or Municipal Hall		

Original copy of Mayor's Certification attested by LGOO Copy of PSA Birth Certificate (to present original) True copy of grades <u>For students with approved SLAS appeals</u> SLAS Certification from OSG <u>For Registration Withdrawn</u> Student's copy of Dropping Slip/COM		- City Hall or Municipal Hall - PSA - College -Office of Scholarships and Grants -Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RCS or email at rcs_our.updiliman@up.edu.ph	1. Receive and check all requirements	None	10 Minutes	Senior Administrative Assistant RCS
	1.1 Process request	None	30 Minutes	Senior Administrative Assistant RCS
	1.3 Check and affix initials	None	5 Minutes	Section Chief RCS
	1.4 Sign the DV	None	1 Day	University Registrar OUR
	1.5 Prepare list for UPDAO and OSG-Loan Board	None	1 Hour	Senior Administrative Assistant RCS
2. Monitor status of refund at UPD Cash Office	2. Forward DV to UPDAO (without tuition loan), and Loan Board Office (if with tuition loan)	None	1 Day	Administrative Aide III Administrative Section
TOTAL:		None	2 Days, 1 Hour, 45 Minutes	

44. Return From Leave of Absence (RFLOA)

A student returning from a leave of absence (LOA) shall declare his/her intention to enroll.

Office or Division:	Admissions Section (AS) /One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students returning from Leave of Absence (LOA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Return from LOA form 2. Student Directory 3. Medical Certificate issued by the University Health Service (if the reason for LOA is medical/health related; or the LOA exceeded one semester)		1. College or OUR website https://our.upd.edu.ph/forms/RetLOA.pdf 2. AS, OUR or OUR website https://our.upd.edu.ph/forms/OURFORM3.pdf 3. University Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS/OSSD	1. Receive, check, evaluate and process RFLOA thru CRS module	None	10 Minutes	<i>Student Records Evaluator</i> AS/OSSD
2. Receive approved RFLOA form and submit a copy to the college	2. Release RFLOA approved form	None	5 Minutes	<i>Student Records Evaluator</i> AS/OSSD
TOTAL:		None	15 Minutes	

45. Scholastic Verification

Issued for purposes of employment

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen/Government to Government/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request from the company/office/embassy 2. Consent letter of the person being verified 3. Valid Identification Card (photocopy/scanned copy) of the person being verified - Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID 4. Company ID of the representative (for walk-ins)		1. Requesting party 2. Person being verified 3. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 4. Company of the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements	None	15 Minutes	Frontline Staff RMS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	Frontline Staff RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 100.00 (local) US \$30.00 (foreign)	15 Minutes	Cashier Diliman Cash Office

		(additional charge for courier service)		
3. Present the receipt / Email proof of payment	3. Record payment/ Print receipt	None	5 Minutes	Frontline Staff RMS
	3.1 Verify thru CRS and process request NOTE: For student number 2009 and below, student records will be pulled out from the storage*	None	1 Day	Administrative Aide III RMS
	3.2 Review and affix initials on the certification	None	10 Minutes	Section Chief RMS
	3.3 Sign the certification	None	1 Day	University Registrar OUR
4. Claim verification request or receive via email or receive thru partner courier	4. Release/Email verification request or send thru partner courier	None	15 Minutes	Frontline Staff RMS
TOTAL:		PHP 100.00 (local) US\$ 30.00 (foreign) (additional charge for courier service)	2 Days, 1 Hour 5 Minutes (courier transit time is not included)	

* 2-3 days for records from 2009 and older

46. Second Degree/Transfer from other Schools / Universities

Students with previous college work from another university who want to earn a second degree/ transfer to UP Diliman shall satisfy all admission requirements of the University.

Office or Division:	Admissions Section (AS) /One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Second Degree and Transfer Applicants from other schools/universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Download, accomplish, and print the application form (UP Form No. 3) 2. Two (2) 2x2 photos 3. True copy of grades /scholastic record signed by the Registrar (original and four photocopies) 4. Official Transcript of Records (for second degree applicants) 5. Certificate of gap semester/s (if applicable) 6. Official receipt of application fee (P100.00/USD30) - for second degree and foreign students Additional requirements if the applicant is a graduate of an Associate, Certificate or Diploma Course. 1. Certificate of Government Recognition 2. Certificate of Ladderized Course		1. AS, OUR or OUR website Application Form 3A 2. Photo Studio 3. Last school/university attended prior to admission to UP Diliman 4. Last school/university attended prior to admission to UP Diliman 5. Student 6. UPD Cash Office 1. Previous school/university 2. Previous school/university		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Encode personal information needed for application at our.upd.edu.ph, then submit all requirements at the G/F, AS/OSSD	1. Receive, check, and evaluate submitted requirements	None	8 minutes	<i>Student Records Evaluator</i> AS/OSSD
	1.1 Issue bill of payment/SOA via BULSA	None	2 minutes	<i>Student Records Evaluator</i> AS/OSSD
2. Proceed to the UPD Cash Office with SOA for payment / Process online payment	2. Process payment and issue Official Receipt	PHP 100.00 (for second degree only) or USD30 (for foreign applicant)	15 Minutes	<i>Cashier</i> Diliman Cash Office
3. Present the receipt	3. Record payment; Perform preliminary evaluation	None	20 Minutes	<i>Student Records Evaluator</i> AS/OSSD
	<i>Two weeks after the application period:</i> 3.1 Refer applicants to the college	None	1 day	<i>Student Records Evaluator</i> AS/OSSD
4. Receive preliminary results via email	4. Email all applicants regarding the preliminary results (referred/not referred)	None	1 day	<i>Student Records Evaluator</i> AS/OSSD
TOTAL:		PHP 100.00 (for second degree) or USD30 (for foreign applicant)	2 Days; 45 Minutes	

