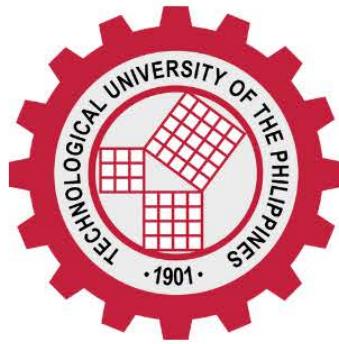




TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES CAVITE CAMPUS

CARLOS Q. TRINIDAD AVE., BRGY. SALAWAG, DASMARIÑAS CITY, CAVITE

CITIZEN'S CHARTER
2026 1ST EDITION



TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES CAVITE CAMPUS

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FOREWORD

"The issuance of the Citizen's Charter is the compliance of the Technological University of the Philippines – Cavite to Republic Act (RA) 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. As a State University, this is our tool to properly communicate to the public and to our stakeholders the proper process, duration, and information relative to their respective transactions.

With the definitive goal of providing efficient and effective public services, and to guarantee the delivery of our mandate as a higher education institution and as a government agency, the Committee on Anti Red Tape (CART) of TUP Cavite hereby presents this Citizen's Charter, as part of the Campus' commitment to appropriately improve transaction systems and procedures, as well as to prevent any form of red tape, graft, and corruption in our agency.

Through this issuance, may all TUP-Cavite Campus transactions, projects, and programs be fast tracked, improved, and streamlined, to achieve the highest level of transparency and integrity in public service.



Atty. Danilo M. Abayon

OIC-Campus Director



AGENCY PROFILE

I. Mandate

The Technological University of the Philippines is mandated to provide higher and advanced vocational, technical, industrial, technological and professional education and training in the industries and technology, and practical arts leading to certificates, diplomas, and degrees; to provide developmental studies in applied research, technological fields and production using the countryside; and to provide expertise in the development of small and medium scale industries in identified growth-centers.

II. Vision

TUP: A premier state university with recognized excellence in engineering and technology education at par with leading universities in the ASEAN region.

III. Mission

The mission of TUP is stated in Section 2 of P.D. No. 1517 as follows:

The University shall provide higher and advanced vocational, technical, industrial, technological, and professional education and training in industries and technology, and in practical arts leading to certificates, diplomas and degrees. It shall provide progressive leadership in applied research, developmental studies in technical, industrial and technological fields and production using indigenous materials; effect technology transfer in the countryside; and assist in the development of small-and-medium scale industries in identified growth centers.

IV. Quality Policy and Core Values

Technological University of the Philippines shall commit to provide quality higher education; conduct relevant research and extension projects; continually improve its value to all stakeholders through enhancement of personnel competence and effective Quality Management System (QMS) compliant to statutory and regulatory requirements.

TUP shall adhere to its core values, **TUPIANS**, as follows:

- Transparent and participatory governance;
- Unity in the pursuit of TUP mission, goals and objectives;
- Professionalism in the discharge of quality services;
- Integrity and consistent commitment in maintaining the good name of the University;
- Accountability for individual and organizational performance;
- Nationalism through tangible contributions to the rapid and sustained economic growth of the country; and
- Shared responsibility in the compliance to the national mandates of the University



V. Service Pledge

We, the officials, faculty and employees of the Technological University of the Philippines, commit to:

1. Teach students the knowledge and skills in all technological fields with utmost sincerity and dedication to provide quality education;
2. Understand the emotional and sociological needs of students and provide them the personal and career guidance that will make them socially active and economically productive citizens of the Philippines;
3. Provide students with adequate facilities for instruction, qualified manpower to maximize their potentials in their chosen field of technology education;
4. Serve students promptly, efficiently, and with courtesy by authorized personnel from 8:00 am to 5:00 pm Monday to Friday and Saturday as maybe required without noon break;
5. Yield to valid request of students/parents for humanitarian reason without violation of any policy of the University;
6. Secure the safety of students by responding immediately to emergencies that may cause risk to lives and loss of property;
7. Train students to become law abiding citizens and develop in them the right values and work attitudes to live harmoniously as a member of the organization and society in general;
8. Empower students to help themselves through students' organization to promote their own welfare and the interest of the University; and
9. Monitor the efficient delivery of student services and respond promptly to complaints from the clientele and the general public.



I. EXTERNAL SERVICES



OFFICE OF CAMPUS DIRECTOR



Infrastructure Development Office (IDO)

1. Building Design Request

The Infrastructure Development Office (IDO) offers comprehensive Building Design Request services to TUP Cavite Campus stakeholders. This service includes providing technical assistance, conducting reviews and initial assessments, and executing the design process for requested building projects.

Office or Division:	Infrastructure Development Office (IDO)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	TUP Cavite campus / Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request for Building Design		Stakeholder/Requester		
2. TUPC-F- OCD-IDO-01 (Building Request Form under "Details").		IDO and Stakeholders		
3. TUPC-F- OCD-IDO-01 (Building Request Form under "Noted")		Department Head or Immediate Supervisor		
4. TUPC-F- OCD-IDO-01 (Building Request Form under "Recommendation...")		IDO		
5. TUPC-F- OCD-IDO-01 (Building Request Form under "Action")		Campus Director		
6. Design Execution create Proposal plan		IDO		
7. Preparation of Working drawings resulting to production of design drawing, design calculations, scope of work and specifications as per requirement by the requester.		IDO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally consult with the IDO, together with other stakeholders, to discuss and finalize the building design request.	1. Provide technical assistance and inputs based on the requirement of the requester.	None	7 working days	Staff/Head, IDO
2. Draft a letter of request addressed to the Campus Director and the Sector Head.	2. Provide the Building Design Request form and maintain a log of document releases.	None	1 day	Staff/Head, IDO
3. Complete the Building Design Request form and	3.1 Receive and review the filled-out Building	None	7 working days	Staff/Head, IDO



submit it to the IDO office.	Design Request form. 3.2 Conduct a review and initial assessment, followed by the approval process. 3.3 Return to the client the reviewed Building Design Form.			
4. Submit the reviewed Building Design Form and the Letter of Request for Building Design to the Campus Director for approval.	4. Monitor for updates regarding the client's request.	None	5 working days	<i>Staff/Head, IDO</i>
5. Notify the IDO of the approval or disapproval of the request.	5.1 Upon approval of the request, review the details and commence design execution. 5.2 Release all applicable documents to the client.	None	25 Working Days	<i>Staff/Head, IDO</i>
6. Receive all relevant documents released by the IDO.	6. Record all released documents.	None	1 day	<i>Staff/Head, IDO</i>
TOTAL		None	47 days	



2. Drawing Request

The Infrastructure Development Office (IDO) provides Drawing Request services to TUP Cavite Campus stakeholders and contractors. This service involves releasing relevant drawings prepared by IDO upon request for valid purposes.

Office or Division:	Infrastructure Development Office (IDO)			
Classification:	Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2C – Government to Business			
Who may avail:	TUP Cavite Campus Stakeholders/ Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TUPC-F-OCD-IDO-04 (Drawing Request Form)		IDO		
2. The purpose of the request, type of output needed, name of the area/building, nature of drawing and itemized details from TUPC-F-OCD-IDO-04 (Drawing Request Form)		Stakeholder/ Requester / Contractors		
3. Recommendation/ Approval from TUPC-F- OCD-IDO-04 (Drawing Request Form under "Action")		IDO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Discuss the necessary drawings and the purpose of the request personally with the IDO.	1.1 Evaluate the required drawings and the purpose of the client's request. 1.2 After validation, provide the client with the Drawing Request Form.	None	1 day	IDO
2. Fill up the Drawing Request form, then submit it to the IDO office for the approval.	2.1 Receive and review the completed Drawing Request Form, then validate the request. 2.2 If found valid, prepare the relevant drawings and other necessary documents, and provide them to the client. 2.3 If the request is invalid, inform the client.	None	2 days	IDO



3. Receive and acknowledge all necessary documents from the IDO.	3. Record all released documents.	None	2 days	<i>IDO</i>
	TOTAL	None	5 days	



Office of the Campus Director (OCD)

1. Signing of Documents

One of the internal services of the Office of the Campus Director (OCD) involves ensuring that the document complies with relevant regulations, policies, and procedures. The staff of the Office of the Campus Director (OCD) reviews the documents or forms for accuracy, completeness, and legality before the Campus Director signs the document or form, thereby indicating the approval and endorsement of the contents.

Office or Division:	Office of the Campus Director (OCD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Stakeholders of Office of the Campus Director (OCD)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Accomplished Form 2. Complete supporting documents/attachments 3. Complete signature of other signing authorities	Various Offices Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents/ accomplished forms, ensuring all attachments are included and signatures from all required authorities are present.	1.1 Receive and log documents using the inbound and outbound communication log sheet 1.2 Review and sign the documents and forms.	None	3 days	<i>Office Assistant, and Campus Secretary, OCD</i> <i>Campus Director, OCD</i>
2. Receive the approved/ disapproved documents and forms.	-	-	-	<i>Office Assistant, and Campus Secretary, OCD</i>
TOTAL		None	3 days	



2. Approval of Request Letter and/or Issuance of Campus Order

Another transaction done in the Office of the Campus Director (OCD) is the approval of the Request Letter and/or Issuance of the Campus Order. This process involves reviewing and approving a request letter, and/or followed by the issuance of the Campus Order. Upon approval, the Campus Order is issued to authorize the request action or allocate necessary budget.

Office or Division:	OFFICE OF THE CAMPUS DIRECTOR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Stakeholders of Office of the Campus Director (OCD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Approval of Request Letter: Complete supporting documents. 2. For Issuance of Campus Order: Complete the supporting document listed in the Campus Order Requirement Slip		Various Offices Client Office of the Campus Director		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and/or completed forms, ensuring all supporting documents are included and endorsements from other signing authorities are provided.	1.1 Log all request letters requiring the Campus Director's approval and/or issuance of a Campus Order into the inbound and outbound communication log sheet.	None	3 days	<i>Office Assistant, and Campus Secretary, OCD</i>
	1.2 Evaluate the request letter for proper endorsements and supporting documents, then submit it to the Campus Director for preparation.			<i>Campus Secretary, OCD</i>
	1.3 Review the request letter to determine whether it should be approved or disapproved, and			<i>Campus Director, OCD</i>



	<p>decide if it requires the issuance of a Campus Order</p> <p>1.4 Prepare the corresponding Campus Order.</p> <p>1.5 Review and sign the Campus Order</p> <p>1.6 Release to the ORM a copy of the signed Campus Order</p> <p>1.7 Number, record, and release the Campus Order to the client</p>			<p><i>Campus Secretary, OCD</i></p> <p><i>Campus Director, OCD</i></p> <p><i>Office Assistant, and Campus Secretary, OCD</i></p> <p><i>Records Officer, ORM</i></p>
	TOTAL	None	3 days	



Office of Campus Planning (OCP)

1. Request for Information

The Office of the Campus Planning provides a process through which individuals can formally seek specific information from government or public institutions. This service aims to promote transparency and accountability by allowing citizens to access information held by public authorities.

Office or Division:	Office of Campus Planning (OCP)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescribed format of the FOI Request Form 2. Valid ID (photocopy/scanned copy) 3. Additional requirements for conducting research survey: a. Research survey instrument/form b. Ethics committee clearance, c. Ethical guidelines including how the information/data will be handled		1. Office of Campus Planning or via email tupc.planning@tup.edu.ph 2. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the FOI Request Form and submit it together with a valid ID and other required documents (if applicable) to the Office of Campus Planning. You may also submit these via email at tupc.planning@tup.edu.ph .	1.1 Evaluate the submitted FOI Request Form	NA	10 minutes	Staff, OCP
	1.2 Evaluate the requested information based on the FOI Manual 1.3 Send applicable FOI response to the client through email/hardcopy	NA	1 hour	FOI Receiving Officer, OCP & FOI Decision Maker, OAF
2. Receive applicable FOI response	-	-	5 days	FOI Receiving Officer, OCP
TOTAL		NA	5 days, 1 hour, & 10 minutes	



Project Management Committee (PMC)

1. First Billing Request

This transaction represents the initial installment payment linked to the project's progress completion percentage. Contractors must strictly follow all stipulated requirements detailed in the progress billing guidelines issued by the Project Management Committee (PMC). The contractor's submission of documents encompasses everything specified in the progress billing, as well as additional items such as the warranty bond, contract photocopy, and other bidding documents (e.g., notice of award, notice to proceed, etc.)

Office or Division:	Project Management Committee (PMC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Request letter for payment of first billing	1. Contractor			
2. Inspection Form (Request for inspection by the contractor for progress / final billing)	2. PMC Office			
3. Contractor's Billing progress report	3. Contractor			
4. Construction Progress Pictures with signature	4. Contractor			
5. Warranty bond	5. Contractor			
6. Contract (photocopy)	6. Contractor			
7. Other bidding documents (Notice of Award, Notice to Proceed, etc.)	7. BAC			
8. PMC Inspection Report	8. PMC			
9. PMC Accomplishment Report	9. PMC			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for payment of first billing to Campus Director thru the PMC along with any other required documents.	1. Review the request letter and requirements and endorse them to the Campus Director for approval.	None	3 days	Chairman/ Member, PMC
2. Secure Request for Inspection report form from PMC.	2. Provide the inspection form to the client.	None	1 min	Chairman/ Member, PMC
3. Fill up the inspection form, then submit it to the PMC office for the approval.	3.1 Receive and verify the inspection request form then indicate the date and time for inspection.	None	3 days	Chairman/ Member, PMC



	3.2 Conduct inspection on specified date. 3.3 Accomplish the Inspection Report.			
4. Submit the Billing Progress Report along with the construction progress pictures with signature	1 Receive the submitted Billing Progress Report along with the construction progress pictures with signature and compare it to the PMC Accomplishment Report. 4.2 Prepare billing documents for approval of the Campus Director to be submitted to Supply Office/ Accounting Office for the preparation of Voucher.	None	2 days	Chairman/ Member, PMC
	TOTAL	None	8 days, 1 min	



2. Progress Billing Request

Progress billing is a payment method employed in project-based industries like construction or consulting. Payments are made in installments corresponding to the project's completion percentage, issued periodically throughout the project's duration. Contractors adhere to the specific requirements outlined in the progress billing guidelines provided by the Project Management Committee (PMC). Each billing cycle includes a detailed breakdown of completed tasks, materials utilized, and associated costs incurred during that period. PMC reviews all submitted documents before processing the progress billing.

Office or Division:	Project Management Committee (PMC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Request letter for payment	1. Contractor			
2. Request for Inspection Form (Request for inspection by the contractor for progress / final billing)	2. PMC			
3. Contractor's Billing progress report	3. Contractor			
4. Construction Pictures by the contractor with signature	4. Contractor			
5. Inspection Report	5. PMC			
6. PMC Accomplishment Report	6. PMC			
7. PMC Actual accomplishment pictures with signature	7. PMC			
8. Other documents that PMC may require (change order, updated schedule of works, S curve)	8. Contractor			
9. Certificate of Completion (for 100% billing)	9. PMC			
10. Certificate of Acceptance (for 100% billing)	10. PMC			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for payment of progress billing to Campus Director thru the PMC along with any other required documents.	1. Review the request letter and requirements and endorse them to the Campus Director for approval.	None	3 days	Chairman/ Member, PMC
2. Secure Request for Inspection Form from PMC.	2. Provide the Request for Inspection Form to the client.	None	1 min	Chairman/ Member, PMC



3. Fill up the Request for Inspection Form, then submit it to PMC for the approval.	3.1 Receive and verify the Request for Inspection Form then indicate the date and time of inspection. 3.2 Conduct inspection on specified date. 3.3 Accomplish the inspection report.	None	3 days	<i>Chairman/ Member, PMC</i>
4. Submit the Progress Billing Report along with the construction progress pictures with signature.	1 Receive the submitted Progress Billing Report along with the construction progress pictures with signature and compare it to the PMC Accomplishment Report. 2 Prepare billing documents for approval of the Campus Director to be submitted to Supply Office/ Accounting Office for the preparation of Voucher	None	2 days	<i>Chairman/ Member, PMC</i>
	TOTAL	None	8 days, 1 min	



3. Request for Payment of Final Billing/Retention

Final billing or retention in a construction project refers to the last payment made to the contractor after substantial completion of the work. It typically includes any outstanding payments for completed work, adjustments for change orders or variations, and deductions for any remaining retention amount. Retention is a portion of the contract sum as specified in the contract that is withheld by the client until the contractor achieves certain milestones or warranty periods expire, ensuring that all work is completed satisfactorily. Once final billing is processed, including the release of retention, the project is considered officially closed from a financial standpoint.

Office or Division:	Project Management Committee (PMC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Request letter for payment of Final Billing/ Retention	1. Contractor			
2. Inspection Form (Request for inspection by the contractor for progress / final billing)	2. PMC			
3. Contractor's Progress Billing report	3. Contractor			
4. Complete Construction Pictures (before, on-going, and final)	4. Contractor			
5. Constructor's Affidavit	5. Contractor			
6. Statement of Time Elapsed and Work Accomplished.	6. Contractor			
7. Warranty Bond	7. Contractor			
8. Contract (photocopy)	8. Contractor			
9. Other bidding documents (Notice of Award, Notice to Proceed, etc.)	9. BAC			
10. PMC Final Inspection Report	10. PMC			
11. PMC Accomplishment Report	11. PMC			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for payment of final billing to Campus Director thru the PMC along with any other required documents	1. Review the request letter and requirements, and endorse them to the Campus Director for approval	None	3 days	Chairman/ Member, PMC
2. Secure inspection form from PMC.	2. Provide the inspection form to the client.	None	1 min	Chairman/ Member, PMC
3. Fill up the inspection form, then submit it to the PMC for approval	Receive and verify the inspection request form then indicate the date and time of	None	3 days	Chairman/ Member, PMC



	<p>inspection.</p> <p>2 Conduct inspection on specified date.</p> <p>3 Accomplish the Inspection Report.</p>			
4. Submit the Progress Billing Report along with the complete construction pictures (before, on-going, and final) with signature.	<p>1 Receive the submitted Progress Billing Report along with the construction progress pictures with signature and compare it to the PMC Accomplishment Report.</p> <p>2 Prepare billing documents for approval of the Campus Director to be submitted to Supply Office/ Accounting Office for the preparation of Voucher</p>	None	2 days	<i>Chairman/ Member, PMC</i>
	TOTAL	None	8 days, 1 min	



4. Request for Payment of Job Order

Processing payment for a job order in a construction project involves several steps to ensure accuracy and transparency. It typically begins with the contractor submitting a request for payment with details the work completed, materials used, and any associated costs. This application is reviewed by the PMC to verify its accuracy and compliance with the contract terms. Once approved, the payment is processed.

