



**TECHNOLOGICAL UNIVERSITY OF THE
PHILIPPINES - CAVITE CAMPUS**

CQT AVE. BRGY. SALAWAG, DASMARIÑAS CITY, CAVITE

**CITIZEN'S
CHARTER**
*2023, 2ND
EDITION*



**TECHNOLOGICAL
UNIVERSITY OF THE
PHILIPPINES - CAVITE
CAMPUS
(TUP-C)**

CITIZEN'S CHARTER
2023, 2ND EDITION



TABLE OF CONTENTS

FOREWORD	4
AGENCY PROFILE	5
I. Mandate	5
II. Vision	5
III. Mission	5
IV. Quality Policy and Core Values	5
V. Service Pledge	6
I. EXTERNAL SERVICES	7
OFFICE OF CAMPUS DIRECTOR	8
Office of Campus Planning (OCP)	9
1. Request for Information	9
OFFICE OF ACADEMIC AFFAIRS	10
Office of the Assistant Director for Academic Affairs (OAA)	11
1. Online Clearance (Conditional)	11
Department of Mathematics and Sciences (DMS)	12
1. Signing of Clearance	12
2. Approval of Adding of Subject	13
3. Approval of Dropping of Subject	14
4. Borrowing and Returning of Laboratory Apparatus	15
5. Breakages/Damages of Laboratory Apparatus	16
6. Replacement of Breakages/Damages of Laboratory Apparatus	17
Office of the Student Affairs (OSA)	18
1. Issuance of Certificate of Good Moral Character (CGMC)	18
2. Clearance	19
3. Processing of Application for Student Assistantship	20
4. Accreditation of Student Organizations	21
Office of Admissions (OGS)	22
1. Student's Clearance	22
2. Request for Leave of Absence	23
Office of Guidance Services (OAD)	24
1. Admission for Incoming First Year and Transfer Students	24
Office of the Campus Registrar (OCR)	26
1. Enrollment of New Students & Transferees	26
2. Availment of Certification of Grades	27
3. Availment of a Copy of Subject Description	28
4. Authentication of Documents (TOR, Diploma, Certifications), CAV	29
5. Permit to Cross Enroll (For Graduating Students Only)	30
6. Application for Graduation	31
7. Issuance of Diploma	32
8. Request and Issuance of Transcript of Records & Certificate of Transfer Credentials	33
9. Availment of Certifications	35
10. Processing of Student Verifications	36
Office of the Campus Librarian (OCL)	37
1. Issuance of Library Card	37
2. Issuance of Lost Library Card	38
3. Borrowing of Books	39
4. Issuance of Referral	40
5. Application for Clearance	41
National Service Training Program (NSTP)	42



1. Application for Enlistment in NSTP (CWTS/ROTC)	42
Office of Industrial Relation and Job Placement (OJP)	43
1. SIT Orientation	43
2. Submission of Pre-training Requirements	44
3. SIT Deployment	45
4. Submission of Post-training Requirements	46
OFFICE OF RESEARCH AND EXTENSION	47
Office of Research Services (ORS)	48
1. Review of Video Presentation for Clearance	48
2. Materials-Lending Services	49
3. Plagiarism Checking Services	50
OFFICE OF ADMINISTRATION AND FINANCE	51
Cashier's Office	52
1. Collection of Tuition and Miscellaneous Fees	52
2. Collection of Other Fees	53
Office of Accounting	54
1. Assessment of Tuition and Miscellaneous Fees	54
2. Application for Clearance	55
Office of Health Services (OHS)	56
1. Medical Consultation for Common Ailments	56
2. Dental Consultation	57
3. Physical Examination (For Enrollment)	58
II. INTERNAL SERVICES	59
OFFICE OF CAMPUS DIRECTOR	60
Office of Campus Planning (OCP)	61
1. Request for Information	61
Office of Information Technology Center	62
1. Repair of ICT Resources (Minor issues)	62
2. Repair of ICT Resources (Still in warranty)	63
3. Repair of ICT Resources (Unserviceable equipment)	64
4. Repair of ICT Resources (Serviceable equipment)	65
OFFICE OF RESEARCH AND EXTENSION	67
Office of Research Services (ORS)	68
1. Encoding Services	68
2. Printing Services	69
3. Materials-Lending Services	70
4. Plagiarism Checking Services	71
OFFICE OF ACCREDITATION AND QUALITY ASSURANCE	72
Document Control Group (DCG)	73
1. Approval of New or Revised Standard Form	73
2. Approval of Quality System Procedure (QSP)	74
FEEDBACK AND COMPLAINT MECHANISM	76
LIST OF OFFICES	77