47. Statistical Data Request (Simple Statistical Data)

Requests for data that are available in the Computerized Registration System (CRS) that can be generated in a day or two

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of data request at the 2/F Administrative Section or email our.diliman@up.edu.ph	1. Receive letter and record to database	None	5 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	Frontline Staff Administrative Section
	1.3 Process requested data	None	1 Day, 4 Hours	Information Systems Analyst III AISS
2. Claim or received via email the requested data	2. Release or email the requested data	None	3 Minutes	Information Systems Analyst III/ Support Staff AISS
TOTAL:		None	2 Days, 4 Hours, 10 Minutes	

48. Statistical Data Request (Complex Statistical Data)

Requests for data that are available in the Computerized Registration System (CRS) that require advanced queries and processing that may require a week to process

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of data request at the 2/F Administrative Section or email our.diliman@up.edu.ph	1. Receive letter and record to database	None	5 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	Frontline Staff Administrative Section
	1.3 Process requested data	None	5 Days	Information Systems Analyst III AISS
2. Claim or received via email the requested data	2. Release or email the requested data	None	3 Minutes	Information Systems Analyst III/ Support Staff AISS
TOTAL:		None	6 Days, 10 Minutes	

49. Statistical Data Request (Highly Technical Statistical Data)

Requests for data that are available in the Computerized Registration System (CRS) that involves complex queries and processing that may take more than a week to prepare

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of data request at the 2/F Administrative Section or email our.diliman@up.edu.ph	1. Receive letter and record to database	None	5 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	Frontline Staff Administrative Section
	1.3 Process requested data	None	19 Days	Information Systems Analyst III AISS
2. Claim or received via email the requested data	2. Release or email the requested data	None	3 Minutes	Information Systems Analyst III/ Support Staff AISS
TOTAL:		None	20 Days, 10 Minutes	

50. Student University Clearance

A university clearance is a requirement in claiming a Diploma, application of an official transcript of records, and in requesting for a Certificate of Transfer Credentials.

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman and UPDEPP/O Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online application via CRS / Duly accomplished UP Form 241 (manual) 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. College clearance (for UPDEPP/O students)		1. CRS account of student / Clearance Application Form 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. UPDEPP/O		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply via CRS and email rcs_our.updiliman@up.edu.ph to request for Bill of Payment / SOA or go to G/F, RCS for application and payment slip	1. Check the requirements and assess the amount payable	None	3 Minutes	Frontline Staff RCS
	1.1 Issue bill of payment/SOA via BULSA	None	2 Minutes	Frontline Staff RCS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and issue Official Receipt	*PHP 50.00 (Plus Graduation Fee of PHP 300.00 per degree program, if applicable)	15 Minutes	Cashier Diliman Cash Office

3. Present /email the receipt	3. Encode details of payment in CRS and receive online application. <i>For manual application:</i> Receive form and record payment.	None	15 Minutes	<i>Frontline Staff RCS</i>
	3.1 Request UP Form 10 from RMS	None	1 Day	<i>Frontline Staff RCS</i>
	3.2 Receive F10 in CRS	None	30 Minutes	<i>Frontline Staff RCS</i>
	3.3 Process financial clearance	None	4 Hours	<i>Student Records Evaluator or Senior Administrative Assistant RCS</i>
	3.3 Check entrance credentials	None	4 Hours	<i>Student Records Evaluator AS</i>
4. Monitor status of clearance in CRS <i>Note: Student without CRS account: Email or call RCS</i>	4. Inform status of request; tag accountability in CRS	None	30 Minutes	<i>Student Records Evaluator RCS</i>
5. Settle accountability and submit proof of payment (for underassessment) or submit lacking documents needed to RCS	5. Receive, check, and record payment/document submitted	Depends on the amount of accountability	1 Hour	<i>Frontline Staff/ Student Records Evaluator RCS/AS</i>
	5.1 Clear the tagged accountability in CRS	Depends on the amount of accountability	5 Minutes	<i>Student Records Evaluator or Senior Administrative Assistant RCS/AS</i>

6. Monitor status in CRS <i>Note: Student without CRS account: Email or call RCS</i>	6. Clear student's application	None	4 Hours	<i>Student Records Evaluator RCS</i>
TOTAL:		PHP 50.00 (Plus Graduation Fee of PHP 300.00 per degree program, if applicable, amount of accountability)	2 Days, 6 Hours, 40 Minutes	

*** Waiver of Charges and Fees under RA 10931**

Universal Access to Quality Tertiary Education Act is “an act promoting universal access to quality tertiary education by providing free tuition and other school fees in State Universities and Colleges, Local Universities and Colleges, and State-Run Technical-Vocational Institutions, establishing the Tertiary Education Subsidy and Student Loan Program, strengthening the Unified Student Financial Assistance System for Tertiary Education, and appropriating fund therefore,” as stated in the title of the Law.

Who may avail?

Students who graduated while they are still under RA 10931.

51. Temporary Lifting of Ineligibility

For UP Diliman students who are tagged with ineligibility in their Computerized Registration System account and cannot proceed with enlistment or enrollment due to non-submission of admission requirement/s

Office or Division:	Administrative Section, Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UP Diliman students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1.Letter endorsed by the college 2.Documents or proof of payment as proof of transaction requesting for the needed document/s		1. Requesting party 2. Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the 2/F, Administrative Section or email our.diliman@up.edu.ph	1. Receive and check all needed signatures and documents and record to database. Forward to University Registrar (UR) for action	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Check status in the Computerized Registration System (CRS)	2. Temporary lift ineligibility	None	5 minutes	<i>Student Records Evaluator AS/OSSD</i>
TOTAL:		None	1 Day, 10 Minutes	

52. Transcript of Records (TOR) for Student No. 2005 and below / Not in Transcript Module (First Time Application)

Issuance of a copy of a student's permanent academic record for purposes of employment, enrolment, scholarship, etc.