Office or Division:	Project Management Committee (PMC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Request letter for payment of the Job Order.	1. Contractor			
2. Request for Inspection Form (Request for inspection by the contractor for payment of job order)	2. PMC			
3. Copy of Job Order	3. Procurement			
4. Bidding Quotations	4. BAC			
5. Program of Works	5. Contractor			
6. Complete Construction/Services Pictures (before, on-going, and final)	6. Contractor			
7. Contract (photocopy)	7. Contractor			
8. Other bidding documents (Notice of Award, Notice to Proceed, etc.)	8. BAC			
9. PMC Inspection Report	9. PMC			
10. Certificate of Completion	10. PMC			
11. Certificate of Acceptance	11. PMC			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for payment of the Job Order to Campus Director thru the PMC along with any other required documents	1. Review the request letter and requirements and endorse them to the Campus Director for approval.	None	3 days	Chairman/ Member, PMC
2. Secure request for inspection form from PMC.	2. Provide the request inspection form to the client.	None	1 min	Chairman/ Member, PMC
3. Fill up the inspection form, then submit it to the PMC for the approval.	1. Receive and verify the Inspection Request form then indicate the date and time of inspection. 2. Conduct inspection	None	2 days	Chairman/ Member, PMC



	on specified date. 3 Accomplish the Inspection Report.			
4. Comply if there is any corrections or items as indicated in the Inspection Report of the PMC.	4. Check the compliance of the contractor based on the Inspection Report.	None	1 day	<i>Chairman/ Member, PMC</i>
5. Submit all billing requirements as specified in the checklist for billing.	5.1 Receive and check the submitted requirements 5.2 Receive the pictures of actual work done (before, during, and after) with signature 5.3 Prepare billing documents for approval of the Campus Director to be submitted to Supply Office/ Accounting Office for the preparation of Voucher	None	7 days	<i>Chairman/ Member, PMC</i>
TOTAL		None	13 days, 1 minute	



OFFICE OF ACADEMIC AFFAIRS



Department of Industrial Education (DED)

1. Off-Campus Teaching Endorsement

Off-campus practice Teaching (OPT) is a one-semester full-time teaching internship in basic education schools using a clinical approach under the mentorship of a cooperating teacher (CMO 78 and 79 s. 2017). The Department ensures that the student teachers have the necessary credentials before endorsement to the cooperating schools.

Office or Division:	DEPARTMENT OF INDUSTRIAL EDUCATION (DED)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Certificate of Readiness for Teaching Internship	Health Clinic and Office of Guidance Services (OGS)			
Accident Insurance	Office of the Student Affairs (OSA)			
Parents/Guardians Consent	Parents/Guardians			
Evaluation of Grades	Office of the Campus Registrar (OCR)			
Certificate of Good Moral Character	Office of Guidance Services (OGS)			
Certificate of Orientation Attendance	Department of Industrial Education (DED)			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents as prescribed in the checklist of requirements.	1. Appraise if student is qualified for OPT deployment.	None	7 days	<i>Practice Teaching Supervisor, DED</i>
	2. Determine cooperating school assigned to the student-teacher.	None	7 days	<i>Practice Teaching Supervisor, DED</i>
TOTAL			14 days	



Department of Industrial Technology (DIT)

1. Signing of Student's Clearance

Student Clearance is one of the requirements in securing a student's records/document from TUPC such as Application for Transcript of Records and Diploma.

Office or Division:	Department of Industrial Technology (DIT)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Clearance form		Office of Campus Registrar (OCR)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Application for Clearance form to the appropriate department staff/head.	1.1 Receive and evaluate the Application for Clearance form. 1.2 Sign the Application for Clearance form if all accountabilities are cleared. If not, instruct the student to fulfill the outstanding requirements.	None	3 minutes	Staff/Head, DIT
2. Claim the duly signed Application for clearance form.	2. Release the duly signed Application for Clearance form.	None	1 minute	Head, DIT
TOTAL		None	4 minutes	



Department of Liberal Arts (DLA)

1. Signing of Student Clearance

Student Clearance is one of the requirements for securing certain documents from TUPC, such as Application for Transcripts of Records and Diplomas.

Office or Division:	Department of Liberal Arts (DLA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Clearance form		Office of the Campus Registrar (OCR)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Application for Clearance form to the appropriate department staff/head.	1.1 Receive and evaluate Application the Clearance form. 1.2 Sign the Application Clearance if all accountabilities are cleared. If not, instruct the student to fulfill the outstanding requirements.	None	3 minutes	Staff/Head, DLA
2. Claim the duly signed Application for clearance.	2. Release the duly signed Application for Clearance form.	None	1 minute	Head, DLA
TOTAL		None	4 minutes	



2. Borrowing of DLA Equipment

TUPC faculty and students can borrow technical equipment and accessories for their classroom activities or school projects provided that the equipment may not be taken out of school premises and is not passed over to someone else. The equipment must be returned in its working condition

Office or Division:	Department of Liberal Arts (DLA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Equipment Usage Log sheet		DLA Faculty room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Equipment Usage Log Sheet	1. Review the filled-out form for its accuracy	none	3 mins	Staff/Head, DLA
2. Get the borrowed equipment	2. Hand over the equipment	none	1 min	Staff/Head, DLA
3. Return the equipment in good condition	3. Check the equipment to see if it is working	none	5 mins	Staff/Head, DLA
TOTAL		none	9 mins	



Department of Mathematics and Sciences (DMS)

1. Signing of Clearance

Signing of Clearance ensures that the student is cleared from Chemistry and Physics laboratory breakages.

Office or Division:	Department of Mathematics and Sciences (DMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parents/Guardian and Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Student's Clearance Form	Office of the Campus Registrar			
I.D	Student; Parent/Guardian			
Letter of the Student/Letter of Consent	Student; Parent/Guardian			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign and submit Student's Clearance Form for evaluation and signature.	1.1 Evaluate the submitted form. 1.2 Verify if the name matches the list of students who have reported breakages. 1.3. Sign the form if cleared.	None	5 mins	<i>Head, DMS</i>
TOTAL		None	5 mins	



2. Approval of Adding of Subject

Approval of Adding of Subject service is designed to assist students in the process of officially adding Mathematics and Science subjects due to various reasons and the need to secure approval from the Department.

Office or Division:	Department of Mathematics and Sciences (DMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Add/Drop/Transfer Subject Form		Office of the Academic Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign and submit Add/Drop/Transfer Form for evaluation and signature.	1. Check and validate the availability of the subject.	None	9 mins	<i>Head, DMS</i>
2. Enlist the student's details in the assigned class	2. Sign the form accordingly.	None	1 min	
TOTAL		None	10 mins	



3. Borrowing and Returning of Laboratory Apparatus

Borrowing and Returning of Laboratory Apparatus service is designed to streamline the process of managing laboratory equipment and tools in the Chemistry and Physics Laboratory. This service facilitates the efficient borrowing and returning of apparatus, ensuring that all equipment is properly tracked, maintained, and accounted for.

Office or Division:	Department of Mathematics and Sciences (DMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Slip		Laboratory Technician/ Assistant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly filled-out Chemistry/ Physics Laboratory Borrower's Slip.	1.1 Verify the Borrower's Slip. 1.2 Issue the tools/ apparatus/ equipment to the student.	None	8 mins	<i>Laboratory Technician, DMS</i>
2. Receive and check the requested tool/apparatus/equipment in good condition.	2. Check the issued tool/apparatus/equipment as received in the borrower's slip.	None	2 mins	<i>Laboratory Technician, DMS</i>
3. Return the tool/ apparatus/ equipment after use.	3. Receive and check the tool/apparatus/equipment for breakage and damages.	None	7 mins	<i>Laboratory Technician, DMS</i>
4. Accomplish and sign the Borrower's Slip accordingly.	4.1 Return the borrowers' Slip for Student's signature with countersign of the Laboratory Technician. 4.2 Issue a Laboratory Breakages Slip to the student and to the teacher in-charge if there are breakages/damages.	None	3 mins	<i>Laboratory Technician, DMS</i>
TOTAL		None	20 mins	



4. Breakages/Damages of Laboratory Apparatus

Record of Breakages for Tools/Apparatus/Equipment service provides a systematic approach to documenting and managing instances of equipment and tool breakages by the students in the Chemistry and Physics Laboratory. This service ensures that all incidents are recorded accurately, facilitating effective maintenance, repair, and replacement processes.

Office or Division:	Department of Mathematics and Sciences (DMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Breakages Slip		Laboratory Technician/ Assistant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly filled-out Chemistry/ Physics Laboratory Breakages Slip.	1.1 Receive the Laboratory Breakages Slip. 1.2 Record the breakages in the Breakages Log Sheet and ask the student to countersign.	None	5 mins	<i>Laboratory Technician, DMS</i>
	TOTAL	None	5 mins	



5. Replacement of Breakages/Damages of laboratory apparatus

Replacement of Breakages/Damages of Laboratory Apparatus service is designed to efficiently handle the process of replacing laboratory equipment that has been damaged or broken by the students in the Chemistry and Physics Laboratory. This service ensures that laboratory operations are minimally disrupted by quickly addressing and replacing defective apparatus.

Office or Division:	Department of Mathematics and Sciences (DMS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Breakages Slip		Laboratory Technician/ Assistant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Replace the broken apparatus/tool/equipment before the final examination schedule.	1.1 Locate the Chemistry/ Physics Laboratory Breakages Slip 1.2 Record in the Breakages Log Book the date when the apparatus/tool equipment is replaced.	None	5 mins	<i>Laboratory Technician, DMS</i>
	TOTAL	None	5 mins	



Department of Engineering (DOE)

1. Signing of Student Clearance

The signing of Student Clearance is one of the requirements for securing certain documents from TUPC, such as application for Honorable Dismissal, Certification, Transcripts of Records, and Diploma.

Office or Division:	Department of Engineering (DOE)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance Form		Office of the Campus Registrar (OCR)		
Letter from Parent or Guardian		Client's Parent/Guardian		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly accomplished Student Clearance Form to the staff with a letter stating the reason, duly signed by the parent or guardian.	1. Receive and evaluate the duly accomplished Student Clearance form and the signed letter. Note: Check if the program adviser already signed the form prior to the signature of the department head.	None	4 minutes	Staff/Head, DOE
2. Claim the duly signed Student Clearance Form.	2. Once verified, sign the completed Student Clearance Form and release it to the client.	None	1 minute	Head, DOE
TOTAL		NONE	5 minutes	



2. Borrowing of Laboratory Tools/Apparatus/Equipment

The borrowing of DOE Tools, Apparatus, and Equipment is open to TUPC Faculty and students solely for the conduct of laboratory experiments and other research related activities. The use of movable items is strictly within the premises of the university only. If the item is permanently attached and/or not suitable for transfer, borrowers shall perform the activity within the specified laboratory facility only and should be strictly supervised by the subject faculty.

Office or Division:	Department of Engineering (DOE)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tools/Apparatus/Equipment Borrower's Logbook		DOE Faculty Room		
University ID		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Borrower's Logbook	1.1. Verify the filled-out logbook 1.2. Prepare the tools/apparatus/equipment	none	5 mins	Staff/Head, DOE
2. Receive and check the condition of the tools/apparatus/equipment	2.1. Issue the tools/apparatus/equipment 2.2. Leave ID (for students only)	none	2 mins	Staff/Head, DOE
3. Return the tools/apparatus/equipment	3.1. Check the condition of the tools/apparatus/equipment 3.2. Sign out in the Borrower's Logbook and return ID	none	5 mins	Staff/Head, DOE
TOTAL		none	12 mins	



Department of Physical Education, Culture, and Sports (DPE)

1. Borrowing of DPE Equipment

TUPC students and employees can borrow sports equipment and accessories for their classroom activities, school projects, or official work purposes, provided that the equipment may not be taken out of school premises and is not passed over to someone else. The equipment must be returned in its working condition

Office or Division:	Department of Physical Education (DPE)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	TUPC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Equipment Usage Log sheet		DPE Faculty room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Equipment Usage Log Sheet .	1. Review the filled-out form for its accuracy.	none	3 mins	<i>Staff/Head, DPE</i>
2. Get the borrowed equipment.	2. Hand over the equipment and ensure the client can use it according to the agreed schedule.	none	2 hours	<i>Staff/Head, DPE</i>
3. Return the equipment in good condition.	3. Check the equipment to see if it is working.	none	5 mins	<i>Staff/Head, DPE</i>
TOTAL		none	2 hours, 8 minutes	



2. Fitness Gym Facility Booking

A school fitness gym is a dedicated space within a school campus that provides TUPC students and employees with access to exercise equipment and facilities to promote physical fitness and overall well-being. By following these step-by-step procedures for borrowing fitness gym facilities and equipment, both the gym management and borrowers can ensure a smooth and efficient process while maintaining the safety and integrity of the gym's facilities.

Office or Division:	Department of Physical Education (DPE)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	TUPC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gym Facility Booking/ Schedule Form		Department of Physical Education (DPE)		
Visitor's Log Sheet		Department of Physical Education (DPE)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Gym Facility Booking/ Schedule Form.	1.1 Receive and review the filled-out Gym Facility Booking/ Schedule Form and determine the availability and suitability of the requested facilities and equipment. 1.2 Approve or deny the request based on schedule conflicts, equipment availability, and purpose.	None	5 minutes	Staff/Head, DPE
2. Once approved, complete the Visitors' log sheet with details including the date, time in/out, full name, purpose, and signature.	2. Briefly orient the client on the proper use of the fitness gym equipment.	None	5 minutes	Staff/Head, DPE
3. Use the facility only as scheduled and record your usage on the visitor's log sheet.	3. Inspect the facility and equipment to ensure they are clean and functional.	None	2 hours	Staff/Head, DPE
TOTAL		None	2 hours, 10 minutes	



3. Gym Extension Facility Booking

A school Gym Extension is a dedicated space within a school campus that provides TUPC students and employees with access to conduct table tennis activity and facilities to promote physical fitness and overall well-being. By following these step-by-step procedures for borrowing fitness gym facilities and equipment, both the gym management and borrowers can ensure a smooth and efficient process while maintaining the safety and integrity of the gym's facilities.

Office or Division:	Department of Physical Education (DPE)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	TUPC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gym Facility Booking/ Schedule Form		Department of Physical Education (DPE)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Gym Facility Booking/ Schedule Form.	1.1 Receive and review the filled-out Gym Facility Booking/ Schedule Form and determine the availability and suitability of the requested facilities and equipment. 1.2 Approve or deny the request based on schedule conflicts, equipment availability, and purpose. 1.3. If approved, briefly orient the client on the proper use of the Gym Extension.	None	5 minutes	Staff/Head, DPE
2. Use the Gym Extension only as scheduled.	2. Inspect the Gym Extension after use to ensure it remains in good condition.	None	13 hours	Staff/Head, DPE
TOTAL		None	13 hours, 5 minutes	



4. University Gym Facility Booking

A University Gym is a dedicated space within a school campus that provides TUPC students and employees with access facilities to promote physical fitness and overall well-being. The university gym is the perfect place to conduct programs like sports competition, physical activities and other programs. By following these step-by-step procedures for borrowing university gym facilities, the gym management and borrowers can ensure a smooth and efficient process while maintaining the safety and integrity of the gym's facilities.

Office or Division:	Department of Physical Education (DPE)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	TUPC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gym Facility Booking/ Schedule Form		Department of Physical Education (DPE)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Gym Facility Booking/ Schedule Form.	1.1 Receive and review the filled-out Gym Facility Booking/ Schedule Form and determine the availability and suitability of the requested facilities and equipment. 1.2 Approve or deny the request based on schedule conflicts, equipment availability, and purpose.	None	5 minutes	Staff/Head, DPE
2. Use the University Gym as scheduled.	2. Inspect the University Gym after use to ensure it remains in good condition.	None	13 hours	Staff/Head, DPE
TOTAL		None	13 hours, 5 minutes	



National Service Training Program (NSTP)

1. Application for Enlistment in NSTP Components-ROTC/CWTS

The NSTP program offers three (3) program components-ROTC, CWTS, and LTS. The Campus offers ROTC and CWTS components. Application to the different NSTP components requires an accomplished Certificate of Registration (COR) from the Registrar and NSTP Application Form, to be submitted to the assigned CWTS or ROTC training staff.

Office or Division:	National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR)		Office of the Campus Registrar (OCR)		
Application Form		NSTP Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Certificate of Registration (COR) along with the duly accomplished Application Form.	1. Receive and assess the validity of the COR and the Application Form.	None	2 minutes	CWST Faculty - in-Charge/ ROTC training staff
.	2. Endorse to the Faculty-in-Charge.	None	1 minute	CWST Faculty - in-Charge/ ROTC training staff
TOTAL		None	3 minutes	



Office of Academic Affairs (OAA)

1. Endorsement of Document for Campus Order

The Office of Academic Affairs receives documents from different clientele for different requests of activities involving student/faculty/administrative personnel which requires comment and/or endorsement from the office before it can be forwarded to the Office of the Campus Director for Campus Order.

Office or Division:	Office of Academic Affairs
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Students, Faculty and Administrative Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication letter with proper attachments duly signed/endorsed by proper channel.	
<p>Student Related Activities</p> <ul style="list-style-type: none">- Letter stating the need for endorsement (organization activity, competition, etc.) duly signed/endorsed by channels if needed.- Details (excused in classes, proposed program, budget, etc.)- Signed PPMP (for request with monetary component)- Waivers for activities like competition/scheduled during weekends	Department Heads/Sector Heads
<p>Faculty Related Activities</p> <ul style="list-style-type: none">- Letter stating the need for endorsement (trainings/seminars, activities) duly signed/endorsed by channels if needed.- Details of claims (on official time, online, onsite, registration fee, transportation, cash advance/reimbursement, budget allocation breakdown)- Signed PPMP (for request with monetary component)- Catch up plan for classes affected by training.	
Administrative Personnel Activities	



<ul style="list-style-type: none">- Letter stating the need for endorsement. (trainings/seminars, activities) duly signed/endorsed by channels if needed.- Details (excused in classes, proposed program, budget, list of faculty members involve) if applicable.- Signed PPMP (for request with monetary component).				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for endorsement with complete duly signed attachments	1. Submit duly signed documents	None	5 minutes	Office Personnel, OAA
2. <i>If document is returned, accomplish/ attach missing document</i>	2.1. Review completion of documents submitted: 2.2. For incomplete documents return to requester/client with list of missing attachments/ document 2.3. For complete documents forward to Asst. Director for Academic Affairs	None	30 minutes 30 minutes 1 hour	Secretary, OAA Secretary, OAA Assistant Director for Academic Affairs
	3. Log duly signed endorsed document	None	5 Minutes	Secretary, OAA
	4. Forward documents to Office of the Campus Director	None	15 Minutes	Secretary, OAA and OCD Personnel
TOTAL		None	2 hours 55 minutes	



Office of Admissions (OAD)

1. Admission for Incoming First Year and Transfer Students

The Office of Admissions helps students gain a clear understanding of their abilities, attitudes, interests, personalities, and academic accomplishments. Its primary goal is to empower students to recognize their full educational potential, pinpoint their strengths and weaknesses, and understand the significance of these factors. This, in turn, aids the University in developing a more comprehensive profile of its students.

