



OFFICE OF THE UNIVERSITY REGISTRAR
University of the Philippines Diliman

CITIZEN'S CHARTER
December 2023

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. Copy of Passport		1. College 2. OSSD, OUR or OUR website Student Directory 3. DFA		
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	<i>Junior Office Assistant</i> OSSD
	1.1 Check and evaluate the documents	None	5 Minutes	<i>Student Records Evaluator</i> OSSD
	1.2 Prepare and print the Acceptance Letter	None	5 Minutes	<i>Student Records Evaluator</i> OSSD
	1.3 Affix signature	None	1 Day	<i>University Registrar</i> OUR
2. Claim the Acceptance Letter or receive via email	2. Release the Acceptance Letter or send via email	None	5 minutes	<i>Junior Office Assistant</i> OSSD
TOTAL:		None	1 Day, 20 Minutes	

2. Application, Admission, and Registration for Non-Regular Students (non-degree, cross-registrants from other UP units, cross-registrants from other schools, and special student without credit)

A. NON-DEGREE (UNDER OUR)

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

Office or Division:	Admissions Section (AS) /One Stop Student Desk (OSSD)/ 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
	<ol style="list-style-type: none"> 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) <p>Additional requirements for foreign students</p> <ol style="list-style-type: none"> 1. Study permit/Enrollment permit 2. TOEFL/IELTS (if Medium of Instruction of previous school is not English) 3. Copy of Passport/Foreign birth certificate 4. Student Insurance 5. Apostille/Certificate of Authentication Transcript with date of graduation 	<ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> 1. OILD 2. TOEFL/IELTS 3. Student 4. Insurance company 5. Country where Apostille/Certificate of Authentication were issued

6. Affidavit of no enrolment if with gap		6. 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 1.1 Issue bill of payment/SOA via BULSA	None	10 Minutes	<i>Student Records Evaluator AS/OSSD</i>
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 100.00/ USD30	15 Minutes	UPD 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 AS/OSSD</i>
4. Proceed to the college for enlistment of courses or waitlist for courses via CRS	4. Enlist course/s	None	c/o Offering Unit* <i>*Depends on the availability of slots</i>	<i>Frontline Staff College</i>
5. Proceed to AS, OUR for post-advising	5. Post-advise	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
6. Proceed to RCS/OSSD, OUR for assessment of matriculation fees	6. Assess matriculation fees	Assessed Amount	5 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS/OSSD</i>
TOTAL:		PHP 100.00/ USD30 <i>(plus</i>	45 Minutes	

	<i>assessed amount on matriculation)</i>		
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B. CROSS-REGISTRANT FROM UP CUs

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

Office or Division:	Admissions Section (AS) /One Stop Student Desk (OSSD)/ 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) 5. Enrollment Permit (for foreign students)		1. Constituent University 2. AS, OUR or OUR website Student Directory 3. Photo Studio 4. University Health Service 5. Office of International Linkages Diliman		
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 AS/OSSD</i>
	1.1 PCR approval	None	5 Minutes	<i>Division Chief ARD</i>
	1.2 Process University Admission Slip, then issue temporary CRS	None	10 Minutes	<i>Student Records Evaluator AS/OSSD</i>

	account			
2. Proceed to the college for enlistment of courses or waitlist for courses via CRS	2. Enlist course/s	None	c/o Offering Unit* <i>*Depends on the availability of slots</i>	<i>Frontline Staff College</i>
3. Proceed to AS, OUR for post-advising	3. Post-advise	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
4. Proceed to RCS/OSSD, OUR for assessment of matriculation fees	4. Assess matriculation fees	Assessed Amount	5 minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS/OSSD</i>
TOTAL:		Assessed Amount	35 Minutes	

C. CROSS-REGISTRANT FROM OTHER SCHOOLS/UNIVERSITIES

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

Office or Division:	Admissions Section (AS) /One Stop Student Desk (OSSD)/ 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	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

<ol style="list-style-type: none"> 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) 7. Enrollment permit (for foreign students) 		<ol style="list-style-type: none"> 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 7. Office of International Linkages Diliman 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS	<ol style="list-style-type: none"> 1. Receive, check, and evaluate submitted requirements 1.1 Issue bill of payment/SOA via BULSA 	None	10 Minutes	<i>Student Records Evaluator AS/OSSD</i>
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 100.00/ USD30 No payment if eligible of RA 10931	15 Minutes	UPD 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 AS/OSSD</i>
4. Proceed to the college for enlistment of courses or waitlist for courses via CRS	4. Enlist course/s	None	c/o Offering Unit* <i>*Depends on the availability of slots</i>	<i>Frontline Staff College</i>

5. Proceed to AS, OUR for post-advising	5. Post-advise	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
6. Proceed to RCS/OSSD, OUR for assessment of matriculation fees	6. Assess matriculation fees	Assessed Amount	5 minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS/OSSD</i>
TOTAL:		PHP 100.00/ USD30 Plus assessed amount on matriculation	45 Minutes	

D. 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) /One Stop Student Desk (OSSD)/ 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