Office or Division:	Transcripts Section (TS), Office of the University Registrar
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman and UP Diliman Extension Program in Pampanga/Olongapo Students applying for the first time

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. University Clearance 4. 1 x ID picture for purposes of Board Examination 5. Barangay Certificate (only for applicants under R.A. 11262 – First Time Job Seekers Act) 6. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. https://atin.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Registration and Clearance Section, OUR @ rsc_our.updiliman@up.edu.ph 4. Photo studio/service 5. Barangay Hall where the applicant resides 6. Requesting party/representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online request, file application at https://atin.upd.edu.ph For walk-in: file application at https://atin.upd.edu.ph Kiosk, 2/F, TS-OUR	1. Acknowledge and check requirements; Forward request of student records (F10) to RMS	None	10 Minutes	Frontline Staff TS
	1.1 Pullout F10	None	1 Day	Transcript Aide RMS
	1.2 Receive and check F10; Approve request and inform client on the number of processing days; Assign/ Distribute F10	None	20 Minutes	Transcript Aide TS
	1.3 Encode	None	3 Days	School Credits

	Transcript of Records (TOR)			<i>Evaluator / Administrative Aide TS</i>
	1.4 Initial check of TOR	None	5 Days	<i>Student Records Evaluator / Administrative Assistant TS</i>
	1.5 Verify grades, if needed	None	1 Day	<i>Administrative Aide TS</i>
	1.6 Final check of TOR	None	7 Days	<i>Student Records Evaluator TS</i>
	1.7 Issue bill of payment via BULSA and send thru ATIN	None	5 Minutes	<i>Junior Transcript Assistant TS</i>
2. Proceed to the Cash Office for payment / Process online payment	2.Process payment and Issue Official receipt	PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	15 Minutes	<i>Cashier Diliman Cash Office</i>
3. Upload and submit proof of payment via ATIN	3. Acknowledge payment	None	5 Minutes	<i>Junior Transcript Assistant TS</i>
	3.1 Create draft clear copy of TOR and save to TOR storage (Note: Student with request for COPY FOR wait for the Return Slip from the school before printing of TOR)	None	5 Minutes	<i>Administrative Assistant TS</i>
	3.2 Print TOR in security paper	None	5 Minutes	<i>Junior Transcript Assistant TS</i>

	3.3 Check and affix initials on the TOR	None	5 Minutes	<i>Section Chief TS</i>
	3.4 Sign TOR	None	1 Day	<i>University Registrar OUR</i>
	3.5 Update Transcript Section (TS) database	None	2 Minutes	<i>Transcript Aide TS</i>
	3.6 Dry seal TOR and email schedule of pick-up	None	8 Minutes	<i>Frontline Staff TS</i>
4. Claim TOR or receive thru partner courier	4. Release TOR to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff/ Student Records Evaluator TS</i>
TOTAL:		PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	18 Days, 1 Hour, 25 Minutes (courier transit time is not included)	

53. Transcript of Records (TOR) for Student No. 2005 and below / Not in Transcript Module (For Updating Application)

Issuance of a copy of a student's permanent academic record for purposes of employment, enrolment, scholarship, etc.

Office or Division:	Transcripts Section (TS), Office of the University Registrar
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman and UP Diliman Extension Program in Pampanga/Olongapo Students who had previously applied for a transcript of records but needs updating

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. University Clearance 4. 1 x ID picture for purposes of Board Examination 5. Barangay Certificate (only for applicants under R.A. 11262 – First Time Job Seekers Act) 6. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. https://atin.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Registration and Clearance Section, OUR @ rsc_our.updiliman@up.edu.ph 4. Photo studio/service 5. Barangay Hall where the applicant resides 6. Requesting party/representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online request, file application at https://atin.upd.edu.ph For walk-in: file application at https://atin.upd.edu.ph Kiosk, 2/F, TS-OUR	1. Acknowledge and check requirements; Forward request of student records (F10) to RMS	None	10 Minutes	Frontline Staff TS
	1.1 Pullout F10	None	1 Day	Transcript Aide RMS
	1.2 Receive and check F10; Approve request and inform client on the number of processing days; Assign/ Distribute F10	None	20 Minutes	Transcript Aide TS
	1.3 Encode Transcript of Records (TOR)	None	2 Days	School Credits Evaluator / Administrative Aide TS

	1.4 Initial check of TOR	None	4 Days	<i>Student Records Evaluator / Administrative Assistant TS</i>
	1.5 Verify grades, if needed	None	1 Day	<i>Administrative Aide TS</i>
	1.6 Final check of TOR	None	6 Days	<i>Student Records Evaluator TS</i>
	1.7 Issue bill of payment via BULSA and send thru ATIN	None	5 Minutes	<i>Junior Transcript Assistant TS</i>
2. Proceed to the Cash Office for payment / Process online payment	2. Process payment and Issue Official receipt	PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	15 Minutes	<i>Cashier Diliman Cash Office</i>
3. Upload and submit proof of payment via ATIN	3. Acknowledge payment	None	5 Minutes	<i>Junior Transcript Assistant TS</i>
	3.1 Create draft clear copy of TOR and save to TOR storage (Note: Student with request for COPY FOR wait for the Return Slip from the school before printing of TOR)	None	5 Minutes	<i>Administrative Assistant TS</i>
	3.2 Print TOR in security paper	None	5 Minutes	<i>Junior Transcript Assistant TS</i>
	3.3 Check and affix initials on the TOR	None	5 Minutes	<i>Section Chief TS</i>
	3.4 Sign TOR	None	1 Day	<i>University Registrar OUR</i>