Office or Division:	Office of Admissions (OAD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	SHS Graduates, Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online ERS Application Form		https://ers.tup.edu.ph/aims/applicants/		
Scanned copy of Form 137/ Grade 11 & 12 Cards		Senior High School / Former School for Transferees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the online ERS application with an attached photo and school credentials (Grade 11 & 12 Latest Grading Period / Transcript of Records).				
2. Fill out the Google Form for incoming first year applicants.				
2. Submit the printed Application Form from ERS and photocopies of the following: a. Grade 11 Card b. Certificate of Good Moral c. Income Tax Return (Parents) / Source of Income	1. Evaluate the application form and the attached school credentials based on the applied-for course.	None	30 minutes per applicant	<i>Admission Officer, OAD</i> <i>Admission Staff, OAD</i>
3. Wait for an email notification regarding your entrance examination schedule.	2. Notify applicants of their examination schedule through email.	None	22 Days	<i>Admission Officer, OAD</i> <i>Admission Staff, OAD</i>



4. Proceed to take the onsite entrance examination.	3. Conduct onsite Entrance Examination.	None	3 hours	<i>Admission Officer, OAD</i> <i>Admission Staff, OAD</i> <i>Members, Examination Committee</i> <i>Proctors, Examination Committee</i>
5. Wait for the Entrance Examination results to be posted on https://www.facebook.com/tupc.admissions	4. Post the list of passers and provide information about the next steps in the admission process.	None	7 days	<i>Admission Staff, OAD</i> <i>Admission Officer, OAD</i>
6. Report to the Campus for the submission of requirements, interview and medical assessment.	5. Receive submitted requirements and direct applicants to meet with their Program-in-Charge for interview. After a successful interview, recommend that applicants undergo medical examination.	None	30 minutes	<i>Admission Staff, OAD</i> <i>Member, Admission Committee</i>
7. Wait for the result of the medical examination. Upon being deemed fit to enroll, the notice of admission will be sent via email.	6. Coordinate with the Campus Clinic for the results of the medical examination. Applicants identified as fit to enroll will receive a Notice of Admission via email.	None	5 days	<i>Admission Staff, OAD</i> <i>Admission Officer, OAD</i>
TOTAL		None	34 days and 4 hours	



Office of the Campus Librarian (OCL)

1. Borrowing of Books/Library Materials

The borrowing of books and other Library materials service for students, TUPC employee aims to provide convenient access to a diverse range of educational resources, supporting their academic endeavors and fostering a culture of reading.

Office or Division:	Office of Campus Library (OCL)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students currently enrolled in TUP Cavite TUPC Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID		Student		
Employee ID		Employee		
Book Card		Book/ Library Material		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Select a book or library material and present it with either a University ID or Employee ID, as applicable.	1.1 Verify the client's ID, check the requested book or library material, including the book card and accession number, and confirm if the borrower has any unreturned or overdue items. 1.2 Provide the book card to the client and have them complete it.	None	2 minutes	Campus Librarian/ Assistant Librarian/ J.O., OCL
2. Fill-out and submit the book card.	2. Receive and review the filled-out book card, then issue the book or library material to the client.	None	2 minutes	Campus Librarian/ Assistant Librarian/ J.O., OCL
TOTAL		None	6 minutes	



2. Issuance of Referral

The issuance of a referral letter for the use of library resources facilitates collaboration among educational institutions, allowing currently enrolled students, TUPC employee from one school to access the library resources of another school through the recommendation of their librarian.

Office or Division:	Office of Campus Library (OCL)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students currently enrolled in TUP Cavite, TUPC Employee,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID		Student		
Employee ID		Employee		
Log book		Office of Campus Library (OCL)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the University ID or Employee ID, as applicable.	1. Verify the client's eligibility for a referral letter and conduct a brief reference interview.	None	3 minutes	<i>Campus Librarian/ Assistant Librarian/ J.O., OCL</i>
2. Record the name and the name of the school or institution to receive the referral in the logbook.	2.1 Prepare and print the referral letter, record the date of the visit, and sign the letter. 2.2 Release the referral letter to the client.	None None	3 minutes 1 minute	<i>Assistant Librarian/ Campus Librarian, Campus Librarian/ Assistant Librarian/ J.O., OCL</i>
TOTAL		None	7 minutes	



3. Application for Clearance

The application for clearance service ensures a systematic process for students, faculty and administrative employees to address and settle any outstanding liabilities related to library resources, allowing them to obtain official clearance from the library.

Office or Division:	Office of Campus Library (OCL)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G-Government to Government			
Who may avail:	Students currently enrolled in TUP Cavite, TUPC Employee			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Student's Clearance Form	Office of the Campus Registrar (OCR)			
Employee's Clearance Form	Office of Human Resources Management (OHR)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the applicable Clearance Form.	1.1 Receive the Clearance Form and verify the client's record for any liabilities. 1.2 Sign the Clearance Form if the client has no pending liabilities. 1.3 Release the signed clearance.	None None None	2 minutes 1 minute 1 minute	<i>Assistant Librarian, OCL</i> <i>Campus Librarian</i> <i>Campus Librarian/ Assistant Librarian/ J.O., OCL</i>
2. Receive the signed clearance.	-	None	1 minute	
	TOTAL	None	5 minutes	



Office of the Campus Registrar (OCR)

1. Enrollment of New Students & Transferees

The enrollment of new students and transferees is one of the major services provided by the Office of Campus Registrar to students upon approval and acceptance into any curricular program. Students will receive, upon request, a Certificate of Registration once they have completed the service.

Office or Division:	Office of the Campus Registrar (OCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission		Office of Admissions		
Online Pre-registration		Office of Admissions		
Transcript of Records/Form 137		Previous School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Notice of Admission to the Office of the Campus Registrar.		None		
2. Fill out online pre- registration form for enlistment.	2. Enlistment of subjects.	None	10 minutes per student	<i>Program in Charge</i>
3. Wait for the approval of enrollment.	3. Approve enrollment.	None	10 minutes	<i>Office Staff, OCR Campus Registrar, OCR</i>
4. Claim Certificate of Registration.	4. Issue Certificate of Registration.	None	5 minutes	<i>Office Staff, OCR</i>
TOTAL		None	25 minutes	



2. Availment of Certification of Grades

Upon request, certification of grades is issued to students which enumerates and validates the grades obtained in all subjects taken throughout their time at the University.

Office or Division:	Office of the Campus Registrar (OCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Alumni, Students, Authorize Representative			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Form, List of Payments	Office of the Campus Registrar			
Official Receipt	Office of Cashier Services			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form.	1. Check student records.	None	5 minutes	<i>Office Staff, OCR</i>
2. Secure list of payment from OCR and pay at the Cashier's Office.	2. Check the entries and print the Certification of Grades.	100.00	10 minutes	<i>Office Staff, OCR</i>
	3. Signs the Certification.	None	1 minute	<i>Office Staff, OCR</i>
	4. Reviews and signs the certification.	None	3 minutes	<i>Campus Registrar, OCR</i>
3. Present the official receipt, sign the logbook, and acknowledge receipt of the issued document. Accomplish the Client Satisfaction Measurement Form.	5. Issue Certification of Grades.	None	5 minutes	<i>Office Staff, OCR</i>
TOTAL		100.00	24 minutes	



3. Availment of a Copy of Subject Description

A Subject Description is a document that provides detailed information about the subjects taken and passed by the student. This document is required by the requester for credit evaluation or accreditation purposes.

Office or Division:	Office of the Campus Registrar (OCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Alumni, Students, Authorized Representative			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Form	Office of the Campus Registrar			
List of Subjects (Copy of Transcript of Records)	Office of the Campus Registrar			
Official Receipt	Office of Cashier Services			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form and attach list of subjects.	1. Check and prepare the list of subjects.	None	5 minutes	Office Staff, OCR
2. Secure list of payment from OCR to pay at the Cashier's Office.	1. Encode description of subjects. 2. Sign the subject description	70.00 per subject	3 days	Office Staff, OCR Campus Registrar, OCR
3. Present the official receipt.	3. Provide a claim stub for the schedule of release.	None	5 minutes	Office Staff, OCR
4. Present the claim stub, sign the logbook and acknowledge receipt of the issued document. Accomplish the Client Satisfaction Measurement Form.	4. Issue copy of subject description.	None	5 minutes	Office Staff, OCR
TOTAL		70.00 per subject	3 days and 15 minutes	



4. Authentication of Documents (TOR, Diploma, Certifications), CAV

Photocopies of students' credentials, such as TORs, diplomas, and certifications, can be certified by submitting the papers along with the original copy to the Office of Campus Registrar.

Office or Division:	Office of the Campus Registrar (OCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Alumni, Students, Authorized Representative			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Form	Office of the Campus Registrar			
Original and Photocopies of TOR and Diploma	Requesting Student			
Documentary Stamp	BIR/Post Office			
Official Receipt	Office of Cashier Services			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form.		None	5 minutes	<i>Office Staff, OCR</i>
2. Submit the original and photocopies of the Transcript of Records and Diploma and get a list of payments form.	2. Verify student's name in the list of graduates.	Authentication – 100.00 CAV – 100.00	10 minutes	<i>Office Staff, OCR</i>
3. Present the official receipt, sign the logbook, and acknowledge receipt of the issued document. Accomplish the Client Satisfaction Measurement Form.	1. Print the Certification, Authentication, and Verification (CAV). 2. Sign the CAV along with the photocopy of the credentials. 3. Issue documents.	None	5 minutes 3 minutes 3 minutes	<i>Office Staff, OCR</i> <i>Campus Registrar, OCR</i> <i>Office Staff, OCR</i>
TOTAL		200.00	26 minutes	



5. Permit to Cross Enroll (For Graduating Students Only)

A document issued to graduating students granting permission to enroll in subjects at another accredited institution.

Office or Division:	Office of the Campus Registrar (OCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Approved Letter of Intent	Student			
Certification from the institution where the student intends to enroll.	Institution where the student intends to cross-enroll.			
Permit to Cross-Enroll Form	Office of the Campus Registrar			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the cross-enrollment letter together with the certification from the institution confirming the availability of the subject where the student intends to cross-enroll, to the Office of the Campus Registrar.	1.1. Verify subject to cross-enroll. 1.2. Approve request.	None	10 minutes 5 minutes	Office Staff, OCR Campus Registrar, OCR
2. Wait for the issuance of the permit to cross- enroll.	1. Prepare permit to cross-enroll form. 2. Sign permit to cross-enroll.	None	10 Minutes 2 Minutes	Office Staff, OCR Campus Registrar, OCR
3. Sign the logbook and acknowledge receipt of the issued document. Accomplish the Customer Satisfaction Measurement Form.	3.1. Issue Permit to Cross-Enroll Form.	None	5 minutes	Office Staff, OCR
TOTAL		None	32 minutes	



6. Application for Graduation

A request filed by a student seeking approval to be included in the list of candidates for graduation.

Office or Division:	Office of the Campus Registrar (OCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Application for Graduation Form	Office of the Campus Registrar			
Clearance Form	Office of the Campus Registrar			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out application for graduation and clearance forms.				
2. Complete the forms and have them signed by the concerned offices.				
3. Submit the accomplished graduation and clearance forms.	3.1 Verify the submitted forms if complete. 3.2 Evaluate student's academic records if qualified for graduation.	None None	10 minutes 5 minutes	Office Staff, OCR Campus Registrar, OCR
4. Sign the logbook and accomplish the Client Satisfaction Measurement Form.	4. Encode student's name in the list of candidates for graduation.	None	5 minutes	Campus Registrar, OCR
TOTAL		None	20 minutes	



7. Issuance of Diploma

The service involves the preparation and release of the official diploma to graduates who have fulfilled all graduation requirements.

Office or Division:	Office of the Campus Registrar (OCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Alumni, Authorized Representative			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Form	Office of the Campus Registrar			
Form 137/Transcript of Records	Previous School			
Clearance Form	Office of the Campus Registrar			
Documentary Stamp	BIR/Post Office			
Official Receipt	Office of Cashier Services			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form.	1. Check student records for completeness. Issue clearance or Form 137-A request form if requirements are incomplete.	None	10 minutes	Office Staff, OCR
2. If with complete requirements, secure list of payment from OCR and pay at the Cashier's Office.	2. Prepare the diploma to be issued.	150.00	10 minutes	Office Staff, OCR
3. Present official receipt and sign the logbook and acknowledge receipt of the issued document. Accomplish the Client Satisfaction Measurement Form.	3. Issue Diploma	None	5 minutes	Office Staff, OCR
TOTAL		150.00	25 minutes	



8. Request and Issuance of Transcript of Records & Certificate of Transfer Credentials

Transcripts of Records are sealed permanent academic records of students prepared by the Office of the Campus Registrar. Issuance of Certificate of Transfer Credentials to students seeking transfer to another institution. On the student's request, the Office of Campus Registrar may issue these records.

Office or Division:	Office of the Campus Registrar (OCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Alumni, Authorized Representative			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Form	Office of the Campus Registrar			
School Request	School where the student will transfer			
Form 137/Transcript of Records	Previous School			
Clearance	Office of the Campus Registrar			
Documentary Stamp	BIR/Post Office			
Official Receipt	Office of Cashier Services			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form.	1. Check student records for completeness of requirements. If there is no clearance, a clearance form will be issued and must be completed. If there is no Form-137A, a request form will be issued, addressed to the previous school.	None	10 minutes	Office Staff, OCR
2. If the requirements are complete, obtain a list of payments from OCR to pay at the Cashier's Office.	2. Prepare requested documents. 3. Check and signs printed document/s. 4. Sign document/s.	TOR – 100.00 per page Certificate of Transfer Credential – 100.00	3 days 5 minutes 3 minutes	Office Staff, OCR Campus Registrar, OCR
3. Present official receipt and sign in the logbook and acceptance of document	3. Issue requested document/s.	None	5 minutes	Office Staff, OCR



issued. Accomplish the Client Satisfaction Measurement Form.				
TOTAL	TOR – 100.00 per page Certificate of Transfer Credentials – 100.00	3 days 23 minutes		



9. Availment of Certifications

School certifications are official documents issued by educational institutions to validate and authenticate a student's academic achievements, completion of specific courses, or fulfillment of degree requirements. On the student's request, the Office of Campus Registrar may issue these records.

Office or Division:	Office of the Campus Registrar (OCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Alumni, Authorized Representatives			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Form	Office of the Campus Registrar			
Documentary Stamp	BIR/Post Office			
Official Receipt	Office of Cashier Services			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form.	1. Check student records.	None	5 minutes	Office Staff, OCR
2. Secure list of payments from OCR to pay at the Cashier's Office.	Prepare and print requested certification. Check and sign printed document/s.	100.00	10 minutes 5 minutes	Office Staff, OCR Campus Registrar, OCR
3. Present official receipt and sign in the logbook and acceptance of document issued. Accomplish the Client Satisfaction Measurement Form.	3. Issue requested certification.	None	5 minutes	Office Staff, OCR
TOTAL		100.00	25 minutes	



10. Processing of Student Verifications

The verification process is typically initiated in response to requests from external entities, such as employers, other educational institutions, or government agencies, seeking confirmation of a student's educational background. This process ensures the accuracy and reliability of information provided about a student's academic history and credentials.

Office or Division:	Office of the Campus Registrar (OCR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Accredited education verification service provider			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Verification Form	Office of the Campus Registrar			
Official Receipt	Office of Cashier Services			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit verification form.	1. Verify students' records.	None	5 minutes	Office Staff, OCR
2. Secure list of payments from OCR to pay at the Cashier's Office.	2.1. Fill out the required information on the verification form. 2.2. Check and sign the verification form.	100.00	5 minutes 5 minutes	Office Staff, OCR Campus Registrar, OCR
3. Present official receipt and sign in the logbook and acceptance of document issued. Accomplish the Client Satisfaction Measurement Form.	3. Issue requested certification.	None	5 minutes	Office Staff, OCR
TOTAL		100.00	20 minutes	



Office of Guidance Services (OGS)

1. Issuance of Leave of Absence

A leave of absence is given to the student/s who decide not to enroll of absence for a while indicating acceptable reason such as health, subject offered, and the like. A student may take a leave of absence by submitting a written request addressed to Assistant Director for Academic Affairs (ADAA) indicating the reasons and duration for the leave of absence which must not exceed one academic year (2 semesters).

Office or Division:	Office of the Guidance Services (OGS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Parents/Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Visitor Log Sheet		Office of Guidance Services (OGS)		
Request letter from the student signed by parent/guardian		Parent/ Authorized Representative		
Leave of Absence Form		Office of Guidance Services (OGS)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the Visitor Log Sheet with a parent or authorized representative and/or student	1. Validate the ID or authorization letter.	None	1 minutes	Head/ Staff, OGS
2. Submit the leave of absence request letter to the OGS staff	2. Review the student's letter. The reasons and duration of the leave of absence are indicated in the request letter signed by the student and their parents or authorized representative.	None	2 minutes	Head/ Staff, OGS
3. Complete the Leave of Absence Form with the parent or authorized representative's signature, then have it signed by the identified department head and ADAA.	3. Sign the Leave of Absence Form and return it to the student.	None	5 minutes	ADAA, OGS, DED, DIT, DOE



4. Visit the Office of Academic Affairs to obtain final approval from the Assistant Director for Academic Affairs.	4. Approve the student's Leave of Absence Form and return it to the student.	None	5 minutes	<i>Assistant Director for Academic Affairs, OAA</i>
5. File the approved copy of the Leave of Absence and provide copies to OGS.	5. Retain the forwarded copy of the Leave of Absence Form for record-keeping purposes	None	2 minutes	<i>Head/ Staff, OGS</i>
TOTAL		None	15 Minutes	



Office of Industrial Relation and Job Placement (OJP)

1. SIT Orientation

The purpose of SIT orientation is to familiarize the prospective SIT students on the SIT program and how they can successfully complete the industrial training.