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.”

A handwritten signature in black ink, appearing to read 'Mryna M. Tepora', is positioned above the printed name.

Mryna M. Tepora
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:

- **T**ransparent and participatory governance;
- **U**nity in the pursuit of TUP mission, goals and objectives;
- **P**rofessionalism in the discharge of quality services;
- **I**ntegrity and consistent commitment in maintaining the good name of the University;
- **A**ccountability for individual and organizational performance;
- **N**ationalism through tangible contributions to the rapid and sustained economic growth of the country; and
- **S**hared 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



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		
Prescribed format of the FOI Request Form		OCP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the provided FOI Request Form and send to the FOI (electronic/hard copy).	1.1 Evaluate the submitted FOI Request Form. 1.2 Evaluate the requested information based on the FOI Manual by the Decision Maker. 1.3 Send applicable FOI response to the client through email/hardcopy.	None	5 days	<i>FOI Member, OCP</i> <i>FOI Decision Maker, OAF</i> <i>FOI Receiving Officer, OCP</i>
2. Receipt of applicable FOI response.				
TOTAL		None	5 days	



OFFICE OF ACADEMIC AFFAIRS



Office of the Assistant Director for Academic Affairs (OAA)

1. Online Clearance (Conditional)

In the advent of the recent crisis everyone is facing, it would be of great help if services can be availed online. It is also advised to apply non-contact transactions as much as possible. But as we ease up with the restrictions most transactions are now back to the face-to-face set-up, but offices are still left with challenges due to times where signatories for the said document are on leave/not in office due to official, personal or medical reasons. In answer to this, the clearance will be verified by the specific heads of the departments involved that are not present onsite. Once approved by the different department through online verifications, clearance will be signed by the Assistant Director for Academic Affairs.

Office or Division:		Office of the Academic Affairs (OAA)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students, Parents, Guardians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's Clearance Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly signed clearance.	1. Sign final approval of clearance.	None	3 minutes	<i>Assistant Director for Academic Affairs, OAA</i>
TOTAL		None	3 minutes	



Department of Mathematics and Sciences (DMS)

1. Signing of Clearance

Checking of the names of students with breakages in Chemistry and Physics Laboratories before signing the clearance.

Office or Division:		Department of Mathematics and Sciences (DMS)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Parents, students, and guardian		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's Clearance Form		Office of the Campus Registrar		
I.D		Student/Guardian		
Letter of the student/Letter of consent		Student/Guardian		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Student's Clearance Form.	1.1. Evaluate the submitted form. 1.2. Verify if the name matches the list of students who have reported breakages.	None	4 mins	<i>Laboratory Technician, DMS</i>
2. Submit clearance for evaluation and signature.	2. Complete the form accordingly.	None	1 min	<i>Head, DMS</i>
TOTAL		None	5 mins	



2. Approval of Adding of Subject

Students who opt to add Mathematics and/or Science subjects due to various reasons need to secure approval.

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 Academic Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Add/Drop/Transfer Subject Form.	1. Check and validate the availability of the subject.	None	9 mins	<i>Subject Teacher, DMS</i>
2. Submit Add/Drop/Transfer form for evaluation and signature.	2. Complete the form accordingly.	None	1 min	<i>Head, DMS</i>
TOTAL		None	10 mins	



3. Approval of Dropping of Subject

Students who opt to drop Mathematics and/or Science subjects due to various reasons need to secure approval of dropping these subjects.