	3.5 Update TS database	None	2 Minutes	<i>Transcript Aide</i> TS
	3.6 Dry seal TOR and email schedule of pick-up	None	8 Minutes	<i>Frontline Staff</i> TS
4. Claim TOR or receive thru partner courier	4. Release TOR to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff/ Student Records Evaluator</i> TS
TOTAL:		PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	15 Days, 1 Hour, 25 Minutes (courier transit time is not included)	

54. Transcript of Records (TOR) for Student No. 2006 to present (First Time Application)

Issuance of a copy of a student's permanent academic record for purposes of employment, enrolment, scholarship, etc.

Office or Division:	Transcripts Section (TS), Office of the University Registrar		
Classification:	Highly Technical (First Time); Complex (Updating)		
Type of Transaction:	Government to Citizen		
Who may avail:	UP Diliman and UP Diliman Extension Program in Pampanga/Olongapo Students who are applying transcript of records for the first time		
<table border="1"> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

<div>1. Duly accomplished application form</div> <div>2. Valid Identification Card (Company ID, School ID, Driver’s License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID)</div> <div>3. University Clearance</div> <div>4.1x1 ID picture for purposes of Board Examination</div> <div>5.Barangay Certificate (only for applicants under R.A. 11262 – First Time Job Seekers Act)</div> <div>6. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative</div>		<div>1. https://atin.upd.edu.ph</div> <div>2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC</div> <div>3. Registration and Clearance Section, OUR @ rcs_our.updiliman@up.edu.ph</div> <div>4. Photo studio/service</div> <div>5. Barangay Hall where the applicant resides</div> <div>6. Requesting party/Representative</div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. For online request, file application at https://atin.upd.edu.ph</div> <div>For walk-in: file application at https://atin.upd.edu.ph Kiosk, 2/F, TS-OUR</div>	<div>1. Acknowledge and check requirements; Forward request of student records (F10) to RMS</div>	None	10 Minutes	Frontline Staff TS
	<div>1.1 Pullout F10</div>	None	1 Day	Transcript Aide RMS
	<div>1.1 Approve request and inform client on the number of processing days; Assign to Final Checker</div>	None	20 Minutes	Transcript Aide TS
	<div>1.3 Process Transcript of Records (TOR)</div>	None	7 Days	Student Records Evaluator/ Administrative Assistant TS
	<div>1.4 Issue bill of payment via BULSA and send thru ATIN</div>	None	5 Minutes	Junior Transcript Assistant TS

2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and Issue Official Receipt	PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	15 Minutes	Cashier Diliman Cash Office
3. Upload and submit proof of payment via ATIN	3. Acknowledge payment	None	5 Minutes	Junior Transcript Assistant TS
	3.1 Create draft clear copy of TOR and save to TOR storage (Note: Student with request for COPY FOR wait for the Return Slip from the school before printing of TOR)	None	5 Minutes	Administrative Assistant TS
	3.2 Print TOR in security paper	None	5 Minutes	Junior Transcript Assistant TS
	3.3 Check and affix initials on the TOR	None	5 Minutes	Section Chief TS
	3.4 Sign TOR	None	1 Day	University Registrar OUR
	3.5 Update TS database	None	2 Minutes	Transcript Aide TS
	3.6 Dry seal TOR and email schedule of pick-up	None	8 Minutes	Frontline Staff TS
4. Claim TOR or receive thru partner courier	4. Release TOR to the student/ representative or send thru partner courier	None	5 Minutes	Frontline Staff/ Student Records Evaluator TS

TOTAL:	PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	9 Days, 1 Hour, 25 Minutes (courier transit time is not included)	
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55. Transcript of Records (TOR) for Student No. 2006 to present (For Updating Application)

Office or Division:	Transcripts Section (TS), Office of the University Registrar
Classification:	Highly Technical (First Time); Complex (Updating)
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman and UP Diliman Extension Program in Pampanga/Olongapo Students who had previously applied for a transcript of records but needs updating
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. University Clearance 4. 1x1 ID picture for purposes of Board Examination 5. Barangay Certificate (only for applicants under R.A. 11262 – First Time Job Seekers Act) 6. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative	1. https://atin.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. Registration and Clearance Section, OUR @ rcs_our.updiliman@up.edu.ph 4. Photo studio/service 5. Barangay Hall where the applicant resides 6. Requesting party/Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For online request, file application at https://atin.upd.edu.ph</p> <p>For walk-in: file application at https://atin.upd.edu.ph Kiosk, 2/F, TS-OUR</p>	1. Acknowledge and check requirements; Forward request of student records (F10) to RMS	None	10 Minutes	<i>Frontline Staff</i> TS
	1.1 Pullout F10	None	1 Day	<i>Transcript Aide</i> RMS
	1.2 Approve request and inform client on the number of processing days; Assign to Final Checker	None	20 Minutes	<i>Transcript Aide</i> TS
	1.3 Process Transcript of Records (TOR)	None	5 Days	<i>Student Records Evaluator/ Administrative Assistant</i> TS
	1.4 Issue bill of payment via BULSA and send thru ATIN	None	5 Minutes	<i>Junior Transcript Assistant</i> TS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment and Issue Official Receipt	PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	15 Minutes	<i>Cashier</i> Diliman Cash Office
3. Upload and submit proof of payment via ATIN	3. Acknowledge payment	None	5 Minutes	<i>Junior Transcript Assistant</i> TS