Office or Division:	Office of Industrial Relation and Job Placement (OJP)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Prospective SIT students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
For BET program: Must have completed or enrolled the academic requirements for the first semester of the 4 th year level of the program				
Engineering, BSIE, and BTTE programs: must have completed the academic requirements of the 3 rd year level of the program.				
Prototype Turnover Form or Grade in BET5/L (BET programs)	Student files			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Provide attendance sheet.	None	1 hours	<i>SIT coordinator, OJP</i>
2. Attend the SIT orientation.	2. Conduct SIT orientation	None	2 hours	<i>SIT coordinator, OJP</i>
TOTAL		None	3 hours	



2. Submission of Pre-training Requirements

The pre-training requirements are the prescribed documents to be submitted as required by the SIT program.

Office or Division:	Office of Industrial Relation and Job Placement (OJP)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students enrolled in SIT			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Student Information Sheet*	OJP			
Certificate of Good Moral Character*	OSA			
Medical Certificate indicating "fit to OJT"	Government clinic or hospital			
Grade evaluation with "OK for SIT" remark	Campus Registrar			
Certificate of Enrollment*	Campus Registrar			
Accident insurance policy**	Any insurance provider			
Barangay Clearance*	Barangay hall			
Police Clearance*	Any police station			
Notarized Training Agreement and Liability Waiver*	OJP			
Training Plan*	OJP			
Attendance during the SIT orientation	SIT coordinator			
Long plastic envelope	Any school supply store			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Accept and check the documents.	None	7 minutes	SIT coordinator
TOTAL		None	7 minutes	



3. SIT Deployment

SIT Deployment is the act of endorsing qualified students to the identified host training establishment.

Office or Division:	Office of Industrial Relation and Job Placement (OJP)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students enrolled in SIT with complete pre-training requirements			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Must have submitted the pre-training requirements				
Checked Checklist of Requirements form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the coordinator's office and request for an endorsement letter.	1. Verify the status of the student and the Host Training Establishment (HTE). If all are compliant with the SIT program, prepare an endorsement letter.	None	7 minutes	<i>SIT coordinator, OJP</i>
2. Receive endorsement letter and sign it.	2. Sign endorsement letter.	None	7 minutes	<i>IRJP head, OJP</i>
3. Submit endorsement letter to the HTE.	3. Monitor.	None	48 hours	<i>SIT student</i>
4. Receive endorsement letter and provide a "received" copy.	4. Monitor.	None		<i>HTE representative</i>
5. Submit "received" copy of endorsement to the SIT coordinator.	5. Accept "received" copy of the endorsement letter.	None	5 minutes	<i>SIT coordinator, OJP</i>
TOTAL		None	48 hrs. & 19 mins.	



4. Submission of Post-training Requirements

The post-training requirements are the documents to be submitted after the training for the students to be given a grade.

Office or Division:	Office of Industrial Relation and Job Placement (OJP)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who completed the required number of training hours			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Certificate of completion	Host Training Establishment			
Performance report from industry	Coordinator and Host Training Establishment			
Copy of daily time record	Host Training Establishment			
Daily journal	Coordinators			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Accept and check the documents.	None	7 minutes	<i>SIT coordinator, OJP</i>
TOTAL		None	7 minutes	



5. Job Fair

The job fair aims to connect students and alumni with prospective employers, providing opportunities for networking, career exploration, and potential job placement opportunities.

Office or Division:		Office of Industrial Relation and Job Placement Office (OJP)		
Classification:		Highly Technical		
Type of Transaction:		G2B – Government to Business G2G – Government to Government		
Who may avail:		Qualified or Partner Industries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit or MOA with TUPC		Local Government Unit (LGU)/ TUPC		
Letter of Intent		Directly from the client		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If not a recognized industry partner, submit letter of intent with attached business permit	1.1 Review the submitted documents. 1.2 Determine if the company is qualified to participate in the job fair.	None	5 days	<i>SIT coordinator, OJP</i>
1. If recognized industry partner, respond to survey	1. Note the response if attending or not attending	None	5 days	<i>SIT coordinator, OJP</i>
2. Receive formal invitation letter and confirm participation	2. Record the confirmation	None	15 days	<i>SIT coordinator, OJP</i>
3. Inquire about the additional requirements of the job fair	3. Respond to inquiry	None	5 days	<i>SIT coordinator, OJP</i>
4. Attend job fair	4. Provide assistance to the participants	None	6 hours	<i>SIT coordinator, OJP</i>
5. Evaluate the service provided	5. Provide assistance to the participants	None	3 minute	<i>SIT coordinator, OJP</i>
TOTAL		None	30 days, 6 hrs. and 3 min.	



Office of the Student Affairs (OSA)

1. Issuance of Certificate of Good Moral Character (CGMC)

This certification is sought by alumni and students or their representatives usually for the purpose of transferring to other schools, for employment, for application to scholarships, application for graduation and for continuing education. This service is granted to requesters who have no records of violating school policies during their stay in the university or who have cleared their records by rendering community service to minor offenses.

Office or Division:	Office of the Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Alumni or their representative			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
ID	Office of Students Affairs			
Certificate of Registration (COR)	Office of the Campus Registrar			
Any proof of Enrollment/Graduation	Provided by student			
Authorization	Alumni			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out form.	1. Check for violation records or any unsubmitted report.	None	5 minutes	Staff, OSA
2. Pay certification fee.	2.1. Write the OR number and date in the form. 2.2. Print and dry seal the certificate.	100.00 None	5 minutes 1 minute	Campus Cashier, OCS Staff, OSA Head, OSA
	3. Sign the certificate.	None	1 minute	Head, OSA
	TOTAL	100.00	11 minutes	



2. Clearance

Clearance is a written certification signed by the concerned officials stating that the student is cleared of all accountabilities. In the office of student affairs, a student is cleared (the clearance is signed by the head of OSA) if he has no record of violation of any school policy during their stay in the university or, in case he/she has records, has cleared his/her records by rendering community service to minor offenses and has served the sanctions corresponding to major offense committed, if any.

Office or Division:	Office of the Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present fully filled-out form.	1. Check for violation record or any unsubmitted report.	None	5 minutes	Staff, OSA
	2. Sign the clearance (When verified clear of violation record).	None	1 minute	Head, OSA
TOTAL		None	6 minutes	



3. Processing of Application for Student Assistantship

Any bona fide student of the university who had stayed in the university for at least one school year and whose schedule of classes allow for at least 4 (consecutive) hours of free time may apply for the Student Assistantship Program. This program is designed to train students on the different facets of the work place, and at the same time, expose them to first-hand work experience. (This student labor is paid based on the prevailing rates under the annual General Appropriations Act of the government.)

Office or Division:	Office of the Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
School ID	Office of the Student Affairs			
Schedule Matrix showing available vacant hours	Student provided			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the current registration form and accomplished form to the OSA.	1.1. Schedule the applicant for an interview. 1.2. Inform the applicant on the result of the interview. 1.3. Orient the applicant in the university policies regarding duties and responsibilities, allowance, and his/her official time. 1.4. Recommend applicant to the Executive Director thru the Asst. Dir. for Academic Affairs. 1.5. Endorse to the office of assignment.	None	1 day	Head, OSA/ Faculty-in-Charge of Ancillary, OSA
TOTAL		None	1 day	



4. Accreditation of Student Organizations

The Student Life Development unit of the OSA handles this service. The university allows for the organization of students who have successfully met the requirements set forth by the Office of Student Affairs. These groups are bound by university standards contained in the rules and regulations governing organized student activities (RRGOSA).

Office or Division:	Office of the Student Affairs (OSA)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Student Organization Leaders			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Pre-Accreditation Requirements set forth in the RRGOSA/ Student Handbook	Organization/OSA Head/OSA			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary documents to OSA at the prescribes times	1.1. Evaluate the documents. 1.2. Endorse the Applications for Accreditation to the ADAA and Campus Director.	None	Within a week after receipt of documents	<i>Head, OSA/ faculty-In Charge for Student Life Development, OSA</i>
	2. Issues Campus Order	None		<i>Campus Director, OCD</i>
	3.1. Conduct Oath taking of ACSOs Presidents and Advisers. 3.2. Orient the ACSOs on the RRGOSA. 3.3. Issue Certificates of Accreditation.	None	Within 2 weeks after receipt of campus order	<i>Head, OSA/ Faculty-In Charge for Student Life Development, OSA</i>
TOTAL		None	3 weeks	



OFFICE OF RESEARCH AND EXTENSION



Office of Extension Services (OES)

1. Request for Technical Training by External Clients

The Office of Extension Services provides customized technical training for external clients, including government organizations (GOs) and non-government organizations (NGOs). This service is designed to enhance the technical capabilities of partner institutions, addressing specific needs through expert-led workshops and training sessions.)

Office or Division:	Office of Extension Services (OES)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	External Client (GO/NGO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of Extension Services (OES) in person to meet with the head or coordinator and specify the desired technical training.	1. Process the request according to the established procedure for conducting technical training, and notify the client regarding its feasibility.	None	1 day	<i>OES head/ personnel</i>
TOTAL		none	1 day	



Office of Research Services (ORS)

1. Review of Video Presentation for Clearance

As a part of the clearance of students who finished their research, they are required to submit a video presentation containing an overview and the gist of their study. The Office of Research Services receives and evaluates these videos for filing in the office.

Office or Division:	Office of Research Services (ORS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Request Form		Office of Research Services (ORS)		
Raw Video File (2-3 minutes in mp4 format in a Google Drive folder)		Students		
Modified Video File (2-3 min in mp4 format on a compact disk)		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Office Request Form.	1. Receive and evaluate the completeness and accuracy of the submitted form.	None	5 Minutes	Research Staff/ Coordinator/ Head, ORS
2.1. Submit an accessible Google Drive link containing the Raw Video File (2-3 minutes in mp4 format) to the official email of the ORS (tupc.ors @tup.edu.ph)	2.1. Access the link and evaluate the submitted video.	None	4 Days	Research Staff/ Coordinator/ Head, ORS
2.2. If it does not adhere to the required content, edit the raw video based on the feedback for resubmission.	2.2. If it does not adhere to the required content, notify the clients of the parts to modify in the raw video file for resubmission and re-evaluation to check whether the suggested edits are incorporated.			
2.3. If it adheres to the required content, save the	2.3. If it adheres to the required content, advise the students			



video on a compact disk	to submit the video on a compact disk.			
3. Submit the Modified/Final Video File (2-3 minutes in mp4 format on a compact disk) to the ORS.	3. Sign the slot in the clearance for the Office of Research Services.	None	2 Days	<i>Research Staff/ Coordinator/ Head, ORS</i>
TOTAL		None	6 Days, 5 Minutes	



2. Materials-Lending Services

To support the materialization of various research projects of the clients, the Office of Research Services offers opportunities to borrow equipment available in the office.

Office or Division:	Office of Research Services (ORS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Request Form (1 original)		ORS		
Borrower's Log Sheet		ORS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Office Request Form.	1. Check the completeness and accuracy of the submitted form.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, ORS</i>
2. Log the necessary information to the Borrower's Log Sheet.	2. Check the details in the log sheet for completeness and accuracy, and release the requested material/s.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, ORS</i>
3.1 Return the borrowed material/s. 3.2. If not in good condition, facilitate repair or replacement based on the type of the borrowed material. 3.3. If in good condition, sign under the return column on the Borrower's Log Sheet.	3.1. Assess the condition of the returned material. 3.2. If not in good condition, report for repair or replacement. 3.3. If in good condition, ask the client to sign on the return column on the Borrower's Log Sheet.	None	1 Day	<i>Research Staff/ Coordinator/ Head, ORS</i>
TOTAL		None	1 Day, 10 Minutes	



3. Plagiarism Checking Services

The Office of Research Services issues a certificate of plagiarism check to its clients after verifying the similarity index of the research outputs or instructional materials using plagiarism checker software. Their outputs are expected to have an index less than the threshold of 20% before releasing the certificate.

Office or Division:	Office of Research Services (ORS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and External Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Office Request Form (1 original)	ORS			
Raw File for Checking	Clients			
Certificate of Plagiarism Check	ORS			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Office Request Form.	1. Receive and evaluate the completeness and accuracy of the submitted form. Assign a control number to the request form and give the submission instructions.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, ORS</i>
1.1. For student research output, present the proof of the initial run of the similarity check (index less than 20%) and the certificate of the grammar check.	1.1. Check the result of the initial similarity check and the certificate of grammar check. Assign a control number to the request form and give the submission instructions.			
2.1. Submit the raw file or an accessible Google Drive link containing the raw file for checking to the official email of the ORS (tupc.ors@tup.edu.ph) following the	2.1. Access the link and run the document in the plagiarism checker software to verify the initial result.	None	4 Days	<i>Coordinator/ Head, ORS</i>



submission instructions. 2.2. If the similarity index is greater than or equal to 20%, edit the file for another run of the similarity check until it has a less than 20% similarity index.	2.2. Ask the client to edit the file if the similarity index is greater than or equal to 20%. The file will be subjected to re-checking using the software until it gains an acceptable similarity index. 2.3. Print the certificate of plagiarism check if the similarity index is less than 20%.			
3. Receive the certificate from the ORS.	3. Release the certificate of plagiarism check.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, ORS</i>
TOTAL		None	4 Days, 10 Minutes	



Technology Licensing Office (TLO)

1. Request for NON-DISCLOSURE AGREEMENT (NDA)

A Request for Non-Disclosure Agreement (NDA) is a formal document used to request the draft a confidentiality agreement between two or more parties.

Office or Division:	Technology Licensing Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Student, Faculty and Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Non-Disclosure Agreement (NDA)		Technology Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain the Request Form from the Secretary/JO assigned at the Extension Office	1. Issue the Request Form to the client	None	1 minute	<i>Secretary/JO assigned at the Extension Office</i>
2. Bring the Accomplished Request Form to the Technology Licensing Office – Intellectual Property (TLO-IP) Coordinator with the attachments for verification	2.1 Verify the submitted Request Form and attachments for accuracy. 2.2 Provide necessary assistance to the client	None	9 minutes	<i>TLO-IP Coordinator</i>
3. Review and double checks provided information in the drafted NDA	3. Provide the printed NDA to the client	None	5 minutes	<i>TLO-IP Coordinator</i>
TOTAL		None	15 minutes	



OFFICE OF ADMINISTRATION AND FINANCE



Office of Accounting (OAC)

1. Assessment of Tuition and Miscellaneous Fees for Special/Tutorial Classes

The services of the Office of Accounting, which is under the Finance Services, include assessment of tuition and miscellaneous fees and issuance of certification of fees and accounts.

Office or Division:	Office of Accounting (OAC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Parents, Guardians			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Filled-out Registration Form	Office of the Campus Registrar (OCR)			
Approved Petition Form	Student			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out Registration Form along with duly approved Petition Form.	1. Assess the filled-out Registration Form. 1.2 Inform the client that the Registration Form requires the adviser's signature and approval from the Assistant Director for Academic Affairs.	None	5 minutes	Staff, OAC
TOTAL		None	5 minutes	



2. Application for Clearance

Clearance is a written certification signed by the concerned officials stating that the student is cleared of all accountabilities.

Office or Division:	Office of Accounting (OAC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Parents, Guardians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Registration Form		Office of the Campus Registrar (OCR)		
Student's Clearance Form		Office of the Campus Registrar (OCR)		
Official Receipt		Student		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly completed Student's Clearance Form. If not covered by Tuition Fee, present the latest Registration Form along with the Official Receipt.	1. If no accountabilities are found, sign the clearance and return it to the client.	None	5 minutes	<i>Head, OAC</i>
TOTAL		None	5 minutes	



Office of Administration and Finance (OAF)

1. Request for Use of Campus Facilities (Auditorium, Audiovisual Room, Conference Room and Hostel)

The Office for Administration and Finance manages the use of certain Campus facilities, namely, auditorium, audiovisual room, conference room, and hostel.

Office or Division:	Office for Administration and Finance (OAF)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	University Personnel and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Use of Campus Facilities Form (2 copies)		Office for Administration and Finance (OAF)		
TUP/Campus Order or valid letter/notice approving/authorizing the event/activity (2 copies)		University Personnel/Student		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Secure and fill out the Request for Use of Campus Facilities Form. 1.2 If sound system is required, present the duly accomplished Request for Use of Campus Facilities to the Faculty-in-Charge, Sound Systems for approval.	1.1 Issue the Request for Use of Campus Facilities Form. 1.2 Act on the request for use of the sound system.	None	1 minute	Staff, OAF
2.1. Submit the duly accomplished Request for Use of Campus Facilities and the TUP/Campus Order or valid letter/notice approving/authorizing the event/activity at least 3 working days before the intended date of use.	2.1. Receive the Request for Use of Campus Facilities Form. 2.2. Check the availability of the requested facility.	None None	2 Minutes 5 Minutes	Faculty-in-Charge, Sound Systems Staff/Head, OAF
3. Receive the Request for Use of Campus Facilities Form.	3. Act on and release the Request for Use of Campus Facilities.	None	2 minutes	Head, OAF
TOTAL		None	10 minutes	



2. Request for Use of Campus Vehicle

The Office for Administration and Finance supervise the use of Campus vehicles.

Office or Division:	Office for Administration and Finance			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	University Personnel and Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request for Use of Vehicle Form (2 copies)	Office for Administration and Finance			
Personnel Locator/ Official Business Slip or TUP/Campus/Travel Order (2 copies)	University Personnel/Student			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Request for Use of Vehicle Form.	1. Issue the Request for Use of Vehicle Form.	None	1 minute	<i>Staff, OAF</i>
2. Submit the duly accomplished Request for Use of Vehicle and the approved Personnel Locator/ Official Business Slip or valid TUP/Campus / Travel Order.	2.1. Receive the Request for Use of Vehicle Form. 2.2. Check the availability of Campus vehicle and driver.	None	5 minutes	<i>Staff/Head, OAF</i>
3. Receive the Request for Use of Vehicle Form.	3. Act on and release the Request for Use of Vehicle and release it with the corresponding Trip Ticket, if approved.	None	2 minutes	<i>Head, OAF</i>
TOTAL		None	8 minutes	



Office of Budget (OBD)

1. Processing Of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS)

The Office of Budget is responsible for processing the requests of employees/ originating offices to utilize their approved budget allocations per GAA and other budget laws/authorities. The incurrence of obligations shall be made through the issuance of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS). The ORS/BURS shall be supported by valid claim documents like DVs, payrolls, purchase/job orders, contracts, etc. The Head of the Requesting/Originating Office or his authorized representative shall certify in Section A of the ORS/BURS that the charges to appropriation/ allotment are necessary, lawful, and that supporting documents are valid, proper, and legal. The Budget Officer shall certify the availability of allotment, and such is obligated by signing in Section B of the ORS/BURS.