5. Copy of Passport 6. Special Study Permit		5. Student 6. Office of International Linkages Diliman		
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 1.1 Issue bill of payment/SOA via BULSA	None	10 Minutes	<i>Student Records Evaluator AS/OSSD</i>
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 100.00/ USD30	15 Minutes	UPD 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 AS/OSSD</i>
4. Proceed to the college for enlistment of courses or waitlist for courses via CRS	4. Enlist course/s	None	c/o Offering Unit* <i>*Depends on the availability of slots</i>	<i>Frontline Staff College</i>
5. Proceed to AS, OUR for post-advising	5. Post-advise	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
6. Proceed to RCS/OSSD, OUR for assessment of matriculation fees	6. Assess matriculation fees	Assessed Amount	5 minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS/OSSD</i>

TOTAL:	PHP 100.00/ USD30 <i>(plus assesse d amount)</i>	45 Minutes	
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3. 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		
<ol style="list-style-type: none"> 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. 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 		<ol style="list-style-type: none"> 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 6. TOEFL/IELTS 7. Applicant 8. Office of Admissions, UP 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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

4. 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 ID 2. Duly accomplished Scholarship Form (if available)		1. Company ID, School ID, LTO, DFA, GSIS etc. 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 1.1 Issue bill of payment/SOA via BULSA	None	10 Minutes	<i>Senior Administrative Assistant</i> RCS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 50.00	15 Minutes	UPD Cash Office
3. Present the receipt	3. Record payment; Process and print the certification or save the PDF copy	None	15 Minutes	<i>Senior Administrative Assistant/ School Credits 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>Senior Administrative Assistant/School Credits Evaluator</i> RCS
TOTAL:		PHP 50.00	1 Day, 50 Minutes	

5. 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 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 ID, School ID, LTO, DFA, GSIS etc. 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	PHP 30.00 (additional charge for courier service)	15 Minutes	UPD Cash Office
3. Present the receipt / Email proof of payment	3. Record payment and print receipt	None	5 Minutes	<i>Frontline Staff RMS</i>
	3.1 Verify thru CRS Curriculum Checklist Module and confirm with SRE and process request	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 30.00 (additional charge for courier service)	2 Days, 1 Hour, 5 Minutes (courier transit time is not included)	

6. 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 ID 3. Updated 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 ID, School ID, LTO, DFA, GSIS etc. 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 TS</i>
	1.3 Final check the printed draft of the CD	None	4 Days	<i>Student Records Evaluator 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	PHP 50.00 per page (additional charge for courier service)	15 Minutes	<i>UPD 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 Print final CD in the security paper	None	5 Minutes	<i>Administrative Aide TS</i>
	3.2 Review and affix initials on the CD	None	5 Minutes	<i>Section Chief TS</i>
	3.3 Sign the Certificate of CD	None	1 Day	<i>University Registrar OUR</i>
	3.4 Update TS database	None	2 Minutes	<i>Junior Transcript Assistant TS</i>
	3.5 Dry seal the CD and email schedule of pick-up	None	8 Minutes	<i>Frontline Staff TS</i>
4. Claim request or receive thru partner courier	4. Release CD to client/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff/ Student Records Evaluator TS</i>
	TOTAL:	PHP 50.00	9 Days, 1 Hour,	

		per page (additional charge for courier service)	(courier transit time is not included)	
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7. 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			
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 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 ID, School ID, LTO, DFA, GSIS etc. 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 1.1 Issue bill of payment/SOA via BULSA	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 50.00 (additional charge for	15 Minutes	UPD Cash Office

		courier 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 Process request	None	30 Minutes	<i>Administrative Assistant V</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 50.00 (additional charge for courier service)	1 Day, 1 Hour, 35 Minutes (courier transit time is not included)	

8. 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. Further, other countries request additional information on records of student.

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 request form 2. Valid ID 3. University Clearance 4. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. https://atin.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 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. 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	<i>Frontline Staff TS</i>
	1.1 Pullout F10	None	1 Day	<i>Transcript Aide RMS</i>
	1.2 Receive and Check F10; Approve request and inform client of the number of processing days; Assign/Distribute F10	None	20 Minutes	<i>Transcript Aide TS</i>
	1.3 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	PHP 30.00 per copy (additional charge for courier service)	15 Minutes	<i>UPD 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 Prepare and print EMI	None	2 Days	<i>Student Records Evaluator/ School Credits 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 EMI 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 30.00 per page (additional charge for courier service)	4 Days, 1 Hour, 15 Minutes (courier transit time is not included)	

9. 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 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 ID, School ID, LTO, DFA, GSIS etc. 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 1.1 Issue bill of payment/SOA via BULSA	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 50.00 (additional charge for courier service)	15 Minutes	UPD 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</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	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 2009 and older

10. 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form (manual process) 2. Valid ID		1. AS, OUR 2. Company ID, School ID, LTO, DFA, GSIS etc.		
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 1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	<i>Education Research Assistant AS</i>
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 30.00	15 Minutes	UPD Cash Office
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	