Office or Division:		Department of Mathematics and Sciences (DMS)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Add/Drop/Transfer Subject Form		Office of Academic Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Add/Drop/Transfer Subject Form.	1. Check and validate the subject.	None	4 mins	<i>Subject Teacher, DMS</i>
2. Submit Add/Drop/Transfer Form for evaluation and signature.	2. Complete the form accordingly.	None	1 min	<i>Head, DMS</i>
TOTAL		None	5 mins	



4. Borrowing and Returning of Laboratory Apparatus

Issuance and retrieval of tool/apparatus/equipment to the students.

Office or Division:		DMS		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Student		
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 condition.	2.1. Log the issued tool/apparatus/ equipment as received.	None	2 mins	<i>Laboratory Assistant, DMS</i>
3. Return the tool/ apparatus/ equipment after use.	3. Check the tool/apparatus/equipment if free from breakages/ damages.	None	7 mins	<i>Laboratory Technician, DMS</i>
3. Accomplish and sign the Borrower's Slip accordingly.	3.1. Receive the returned tools/apparatus/ equipment and countersign the Borrower's Slip, if there are no breakages/damage. 3.2. Issue a Laboratory Breakages Slip to the student and to the teacher in-charge if there are breakages/damage.	None	3 mins	<i>Laboratory Assistant, DMS</i>
TOTAL		None	10 mins	



5. Breakages/Damages of Laboratory Apparatus

Record the breakages tool/apparatus/equipment to the students.

Office or Division:		DMS		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Student		
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	Laboratory Technician, DMS
TOTAL		None	5 mins	



6. Replacement of Breakages/Damages of Laboratory Apparatus

Replacement of broken tool/apparatus/equipment to the students.

Office or Division:		DMS		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Student		
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	Laboratory Technician, DMS
TOTAL		None	5 mins	



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	<i>Staff, OSA</i>
2. Pay certification fee.	2.1. Write the OR number and date in the form.	100.00	5 minutes	<i>Campus Cashier, OCS</i>
	2.2. Print and dry seal the certificate.	None		<i>Staff, OSA</i>
	3. Sign the certificate.	None	1 minute	<i>Head, OSA</i>
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		
Student's 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	<i>Staff, OSA</i>
	2. Sign the clearance (When verified clear of violation record).	None	1 minute	<i>Head, OSA</i>
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 Campus Director thru the Asst. Dir. for Academic Affairs. 1.5. Endorse to the office of assignment.	None	1 day	<i>Head, OSA/ Faculty-in-Charge of Ancillary, OSA</i>
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. Issue 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 Guidance Services (OGS)

1. Student's Clearance

The Career Guidance and Testing Center is under the Office of Student Affairs that delivers guidance services that include clearances, transfer, counselling & career advising.

Office or Division:		Office of Guidance Services (OGS)		
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 accomplished clearance.	1. Verify if the applicant has no record/s of violation, and the clearance will be signed.	None	3 minutes	<i>Head, OGS</i>
	2. If the student has record/s of violation, necessary documents such as release paper should be submitted before the signing of clearance.	None	3 minutes	<i>Psychometrician, OGS</i>
TOTAL		None	6 minutes	



2. Request for Leave of Absence

The Career Guidance and Testing Center is under the Office of Student Affairs that delivers guidance services that include clearances, transfer, counselling & career advising.