	3.1 Create draft clear copy of TOR and save to TOR storage (Note: Student with request for COPY FOR wait for the Return Slip from the school before printing of TOR)	None	5 Minutes	<i>Administrative Assistant</i> TS
	3.2 Print TOR in security paper	None	5 Minutes	<i>Junior Transcript Assistant</i> TS
	3.3 Check and affix initials on the TOR	None	5 Minutes	<i>Section Chief</i> TS
	3.4 Sign TOR	None	1 Day	<i>University Registrar</i> OUR
	3.5 Update TS database	None	2 Minutes	<i>Transcript Aide</i> TS
	3.6 Dry seal TOR and email schedule of pick-up	None	8 Minutes	<i>Frontline Staff</i> TS
4. Claim TOR or receive thru partner courier	4. Release TOR to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff/ Student Records Evaluator</i> TS
TOTAL:		PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	7 Days, 1 Hour, 25 Minutes (courier transit time is not included)	

*** Waiver of Charges and Fees under RA 11261**

First Time Jobseekers Act

Republic Act (RA) 11261, or the 'First Time Jobseekers Assistance Act', was signed into law on 10 April 2019, with the objective of ensuring and improving the accessibility of government services and employment for first time jobseekers. Through this law, government fees and charges, including those collected by State Universities/Colleges (SUCs), shall be waived if the documents requested are required in the employment application of first time job seekers.

In compliance with RA 11261, the Office of the University Registrar (OUR) is implementing this law subject to the following guidelines:

Scope

With consideration to the specific stakeholder groups of the University, the scope of its implementation is defined and operationalized as follows:

1. First Time Job Seekers shall include the following:
 - a. UP Graduates (pre-baccalaureate diploma, undergraduate, basic education);
 - b. UP Students who have not yet completed ("working students") or on leave of absence (LOA) from their programs who intend to work;
 - c. Other individuals whose first job/employment shall be at the University.
2. Waiver of Fees and Charges. Services for which fees and charges shall be waived include:
 - a. Transcript of Records (TOR)
 - b. Certificate of Graduation (COG)
 - c. Diploma

Note: Fees and charges shall be waived only ONCE and for only ONE (1) COPY of each document only. Subsequent requests and/or additional copy/ies shall incur charges or fees.

Proof of Eligibility

The barangay where the first-time jobseeker is a resident of has the primary responsibility of ascertaining the eligibility of the individual. The requirement to process the request is a Barangay Certification.

A Barangay Certification, signed by the Punong Barangay or his authorized officer, shall only be issued to an individual if he or she is a:

- a. Filipino
- b. First time jobseeker
- c. Actively looking for employment
- d. Resident of the barangay issuing the certification for at least six (6) months

The validity of benefits under this law is one (1) year from the issuance date of the Barangay Certification.

How to avail?

The first-time job seeker must submit a scanned copy of the original Barangay Certification through this [form](#) upon his/her University Clearance application and inform the Registration and Clearance Section (RCS) about it. **(Note: You can only submit the requirement using your UP account)**

56. True copy of Grades (TCG) for Cross-registrants and Non-degree students

Issued for evaluation purposes

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Cross-Registrants and Non-degree students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid Identification Card (Company ID, School ID, Driver's License, UMID Card, Passport, Postal ID, Philippine Identification Card, Barangay ID, PRC ID) 3. University Clearance 4. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company, School, LTO, GSIS/SSS/PHIC, DFA, Philippine Postal Corporation, PSA, Barangay Hall, PRC 3. RCS, OUR 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements	None	15 Minutes	Frontline Staff RMS
	1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	Frontline Staff RMS

2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process Payment and Issue Official Receipt	PHP 50.00 (additional charge for courier service)	15 Minutes	Cashier Diliman Cash Office
3. Present the receipt / Email proof of payment	3. Record payment/ Print receipt	None	5 Minutes	Frontline Staff RMS
	3.1 Print TCG from CRS	None	5 Minutes	Frontline Staff RMS
	3.2 Check and affix signature	None	10 Minutes	Section Chief RMS
	3.3 Place in a sealed envelope	None	5 Minutes	Frontline Staff RMS
4. Claim request or receive thru partner courier	4. Release request to the student/ representative or send request thru partner courier	None	20 Minutes	Frontline Staff RMS
TOTAL:		PHP 50.00 (additional charge for courier service)	1 Hour, 20 Minutes (courier transit time is not included)	

OFFICE OF THE UNIVERSITY REGISTRAR
Internal Services

1. CRS HelpDesk Support

The HelpDesk is a system that handles all CRS-related concerns

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UPD Colleges and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supporting documents - any document to provide proof of a client's claim: Approved appeals, Certificate of Attendance / Non- Attendance, Certificate of Class Dissolution, Form 26, Form 26A, Form 5, LOA Form		OC, HRDO, College, Offering Unit, and other relevant agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask support regarding CRS concern through email, telephone or walking in	1. Provides support through emails, telephone calls and entertain walk-in clients regarding CRS related issues and concerns.	None	1 Day	<i>Support Staff</i> AISS
TOTAL:		None	1 Day	

2. Issuance of True Copy of Grades (TCG) for Foreign Exchange Students

Issued to partner universities abroad for academic record purposes

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar
Classification:	Simple

Type of Transaction:	Government to Citizen			
Who may avail:	UP Office of International Linkages Diliman (OILD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Consent 3. UP Form 5		1. OILD 2. Student 3. Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at G/F, OSSD or email it to onestop_our.updiliman@up.edu.ph	1. Receive requirements and print TCG	None	5 Minutes	Junior Office Assistant OSSD
	1.1 Check and affix initials	None	5 Minutes	Student Records Evaluator III OSSD
	1.2. Sign TCG	None	1 Day	University Registrar OUR
2. Claim the TCG	2. Release the TCG	None	5 Minutes	Junior Office Assistant OSSD
TOTAL:		None	1 Day, 20 Minutes	