11. 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 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 ID, School ID, LTO, DFA, GSIS etc. 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	<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/Distribute F10	None	20 Minutes	<i>Transcript Aide</i> TS
	1.3 Prepare COG	None	1 Hour	<i>Administrative Aide</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	2. Process payment	PHP 30.00	15 Minutes	<i>UPD Cash Office</i>

payment / Process online payment		per page (additional charge for courier service)		
3. Upload and submit proof of payment via ATIN	3. Acknowledge payment	None	5 Minutes	<i>Junior Transcript Assistant TS</i>
	2.1 Check COG and print	None	4 Hours	<i>Student Records Evaluator TS</i>
	2.2 Final check and affix initials on the certification	None	5 Minutes	<i>Section Chief TS</i>
	2.3 Sign the certification	None	1 Day	<i>University Registrar OUR</i>
	2.4 Update TS database	None	2 Minutes	<i>Junior Transcript Aide TS</i>
	2.5 Dry seal the COG and email schedule of pick up	None	8 Minutes	<i>Transcript Assistant TS</i>
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff TS</i>
	TOTAL:	PHP 50.00 per copy (additional charge for courier service)	2 Days, 6 Hours, 15 Minutes (courier transit time is not included)	

12. 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
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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		
1. Duly accomplished application form 2. University Clearance 3. Valid ID		1. RCS, OUR 2. CRS 3. Company ID, School ID, LTO, DFA, GSIS etc.		
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 1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	<i>Senior Administrative Assistant I</i> RCS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 30.00	15 Minutes	UPD Cash Office
3. Present the receipt	3. Record payment and process the request	None	30 Minutes	<i>Senior Administrative Assistant I / Student Records Evaluator I</i> RCS
	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>Senior Administrative Assistant I</i> RCS

TOTAL:	PHP 50.00	1 Day, 1 Hour	
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13. 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 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 ID, School ID, LTO, DFA, GSIS etc. 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 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	PHP 30.00 (additional charge for courier service)	15 Minutes	UPD 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 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 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 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 ID, School ID, LTO, DFA, GSIS etc. 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 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</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 30.00 (additional charge for courier service)	15 Minutes	UPD 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 NOTE: For student number 2009 and below, student records will be pulled out from the storage*	None	1 Day	<i>Administrative Aide III</i> RMS

	3.2 Review and affix initials on the HD	None	10 Minutes	<i>Section Chief</i> RMS
	3.3 Sign the HD	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)	

2-3 days for records from 2013 and older

15. 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 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 ID, School ID, LTO, DFA, GSIS etc. 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 1.1 Issue bill of payment/SOA via BULSA	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 50.00 (additional charge for courier service)	15 Minutes	UPD Cash Office
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 and process request <small>NOTE: For student number 2009 and below, student records will be pulled out from the storage*</small>	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 50.00 (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

16. 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid 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 ID, School ID, LTO, DFA, GSIS etc. 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 1.1 Issue bill of payment/SOA via BULSA	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 50.00 (additional charge for courier service)	15 Minutes	UPD 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

17. 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 2. Valid ID 3. Copy of TOR/DT/COG/CD/EMI/SPECIAL CERT/Documents for CAV (if none, need to include in the request) 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 ID, School ID, LTO, DFA, GSIS etc. 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 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	PHP 100.00 per copy (additional charge for courier service)	15 Minutes	<i>UPD 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 Process CAV	None	3 Days	<i>Student Records Evaluator TS</i>
	3.2 Check and affix initials on the certification	None	5 Minutes	<i>Section Chief TS</i>
	3.3 Sign the CAV	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 CAV 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 100.00 per copy (additional charge for courier service)	4 Days, 1 Hour (courier transit time is not included)	

18. 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 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 ID, School ID, LTO, DFA, GSIS etc. 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 1.1 Issue bill of payment/SOA via BULSA	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 30.00 (additional charge for courier service)	15 Minutes	UPD 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 Pull out student records and photocopy document requested	None	1 Hour	<i>Frontline Staff</i> RMS
	3.2 Check and sign the document	None	10 Minutes	<i>Section Chief</i> RMS

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)	

19. 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 ID 3. Affidavit of loss 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 ID, School ID, LTO, DFA, GSIS etc. 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 1.1 Issue bill of payment/SOA via	None	20 Minutes	<i>Frontline Staff RMS</i>

	BULSA			
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 40.00 (additional charge for courier service)	15 Minutes	UPD 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 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)

20. 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 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 ID, School ID, LTO, DFA, GSIS etc. 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	1. Acknowledge, check, and photocopy/ print	None	20 Minutes	Frontline Staff TS

For walk-in: file application at https://atin.upd.edu.ph Kiosk, 2/F, TS-OUR	submitted documents			
	1.1 Approve request and inform client of the number of processing days	None	5 Minutes	<i>Transcript Aide TS</i>
	1.3 Pullout out file copy, if necessary	None	5 Minutes	<i>Junior Transcript Assistant 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 Cash Office for payment / Process online payment	2. Process payment	PHP (see table above; additional charge for mailing /courier service)	15 Minutes	<i>UPD 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	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 (see table above; additional charge for mailing /courier service)	2 Days, 1 Hour, 20 Minutes (courier transit time not included)	