Office or Division:	Office of Budget (OBD)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	TUPC Employees/Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The documentary requirements for common government transactions, depending on the nature of expenses to be paid by checks, shall be complied with as prescribed in COA Circular No. 2012-001 dated June 14, 2012		Concerned Employee/ Requesting Department/Office/Unit		
For reference, visit: https://www.coa.gov.ph/wpf/_file/coa-circular-no-2012-001-june-14-2012/				
Approved Project Procurement Management Plan		Concerned Employee/ Requesting Department/Office/Unit		
Annual Procurement Plan		Concerned Employee/ Requesting Department/Office/Unit		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user submits to the budget office the complete documentary requirements for obligation	1.1 Receive and review the submitted documents 1.2 Prepare three (3) original copies of the obligation request and status (ORS) if the request is charged to the general fund, and the budget utilization request and status (BURS) if the request	None	20 minutes	Administrative Aide VI (ORS) Budget Officer II (BURS)



	is charged to the income fund			
	2.1 Forward the documents to the end-user's Head of Office/Unit to certify/sign on Section A of ORS/BURS that the charges to appropriation/allotment are necessary, lawful, and supporting documents are valid, proper, and legal. 2.2 If found in order and with available and appropriate funds, sign Section B on all three (3) copies of ORS/BURS.	None	1 Day	<i>Asst. Director for Administration and Finance / Asst. Director for Academic Affairs</i> <i>Budget Officer III</i>
	3. Budget Staff keeps and records one (1) copy of the signed ORS/BURS and the complete documents shall be forwarded to the Accounting Office for appropriate action.	None	10 minutes	<i>Administrative Aide VI (ORS)</i> <i>Budget Officer II (BURS)</i>
TOTAL		None	1 Day and 30 minutes	



2. Issuance of Certification of Availability of Funds (CAF)

The Certificate of Availability of Funds is the certification that funds have been duly appropriated/allotted for the purpose of entering into a contract involving expenditures of public funds and that the amount necessary to cover the proposed contract for the current fiscal year is available for expenditure.

Office or Division:	Office of Budget (OBD)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	TUPC Employees/Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (3 original copies) for goods and services		Concerned Employee/ Requesting Department/Office/Unit		
Approved Program of Works for Infrastructure Project		Concerned Employee/ Requesting Department/Office/Unit		
Project Procurement Management Plan Annual Procurement Plan		Concerned Employee/ Requesting Department/Office/Unit BAC Secretariat		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user submits to the budget office three (3) copies of the Approved Purchase Request with attached PPMP/APP for goods and services; for Infrastructure, submit three (3) copies of the Approved Program of Works with attached PPMP/APP	1.1 Receive and review the submitted documents 1.2 Assign the control number of the purchase request 1.3 Prepare three (3) copies of the Certification of Availability of Funds	None	20 minutes	<i>Budget Officer III</i>
	2.1 If the Approved Budget of the Contract (ABC) is less than Php 50,000.00, forward the documents to the Procurement Office for appropriate action. 2.2 If the Approved Budget of the Contract (ABC) is	None	10 minutes	<i>Administrative Aide VI Receiving Clerk of Procurement Office</i>
				<i>Administrative Aide VI BAC Secretariat</i>



	<p>greater than Php 50,000.00, forward the documents to BAC Secretariat for appropriate action.</p> <p>2.3 Budget staff provide/route one (1) copy of the signed CAF to the Concerned Employee/ Requesting Department/Office/ Unit</p>			<i>Administrative Aide VI</i>
	TOTAL	None	30 minutes	



3. Issuance of Certification of Status of Funds and Unobligated Balances

This service involves the preparation and issuance of a Certification of Status of Funds and Unobligated Balances, which provides official information on the availability, utilization, and remaining balance of allotted funds. The certification is typically requested to support financial transactions, budgeting, or reporting requirements within the University or for submission to oversight agencies such as the DBM, COA, or other offices concerned.

Office or Division:	Office of Budget (OBD)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	TUPC Employees/Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request indicating the purpose		Concerned Employee/ Requesting Department/Office/Unit		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter indicating the purpose of the certification	1.1 Receive, acknowledge, and log the request. 1.2 Verify fund records, allotments, and obligations to determine availability and unobligated balances 1.3 Prepare the Certification of Status of Funds and Unobligated Balances 1.4 Release the approved certification to the client	None None None None	5 minutes 4 hours 10 minutes 5 minutes	<i>Administrative Aide VI</i> <i>Budget Officer III</i> <i>Budget Officer III</i> <i>Administrative Aide VI</i>
TOTAL		None	4 hours and 20 minutes	



Office of the Cashier (OCS)

1. Collection of Tuition and Miscellaneous Fees

The Office of the Cashier is the only office in the campus that is authorized to collect and accept the payments of the tuition fees, miscellaneous fees and other fees.

Office or Division:	Office of the Cashier (OCS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Parents, Guardians			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Registration Form	Office of the Campus Registrar (OCR)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Present duly accomplished Registration Form with proper assessment from the Accounting Office.	1. Receive and evaluate further the duly accomplished Registration Form.	None	1 minute	<i>Head, Staff, other authorized personnel, OCS</i>
2. Provide for the required payment	2. Accept the payment and issue an Official Receipt	Tuition Fee Lecture- 1 unit x Php150.00 USG - Php40.00 Artisan - Php60.00 Shop Work Fee- Php400.00 Medical/Dental- Php 300.00 Athletic Fee- Php150.00 Library Fee- Php300.00 IT Fee - Php500.00 Cultural Fee - Php90.00	3 minutes	<i>Head, Staff, other authorized personnel, OCS</i>



		Insurance- Php25.00 Registration- Php150.00		
3. Receive the official receipt.	3. Instruct the clients to proceed to the Accounting Office for posting of Official Receipt.	None	1 minute	<i>Head, Staff, other authorized personnel, OCS</i>
TOTAL		Based on the assessment of the Accounting Office	5 minutes	



2. Collection of Fees for Student Credentials

The Office of the Cashier is the only office in the campus that is authorized to collect and accept the payments for Student's Credentials.

Office or Division:	Office of the Cashier (OCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Parents, Guardians			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
List of Payments Form	Office of the Campus Registrar (OCR)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Present the List of Payments Form	1. Receive and evaluate the List of Payments Form.	None	1 minute	<i>Head, Staff, other authorized personnel, OCS</i>
2. Provide for the required payment	2. Accept the payment and issue an Official Receipt	ID Fee - Php150.00 Good Moral - Php100.00 Diploma - Php150.00 CAV-Php100.00 Certification - Php100.00 TOR - Php100/page Subject Description - Php70/subject Student Rating Slip - Php60.00/semester Authentication / Verification - Php100.00 Evaluation of Grades - Php100.00	3 minutes	<i>Head, Staff, other authorized personnel, OCS</i>
3. Receive the official receipt.	3. Instruct the client to proceed to the Office of Campus Registrar	None	1 minute	<i>Head, Staff, other authorized personnel, OCS</i>
TOTAL	Depending on the request	5 minutes		



3. Collection of Stall Rental Fees

The Office of the Cashier is the only office in the campus that is authorized to collect and accept the payments for Stall Rental Fees

Office or Division:	Office of the Cashier (OCS)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	School Concessionaires			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Order of Payment Form	Accounting Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Present the duly accomplished Order of Payment Form	1. Verify and further review the duly accomplished Order of Payment Form	None	1 minutes	<i>Head, Staff, other authorized personnel, OCS</i>
2. Provide for the required payment	2. Accept payment and issue an Official Receipt.	Stall Rental - Php6,000.00 Electricity and Water Consumption - (based on actual reading and rate)	3 minutes	<i>Head, Staff, other authorized personnel, OCS</i>
3. Receive the Official Receipt.	3. Instruct the clients to proceed to the Accounting Office for posting of Official Receipt.	None	1 minutes	<i>Head, Staff, other authorized personnel, OCS</i>
TOTAL		As stated in the Order of Payment	5 minutes	



Office of Health Services (OHS)

1. Medical Consultation for Common Ailments

This service includes examining the patient, identifying the illness and recommending the proper care and treatment.

Office or Division:	Office of Health Services (OHS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Citizen G2G - Government to Government			
Who may avail:	Employees, COS Workers and Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Google Form	https://forms.gle/MGGFM4HooPXAJsqCA			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient consults medical staff.	1. Check vital signs and accomplish the Patient's Health Record. Records chief complaints.	None	3 minutes	<i>Campus Nurse, OHS</i>
	2. Provide consultation, and treatment.	None	1 hour	<i>Campus Physician, OHS</i>
TOTAL		None	1 hour and 3 minutes	



2. Dental Consultation

This service includes oral prophylaxis, permanent filling, and tooth extraction.

Office or Division:	Office of Health Services (OHS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Citizen G2G - Government to Government			
Who may avail:	Employees, COS Workers and Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Google Form	https://forms.gle/dB81S57YT5TbHbtv7			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Fill out the google form to schedule a reservation for the needed service (For students). 1.2. Visit the Office of Health Services to schedule a reservation for the needed service (For employee).	1. Accomplish the Patient's Health Record.	None	3 minutes	<i>Campus Dentist, OHS</i>
2. Fill out the dental form.	2. Provide dental consultation, and treatment.	None	1 hour	<i>Campus Dentist, OHS</i>
TOTAL		None	1 hour and 3 minutes	



3. Physical Examination (For Enrollment)

The Office of Health Services is responsible for screening the medical laboratory results and health status of the incoming freshmen students of the University.

Office or Division:	Office of Health Services (OHS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		Office of Admissions		
Results of Medical Examination		Hospital or Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Admission slip and physical examination.	1.1. Issue medical form. 1.2. Conduct physical examination. 1.3. Issue medical certificate / clearance for enrollment.	None None None	1 minute 30 minutes 4 minutes	Campus Nurse, OHS Campus Physician, OHS Campus Physician, OHS
TOTAL		None	35 minutes	



Office of Records Management (ORM)

1. Retrieval of Documents

This is the main internal service offered by the Office of Records Management (ORM). Retrieval of documents involves locating and accessing specific documents (Example: Campus Order, TUP Order, Implementing Order, etc.) requested by the concerned personnel or stakeholders within the system or archive of the ORM.

Office or Division:	Office of Records Management (ORM)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	TUPC Officials, Employees, Students, Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Records Retrieval Request Form		Office of Records Management (ORM)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete and submit the Records Retrieval Request Form.	1.1 Receive the duly accomplished form and evaluate it for completeness and accuracy. 1.2 Locate and retrieve the requested files or documents from the archive. 1.3 Scan or photocopy the document.	None	3 minutes 1 day 5 minutes	<i>Officer In Charge, ORM</i>
2. Review the requested copy of the document in either hard copy or soft copy.	2. Release the requested copy of documents.	None	1 minute	<i>Officer In Charge, ORM</i>
TOTAL		None	1 day and 8 minutes	



2. Certified True Copy/Photocopy

The purpose of this internal service is to certify a copy of an original document that has been verified and stamped by the Records Officer to confirm its authenticity. A certified true copy or photocopy is usually used as an official copy for legal, administrative, or other purposes.

Office or Division:	Office of Records Management (ORM)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	TUPC Officials, Employees, Students, Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of the Document to confirm its authenticity.		Requisitioner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document along with the original for certification as a true copy/photocopy	1.1 Verify that the photocopy matches the original without any edits. 1.2 Stamp the documents with "Certified True Copy/Photocopy" after verification	None	One to five documents - 15 minutes Six or more documents – $\frac{1}{2}$ day	<i>Officer In Charge, ORM</i>
2. Receive the stamped documents.	2. Provide the client with the Certified True Copy/Photocopy of the document.	None	1 minute	<i>Officer In Charge, ORM</i>
TOTAL		N/A	16 mins (1 – 5 documents) $\frac{1}{2}$ day and 1 minute (6 or more)	



II. INTERNAL SERVICES



OFFICE OF CAMPUS DIRECTOR



Infrastructure Development Office (IDO)

1. Building Design Request

The Infrastructure Development Office (IDO) offers comprehensive Building Design Request services to TUP Cavite Campus stakeholders. This service includes providing technical assistance, conducting reviews and initial assessments, and executing the design process for requested building projects.

Office or Division:	Infrastructure Development Office (IDO)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	TUP Cavite campus / Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request for Building Design		Stakeholder/Requester		
2. TUPC-F- OCD-IDO-01 (Building Request Form under "Details").		IDO and Stakeholders		
3. TUPC-F- OCD-IDO-01 (Building Request Form under "Noted")		Department Head or Immediate Supervisor		
4. TUPC-F- OCD-IDO-01 (Building Request Form under "Recommendation...")		IDO		
5. TUPC-F- OCD-IDO-01 (Building Request Form under "Action")		Campus Director		
6. Design Execution create Proposal plan		IDO		
7. Preparation of Working drawings resulting to production of design drawing, design calculations, scope of work and specifications as per requirement by the requester.		IDO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally consult with the IDO, together with other stakeholders, to discuss and finalize the building design request.	1. Provide technical assistance and inputs based on the requirement of the requester.	None	7 working days	Staff/Head, IDO
2. Draft a letter of request addressed to the Campus Director and the Sector Head.	2. Provide the Building Design Request form and maintain a log of document releases.	None	1 day	Staff/Head, IDO
3. Complete the Building Design Request form and	3.1 Receive and review the filled-out Building Design Request form.	None	7 working days	IDO Staff/Head, IDO



submit it to the IDO office.	3.2 Conduct a review and initial assessment, followed by the approval process. 3.3 Return to the client the reviewed Building Design Form.			
4. Submit the reviewed Building Design Form and the Letter of Request for Building Design to the Campus Director for approval.	4. Monitor for updates regarding the client's request.	None	5 working days	<i>Staff/Head, IDO</i>
5. Notify the IDO of the approval or disapproval of the request.	5.1 Upon approval of the request, review the details and commence design execution. 5.2 Release all applicable documents to the client.	None	25 Working Days	<i>Staff/Head, IDO</i>
6. Receive all relevant documents released by the IDO.	6. Record all released documents.	None	1 day	<i>Staff/Head, IDO</i>
TOTAL		None	47 days	



2. Drawing Request

The Infrastructure Development Office (IDO) provides Drawing Request services to TUP Cavite Campus stakeholders and contractors. This service involves releasing relevant drawings prepared by IDO upon request for valid purposes.

Office or Division:	Infrastructure Development Office (IDO)			
Classification:	Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2C – Government to Business			
Who may avail:	TUP Cavite Campus Stakeholders/ Contractor			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. TUPC-F-OCD-IDO-04 (Drawing Request Form)	IDO			
2. The purpose of the request, type of output needed, name of the area/building, nature of drawing and itemized details from TUPC-F-OCD-IDO-04 (Drawing Request Form)	Stakeholder/ Requester / Contractors			
3. Recommendation/ Approval from TUPC-F- OCD-IDO-04 (Drawing Request Form under "Action")	IDO			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Discuss the necessary drawings and the purpose of the request personally with the IDO.	1.1 Evaluate the required drawings and the purpose of the client's request. 1.2 After validation, provide the client with the Drawing Request Form.	None	1 day	IDO
2. Fill up the Drawing Request form, then submit it to the IDO office for the approval.	2.1 Receive and review the completed Drawing Request Form, then validate the request. 2.2 If found valid, prepare the relevant drawings and other necessary documents, and	None	2 days	IDO



	provide them to the client. 2.3 If the request is invalid, inform the client.			
3. Receive and acknowledge all necessary documents from the IDO.	3. Record all released documents.	None	2 days	IDO
TOTAL		None	5 days	



Office of the Campus Director (OCD)

1. Signing of Documents

One of the internal services of the Office of the Campus Director (OCD) involves ensuring that the document complies with relevant regulations, policies, and procedures. The staff of the Office of the Campus Director (OCD) reviews the documents or forms for accuracy, completeness, and legality before the Campus Director signs the document or form, thereby indicating the approval and endorsement of the contents.

Office or Division:	Office of the Campus Director (OCD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Stakeholders of Office of the Campus Director (OCD)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Accomplished Form 2. Complete supporting documents/attachments 3. Complete signature of other signing authorities	Various Offices Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents/ accomplished forms, ensuring all attachments are included and signatures from all required authorities are present.	1.1 Receive and log documents using the inbound and outbound communication log sheet 1.2 Review and sign the documents and forms.	None	3 days	<i>Office Assistant, and Campus Secretary, OCD</i> <i>Campus Director, OCD</i>
2. Receive the approved/ disapproved documents and forms.	-	-	-	<i>Office Assistant, and Campus Secretary, OCD</i>
TOTAL		None	3 days	



2. Approval of Request Letter and/or Issuance of Campus Order

Another transaction done in the Office of the Campus Director (OCD) is the approval of the Request Letter and/or Issuance of the Campus Order. This process involves reviewing and approving a request letter, and/or followed by the issuance of the Campus Order. Upon approval, the Campus Order is issued to authorize the request action or allocate necessary budget.

Office or Division:	OFFICE OF THE CAMPUS DIRECTOR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Stakeholders of Office of the Campus Director (OCD)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. For Approval of Request Letter: Complete supporting documents. 2. For Issuance of Campus Order: Complete the supporting document listed in the Campus Order Requirement Slip	Various Offices Client Office of the Campus Director			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and/or completed forms, ensuring all supporting documents are included and endorsements from other signing authorities are provided.	1.1 Log all request letters requiring the Campus Director's approval and/or issuance of a Campus Order into the inbound and outbound communication log sheet. 1.2 Evaluate the request letter for proper endorsements and supporting documents, then submit it to the Campus Director for preparation. 1.3 Review the request letter to determine whether it should be approved or disapproved, and decide if it requires the issuance of a Campus Order	None	3 days	<i>Office Assistant, and Campus Secretary, OCD</i> <i>Campus Secretary, OCD</i> <i>Campus Director, OCD</i>



	<p>1.4 Prepare the corresponding Campus Order.</p> <p>1.5 Review and sign the Campus Order</p> <p>1.6 Release to the ORM a copy of the signed Campus Order</p> <p>1.7 Number, record, and release the Campus Order to the client</p>			<p><i>Campus Secretary, OCD</i></p> <p><i>Campus Director, OCD</i></p> <p><i>Office Assistant, and Campus Secretary, OCD</i></p> <p><i>Records Officer, ORM</i></p>
	TOTAL	None	3 days	



Office of Campus Planning (OCP)

1. Request for Information

The Office of the Campus Planning provides a process through which individuals can formally seek specific information from government or public institutions. This service aims to promote transparency and accountability by allowing citizens to access information held by public authorities.