3. Issuance of University Admission Slip

A. NEW GRADUATE STUDENT (PHD/ MASTERAL/ DIPLOMA/ NON-DEGREE – GRADUATE STUDENTS) and NEW JURIS DOCTOR

Issuance of University Admission Slip to newly admitted graduate, non-degree and new juris doctor for registration purposes

Office or Division:	Admissions Section (AS) / One Stop Student Desk (OSSD), Office of the University Registrar
Classification:	Simple

Type of Transaction:	Government to Citizen			
Who may avail:	UPD Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> College Admission Slip (OUR Form 002) Student Directory with 2x2 photo (2 copies) Medical Certificate (Fit to enroll) Plan of study (for graduate students only) Original PSA Birth Certificate Original PSA Marriage Certificate for married women Honorable Dismissal/Transfer credential – if from other school/university Transcript of records used for evaluation duly signed by the College SRE/College Secretary Permit to Transfer (if previously enrolled in another graduate program within Diliman) Official Transcript of Records with remarks “Copy for UP Diliman” (in a sealed envelope) Certificate of Eligibility (for New Juris Doctor) <p>Additional requirements for foreign students</p> <ol style="list-style-type: none"> Study permit/Enrollment Permit TOEFL/IELTS (if Medium of Instruction of previous school is not English) Photocopy of Passport Bio page Student Insurance Apostille/Certificate of Authentication Transcript with date of graduation 		<ol style="list-style-type: none"> Accepting College AS/OSSD, OUR or OUR website Student Directory University Health Service College PSA PSA Last school attended College College Last school attended College of Law OILD TOEFL/IELTS Embassy or Designated entity in-charge of passport issuance of the applicant's country of origin Insurance company Previous school 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS/OSSD	1. Receive, check, evaluate all required documents	None	10 Minutes	<i>Student Records Evaluator</i> AS/OSSD

	1.1 Process UAS, CRS Temporary Account (if needed), Certificate of Eligibility (for New Juris Doctor), Request for OTR(if needed)	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
2. Receive UAS	2. Release UAS to college	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
TOTAL:		None	20 Minutes	

B. NEW FIRST YEAR STUDENTS AND NEW TRANSFER FROM OTHER SCHOOLS AND UNIVERSITIES (Associate in Arts Programs)

Issuance of University Admission Slip to newly admitted first year students and new transfer from other schools and universities (Associate in Arts Programs) for registration purposes

Office or Division:	Admissions Section (AS) / One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College admission slip (OUR Form 002) 2. Student Directory with 2x2 photos (2 copies) 3. Medical Certificate (Fit to enroll) 4. Original PSA Birth Certificate 5. Original PSA Marriage Certificate (for married women) 6. Permit to Transfer (if previously enrolled in another CU/other UPD College)		1. Accepting College 2. AS/OSSD, OUR or OUR website Student Directory 3. University Health Service 4. PSA 5. PSA 6. CU/UPD College		
Additional requirements if New First Year Students				

<div> <div> 1. High School Card (F138) - 1st and 2nd semester of Grade 12 2. Official High School Transcript (SF10 and SF10-SHS/F137) with remarks "Copy for UP Diliman", with date of graduation and Learner Reference Number (LRN) - in a sealed envelope 3. Affidavit of "No Collegiate Enrolment", if with gap semester/year </div> <div> <p>Additional requirements if New Transfer</p> 1. Honorable Dismissal/Transfer credential 2. Transcript of records used for evaluation duly signed by the College SRE/College Secretary 3. Official Transcript of Records with remarks "Copy for UP Diliman" - in a sealed envelope 4. Certificate of NSTP Serial Number, if student has completed NSTP 1 & 2 </div> <div> <p>Additional requirements for foreign students</p> 1. Study permit/Enrollment Permit 2. TOEFL/IELTS (if Medium of Instruction of previous school is not English) 3. Photocopy of Passport Bio page </div> <div> 4. Student Insurance 5. Apostille/Certificate of Authentication High School Transcript with date of graduation 6. Affidavit of no collegiate enrolment if with gap from high school graduation prior to admission to UPD (for New First Year Students) 7. Proof of payment (USD30) </div> </div> <div> 1. Senior High School 2. Senior High School 3. Notary Public </div> <div> 1. Last school attended 2. College 3. CU/Other Schools/Universities 4. Last school attended </div> <div> 1. OILD 2. TOEFL/IELTS 3. Embassy or Designated entity in-charge of passport issuance of the applicant's country of origin 4. Insurance company 5. Country where Apostille/Certificate of Authentication were issued 6. Notary public </div> <div> 7. UPD Cash Office/PMO </div>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS/OSSD	1. Receive, check, and evaluate all required documents	None	10 Minutes	<i>Student Records Evaluator AS/OSSD</i>

	1.1 Process UAS, CRS Temporary Account (if needed), Request for OTR(if needed)	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
2. Receive UAS	2. Release UAS to College	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
TOTAL:		None	20 Minutes	

C.READMISSION FROM ABSENCE WITHOUT LEAVE (AWOL)

Issuance of University Re-admission Slip to readmitted students from AWOL for registration purposes