21. 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 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 ID, School ID, LTO, DFA, GSIS etc. 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. Receive and check submitted requirements 1.1 Issue bill of payment/SOA via BULSA	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 50.00 (additional charge for courier service)	15 Minutes	UPD 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 Pull out student records and photocopy document requested	None	1 Hour	<i>Junior Office Aide</i> RMS
	3.2 Review and affix initials on the certification	None	10 Minutes	<i>Section Chief</i> RMS
	3.3 Sign the CTC of the document	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, 2 Hours, 5 Minutes (courier transit time is not included)	

22. Certified True Copy of UP Form 5 for students under 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 photocopy)		Student		
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 OSSD</i>
	1.1 Check / Verify the UP Form 5, certify then sign	None	5 Minutes	<i>Student Records Evaluator OSSD</i>
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 OSSD</i>
TOTAL:		None	15 Minutes	

23. 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 1.1 Issue bill of payment/SOA via BULSA	None	15 Minutes	<i>Student Records Evaluator</i> RCS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 50.00	15 Minutes	UPD 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 RCS</i>
TOTAL:		PHP 50.00	1 Day, 1 Hour, 20 Minutes	

24. Clearing of Financial Accountability

To clear tagged accountability in CRS.

Office or Division:	Registration and Clearance Section (RCS) / One Stop Student Desk (OSSD), 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		
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 RCS/OSSD</i>

2. Pay to the cashier and present the receipt or process online payment and email proof of payment	2. Receive and check the proof of payment	Assessed Amount	5 Minutes	<i>Student Records Evaluator</i> RCS/OSSD
3. Check/view status of accountability in CRS	3. Clear accountability in CRS module	None	5 Minutes	<i>Student Records Evaluator</i> RCS/OSSD
TOTAL:		Assessed Amount	15 Minutes	

25. 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 AS/OSSD</i>
TOTAL:		None	10 Minutes	

26. 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 ID (if applicable) 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 ID, School ID, LTO, DFA, GSIS etc. 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	

27. 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	

28. 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 ID 4. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR 2. Requesting party 3. Company ID, School ID, LTO, DFA, GSIS etc. 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</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 40.00 (additional charge for courier service)	15 Minutes	UPD 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 Exit Module and	None	1 Hour	<i>Administrative Aide III</i> RMS

	process request NOTE: For student number 2009 and below, student records will be pulled out from the storage*			
	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

29. English Translation of Diploma

Translation of Filipino diploma to English diploma 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		1. https://atin.upd.edu.ph

<p>2. Valid ID</p> <p>3. Photocopy/scanned copy of the original diploma</p> <p>4. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative</p>		<p>2. Company ID, School ID, LTO, DFA, GSIS etc.</p> <p>3. Requesting party (may claim diploma at the College, Office of the College Secretary)</p> <p>4. Requesting party/Representative</p>		
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>	<p>1. Acknowledge and check requirements; Check CRS for verification</p>	None	10 Minutes	<i>Frontline Staff</i> TS
	<p>1.1 Approve request and inform client on the number of processing days</p>	None	5 Minutes	<i>Transcript Aide</i> TS
	<p>1.3 Issue bill of payment/SOA via BULSA and send thru ATIN</p>	None	5 Minutes	<i>Junior Transcript Assistant</i> TS
<p>2. Proceed to the Cash Office for payment / Process online payment</p>	<p>2. Process payment</p>	<p>PHP 50.00 per copy (additional charge for courier service)</p>	15 Minutes	<i>UPD Cash Office</i>
<p>3. Upload and submit proof of payment via ATIN</p>	<p>3. Acknowledge payment</p>	None	5 Minutes	<i>Junior Transcript Assistant</i> TS
	<p>3.1 Process DT and print</p>	None	2 Days	<i>Administrative Aide</i> TS
	<p>3.2 Check and affix initials on the</p>	None	5 Minutes	<i>Section Chief</i> TS

	diploma			
	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	Frontline Staff/ Student Records Evaluator TS
TOTAL:		PHP 50.00 (additional charge for courier service)	3 Days, 1 Hour (courier transit time is not included)	

30. ID for 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 ID		1. Photo Studio 2. Company ID, School ID, LTO, DFA, GSIS etc.		
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 1.1 Check the UPD List of Students with Special Needs given by the University Health Service and give the pre-processed ID to the student	None	10 Minutes	<i>Student Records Evaluator III/ Junior Office Assistant OSSD</i>
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	

31. ID for 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 ID		1. Student 2. Company ID, School ID, LTO, DFA, GSIS etc.		
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 2.1 Prepare and transmit Perso File to card vendor for printing	None	10 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	PHP 130.00 For non-first time request (FREE for first time request)	15 Minutes	UPD Cash Office
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	

32. Late Application for Graduation

For students who missed the deadline for submission of *application for graduation (*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/RMS
	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	PHP 100.00	15 Minutes	UPD 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	<i>Frontline Staff SES/RMS</i>
5. Submit photocopy of appeal and receipt to the college	5. Receive approved late application for graduation	None	c/o respective College	<i>Frontline Staff College</i>
TOTAL:		PHP 100.00	55 Minutes	