Office or Division:	Office of Campus Planning (OCP)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescribed format of the FOI Request Form 2. Valid ID (photocopy/scanned copy) 3. Additional requirements for conducting research survey: a. Research survey instrument/form b. Ethics committee clearance, c. Ethical guidelines including how the information/data will be handled		1. Office of Campus Planning or via email tupc.planning@tup.edu.ph 2. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the FOI Request Form and submit it together with a valid ID and other required documents (if applicable) to the Office of Campus Planning. You may also submit these via email at tupc.planning@tup.edu.ph .	1.1 Evaluate the submitted FOI Request Form	NA	10 minutes	Staff, OCP
	1.2 Evaluate the requested information based on the FOI Manual 1.3 Send applicable FOI response to the client through email/hardcopy	NA	1 hour	FOI Receiving Officer, OCP & FOI Decision Maker, OAF
2. Receive applicable FOI response	-	-	5 days	FOI Receiving Officer, OCP
TOTAL		NA	5 days, 1 hour, & 10 minutes	



Office of Information Technology Center (OIT)

1. Repair of ICT Resources (Minor issues)

Repair is one of the services done under the Office of Information Technology. It involves identifying, assessing and addressing issues or faults in order to return the item or system to a working and functional state. It is also the process of fixing or restoring something that is damaged, broken or not functioning correctly particularly in hardware and software.

Office or Division:	Office of the Information Technology (OIT)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty, Administrative Employees, and Contract of Service Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Repair Form		Office of the Information Technology (OIT)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Repair Form to report the technical issue.	1.1 Receive the Repair Form. 1.2 Document the problem in the log sheet. 1.3 Assess and identify the severity of the problem whether the issue is a minor repair, still in warranty, or major issue. 1.4 Repair the minor issue immediately 1.5 Notify the client that the repair is complete.	None	40 minutes	Staff/ Head OIT
2. Test the repaired ICT resource to ensure functionality.	2. Return the repaired ICT equipment to the client.	None	5 minutes	Staff/ Head OIT
TOTAL		None	45 minutes	



2. Repair of ICT Resources (Still in warranty)

Repair is one of the services done under the Office of Information Technology. It involves identifying, assessing and addressing issues or faults in order to return the item or system to a working and functional state. It is also the process of fixing or restoring something that is damaged, broken or not functioning correctly particularly in hardware and software.

Office or Division:	Office of the Information Technology (OIT)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty, Administrative Employees, and Contract of Service Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Repair Form		Office of the Information Technology (OIT)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Repair Form to report the technical issue.	1.1 Receive the Repair Form. 1.2 Document the problem in the log sheet. 1.3 Assess and identify the severity of the problem whether the issue is a minor repair, still in warranty, or major issue.	None	10 minutes	Staff/ Head OIT
2. Provide proof of warranty (if applicable).	-	None	5 minutes	Staff/ Head OIT
3. Accept the referral and proceed to the procurement office.	3. Refer the client to the Procurement Office.	None	5 minutes	Staff/ Head OIT
TOTAL		None	20 minutes	



3. Repair of ICT Resources (Unserviceable equipment)

Repair is one of the services done under the Office of Information Technology. It involves identifying, assessing and addressing issues or faults in order to return the item or system to a working and functional state. It is also the process of fixing or restoring something that is damaged, broken or not functioning correctly particularly in hardware and software.

Office or Division:	Office of the Information Technology (OIT)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty, Administrative Employees, and Contract of Service Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Repair Form		Office of the Information Technology (OIT)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Repair Form to report the technical issue.	1.1 Receive the Repair Form. 1.2 Document the problem in the log sheet. 1.3 Assess and identify the severity of the problem whether the issue is a minor repair, still in warranty, or major issue. 1.4 Pull-out the ICT resource if it requires major repair. 1.5 Indicate whether the ICT equipment is serviceable or unserviceable. 1.6 Prepare a report about the issue of unserviceable equipment.	None	1 hour	Staff/ Head OIT
2. Accept the returned unserviceable equipment.	2.1 Return the equipment to the client immediately. 2.2 Advise the client to return the unserviceable equipment to Supply and Property Office.	None	5 minutes	Staff/ Head OIT
TOTAL		None	1 hour and 5 minutes	



4. Repair of ICT Resources (Serviceable equipment)

Repair is one of the services done under the Office of Information Technology. It involves identifying, assessing and addressing issues or faults in order to return the item or system to a working and functional state. It is also the process of fixing or restoring something that is damaged, broken or not functioning correctly particularly in hardware and software

Office or Division:	Office of the Information Technology (OIT)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty, Administrative Employees, and Contract of Service Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Repair Form		Office of the Information Technology (OIT)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Repair Form to report the technical issue.	1.1 Receive the Repair Form. 1.2 Document the problem in the log sheet 1.3 Assess and identify the severity of the problem. 1.4 Pull-out the ICT resource if it requires major repair. 1.5 Indicate whether the equipment is serviceable or unserviceable 1.6 If the equipment has been shown to be serviceable, check if the repair parts are available. 1.7 If the repair parts are unavailable, file a report regarding the equipment's malfunction. 1.8 Instruct the client to contact the Procurement Office in order to obtain the needed repair parts 1.9 Repair the equipment once all of the requested components have been procured	None	15 days	Staff/ Head OIT



	1.10 Return the equipment to the end user once repaired.			
2. Test the repaired ICT resource to ensure functionality.	2. Return the equipment to the end user once repaired.	None	5 minutes	<i>Staff/ Head OIT</i>
	TOTAL	None	15 days and 5 minutes	



Project Management Committee (PMC)

1. First Billing Request

This transaction represents the initial installment payment linked to the project's progress completion percentage. Contractors must strictly follow all stipulated requirements detailed in the progress billing guidelines issued by the Project Management Committee (PMC). The contractor's submission of documents encompasses everything specified in the progress billing, as well as additional items such as the warranty bond, contract photocopy, and other bidding documents (e.g., notice of award, notice to proceed, etc.)

Office or Division:	Project Management Committee (PMC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Request letter for payment of first billing	1. Contractor			
2. Inspection Form (Request for inspection by the contractor for progress / final billing)	2. PMC Office			
3. Contractor's Billing progress report	3. Contractor			
4. Construction Progress Pictures with signature	4. Contractor			
5. Warranty bond	5. Contractor			
6. Contract (photocopy)	6. Contractor			
7. Other bidding documents (Notice of Award, Notice to Proceed, etc.)	7. BAC			
8. PMC Inspection Report	8. PMC			
9. PMC Accomplishment Report	9. PMC			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for payment of first billing to Campus Director thru the PMC along with any other required documents.	1. Review the request letter and requirements and endorse them to the Campus Director for approval.	None	3 days	Chairman/ Member, PMC
2. Secure Request for Inspection report form from PMC.	2. Provide the inspection form to the client.	None	1 min	Chairman/ Member, PMC
3. Fill up the inspection form, then submit it to the PMC office for the approval.	3.1 Receive and verify the inspection request form then indicate the date and time for inspection.	None	3 days	Chairman/ Member, PMC



	3.2 Conduct inspection on specified date. 3.3 Accomplish the Inspection Report.			
4. Submit the Billing Progress Report along with the construction progress pictures with signature	1 Receive the submitted Billing Progress Report along with the construction progress pictures with signature and compare it to the PMC Accomplishment Report. 4.2 Prepare billing documents for approval of the Campus Director to be submitted to Supply Office/ Accounting Office for the preparation of Voucher.	None	2 days	<i>Chairman/ Member, PMC</i>
	TOTAL	None	8 days, 1 min	



2. Progress Billing Request

Progress billing is a payment method employed in project-based industries like construction or consulting. Payments are made in installments corresponding to the project's completion percentage, issued periodically throughout the project's duration. Contractors adhere to the specific requirements outlined in the progress billing guidelines provided by the Project Management Committee (PMC). Each billing cycle includes a detailed breakdown of completed tasks, materials utilized, and associated costs incurred during that period. PMC reviews all submitted documents before processing the progress billing.

Office or Division:	Project Management Committee (PMC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Request letter for payment	1. Contractor			
2. Request for Inspection Form (Request for inspection by the contractor for progress / final billing)	2. PMC			
3. Contractor's Billing progress report	3. Contractor			
4. Construction Pictures by the contractor with signature	4. Contractor			
5. Inspection Report	5. PMC			
6. PMC Accomplishment Report	6. PMC			
7. PMC Actual accomplishment pictures with signature	7. PMC			
8. Other documents that PMC may require (change order, updated schedule of works, S curve)	8. Contractor			
9. Certificate of Completion (for 100% billing)	9. PMC			
10. Certificate of Acceptance (for 100% billing)	10. PMC			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for payment of progress billing to Campus Director thru the PMC along with any other required documents.	1. Review the request letter and requirements and endorse them to the Campus Director for approval.	None	3 days	Chairman/ Member, PMC
2. Secure Request for Inspection Form from PMC.	2. Provide the Request for Inspection Form to the client.	None	1 min	Chairman/ Member, PMC



3. Fill up the Request for Inspection Form, then submit it to PMC for the approval.	3.1 Receive and verify the Request for Inspection Form then indicate the date and time of inspection. 3.2 Conduct inspection on specified date. 3.3 Accomplish the inspection report.	None	3 days	<i>Chairman/ Member, PMC</i>
4. Submit the Progress Billing Report along with the construction progress pictures with signature.	1 Receive the submitted Progress Billing Report along with the construction progress pictures with signature and compare it to the PMC Accomplishment Report. 2 Prepare billing documents for approval of the Campus Director to be submitted to Supply Office/ Accounting Office for the preparation of Voucher	None	2 days	<i>Chairman/ Member, PMC</i>
	TOTAL	None	8 days, 1 min	



3. Request for Payment of Final Billing/Retention

Final billing or retention in a construction project refers to the last payment made to the contractor after substantial completion of the work. It typically includes any outstanding payments for completed work, adjustments for change orders or variations, and deductions for any remaining retention amount. Retention is a portion of the contract sum as specified in the contract that is withheld by the client until the contractor achieves certain milestones or warranty periods expire, ensuring that all work is completed satisfactorily. Once final billing is processed, including the release of retention, the project is considered officially closed from a financial standpoint.

Office or Division:	Project Management Committee (PMC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Request letter for payment of Final Billing/ Retention	1. Contractor			
2. Inspection Form (Request for inspection by the contractor for progress / final billing)	2. PMC			
3. Contractor's Progress Billing report	3. Contractor			
4. Complete Construction Pictures (before, on-going, and final)	4. Contractor			
5. Constructor's Affidavit	5. Contractor			
6. Statement of Time Elapsed and Work Accomplished.	6. Contractor			
7. Warranty Bond	7. Contractor			
8. Contract (photocopy)	8. Contractor			
9. Other bidding documents (Notice of Award, Notice to Proceed, etc.)	9. BAC			
10. PMC Final Inspection Report	10. PMC			
11. PMC Accomplishment Report	11. PMC			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for payment of final billing to Campus Director thru the PMC along with any other required documents	1. Review the request letter and requirements, and endorse them to the Campus Director for approval	None	3 days	Chairman/ Member, PMC
2. Secure inspection form from PMC.	2. Provide the inspection form to the client.	None	1 min	Chairman/ Member, PMC
3. Fill up the inspection form, then submit it to the PMC for approval	Receive and verify the inspection request form then indicate the date and time of	None	3 days	Chairman/ Member, PMC



	<p>inspection.</p> <p>2 Conduct inspection on specified date.</p> <p>3 Accomplish the Inspection Report.</p>			
4. Submit the Progress Billing Report along with the complete construction pictures (before, on-going, and final) with signature.	<p>1 Receive the submitted Progress Billing Report along with the construction progress pictures with signature and compare it to the PMC Accomplishment Report.</p> <p>2 Prepare billing documents for approval of the Campus Director to be submitted to Supply Office/ Accounting Office for the preparation of Voucher</p>	None	2 days	<i>Chairman/ Member, PMC</i>
	TOTAL	None	8 days, 1 min	



4. Request for Payment of Job Order

Processing payment for a job order in a construction project involves several steps to ensure accuracy and transparency. It typically begins with the contractor submitting a request for payment with details the work completed, materials used, and any associated costs. This application is reviewed by the PMC to verify its accuracy and compliance with the contract terms. Once approved, the payment is processed.

Office or Division:	Project Management Committee (PMC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Request letter for payment of the Job Order.	1. Contractor			
2. Request for Inspection Form (Request for inspection by the contractor for payment of job order)	2. PMC			
3. Copy of Job Order	3. Procurement			
4. Bidding Quotations	4. BAC			
5. Program of Works	5. Contractor			
6. Complete Construction/Services Pictures (before, on-going, and final)	6. Contractor			
7. Contract (photocopy)	7. Contractor			
8. Other bidding documents (Notice of Award, Notice to Proceed, etc.)	8. BAC			
9. PMC Inspection Report	9. PMC			
10. Certificate of Completion	10. PMC			
11. Certificate of Acceptance	11. PMC			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for payment of the Job Order to Campus Director thru the PMC along with any other required documents	1. Review the request letter and requirements and endorse them to the Campus Director for approval.	None	3 days	Chairman/ Member, PMC
2. Secure request for inspection form from PMC.	2. Provide the request inspection form to the client.	None	1 min	Chairman/ Member, PMC
3. Fill up the inspection form, then submit it to the PMC for the approval.	1. Receive and verify the Inspection Request form then indicate the date and time of inspection. 2. Conduct inspection	None	2 days	Chairman/ Member, PMC



	on specified date. 3 Accomplish the Inspection Report.			
4. Comply if there is any corrections or items as indicated in the Inspection Report of the PMC.	4. Check the compliance of the contractor based on the Inspection Report.	None	1 day	<i>Chairman/ Member, PMC</i>
5. Submit all billing requirements as specified in the checklist for billing.	5.1 Receive and check the submitted requirements 5.2 Receive the pictures of actual work done (before, during, and after) with signature 5.3 Prepare billing documents for approval of the Campus Director to be submitted to Supply Office/ Accounting Office for the preparation of Voucher	None	7 days	<i>Chairman/ Member, PMC</i>
TOTAL		None	13 days, 1 minute	



OFFICE OF ACADEMIC AFFAIRS



Department of Liberal Arts (DLA)

1. Borrowing of DLA Equipment

TUPC faculty and students can borrow technical equipment and accessories for their classroom activities or school projects provided that the equipment may not be taken out of school premises and is not passed over to someone else. The equipment must be returned in its working condition

Office or Division:	Department of Liberal Arts (DLA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Equipment Usage Log sheet		DLA Faculty room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Equipment Usage Log Sheet	1. Review the filled-out form for its accuracy	none	3 mins	Staff/Head, DLA
2. Get the borrowed equipment	2. Hand over the equipment	none	1 min	Staff/Head, DLA
3. Return the equipment in good condition	3. Check the equipment to see if it is working	none	5 mins	Staff/Head, DLA
TOTAL		none	9 mins	



Department of Engineering (DOE)

1. Borrowing of Laboratory Tools/Apparatus/Equipment

The borrowing of DOE Tools, Apparatus, and Equipment is open to TUPC Faculty and students solely for the conduct of laboratory experiments and other research related activities. The use of movable items is strictly within the premises of the university only. If the item is permanently attached and/or not suitable for transfer, borrowers shall perform the activity within the specified laboratory facility only and should be strictly supervised by the subject faculty.

Office or Division:	Department of Engineering (DOE)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tools/Apparatus/Equipment Borrower's Logbook		DOE Faculty Room		
University ID		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Borrower's Logbook	1.1. Verify the filled-out logbook 1.2. Prepare the tools/apparatus/equipment	none	5 mins	Staff/Head, DOE
2. Receive and check the condition of the tools/apparatus/equipment	2.1. Issue the tools/apparatus/equipment 2.2. Leave ID (for students only)	none	2 mins	Staff/Head, DOE
3. Return the tools/apparatus/equipment	3.1. Check the condition of the tools/apparatus/equipment 3.2. Sign out in the Borrower's Logbook and return ID	none	5 mins	Staff/Head, DOE
TOTAL		none	12 mins	



Department of Physical Education, Culture, and Sports (DPE)

1. Borrowing of DPE Equipment

TUPC students and employees can borrow sports equipment and accessories for their classroom activities, school projects, or official work purposes, provided that the equipment may not be taken out of school premises and is not passed over to someone else. The equipment must be returned in its working condition

Office or Division:	Department of Physical Education (DPE)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	TUPC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Equipment Usage Log sheet		DPE Faculty room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Equipment Usage Log Sheet .	1. Review the filled-out form for its accuracy.	none	3 mins	Staff/Head, DPE
2. Get the borrowed equipment.	2. Hand over the equipment and ensure the client can use it according to the agreed schedule.	none	2 hours	Staff/Head, DPE
3. Return the equipment in good condition.	3. Check the equipment to see if it is working.	none	5 mins	Staff/Head, DPE
TOTAL		none	2 hours, 8 minutes	



2. Fitness Gym Facility Booking

A school fitness gym is a dedicated space within a school campus that provides TUPC students and employees with access to exercise equipment and facilities to promote physical fitness and overall well-being. By following these step-by-step procedures for borrowing fitness gym facilities and equipment, both the gym management and borrowers can ensure a smooth and efficient process while maintaining the safety and integrity of the gym's facilities.

Office or Division:	Department of Physical Education (DPE)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	TUPC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gym Facility Booking/ Schedule Form		Department of Physical Education (DPE)		
Visitor's Log Sheet		Department of Physical Education (DPE)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Gym Facility Booking/ Schedule Form.	1.1 Receive and review the filled-out Gym Facility Booking/ Schedule Form and determine the availability and suitability of the requested facilities and equipment. 1.2 Approve or deny the request based on schedule conflicts, equipment availability, and purpose.	None	5 minutes	Staff/Head, DPE
2. Once approved, complete the Visitors' log sheet with details including the date, time in/out, full name, purpose, and signature.	2. Briefly orient the client on the proper use of the fitness gym equipment.	None	5 minutes	Staff/Head, DPE
3. Use the facility only as scheduled and record your usage on the visitor's log sheet.	3. Inspect the facility and equipment to ensure they are clean and functional.	None	2 hours	Staff/Head, DPE
TOTAL		None	2 hours, 10 minutes	



3. Gym Extension Facility Booking

A school Gym Extension is a dedicated space within a school campus that provides TUPC students and employees with access to conduct table tennis activity and facilities to promote physical fitness and overall well-being. By following these step-by-step procedures for borrowing fitness gym facilities and equipment, both the gym management and borrowers can ensure a smooth and efficient process while maintaining the safety and integrity of the gym's facilities.