Office or Division:	Admissions Section (AS) / One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College re-admission slip (OUR Form 002) 2. Official receipt for AWOL fee (P225.00) 3. Medical Certificate (if AWOL for more than 1 semester) fit to enroll 4. Student Directory		1. Accepting College 2. UPD Cash Office/LinkBiz 3. University Health Service 4. AS/OSSD, OUR or OUR website Student Directory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS/OSSD	1. Receive, check, and evaluate all required documents	None	10 Minutes	<i>Student Records Evaluator AS/OSSD</i>

	1.1 Process UAS, CRS Temporary Account (if needed)	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
2. Receive UAS	2. Release UAS to College	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
TOTAL:		None	20 Minutes	

D. SHIFTEES WITHIN COLLEGE (S1), SHIFTEES WITHIN DILIMAN (S2), and CHANGE PROGRAM FROM CERTIFICATE/ASSOCIATE IN ARTS PROGRAMS TO BACHELOR

Issuance of University Admission Slip to admitted students who shifted to another program for registration purposes

Office or Division:	Admissions Section (AS) / One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SHIFTEES WITHIN COLLEGE (S1) 1. College admission slip (OUR Form 001) 2. Student directory 3. True copy of grades used for evaluation		1. Accepting College 2. AS/OSSD, OUR or OUR website Student Directory 3. Accepting College		
SHIFTEES WITHIN DILIMAN (S2) 1. College admission slip (OUR Form 001) 2. Student directory 3. True copy of grades used for evaluation 4. Permit to transfer		1. Accepting College 2. AS/OSSD, OUR or OUR website Student Directory 3. Accepting College 4. Previous College		
CHANGE PROGRAM FROM CERTIFICATE/A.A. PROGRAM TO BACHELOR 1. College admission slip (OUR Form 001) 2. Student directory		1. Accepting College 2. AS/OSSD, OUR or OUR website Student Directory		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS/OSSD	1. Receive, check, and evaluate all required documents	None	10 Minutes	<i>Student Records Evaluator</i> AS/OSSD
	1.1 Process University Re-admission Slip	None	5 Minutes	<i>Student Records Evaluator</i> AS/OSSD
2. Receive UAS	2. Release UAS to College	None	5 Minutes	<i>Student Records Evaluator</i> AS/OSSD
TOTAL:		None	20 Minutes	

E. TRANSFEREES FROM OTHER UP CONSTITUENT UNIVERSITIES (BACHELOR PROGRAMS) - T1

Issuance of University Admission Slip to newly admitted transferees from constituent universities for registration purposes

Office or Division:	Admissions Section (AS) / One Stop Student Desk (OSSD), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Admitted transfer students from another UP CUs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. College admission slip (OUR Form 002) 2. Student Directory 3. Two (2) 2x2 photos 4. Medical Certificate (Fit to enroll) 5. Original PSA Birth Certificate 6. Original PSA Marriage Certificate 7. True copy of grades used for evaluation duly signed by the College SRE/College		1. Accepting College 2. AS/OSSD, OUR or OUR website Student Directory 3. Photo Studio 4. University Health Service 5. PSA 6. PSA 7. Accepting College

Secretary 8. Official Transcript of Records with remarks " Copy for UP Diliman"- in a sealed envelope 9. Certificate of NSTP Serial Number, if student has completed NSTP 1 & 2 Additional requirements for foreign students 1. Study permit/Enrollment Permit 2. Photocopy of Passport Bio page 3. Student Insurance		8. Last school attended 9. Last school attended 1. OILD 2. Embassy or Designated entity in-charge of passport issuance of the applicant's country of origin 3. Insurance company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS/OSSD	1. Receive, check, and evaluate all required documents	None	10 Minutes	<i>Student Records Evaluator</i> AS/OSSD
	1.1 Process UAS, CRS Temporary Account (if needed), Request for OTR	None	5 Minutes	<i>Student Records Evaluator</i> AS/OSSD
2. Receive UAS	2. Release UAS to College	None	5 Minutes	<i>Student Records Evaluator</i> AS/OSSD
TOTAL:		None	20 Minutes	

F. TRANSFEREES FROM OTHER SCHOOLS /UNIVERSITIES AND SECOND DEGREE (BACHELOR PROGRAMS) - T2

Issuance of University Admission Slip to newly admitted transferees from other schools/universities for registration purposes

Office or Division:	Admissions Section (AS) / One Stop Student Desk (OSSD), Office of the University Registrar
Classification:	Simple

Type of Transaction:		Government to Citizen		
Who may avail:		UPD Admitted transfer students from other schools/universities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College admission slip (OUR Form 002) 2. Student Directory 3. Two (2) 2x2 photos 4. Medical Certificate (Fit to enroll) 5. Original PSA Birth Certificate 6. Original PSA Marriage Certificate 7. True copy of grades/Transcript of Records used for evaluation 8. Honorable Dismissal/Certificate of Transfer Credential 9. Official Transcript of Records with remarks "Copy for UP Diliman"- in a sealed envelope 10. Certificate of NSTP Serial Number, if student has completed NSTP 1 & 2 Additional requirements for foreign students 1. Study permit/Enrollment Permit 2. TOEFL/IELTS (if Medium of Instruction of previous school is not English) 3. Photocopy of Passport Bio page 4. Student Insurance 5. Apostille/Certificate of Authentication Transcript with date of graduation 6. Affidavit of no enrolment if with gap 7. Proof of payment (USD30)		1. Accepting College 2. AS/OSSD, OUR or OUR website Student Directory 3. Photo studio/service 4. University Health Service 5. PSA 6. PSA 7. Accepting College 8. Last school attended 9. Last school attended 10. Last school attended 1. OILD 2. TOEFL/IELTS 3. Embassy or Designated entity in-charge of passport issuance of the applicant's country of origin 4. Insurance company 5. Country where Apostille/Certificate of Authentication was issued 6. Notary public 7. UPD Cash Office/PMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS/OSSD	1. Receive, check, and evaluate all required documents	None	10 Minutes	<i>Student Records Evaluator</i> AS/OSSD
	1.1 Process UAS, CRS Temporary Account (if	None	5 Minutes	<i>Student Records Evaluator</i> AS/OSSD

	needed), Request for OTR			
2. Receive UAS	2. Release UAS to College	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
TOTAL:		None	20 Minutes	

4. Processing of UAAP Eligibility

This is a requirement for the UAAP competition. The UP Office for Athletics and Sports Development (OASD) submits the eligibility form of qualified athletes to the UAAP board.