33. 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 courses

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 Cancel enlisted subjects	None	8 Minutes	Support Staff AISS
2. Check status in the CRS	2 File approved request	None	2 minutes	Support Staff AISS
TOTAL:		None	1 Day, 15 Minutes	

34. Late Enrollment/Late Change of Matriculation

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			
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; Forward to the 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>
	1.2 Add/Cancel enlisted subjects	None	10 minutes	<i>Support Staff AISS</i>
	1.3 Assess fees, tag approved appeals, and give payment instructions. For students without payable fees, provide instructions on the printing of Form 5/Form 26	None	15 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS/OSSD</i>
2. If applicable, generate payment slip, and encode details of payment for validation in CRS, or pay at the UPD Cash Office.	2. Validate payment in CRS to be officially enrolled	Assessed Amount, if applicable	15 Minutes	<i>Frontline Staff UPD Cash Office</i>
TOTAL:		Assessed Amount, if applicable	1 Day, 45 Minutes	

35. 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; Forward to the 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. Claim appeal with action of the UR and bring to Admission Section for issuance of UAS	2. Release appeal	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
TOTAL:		None	1 Day, 7 Minutes	

36. Late Payment of Matriculation Fees/Add Matriculation

For students who, for a valid reason cannot pay their matriculation during set registration dates, may appeal for late payment of school fees.

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. Enrollment status 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	<i>Frontline Staff</i> Administrative Section
	1.1 Act on the request	None	1 Day	<i>University Registrar</i> OUR
2. Claim UR-noted appeal for approval of the Chancellor	2. Release appeal or forward noted appeal to Office of the Chancellor	None	5 Minutes	<i>Frontline Staff</i> Administrative Section/AISS
3. Go to the Office of the Chancellor (OC) for approval	3. Act on the request	None	3 Days	<i>Frontline Staff</i> Office of the Chancellor
4. Receive approval of the OC then proceed to RCS for assessment	4. Assess fees, tag approved appeals, and give payment instructions. For students without payable fees, provide instructions on the printing of Form 5	None	15 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant</i> RCS/OSSD
5. If applicable, generate payment slip, and encode details of payment for validation in CRS, or pay at the UPD Cash Office.	5. Validate payment in CRS to be officially enrolled	Assessed Amount, if applicable	15 Minutes	<i>Frontline Staff</i> UPD Cash Office
TOTAL:		Assessed Amount, if applicable	4 Days, 50 Minutes	

37. 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	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
	1.2. Forward approved appeal to RCS for assessment	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.3 Assess fees, tag approved appeals, and give payment instructions	None	15 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS</i>

2. If applicable, generate payment slip, and encode details of payment for validation in CRS, or pay at the UPD Cash Office. Otherwise, check status in the CRS.	2. Validate payment in CRS	Residence: PHP40.00 Dropping: P10/unit LOA: PHP150	15 Minutes	UPD Cash Office
TOTAL:		Residence : PHP40.00 Dropping: P10/unit LOA: PHP150	1 Day, 40 Minutes	

38. 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. Requesting party		
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	University Registrar OUR
2. Claim request	2. Release request	None	2 Minutes	Frontline Staff RMS
TOTAL:		None	1 Day, 17 Minutes	

39. 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:	All 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 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 Original copy of Mayor's 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 ID, School ID, LTO, DFA, GSIS etc. - Student - College, Administrative Office - OC or OVCAA - HRDO, UP Diliman/CU - College - College, Administrative Office; OVCAA - City Hall or Municipal Hall - City Hall or Municipal Hall	

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		- 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	<i>Senior Administrative Assistant</i> RCS
	1.1 Process request	None	30 Minutes	<i>Senior Administrative Assistant</i> RCS
	1.3 Check and affix initials	None	5 Minutes	<i>Section Chief</i> RCS
	1.4 Sign the DV	None	1 Day	<i>University Registrar</i> OUR
	1.5 Prepare list for UPDAO and OSG-Loan Board	None	1 Hour	<i>Senior Administrative Assistant</i> 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	<i>Administrative Aide III</i> Administrative Section
TOTAL:		None	2 Days, 1 Hour, 45 Minutes	

40. 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	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	

41. 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 ID (photocopy/scanned copy) of the person being verified 4. Company ID of the representative (for walk-ins)		1. Requesting party 2. Person being verified 3. Company ID, School ID, LTO, DFA, GSIS etc. 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 1.1 Issue bill of payment/SOA via BULSA	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 100.00 (local) US \$30.00 (foreign) (additional charge for courier)	15 Minutes	UPD Cash Office

		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) <small>(additional charge for courier service)</small>	2 Days, 1 Hour 5 Minutes (courier transit time is not included)	