Office or Division:		Office of Guidance Services (OGS)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave of Absence Request Form		Office of Guidance Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request indicating the reason and duration for the leave of absence.	1. Interview the student and parent/guardian for the reasons of application.	None	20 minutes	<i>Head, OGS Psychometrician, OGS</i>
2. The applicant and the parent shall both sign the application form, then proceed to the department head for signature, and for the final approval of the ADAA.	2. The department head, and the ADAA further verify the reasons and status of the student application for leave of absence.	None	7 minutes	<i>Head, DED, DIT, DOE Assistant Director for Academic Affairs, OAA</i>
3. The approved copy shall be kept by the student concerned, and other copies shall be forwarded to the OGS and Campus Registrar.	3. The forwarded copy shall be kept by the OGS and Registrar for record purposes.	None	3 minutes	<i>Head, OGS Psychometrician, OGS Campus Registrar, OCR</i>
TOTAL		None	30 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, Parents, Guardians		
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
1.1. Fill out the online ERS application with an attached photo and school credentials (Grade 11 & 12 Latest Grading Period / Transcript of Records). 1.2. Fill out the Google Form for incoming first year applicants.	1. Evaluate the application form and the attached school credentials based on the applied-for course.	None	45 minutes per applicant	<i>Admission Officer, OAD</i> <i>Admission Staff, OAD</i>
2. Wait for the evaluation results to be posted on https://www.facebook.com/TUPCavite.registrar .	2. Post the list of qualified applicants for the Onsite Entrance Examination.	None	22 Days	<i>Admission Officer, OAD</i> <i>Admission Staff, OAD</i>
3. If qualified, proceed to take the Onsite Entrance Examination.	3. Conduct onsite Entrance Examination to qualified applicants.	None	3 hours	<i>Admission Officer, OAD</i> <i>Admission Staff, OAD</i>



				<p><i>Members, Examination Committee</i></p> <p><i>Proctors, Examination Committee</i></p>
4. Wait for the Entrance Examination results to be posted on https://www.facebook.com/TUPCavite.registrar .	4. Post the list of passers and provide information about the next steps in the admission process.	None	30 minutes	<p><i>Admission Staff, OAD</i></p> <p><i>Admission Officer, OAD</i></p>
5. Report to the Campus for the submission of requirements, interview.	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	<p><i>Admission Staff, OAD</i></p> <p><i>Member, Admission Committee</i></p>
6. 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	<p><i>Admission Staff, OAD</i></p> <p><i>Admission Officer, OAD</i></p>
TOTAL		None	27 days, 4 hours, and 45 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		School where the transferee/s came from		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the emailed Notice of Admission from the Office of Admissions and complete the pre-registration form.				
2. Fill out online pre-registration form for enlistment.	2. Enlistment of subjects.	None	15 minutes	<i>Program Coordinators</i>
3. Wait for the approval of enrollment.	3. Approve enrollment.	None	10 minutes	<i>Office Staff, Office of the Campus Registrar Campus Registrar, Office of the Campus Registrar</i>
4. Claim Certificate of Registration.	4. Issue Certificate of Registration.	None	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
TOTAL		None	30 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:		Students, Parents, Guardians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form, List of Payments		Office of the Campus Registrar		
Official Receipt		Office Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form.	1. Check student records.	None	10 minutes	<i>Office Staff, Office of the Campus Registrar</i>
2. Secure list of payment from OCR and pay at the Cashier's Office.	2. Print the Certification of Grades.	60.00	15 minutes	<i>Office Staff, Office of the Campus Registrar</i>
	3. Check entries and signs.	None	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
	4. Sign the Certification.	None	1 minute	<i>Campus Registrar, Office of the Campus Registrar</i>
3. Present official receipt and signs in the logbook and acceptance of document issued.	5. Issue Certification of Grades.	None	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
TOTAL		60.00	36 minutes	



3. Availment of a Copy of Subject Description

A subject description is a document that shows the detailed description of the subject/s taken and passed by the student.