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Office for Athletics and Sports Development (OASD), UP Diliman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Form 5 2. UAAP Eligibility Form 3. Form 26A (Change of Matriculation), if applicable		1. Student 2. OASD, UPD 3. Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the UP Form 5 and UAAP Eligibility Form	1. Receive documents	None	5 Minutes	<i>Junior Office Assistant OSSD</i>
	1.1 Check, evaluate, and affix initials	None	10 Minutes	<i>Student Records Evaluator OSSD</i>
	1.2 Sign the form	None	1 Day	<i>University Registrar OUR</i>

	1.3 Release the UAAP Eligibility Form to OASD for submission to the UAAP	None	5 Minutes	<i>Junior Office Assistant</i> OSSD
TOTAL:		None	1 Day, 20 Minutes	

6. Statistical Data Request

A. Simple Statistical Data

Request for data that is available in the Computerized Registration System (CRS) that can be generated in a day or two

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UPD Colleges and Offices, UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of data request at the 2/F Administrative Section or email our.diliman@up.edu.ph	1. Receive letter, record to database and forward to the University Registrar (UR) for action	None	5 Minutes	<i>Frontline Staff</i> Administrative Section
	1.1 Act on the request	None	1 Day	<i>University Registrar</i> OUR
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	<i>Frontline Staff</i> Administrative Section

	1.3 Process requested data	None	1 Day, 4 Hours	<i>Information Systems Analyst III</i> AISS
2. Claim or received via email the requested data	2. Release or email the requested data	None	3 Minutes	<i>Information Systems Analyst III/</i> <i>Support Staff</i> AISS
TOTAL:		None	2 Days, 4 Hours, 10 Minutes	

B. Complex Statistical Data

Request for data that is available in the Computerized Registration System (CRS) that require advanced queries and processing that may require a week to process

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UPD Colleges and Offices, UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of data request at the 2/F Administrative Section or email our.diliman@up.edu.ph	1. Receive letter, record to database and forward to the University Registrar (UR) for action	None	5 Minutes	<i>Frontline Staff</i> <i>Administrative</i> <i>Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar</i> OUR
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	<i>Frontline Staff</i> <i>Administrative</i> <i>Section</i>

	1.3 Process requested data	None	5 Days	<i>Information Systems Analyst III</i> AISS
2. Claim or received via email the requested data	2. Release or email the requested data	None	3 Minutes	<i>Information Systems Analyst III/</i> <i>Support Staff</i> AISS
TOTAL:		None	6 Days, 10 Minutes	

C. Highly Technical Statistical Data

Request for data that is available in the Computerized Registration System (CRS) that involves complex queries and processing that may take more than a week to prepare

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UPD Colleges and Offices, UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of data request at the 2/F Administrative Section or email our.diliman@up.edu.ph	1. Receive letter, record to database and forward to the University Registrar (UR) for action	None	5 Minutes	<i>Frontline Staff</i> <i>Administrative</i> <i>Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar</i> OUR
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	<i>Frontline Staff</i> <i>Administrative</i> <i>Section</i>

	1.3 Process requested data	None	19 Days	<i>Information Systems Analyst III AISS</i>
2. Claim or received via email the requested data	2. Release or email the requested data	None	3 Minutes	<i>Information Systems Analyst III/ Support Staff AISS</i>
TOTAL:		None	20 Days, 10 Minutes	

VII. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Answer the client feedback form and drop it at a designated drop box or accomplish feedback form</p> <p>Contact info: 8981-8500 loc. 4551</p>
How feedback is processed	<p>An Administrative staff collects all feedback/complaint forms every morning and gives it to SRE IV (Executive Assistant) for opening and recording. SRE IV generates feedback forms.</p> <p>Feedback requiring answers are forwarded to the concerned section chief who is required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the office is then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the OUR at 8981-8500 loc. 4551 or email our.diliman@up.edu.ph</p>
How to file a complaint	<p>Answer the client complaint form and drop it at a designated drop box. A complaint may also be filed / submitted to the University Registrar (UR) via letter or by accomplishing this complaint form indicating the following:</p> <ul style="list-style-type: none"> • Name of person being complained about • Incident • Evidence • Name of complainant <p>For inquiries and follow-ups, clients may contact the OUR at 8981-8500 loc. 4551 or email our.diliman@up.edu.ph</p>
How complaints are processed	<p>The Executive Assistant (EA) opens the complaint forms and evaluates each complaint.</p> <p>Upon evaluation, the EA and the UR start the inquiry and forward the complaint to the person/section concern for explanation.</p> <p>Upon receipt of the complaint, the UR replies to the complainant by letter or email, and offers a solution to address the complaint within 24 hours. A report on feedback and complaints (with resolutions) is submitted to the Office of the Chancellor through the UP Diliman ARTC.</p> <p>For inquiries and follow-ups, clients may contact the OUR at 8981-8500 loc. 4551 or email our.diliman@up.edu.ph</p>
Contact Information	<p>Telephone No: 8981-8500 loc. 4551</p> <p>Email: our.diliman@up.edu.ph</p>