*2-3 days for records from 2009 and older

42. 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
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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		
<p>1. Download, accomplish, and print the application form (UP Form No. 3)</p> <p>2. Two (2) 2x2 photos</p> <p>3. True copy of grades /scholastic record signed by the Registrar (original and four photocopies)</p> <p>4. Official Transcript of Records (for second degree applicants)</p> <p>5. Certificate of gap semester/s (if applicable)</p> <p>6. Official receipt of application fee (P100.00/USD30) - for second degree and foreign students</p> <p>Additional requirements if the applicant is a graduate of an Associate, Certificate or Diploma Course.</p> <p>1. Certificate of Government Recognition</p> <p>2. Certificate of Ladderized Course</p>		<p>1. AS, OUR or OUR website Application Form 3A</p> <p>2. Photo Studio</p> <p>3. Last school/university attended prior to admission to UP Diliman</p> <p>4. Last school/university attended prior to admission to UP Diliman</p> <p>5. Student</p> <p>6. UPD Cash Office</p> <p>1. Previous school/university</p> <p>2. Previous school/university</p>		
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	<p>1. Receive, check, and evaluate submitted requirements</p> <p>1.1 Issue bill of payment/SOA via BULSA</p>	None	10 minutes	<i>Student Records Evaluator</i> AS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 100.00 (for second degree)	15 Minutes	UPD Cash Office

		only) OR USD30 (for foreign applicant)		
3. Present the receipt	3. Record payment; Perform preliminary evaluation	None	20 Minutes	<i>Student Records Evaluator AS/OSSD</i>
	<i>Two weeks after the application period:</i> 3.1 Refer applicants to the college	None	1 day	<i>Student Records Evaluator AS/OSSD</i>
4. Receive preliminary results via email	4. Email all applicants regarding the preliminary results (<i>referred/not referred</i>)	None	1 day	<i>Student Records Evaluator AS/OSSD</i>
TOTAL:		PHP 100.00 (for second degree) OR USD30 (for foreign applicant)	2 Days; 45 Minutes	

43. Statistical Data Request

A. 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, record to database and forward to the 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>
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
	1.3 Process requested data	None	1 Day, 4 Hours	<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	2 Days, 4 Hours, 10 Minutes	

B. 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, record to database and forward to the 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>
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
	1.3 Process requested data	None	5 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	6 Days, 10 Minutes	

C. 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, record to database and forward to the 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>
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	<i>Frontline Staff Administrative 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	

44. 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),
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	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 ID 3. College clearance (for UPDEPP/O students)		1. CRS account of student / Clearance Application Form 2. Company ID, School ID, LTO, DFA, GSIS etc. 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 1.1 Issue bill of payment/SOA via BULSA	None	5 Minutes	<i>Frontline Staff</i> RCS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	*PHP 50.00 (Plus Graduation Fee of PHP 300.00 per degree program, if applicable)	15 Minutes	UPD Cash Office
3. Present /email the receipt	3. Encode details of payment in CRS and receive online application. <i>For manual application: Receive form and record payment.</i>	None	15 Minutes	<i>Frontline Staff</i> RCS

	3.1 Request UP Form 10 from RMS	None	1 Day	Frontline Staff RCS
	3.2 Receive F10 in CRS	None	30 Minutes	Frontline Staff RCS
	3.3 Process financial clearance	None	4 Hours	Student Records Evaluator or Senior Administrative Assistant RCS
	3.3 Check entrance credentials	None	4 Hours	Student Records Evaluator AS
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	Student Records Evaluator RCS
5. Settle accountability and submit proof of payment (for underassessment) or documents needed to RCS	5. Receive, check, and record payment/document submitted	Depends on the amount of accountability	1 Hour	Frontline Staff/ Student Records Evaluator RCS/AS
	5.1 Clear the tagged accountability in CRS	Depends on the amount of accountability	5 Minutes	Student Records Evaluator or Senior Administrative Assistant RCS/AS
6. Monitor status in CRS <i>Note: Student without CRS account: Email or call RCS</i>	6. Clear student's application	None	4 Hours	Student Records Evaluator RCS
TOTAL:		PHP 50.00 (Plus Graduation Fee of PHP 300.00 per	2 Days, 6 Hours, 40 Minutes	

	degree program, if applicable, amount of accountability)		
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*** 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.

45. Temporary Lifting of Ineligibility

For UP Diliman students who are tagged with ineligibility in their CRS 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	1. Receive and check all needed signatures and	None	5 Minutes	<i>Frontline Staff Administrative Section</i>

our.diliman@up.edu.ph	documents and record to database. Forward to University Registrar (UR) for action			
	1.1 Act on the request	None	1 Day	University Registrar OUR
	1.2 Record and forward approval to AS/OSSD	None	5 minutes	Frontline Staff Administrative Section
2. Check status in the CRS	2. Temporary lift ineligibility	None	5 minutes	Student Records Evaluator AS/OSSD
TOTAL:		None	1 Day, 15 Minutes	