Office or Division:		Office of the Campus Registrar (OCR)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Students, Parents, Guardians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Office of the Campus Registrar		
List of Subjects		Office of the Campus Registrar		
Official Receipt		Office of Cashier		
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	30 minutes	<i>Office Staff, Office of the Campus Registrar</i>
2. Secure list of payment from OCR to pay at the Cashier's Office.	2.1. Encode description of subjects. 2.2. Sign the subject description	70.00 per subject	3 days	<i>Office Staff, Office of the Campus Registrar, Campus Registrar, Office of the Campus Registrar</i>
3. Present the official receipt.	3. Provide a claim stub for the release schedule.	None	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
4. Present the claim stub, sign in the logbook and acceptance of document issued.	4. Issue copy of subject description.	None	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
TOTAL		70.00 per subject	3 days and 40 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:		Students, Parents, Guardians		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form.				
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.	Authentica tion – 100.00 CAV – 100.00	10 minutes	<i>Office Staff, Office of the Campus Registrar</i>
3. Present official receipt and signs in the logbook and acceptance of document issued.	3.1. Print the CAV.	None	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
	3.2. Sign CAV and photocopy of credentials.		3 minutes	<i>Campus Registrar, Office of the Campus Registrar</i>
	3.3. Issue documents.		3 minutes	<i>Office Staff, Office of the Campus Registrar</i>
TOTAL		200.00	26 minutes	



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

A graduating student may be authorized to cross-register/enroll in another institution of learning for subjects which are not offered in the University but are included in his/her curriculum; or, in the case of a non-graduating student, when there is no other subject he can enroll in.

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		
Permit to Cross-Enroll Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit cross-enrollment letter with schedule, host school details, and endorsements to the Office of the Campus Registrar.	1.1. Verify subject to cross-enroll.	None	10 minutes	<i>Office Staff, Office of the Campus Registrar</i>
	1.2. Approve request.		10 minutes	<i>Campus Registrar, Office of the Campus Registrar</i>
2. Wait for the issuance of the permit to cross-enroll.	2.1. Prepare permit to cross-enroll form.	None	15 Minutes	<i>Office Staff, Office of the Campus Registrar</i>
	2.2. Sign permit to cross-enroll.			<i>Campus Registrar, Office of the Campus Registrar</i>
3. Sign in the logbook and acceptance of document issued.	3.1. Issue Permit to Cross-Enroll Form.	None	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
TOTAL		None	40 minutes	



6. Application for Graduation

Graduation is the awarding of an academic degree or diploma to a student who has completed all of the program's requirements. To commence this activity, the student should submit a graduation application 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:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Graduation Form		Office of the Campus Registrar		
Evaluation of Grades		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, evaluation of grades and clearance forms.				
2. Submit the accomplished clearance and application forms.	2.1. Verify the submitted forms if complete.	None	10 minutes	<i>Office Staff, Office of the Campus Registrar</i>
	2.2. Evaluate student's academic records if qualified for graduation.	None	15 minutes	<i>Campus Registrar, Office of the Campus Registrar</i>
	2.3. Encode student's name in the list of candidates for graduation.	None	10 minutes	<i>Campus Registrar, Office of the Campus Registrar</i>
TOTAL		None	35 minutes	



7. Issuance of Diploma

A diploma is a document issued by a University to prove that a student has completed a program successfully. The Office of Campus Registrar issues this certificate upon request by the student or with necessary authorization from parents or guardians.

Office or Division:		Office of the Campus Registrar (OCR)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Students, Parents, Guardians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Office of the Campus Registrar		
Form 137/Transcript of Records		Previous School		
Clearance		Office of the Campus Registrar		
Documentary Stamp		BIR/Post Office		
Official Receipt		Office Cashier		
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	<i>Office Staff, Office of the Campus Registrar</i>
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	<i>Office Staff, Office of the Campus Registrar</i>
3. Present official receipt and sign in the logbook and acceptance of document issued.	3. Issue Diploma.	None	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
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. Honorable Dismissal is a document that certifies that the student has no outstanding accountabilities or liabilities with the University and is thus eligible to 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:		G2G - Government to Government		
Who may avail:		Students, Parents, Guardians		
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		
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	<i>Office Staff, Office of the Campus Registrar</i>
2. If the requirements are complete, obtain a list of payments from OCR to pay at the Cashier's Office.	2.1. Prepare requested documents.	TOR – 100.00 per page	3 days	<i>Office Staff, Office of the Campus Registrar</i>
	2.2. Check and signs printed document/s.	Certificate of Transfer Credential – 100.00	5 minutes	
	2.3. Sign document/s.		5 minutes	<i>Campus Registrar, Office of the Campus Registrar</i>