Office or Division:	Department of Physical Education (DPE)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	TUPC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gym Facility Booking/ Schedule Form		Department of Physical Education (DPE)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Gym Facility Booking/ Schedule Form.	1.1 Receive and review the filled-out Gym Facility Booking/ Schedule Form and determine the availability and suitability of the requested facilities and equipment. 1.2 Approve or deny the request based on schedule conflicts, equipment availability, and purpose. 1.3. If approved, briefly orient the client on the proper use of the Gym Extension.	None	5 minutes	Staff/Head, DPE
2. Use the Gym Extension only as scheduled.	2. Inspect the Gym Extension after use to ensure it remains in good condition.	None	13 hours	Staff/Head, DPE
TOTAL		None	13 hours, 5 minutes	



4. University Gym Facility Booking

A University Gym is a dedicated space within a school campus that provides TUPC students and employees with access facilities to promote physical fitness and overall well-being. The university gym is the perfect place to conduct programs like sports competition, physical activities and other programs. By following these step-by-step procedures for borrowing university gym facilities, the gym management and borrowers can ensure a smooth and efficient process while maintaining the safety and integrity of the gym's facilities.

Office or Division:	Department of Physical Education (DPE)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	TUPC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gym Facility Booking/ Schedule Form		Department of Physical Education (DPE)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Gym Facility Booking/ Schedule Form.	1.1 Receive and review the filled-out Gym Facility Booking/ Schedule Form and determine the availability and suitability of the requested facilities and equipment. 1.2 Approve or deny the request based on schedule conflicts, equipment availability, and purpose.	None	5 minutes	<i>Staff/Head, DPE</i>
2. Use the University Gym as scheduled.	2. Inspect the University Gym after use to ensure it remains in good condition.	None	13 hours	<i>Staff/Head, DPE</i>
TOTAL		None	13 hours, 5 minutes	



Office of Academic Affairs (OAA)

1. Endorsement of Document for Campus Order

The Office of Academic Affairs receives documents from different clientele for different requests of activities involving student/faculty/administrative personnel which requires comment and/or endorsement from the office before it can be forwarded to the Office of the Campus Director for Campus Order.

Office or Division:	Office of Academic Affairs
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Students, Faculty and Administrative Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication letter with proper attachments duly signed/endorsed by proper channel.	
<p>Student Related Activities</p> <ul style="list-style-type: none">- Letter stating the need for endorsement (organization activity, competition, etc.) duly signed/endorsed by channels if needed.- Details (excused in classes, proposed program, budget, etc.)- Signed PPMP (for request with monetary component)- Waivers for activities like competition/scheduled during weekends	Department Heads/Sector Heads
<p>Faculty Related Activities</p> <ul style="list-style-type: none">- Letter stating the need for endorsement (trainings/seminars, activities) duly signed/endorsed by channels if needed.- Details of claims (on official time, online, onsite, registration fee, transportation, cash advance/reimbursement, budget allocation breakdown)- Signed PPMP (for request with monetary component)- Catch up plan for classes affected by training.	
Administrative Personnel Activities	



<ul style="list-style-type: none">- Letter stating the need for endorsement. (trainings/seminars, activities) duly signed/endorsed by channels if needed.- Details (excused in classes, proposed program, budget, list of faculty members involve) if applicable.- Signed PPMP (for request with monetary component).				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for endorsement with complete duly signed attachments	1. Submit duly signed documents	None	5 minutes	Office Personnel, OAA
2. <i>If document is returned, accomplish/ attach missing document</i>	2.1. Review completion of documents submitted: 2.2. For incomplete documents return to requester/client with list of missing attachments/ document 2.3. For complete documents forward to Asst. Director for Academic Affairs	None	30 minutes 30 minutes 1 hour	Secretary, OAA Secretary, OAA Assistant Director for Academic Affairs
	3. Log duly signed endorsed document	None	5 Minutes	Secretary, OAA
	4. Forward documents to Office of the Campus Director	None	15 Minutes	Secretary, OAA and OCD Personnel
TOTAL		None	2 hours 55 minutes	



Office of the Campus Librarian (OCL)

1. Borrowing of Books/Library Materials

The borrowing of books and other Library materials service for students, TUPC employee aims to provide convenient access to a diverse range of educational resources, supporting their academic endeavors and fostering a culture of reading.

Office or Division:	Office of Campus Library (OCL)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students currently enrolled in TUP Cavite TUPC Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID		Student		
Employee ID		Employee		
Book Card		Book/ Library Material		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Select a book or library material and present it with either a University ID or Employee ID, as applicable.	1.1 Verify the client's ID, check the requested book or library material, including the book card and accession number, and confirm if the borrower has any unreturned or overdue items. 1.2 Provide the book card to the client and have them complete it.	None	2 minutes	Campus Librarian/ Assistant Librarian/ J.O., OCL
2. Fill-out and submit the book card.	2. Receive and review the filled-out book card, then issue the book or library material to the client.	None	2 minutes	Campus Librarian/ Assistant Librarian/ J.O., OCL
TOTAL		None	6 minutes	



2. Issuance of Referral

The issuance of a referral letter for the use of library resources facilitates collaboration among educational institutions, allowing currently enrolled students, TUPC employee from one school to access the library resources of another school through the recommendation of their librarian.

Office or Division:	Office of Campus Library (OCL)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students currently enrolled in TUP Cavite, TUPC Employee,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID		Student		
Employee ID		Employee		
Log book		Office of Campus Library (OCL)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the University ID or Employee ID, as applicable.	1. Verify the client's eligibility for a referral letter and conduct a brief reference interview.	None	3 minutes	<i>Campus Librarian/ Assistant Librarian/ J.O., OCL</i>
2. Record the name and the name of the school or institution to receive the referral in the logbook.	2.1 Prepare and print the referral letter, record the date of the visit, and sign the letter. 2.2 Release the referral letter to the client.	None None	3 minutes 1 minute	<i>Assistant Librarian/ Campus Librarian, Campus Librarian/ Assistant Librarian/ J.O., OCL</i>
TOTAL		None	7 minutes	



3. Application for Clearance

The application for clearance service ensures a systematic process for students, faculty and administrative employees to address and settle any outstanding liabilities related to library resources, allowing them to obtain official clearance from the library.

Office or Division:	Office of Campus Library (OCL)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G-Government to Government			
Who may avail:	Students currently enrolled in TUP Cavite, TUPC Employee			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Student's Clearance Form	Office of the Campus Registrar (OCR)			
Employee's Clearance Form	Office of Human Resources Management (OHR)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the applicable Clearance Form.	1.1 Receive the Clearance Form and verify the client's record for any liabilities. 1.2 Sign the Clearance Form if the client has no pending liabilities. 1.3 Release the signed clearance.	None None None	2 minutes 1 minute 1 minute	Assistant Librarian, OCL Campus Librarian Campus Librarian/ Assistant Librarian/ J.O., OCL
2. Receive the signed clearance.	-	None	1 minute	
	TOTAL	None	5 minutes	



OFFICE OF RESEARCH AND EXTENSION



Office of Extension Services (OES)

1. Request for Assistance in Initiating Extension Project

The Office of Extension Services (OES) provides guidance and support to extension workers in initiating and developing extension projects. This service ensures that projects align with institutional goals and community needs, offering expert assistance throughout the planning and implementation process.

Office or Division:	Office of Extension Services (OES)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension workers from TUPC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of Extension Services (OES) in person to meet with the head or coordinator and specify the desired extension project/s.	1. Provide a detailed overview of the established procedure for conducting extension projects, including all required steps to initiate the project, such as client meetings and the submission of a Letter of Intent (LOI).	None	1 day	<i>OES head/ personnel</i>
TOTAL		none	1 day	



Office of Research Services (ORS)

1. Materials-Lending Services

To support the materialization of various research projects of the clients, the Office of Research Services offers opportunities to borrow equipment available in the office.

Office or Division:	Office of Research Services (ORS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and External Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Office Request Form (1 original)	ORS			
Borrower's Log Sheet	ORS			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Office Request Form.	1. Check the completeness and accuracy of the submitted form.	None	5 Minutes	Research Staff/ Coordinator/ Head, ORS
2. Log the necessary information to the Borrower's Log Sheet.	2. Check the details in the log sheet for completeness and accuracy, and release the requested material/s.	None	5 Minutes	Research Staff/ Coordinator/ Head, ORS
3.1 Return the borrowed material/s. 3.2. If not in good condition, facilitate repair or replacement based on the type of the borrowed material. 3.3. If in good condition, sign under the return column on the Borrower's Log Sheet.	3.1. Assess the condition of the returned material. 3.2. If not in good condition, report for repair or replacement. 3.3. If in good condition, ask the client to sign on the return column on the Borrower's Log Sheet.	None	1 Day	Research Staff/ Coordinator/ Head, ORS
TOTAL		None	1 Day, 10 Minutes	



2. Plagiarism Checking Services

The Office of Research Services issues a certificate of plagiarism check to its clients after verifying the similarity index of the research outputs or instructional materials using plagiarism checker software. Their outputs are expected to have an index less than the threshold of 20% before releasing the certificate.

Office or Division:	Office of Research Services (ORS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and External Clients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Office Request Form (1 original)	ORS			
Raw File for Checking	Clients			
Certificate of Plagiarism Check	ORS			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Office Request Form.	1. Receive and evaluate the completeness and accuracy of the submitted form. Assign a control number to the request form and give the submission instructions.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, ORS</i>
1.1. For student research output, present the proof of the initial run of the similarity check (index less than 20%) and the certificate of the grammar check.	1.1. Check the result of the initial similarity check and the certificate of grammar check. Assign a control number to the request form and give the submission instructions.			
2.1. Submit the raw file or an accessible Google Drive link containing the raw file for checking to the official email of the ORS (tupc.ors@tup.edu.ph) following the	2.1. Access the link and run the document in the plagiarism checker software to verify the initial result.	None	4 Days	<i>Coordinator/ Head, ORS</i>



submission instructions. 2.2. If the similarity index is greater than or equal to 20%, edit the file for another run of the similarity check until it has a less than 20% similarity index.	2.2. Ask the client to edit the file if the similarity index is greater than or equal to 20%. The file will be subjected to re-checking using the software until it gains an acceptable similarity index. 2.3. Print the certificate of plagiarism check if the similarity index is less than 20%.			
3. Receive the certificate from the ORS.	3. Release the certificate of plagiarism check.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, ORS</i>
TOTAL		None	4 Days, 10 Minutes	



3. Encoding Services

The Office of Research Services extends its services in assisting the faculty and staff of the University in encoding research-related files, such as scanned documents and transcribed interviews, among others.

Office or Division:	Office of Research Services (ORS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Office Request Form (1 original)	Office of Research Services			
Source File (Interview Recording or Scanned Document)	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Request Form.	1. Receive and evaluate the completeness and accuracy of the submitted form.	None	5 minutes	<i>Research Staff/ Coordinator/ Head, ORS</i>
2.1. Submit the printed documents for encoding or an accessible Google Drive link containing the Source File (Interview Recording or Scanned Document) to the official email of the ORS (tupc.ors@tup.edu.ph).	2.1. Check the document or the link and start encoding the source file.			
2.2. Receive the encoded editable file via email in the same thread and/or same Google Drive link, depending on the type of request.	2.2. Release the encoded editable file via email to the client, depending on the type of request.	None	6 Days	<i>Research Staff/ Coordinator/ Head, ORS</i>
TOTAL		None	6 Days, 5 Minutes	



Technology Licensing Office (TLO)

1. Request for NON-DISCLOSURE AGREEMENT (NDA)

A Request for Non-Disclosure Agreement (NDA) is a formal document used to request the draft a confidentiality agreement between two or more parties.

Office or Division:	Technology Licensing Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Student, Faculty and Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Non-Disclosure Agreement (NDA)		Technology Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain the Request Form from the Secretary/JO assigned at the Extension Office	1. Issue the Request Form to the client	None	1 minute	<i>Secretary/JO assigned at the Extension Office</i>
2. Bring the Accomplished Request Form to the Technology Licensing Office – Intellectual Property (TLO-IP) Coordinator with the attachments for verification	2.1 Verify the submitted Request Form and attachments for accuracy. 2.2 Provide necessary assistance to the client	None	9 minutes	<i>TLO-IP Coordinator</i>
3. Review and double checks provided information in the drafted NDA	3. Provide the printed NDA to the client	None	5 minutes	<i>TLO-IP Coordinator</i>
TOTAL		None	15 minutes	



OFFICE OF ADMINISTRATION AND FINANCE



Office of Administration and Finance (OAF)

1. Request for Use of Campus Facilities (Auditorium, Audiovisual Room, Conference Room and Hostel)

The Office for Administration and Finance manages the use of certain Campus facilities, namely, auditorium, audiovisual room, conference room, and hostel.

Office or Division:	Office for Administration and Finance (OAF)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	University Personnel and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Use of Campus Facilities Form (2 copies)		Office for Administration and Finance (OAF)		
TUP/Campus Order or valid letter/notice approving/authorizing the event/activity (2 copies)		University Personnel/Student		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Secure and fill out the Request for Use of Campus Facilities Form. 1.2 If sound system is required, present the duly accomplished Request for Use of Campus Facilities to the Faculty-in-Charge, Sound Systems for approval.	1.1 Issue the Request for Use of Campus Facilities Form. 1.2 Act on the request for use of the sound system.	None	1 minute	Staff, OAF
2.1. Submit the duly accomplished Request for Use of Campus Facilities and the TUP/Campus Order or valid letter/notice approving/authorizing the event/activity at least 3 working days before the intended date of use.	2.1. Receive the Request for Use of Campus Facilities Form. 2.2. Check the availability of the requested facility.	None None	2 Minutes 5 Minutes	Faculty-in-Charge, Sound Systems Staff/Head, OAF
3. Receive the Request for Use of Campus Facilities Form.	3. Act on and release the Request for Use of Campus Facilities.	None	2 minutes	Head, OAF
TOTAL		None	10 minutes	



2. Request for Use of Campus Vehicle

The Office for Administration and Finance supervises the use of Campus vehicles.

Office or Division:	Office for Administration and Finance			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	University Personnel and Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request for Use of Vehicle Form (2 copies)	Office for Administration and Finance			
Personnel Locator/ Official Business Slip or TUP/Campus/Travel Order (2 copies)	University Personnel/Student			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Request for Use of Vehicle Form.	1. Issue the Request for Use of Vehicle Form.	None	1 minute	Staff, OAF
2. Submit the duly accomplished Request for Use of Vehicle and the approved Personnel Locator/ Official Business Slip or valid TUP/Campus / Travel Order.	2.1. Receive the Request for Use of Vehicle Form. 2.2. Check the availability of Campus vehicle and driver.	None	5 minutes	Staff/Head, OAF
3. Receive the Request for Use of Vehicle Form.	3. Act on and release the Request for Use of Vehicle and release it with the corresponding Trip Ticket, if approved.	None	2 minutes	Head, OAF
TOTAL		None	8 minutes	



3. Request for Meals and/or Snacks

The Office for Administration and Finance examines the Request for Meals and/or Snacks and recommends the appropriate action to be taken by the Office of the Campus Director.

Office or Division:	Office for Administration and Finance			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Meals and/or Snacks Form	Office for Administration and Finance			
TUP/Campus Order or valid letter/notice approving/authorizing the event/activity	University Personnel			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Request for Meals and/or Snacks Form.	1. Issue the Request for Meals and/or Snacks Form.	None	1 minute	<i>Staff, OAF</i>
2. Submit the duly accomplished Request for Meals and/or Snacks and the TUP/Campus Order or valid letter/notice approving/authorizing the event/activity.	2.1. Receive the Request for Meals and/or Snacks. 2.2. Review the documents for compliance, accuracy and completeness.	None	5 minutes	<i>Staff/Head, OAF</i>
3. Receive the Request for Meals and/or Snacks Form.	3. Act on and release the Request for Meals and/or Snacks.	None	2 minutes	<i>Head, OAF</i>
TOTAL		None	8 minutes	



Office of Budget (OBD)

1. Processing Of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS)

The Office of Budget is responsible for processing the requests of employees/ originating offices to utilize their approved budget allocations per GAA and other budget laws/authorities. The incurrence of obligations shall be made through the issuance of Obligation Request and Status (ORS) and Budget Utilization Request and Status (BURS). The ORS/BURS shall be supported by valid claim documents like DVs, payrolls, purchase/job orders, contracts, etc. The Head of the Requesting/Originating Office or his authorized representative shall certify in Section A of the ORS/BURS that the charges to appropriation/ allotment are necessary, lawful, and that supporting documents are valid, proper, and legal. The Budget Officer shall certify the availability of allotment, and such is obligated by signing in Section B of the ORS/BURS.

Office or Division:	Office of Budget (OBD)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	TUPC Employees/Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The documentary requirements for common government transactions, depending on the nature of expenses to be paid by checks, shall be complied with as prescribed in COA Circular No. 2012-001 dated June 14, 2012		Concerned Employee/ Requesting Department/Office/Unit		
For reference, visit: https://www.coa.gov.ph/wpf/_file/coa-circular-no-2012-001-june-14-2012/				
Approved Project Procurement Management Plan		Concerned Employee/ Requesting Department/Office/Unit		
Annual Procurement Plan		Concerned Employee/ Requesting Department/Office/Unit		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user submits to the budget office the complete documentary requirements for obligation	1.1 Receive and review the submitted documents 1.2 Prepare three (3) original copies of the obligation request and status (ORS) if the request is charged to the general fund, and the budget utilization request and status (BURS) if the request	None	20 minutes	<i>Administrative Aide VI (ORS)</i> <i>Budget Officer II (BURS)</i>



	is charged to the income fund			
	2.1 Forward the documents to the end-user's Head of Office/Unit to certify/sign on Section A of ORS/BURS that the charges to appropriation/allotment are necessary, lawful, and supporting documents are valid, proper, and legal. 2.2 If found in order and with available and appropriate funds, sign Section B on all three (3) copies of ORS/BURS.	None	1 Day	<i>Asst. Director for Administration and Finance / Asst. Director for Academic Affairs</i> <i>Budget Officer III</i>
	3. Budget Staff keeps and records one (1) copy of the signed ORS/BURS and the complete documents shall be forwarded to the Accounting Office for appropriate action.	None	10 minutes	<i>Administrative Aide VI (ORS)</i> <i>Budget Officer II (BURS)</i>
TOTAL		None	1 Day and 30 minutes	



2. Issuance of Certification of Availability of Funds (CAF)

The Certificate of Availability of Funds is the certification that funds have been duly appropriated/allotted for the purpose of entering into a contract involving expenditures of public funds and that the amount necessary to cover the proposed contract for the current fiscal year is available for expenditure.