46. 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		1. RMS, OUR or OUR website at our.upd.edu.ph
2. Valid ID		2. Company ID, School ID, LTO, DFA, GSIS etc.
3. University Clearance		3. RCS, OUR
4. For representative, present the following: authorization letter; Photocopy of ID of the		4. Requesting party/Representative

requesting party, ID of the 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</i> RMS
2. Proceed to the UPD Cash Office for payment / Process online payment	2. Process payment	PHP 30.00 (additional charge for courier service)	15 Minutes	UPD 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 Print TCG from CRS	None	5 Minutes	<i>Frontline Staff</i> RMS
	3.2 Check and affix signature	None	10 Minutes	<i>Section Chief</i> RMS
	3.3 Place in a sealed envelope	None	5 Minutes	<i>Frontline Staff</i> 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	<i>Frontline Staff</i> RMS

TOTAL:	PHP 30.00 (additional charge for courier service)	1 Hour, 15 Minutes (courier transit time is not included)	
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47. Transcript of Records (TOR)

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

Student Number	Type of Request	Processing Days (excluding courier transit time)
2006 to present	First Time	9 Days, 1 Hour, 25 Minutes
	Updating	7 Days, 1 Hour, 25 Minutes
2005 and below/not in Transcript Module	First Time	18 Days, 1 Hour, 25 Minutes
	Updating	15 Days, 1 Hour, 25 Minutes

A. Student No. 2006 to present

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:	UPD and UPDEPP/O Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished application form		1. https://atin.upd.edu.ph
2. Valid ID		2. Company ID, School ID, LTO, DFA, GSIS etc.
3. University Clearance		3. Registration and Clearance Section, OUR @ rcs_our.updiliman@up.edu.ph
4. 1x1 ID picture for purposes of Board Examination		4. Photo studio/service
5. Barangay Certificate (only for applicants under R.A. 11262 – First Time Job Seekers Act)		5. Barangay Hall where the applicant resides

6. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		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	<i>Frontline Staff</i> TS
	1.1 Pullout F10	None	1 Day	<i>Transcript Aide</i> RMS
	1.1 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	None	7 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	PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	15 Minutes	<i>UPD 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>
	2.2 Print TOR in security paper	None	5 Minutes	<i>Junior Transcript Assistant TS</i>
	2.3 Check and affix initials on the TOR	None	5 Minutes	<i>Section Chief TS</i>
	2.4 Sign TOR	None	1 Day	<i>University Registrar OUR</i>
	2.5 Update TS database	None	2 Minutes	<i>Transcript Aide TS</i>
	2.6 Dry seal TOR and email schedule of pick-up	None	8 Minutes	<i>Frontline Staff TS</i>
3. Claim TOR or receive thru partner courier	3. 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)	9 Days, 1 Hour, 25 Minutes (courier transit time is not included) <i>Note: Less 2 days for updating request</i>	

*** 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 of 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)**

B. Student No. 2005 and below/Not in Transcript Module

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD and UPDEPP/O Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid 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 ID, School ID, LTO, DFA, GSIS etc. 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

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	<i>Frontline Staff</i> TS
	1.1 Pullout F10	None	1 Day	<i>Transcript Aide</i> RMS
	1.2 Receive and check F10; Approve request and inform client on the number of processing days; Assign/ Distribute F10	None	20 Minutes	<i>Transcript Aide</i> TS
	1.3 Encode TOR	None	3 Days	<i>School Credits Evaluator / Administrative Aide</i> TS
	1.4 Initial check of TOR	None	5 Days	<i>Student Records Evaluator / Administrative Assistant</i> TS
	1.5 Verify grades, if needed	None	1 Day	<i>Administrative Aide</i> TS
	1.6 Final check of TOR	None	7 Days	<i>Student Records Evaluator</i> TS
	1.7 Issue bill of payment 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	PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	15 Minutes	<i>UPD 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 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* <small>(additional charge for mailing / courier service)</small>	18 Days, 1 Hour, 25 Minutes (courier transit time is not included) <i>Note: Less 3 days for updating request</i>	
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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 AISS</i>
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	<i>Junior Office Assistant OSSD</i>
	1.1 Check and affix initials	None	5 Minutes	<i>Student Records Evaluator III OSSD</i>
	1.2. Sign TCG	None	1 Day	<i>University Registrar OUR</i>
2. Claim the TCG	2. Release the TCG	None	5 Minutes	<i>Junior Office Assistant OSSD</i>
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
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Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. College Admission Slip (OUR Form 002)</p> <p>2. Student Directory with 2x2 photo (2 copies)</p> <p>3. Medical Certificate (Fit to enroll)</p> <p>4. Plan of study (for graduate students only)</p> <p>5. Original PSA Birth Certificate</p> <p>6. Original PSA Marriage Certificate for married women</p> <p>7. Honorable Dismissal/Transfer credential – if from other school/university</p> <p>8. Transcript of records used for evaluation duly signed by the College SRE/College Secretary</p> <p>9. Permit to Transfer (if previously enrolled in another graduate program within Diliman)</p> <p>10. Official Transcript of Records with remarks “Copy for UP Diliman” (in a sealed envelope)</p> <p>11. Certificate of Eligibility (for New Juris Doctor)</p> <p>Additional requirements for foreign students</p> <p>1. Study permit/Enrollment Permit</p> <p>2. TOEFL/IELTS (if Medium of Instruction of previous school is not English)</p> <p>3. Copy of Passport/Foreign birth certificate</p> <p>4. Student Insurance</p> <p>5. Apostille/Certificate of Authentication Transcript with date of graduation</p>		<p>1. Accepting College</p> <p>2. AS, OUR or OUR website (https://our.upd.edu.ph/forms/OURFORM3.pdf)</p> <p>3. University Health Service</p> <p>4. College</p> <p>5. PSA</p> <p>6. PSA</p> <p>7. Last school attended</p> <p>8. College</p> <p>9. College</p> <p>10. Last school attended</p> <p>11. College of Law</p> <p>1. OILD</p> <p>2. TOEFL/IELTS</p> <p>3. Student</p> <p>4. Insurance company</p> <p>5. Previous school</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all requirements at the G/F, AS	1. Receive, check, evaluate all required documents 1.1 Process UAS, CRS Temporary Account (if needed), Certificate of Eligibility (for New Juris Doctor), Request for OTR(if needed)	None	15 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		1. Accepting College 2. AS, OUR <link> 3. University Health Service 4. PSA 5. PSA

married women) 6. Permit to Transfer (if previously enrolled in another CU/other UPD College)		6. CU/UPD College		
Additional requirements if New First Year Students 1. High School Card (F138) - 1 st and 2 nd 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		1. Senior High School 2. Senior High School 3. Notary Public		
Additional requirements if New Transfer 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		1. Last school attended 2. College 3. CU/Other Schools/Universities 4. Last school attended		
Additional requirements for foreign students 1. Study permit/Enrollment Permit 2. TOEFL/IELTS (if Medium of Instruction of previous school is not English) 3. Copy of Passport/Foreign birth certificate 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)		1. OILD 2. TOEFL/IELTS 3. Student 4. Insurance company 5. Country where Apostille/Certificate of Authentication were 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	1. Receive, check, and evaluate all required documents 1.1 Process UAS, CRS Temporary Account (if needed), Request for OTR(if needed)	None	15 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, OUR <link>		
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 all required documents 1.1 Process UAS, CRS Temporary Account (if needed)	None	15 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, OUR <link> 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		1. Accepting College 2. AS, OUR <link> 3. Accepting College	

4. Permit to transfer CHANGE PROGRAM FROM CERTIFICATE/A.A. PROGRAM TO BACHELOR 1. College admission slip (OUR Form 001) 2. Student directory		4. Previous College 1. Accepting College 2. AS, OUR <link>		
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 all required documents 1.1 Process University Re-admission Slip	None	15 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	

<ol style="list-style-type: none"> 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 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 <p>Additional requirements for foreign students</p> <ol style="list-style-type: none"> 1. Study permit/Enrollment Permit 2. Copy of Passport/Foreign birth certificate 3. Student Insurance 	<ol style="list-style-type: none"> 1. Accepting College 2. AS, OUR <link> 3. Photo Studio 4. University Health Service 5. PSA 6. PSA 7. Accepting College <ol style="list-style-type: none"> 8. Last school attended <ol style="list-style-type: none"> 9. Last school attended <ol style="list-style-type: none"> 1. OILD 2. Student <ol style="list-style-type: none"> 3. Insurance company
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS	<ol style="list-style-type: none"> 1. Receive, check, and evaluate all required documents 1.1 Process UAS, CRS Temporary Account (if needed), Request for OTR 	None	15 Minutes	<i>Student Records Evaluator</i> AS
2. Receive UAS	2. Release UAS to College	None	5 Minutes	<i>Student Records Evaluator</i> AS
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
	<ol style="list-style-type: none"> 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 <p>Additional requirements for foreign students</p> <ol style="list-style-type: none"> 1. Study permit/Enrollment Permit 2. TOEFL/IELTS (if Medium of Instruction of previous school is not English) 3. Copy of Passport/Foreign birth certificate 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) 	<ol style="list-style-type: none"> 1. Accepting College 2. AS, OUR <link> 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. Student 4. Insurance company 5. Country where Apostille/Certificate of Authentication were 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	1. Receive, check, and evaluate all required documents 1.1 Process UAS, CRS Temporary Account (if needed), Request for OTR	None	15 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	

4. Processing of UAAP Eligibility

Requirement for UAAP competition

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	College of Human Kinetics (CHK), 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. Varsity Sports Program, College of Human Kinetics 3. Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit UP Form 5 and UAAP Eligibility Form	1. Receive documents	None	5 Minutes	<i>Junior Office Assistant</i> OSSD
	1.1 Check, evaluate, and affix initials	None	10 Minutes	<i>Student Records Evaluator</i> OSSD
	1.2 Sign the form	None	1 Day	<i>University Registrar</i> OUR
2. Receive the approved UAAP Eligibility Form	2. Release the UAAP Eligibility Form	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	1. Receive letter, record to database and forward to the University Registrar	None	5 Minutes	<i>Frontline Staff</i> Administrative Section

our.diliman@up.edu. ph	(UR) for action			
	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	

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	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	

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 Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	<i>Frontline Staff Administrative 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>