Office or Division:	Office of Budget (OBD)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	TUPC Employees/Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Approved Purchase Request (3 original copies) for goods and services	Concerned Employee/ Requesting Department/Office/Unit			
Approved Program of Works for Infrastructure Project	Concerned Employee/ Requesting Department/Office/Unit			
Project Procurement Management Plan Annual Procurement Plan	Concerned Employee/ Requesting Department/Office/Unit BAC Secretariat			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user submits to the budget office three (3) copies of the Approved Purchase Request with attached PPMP/APP for goods and services; for Infrastructure, submit three (3) copies of the Approved Program of Works with attached PPMP/APP	1.1 Receive and review the submitted documents 1.2 Assign the control number of the purchase request 1.3 Prepare three (3) copies of the Certification of Availability of Funds	None	20 minutes	<i>Budget Officer III</i>
	2.1 If the Approved Budget of the Contract (ABC) is less than Php 50,000.00, forward the documents to the Procurement Office for appropriate action. 2.2 If the Approved Budget of the Contract (ABC) is	None	10 minutes	<i>Administrative Aide VI Receiving Clerk of Procurement Office</i>
				<i>Administrative Aide VI BAC Secretariat</i>



	<p>greater than Php 50,000.00, forward the documents to BAC Secretariat for appropriate action.</p> <p>2.3 Budget staff provide/route one (1) copy of the signed CAF to the Concerned Employee/ Requesting Department/Office/ Unit</p>			<i>Administrative Aide VI</i>
	TOTAL	None	30 minutes	



3. Issuance of Certification of Status of Funds and Unobligated Balances

This service involves the preparation and issuance of a Certification of Status of Funds and Unobligated Balances, which provides official information on the availability, utilization, and remaining balance of allotted funds. The certification is typically requested to support financial transactions, budgeting, or reporting requirements within the University or for submission to oversight agencies such as the DBM, COA, or other offices concerned.

Office or Division:	Office of Budget (OBD)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	TUPC Employees/Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request indicating the purpose		Concerned Employee/ Requesting Department/Office/Unit		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter indicating the purpose of the certification	1.1 Receive, acknowledge, and log the request. 1.2 Verify fund records, allotments, and obligations to determine availability and unobligated balances 1.3 Prepare the Certification of Status of Funds and Unobligated Balances 1.4 Release the approved certification to the client	None None None None	5 minutes 4 hours 10 minutes 5 minutes	<i>Administrative Aide VI</i> <i>Budget Officer III</i> <i>Budget Officer III</i> <i>Administrative Aide VI</i>
TOTAL		None	4 hours and 20 minutes	



Office of Human Resources (OHR)

1. Application for Leave

Vacation Leave refers to leave of absence granted to officials and employees for personal reasons, the approval of which is contingent upon the necessities of the service.

Sick Leave refers to leave of absence granted only on account of sickness or disability on the part of the employee concerned or any member of his immediate family.

Special Privileges Leave is a non-cumulative and non-convertible to cash. It refers to leave of absence which officials and employees may avail of for a maximum of three (3) days annually over and above the vacation, sick, maternity and paternity leaves to mark personal milestones and/or attend to filial and domestic responsibilities. This includes various types of leaves such as Funeral/Mourning Leave, Hospitalization Leave, Accident Leave, Relocation Leave, Government Transaction Leave, Calamity Leave, Graduation Leave, Enrolment Leave, Wedding Anniversary Leave, and Birthday Leave.

Office or Division:	Office of Human Resource Management (OHR)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	TUPC Employees and COS Workers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Vacation Leave*; Sick Leave*; & Special Leave	
1. Application for Leave (Civil Service Form No. 6 Revised 2020)- 3 Original Copies <ul style="list-style-type: none">Personal copy, HR Copy, & DTR Attachment	TUPC-NAS-OHR-FORMS-EXTERNAL FORMS Office of Human Resource Management
Additional Requirements for certain types of leave:	
0. Medical Certificate / Affidavit (if medical consultation was not availed)	Attending Physician / Clinic / Client
Maternity Leave* - 105 days	
<ul style="list-style-type: none">Proof of pregnancy (ultrasound, doctor's certificate)Notice of Allocation of Maternity Leave Credits (CS Form No. 6a)	Hospital / Clinic / Lying-in / Attending Physician
Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a)	Client
For Paternity Leave – 7 days	
<ul style="list-style-type: none">Proof of child's delivery (birth certificate, medical certificate).Marriage Certificate (Photocopy)	Hospital / Clinic / Lying-in / Civil Registry / PSA Philippine Statistics Authority (PSA)
For Solo Parent Leave – 7 days	



<ul style="list-style-type: none">• Updated Solo Parent ID (Photocopy)	Local Government Unit – Social Welfare and Development Office (SWDO)
For Study Leave* – up to 6 months	
<ul style="list-style-type: none">• Approved Request for Study Leave.	Client / Campus Director
<ul style="list-style-type: none">• Proof of enrollment in an academic institution / review center	Academic institution / Review Center
For VAWC Leave – 10 days	
<ul style="list-style-type: none">• Supporting documents such as Barangay Protection Order, Certification issued by the Punong Barangay, etc.	Punong Barangay / Barangay Office Court Punong Barangay/ Kagawad or Prosecutor or Clerk of Court
For Rehabilitation Leave* – up to 6 months (for injuries sustained in the performance of duties)	
Approved Letter Request	Client / Campus Director
Police Report if applicable	Police Station (PNP)
Medical Certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be, and its duration	Attending Physician
Written concurrence of a government physician, if the attending physician is a private practitioner, (particularly on the duration of the period of rehabilitation)	Government Physician
For Special Leave benefits for Women* – up to 2 months	
Medical Certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same	Attending Physician / Hospital
For Special Emergency (Calamity) Leave – up to 5 days	
<ul style="list-style-type: none">• Declaration of State of Calamity	Local Government Unit Concerned
For Adoption Leave	
<ul style="list-style-type: none">• Authenticated copy of the Pre-Adoptive Placement Authority	Department of Social Welfare and Development (DSWD)
*For Leave of Absence for thirty (30) calendar days or more	



<ul style="list-style-type: none">Accomplished Clearance Form (Civil Service Form No. 7)- 3 Original Copies		TUPC Employees/ Contract of Service Worker		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Application for Leave with required documents.	1.1 Review the completeness and compliance with CSC rules and organizational policies.	None	10 mins	Staff/ Head, OHR
	1.2 Receive and encode the available leave credits.	None	3 hours	Staff/ Head, OHR
	1.3 Certify the availability of the leave credits.	None	4 hours	Staff/ Head, OHR
2. Claim the Application for Leave.	2.1 Release the accomplished Application for Leave to the concerned employee, with instructions to submit to the concerned Department / Unit / Office Head, and Assistant Director for recommendation, and to the Campus Director for Approval.	None	2 days	Staff/ Head, OHR
	2.2 Forward the signed leave application to the OHR.	None	20 minutes	Staff, OCD
3. Claim and receive the copy of approved / disapproved Application for Leave.	3.1 Receive and record the approved / disapproved Application for Leave.	None	10 minutes	Staff /Head, OHR
	3.2 Release the employee's copy of the approved Application for Leave.	None	5 minutes	Staff/ Head, OHR
	3.3 Record, scan, and file the two (2) copies of the approved leave application.	None	15 minutes	Staff/ Head, OHR
TOTAL		None	3 days	



Office of Health Services (OHS)

1. Medical Consultation for Common Ailments

The Office of Health Services is responsible for managing medical and surgical emergencies within the Campus and the screening of the health status of the University populace and student/employee applicants.

Office or Division:	Office of Health Services (OHS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Citizen G2G - Government to Government			
Who may avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Google Form		https://forms.gle/MGGFM4HooPXAJsqCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student/Patient consults medical staff.	1. Check vital signs and accomplish the Patient's Health Record. Records chief complaints.	None	3 minutes	<i>Campus Nurse, Office of Health Services</i>
	2. Provide consultation, and treatment.	None	10 minutes	<i>Campus Physician, Office of Health Services</i>
TOTAL		None	13 minutes	



2. Dental Consultation

Dental services may avail by the students and employees are the following: dental consultation and treatment such as oral prophylaxis, permanent filling, and tooth extraction.

Office or Division:	Office of Health Services (OHS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Citizen G2G - Government to Government			
Who may avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Google Form	https://forms.gle/dB81S57YT5TbHbtv7			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Fill out the google form to schedule a reservation for the needed service (For students). 1.2. Visit the Office of Health Services to schedule a reservation for the needed service (For employee).	1. Accomplish the Patient's Health Record.	None	3 minutes	<i>Campus Dentist, Office of Health Services</i>
2. Fill out the dental form.	2. Provide dental consultation, and treatment.	None	1 hr	<i>Campus Dentist, Office of Health Services</i>
TOTAL		None	1 hr and 3 minutes	



Office of Procurement (OPR)

1. Preparation of Purchase Order

Preparation of Purchase Order as a binding contract of the suppliers to the Technological University of the Philippines – Cavite. To proceed with the purchasing of goods and services needed by the institution.

Office or Division:	Office of Procurement (OPR)			
Classification:	Highly technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Sectors of TUPC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved and Signed Purchase request (PR) with Budget Certification		Office of the Budget (OBD)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Approved and Signed PR with Budget Certification.	1. Receive and evaluate the validity of the submitted Purchase Request (PR) and Budget Certification.	None	1 min	<i>Procurement Head/Staff, OPR</i>
2. Wait for the preparation of the document attachment	2. Prepare a canvas paper and abstract of canvass of the supplies and materials.	None	5 days	<i>Procurement Head/Staff, OPR</i>
3. Secure the notice of delivery.	3. Prepare the Purchase orders for the winning supplier and serve them to the suppliers.	None	5 days	<i>Procurement head and staff, OPR</i>
	4. Present the target delivery.	None	1 min	<i>Procurement head and staff, OPR</i>
TOTAL		None	10 days and 2 minutes	



Office of Records Management (ORM)

1. Retrieval of Documents

This is the main internal service offered by the Office of Records Management (ORM). Retrieval of documents involves locating and accessing specific documents (Example: Campus Order, TUP Order, Implementing Order, etc.) requested by the concerned personnel or stakeholders within the system or archive of the ORM.

Office or Division:	Office of Records Management (ORM)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	TUPC Officials, Employees, Students, Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Records Retrieval Request Form		Office of Records Management (ORM)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete and submit the Records Retrieval Request Form.	1.1 Receive the duly accomplished form and evaluate it for completeness and accuracy. 1.2 Locate and retrieve the requested files or documents from the archive. 1.3 Scan or photocopy the document.	None	3 minutes 1 day 5 minutes	<i>Officer In Charge, ORM</i>
2. Review the requested copy of the document in either hard copy or soft copy.	2. Release the requested copy of documents.	None	1 minute	<i>Officer In Charge, ORM</i>
TOTAL		None	1 day and 8 minutes	



2. Dissemination of Campus Order

This process is the continuation of the OCD process regarding the issuance of Campus Orders. After the approval of the Campus Director, the signed Campus Order was then numbered by the Records Officer and disseminated to the concerned office/s and personnel.

Office or Division:	Office of Records Management (ORM)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Staff from OCD			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Signed Campus Order and Attachments	Office of Campus Director (OCD)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Furnish ORM with a copy of the signed Campus Order	1. Indicate the number to the Campus Order.	None	5 minutes	<i>Officer In Charge, ORM</i>
2. Receive numbered Campus Order either hard copy or soft copy.	2. Disseminate to concerned Office and Personnel.	None	4 hours	<i>Officer In Charge, ORM</i>
TOTAL		N/A	4 hours and 5 minutes	



3. Certified True Copy/Photocopy

The purpose of this internal service is to certify a copy of an original document that has been verified and stamped by the Records Officer to confirm its authenticity. A certified true copy or photocopy is usually used as an official copy for legal, administrative, or other purposes.

Office or Division:	Office of Records Management (ORM)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	TUPC Officials, Employees, Students, Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of the Document to confirm its authenticity.		Requisitioner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document along with the original for certification as a true copy/photocopy	1.1 Verify that the photocopy matches the original without any edits. 1.2 Stamp the documents with "Certified True Copy/Photocopy" after verification	None	One to five documents - 15 minutes Six or more documents – $\frac{1}{2}$ day	Officer In Charge, ORM
2. Receive the stamped documents.	2. Provide the client with the Certified True Copy/Photocopy of the document.	None	1 minute	Officer In Charge, ORM
TOTAL		N/A	16 mins (1 – 5 documents) $\frac{1}{2}$ day and 1 minute (6 or more)	



Office of Supply (OSP)

1. Withdrawal of Supplies

This service enables the head of the TUPC Campus office to request and receive necessary supplies from the Office of Supply.

Office or Division:	Office of Supply (OSP)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Head of Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Requisition and Issue Slip (RIS)		Office of Supply		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Requisition and Issue Slip (RIS) to the Office of Supply	1. Receive the approved RIS, prepare the requested supplies and materials, and hand them to the client	None	10 minutes	<i>Head, OSP</i>
2. Inspect the received supplies and materials and sign in the 'Received' column of the RIS	2. Issue a copy of the RIS to the client and retain a copy for records	none	3 minutes	<i>Head, OSP</i>
TOTAL		none	13 minutes	



OFFICE OF ACCREDITATION AND QUALITY ASSURANCE



Document Control Group (DCG)

1. Approval of New or Revised Standard Form

The Document Control Group provides this internal service, which facilitates the approval of the new or revised standard form before it is formally used by the process owner.

Office or Division:	Document Control Group (DCG)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Process owner of TUP-Cavite			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Prescribed format of the Standard Form 2. Document Change Notice (DCN) Form	Office of Records Management (ORM)/ Office of DCG			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the electronic copy of the form for enrollment via email to tupc.dcg@tup.edu.ph	1.1 Evaluate the submitted form 1.2 Facilitate approval using Document Change Notice (DCN) form.	none none	2 days	<i>DCG Chair, ORM</i> <i>DCG Member, Office of DCG</i>
-	2.1 Provide the process owner a soft copy of the approved standard form via email 2.2 Upload the approved standard form in the allocated Network Attached Storage (NAS) folder	none none	$\frac{1}{2}$ day	<i>Chair, DCG ORM</i> <i>Chair, DCG ORM</i>
2. Received the soft copy of the approved standard form via email	-	none	$\frac{1}{2}$ day	<i>Chair, DCG ORM</i>
TOTAL		NA	3 days	



2. Approval of Quality System Procedure (QSP)

One of the Document Control Group's internal services is to facilitate the approval of a new or revised quality system procedure before the process owner implements it. This service also comprises the distribution of controlled copies to selected copyholders.

Office or Division:	DOCUMENT CONTROL GROUP			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Process owner of TUP-Cavite			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Prescribed format of QSP 2. Document Change Notice (DCN) Form 3. Document Orientation Attendance (DOA) form 4. Distribution and Retrieval Form (DARF)	Office of Records Management (ORM)/ Office of DCG			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the electronic copy of the QSP for enrollment either to the office or via email at tupc.dcg@tup.edu.ph	1.1 Process the document approval by completing the Document Change Notice (DCN) form. 1.2 Provide process owner the approved DCN and the Document Orientation Attendance (DOA) form.	none	2 ½ days	<i>DCG Chair, ORM</i> <i>DCG Member, Office of DCG</i>
2.1 Conduct orientation at the relevant offices and fill out the DOA form. 2.2 Submit the completed DOA form to DCG.	2.1 Receive the properly fille-out DOA form. 2.2 Produce master and controlled copies of the QSP. 2.3 Facilitate distribution of controlled copy to identified copy holders using the Distribution and Retrieval Form (DARF)	none	14 days	<i>Chair, DCG ORM</i> <i>Member, DCG Office of DCG</i> <i>Member, DCG Office of DCG</i>



3.1 Receive hardcopy of the procedure with standard controlled copy stamp.	3. Upload the scanned master copy of the approved QSP to the designated folder in the Network Attached Storage (NAS).	none	1 ½ days	<i>Chair, DCG ORM</i>
	TOTAL	NA	18 days	



FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	To send feedback, the client will be given a Client Satisfaction Measurement (CSM) form (paper-based) after the service has been provided. The client must complete the form and drop it into the designated drop box located in the office where the service was received. Some offices also offer an Electronic CSM form, which can be filled out online.
How feedbacks are processed	The Office of Quality Assurance and Accreditation (OQA) of the University handles all customer feedbacks originated from various units. The OQA staff collects all accomplished CSM from each office/unit on regular basis. The collected CSM form will be encoded in the Office of Research Services (ORS) to prepare the monthly Client Satisfaction Measurement Report (CSMR). This report summarizes the total number of respondents for a given month, statement of compliments and complains from clients and the overall customer satisfaction rating. The Head of the ORS review and sign the CSMR, and then, print it only once. The Head of ORS will also prepare a photocopy of the CSM Report. The original copy will be given to the concerned office/unit while the photocopied CSMR is given to the QMR. The ORS maintains the electronic copy of the report.
How to file a complaint	Complaint may be also filed in the CSM form. For inquiries and follow-ups, customers may contact directly the office on the contact information below.
How complaints are processed	All customer complaints gathered from the customer feedback will be registered to nonconforming product and services log sheet and will be validated by the Quality Management Representative (QMR) for issuance of Corrective Action Report (CAR).
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph 8478 5093



LIST OF OFFICES

Office	Address	Contact Information
Infrastructure Development Office	R&E Area, TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 400
Office of the Campus Director	2 nd Flr. Administration Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 101
Office of Campus Planning	2 nd Flr. University Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 305
Project Management Committee	2 nd Flr. University Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 302
Department of Industrial Education	DED Office, TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 502
Department of Industrial Technology	DIT Office, TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 501
Department of Liberal Arts	2 nd Flr. University Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 303
Department of Mathematics and Sciences	2 nd Flr. University Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 304
Department of Engineering	1 st Flr. Engineering Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 505
Department of Physical Education, Culture, and Sports	1 st Flr. University Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	-
National Service Training Program	DMST Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	-



Office of Admissions	1 st Flr. Administration Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 200
Campus Library	2 nd Flr. Learning Resource Center, TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 301
Office of the Campus Registrar	1 st Flr. Administration Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 200
Office of the Guidance Services	Vergara Hall, TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 201
Office of Industrial Relation and Job Placement	Camarao Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 102
Office of the Student Affairs	1 st Flr. Student Center Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 402
Office of Extension Services	R&E Area, TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 403
Office of Research Services	R&E Area, TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 403
Accounting Office	1 st Flr., Administration Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 102
Office of Administration and Finance	2 nd Flr., Administration Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 104
Budget Office	1 st Flr., Administration Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 114
Cashier's Office	1 st Flr., Administration Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 105
Office of Human	2 nd Flr., Administration	(046) 416-4920 loc 103



Resources and Management	Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	
Medical and Dental Clinic	Camarao Hall, TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 202
Office of Procurement	1 st Flr., Administration Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 300
Office of Record Management	2 nd Flr., Administration Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 107
Office of Supply	Ground Flr. University Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	-
Office of 5S, Safety and Housekeeping	R&E Area, TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 503
Document Control Group	2 nd Flr., Administration Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 107