3. Present official receipt and sign in the logbook and acceptance of document issued.	3. Issue requested document/s.	None	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
TOTAL		TOR – 100.00 per page Certificate of Transfer Credentials – 100.00	3 days 25 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:		G2G - Government to Government		
Who may avail:		Students, Parents, Guardians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Office of the Campus Registrar		
Documentary Stamp		BIR/Post Office		
Official Receipt		Office of Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form.	1. Check student records.	None	10 minutes	<i>Office Staff, Office of the Campus Registrar</i>
2. Secure list of payments from OCR to pay at the Cashier's Office.	2.1. Prepare and print requested certification.	100.00	10 minutes	<i>Office Staff, Office of the Campus Registrar</i>
	2.2. Check and sign printed document/s.		5 minutes	<i>Campus Registrar, Office of the Campus Registrar</i>
3. Present official receipt and sign in the logbook and acceptance of document issued.	3. Issue requested certification.	None	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
TOTAL		100.00	30 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:		G2G - Government to Government		
Who may avail:		Students, Parents, Guardians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verification Form		Office of the Campus Registrar		
Official Receipt		Office of Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit verification form.	1. Verify students' records.	None	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
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.	100.00	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
	2.2. Check and sign the verification form.		5 minutes	<i>Campus Registrar, Office of the Campus Registrar</i>
3. Present official receipt and sign in the logbook and acceptance of document issued.	3. Issue requested certification.	None	5 minutes	<i>Office Staff, Office of the Campus Registrar</i>
TOTAL		100.00	20 minutes	



Office of the Campus Librarian (OCL)

1. Issuance of Library Card

The issuance of library cards aims to provide students with convenient access to library resources, promoting literacy, education, and lifelong learning.

Office or Division:		Office of Campus Librarian (OCL)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration/Application Form		Office of the Campus Registrar		
1 pc. (1x1) colored ID picture		Provided by student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present current Registration Form and submit fully accomplished form with 1 pc. (1x1) colored ID picture.	1. Check validity of information.	100.00	2 minutes	<i>Assistant Librarian, OCL</i>
	2. Release the Library Card.	None	1 minute	<i>Assistant Librarian, OCL</i>
TOTAL		100.00	3 minutes	



2. Issuance of Replacement Library Card

The issuance of a replacement library card for students aims to provide a quick and efficient process for those who have lost their library cards, ensuring uninterrupted access to library resources.

Office or Division:		Office of Campus Librarian (OCL)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Office of Cashier		
Application Form		Office of the Campus Librarian		
Registration Form		Office of the Campus Registrar		
1x1 ID picture		Provided by student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and submit requirements.	1.1. Receive and review application form and requirements. 1.2. Advise client to pay at the Cashier's office	100.00	1 day	<i>Campus Librarian, OCL</i>
	2. Release of the Library Card.	None	1 minute	<i>Assistant Librarian, OCL</i>
TOTAL		100.00	1 day 1 minute	



3. Borrowing of Books

The borrowing of books service for students 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 Librarian (OCL)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Office of the Campus Librarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Library Card.	1. Assist students in borrowing of books.	None	2 minutes	<i>Assistant Librarian, OCL</i>
2. Select books to be borrowed and sign the book card.	2. Issue the borrowed books to the student.	None	2 minutes	<i>Assistant Librarian, OCL</i>
TOTAL		None	4 minutes	



4. Issuance of Referral

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

Office or Division:		Office of Campus Librarian (OCL)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID		Educational institution where the student is enrolled		
Referral Form		Office of the Campus Librarian		
Library Card		Office of the Campus Librarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form.	1. Provide client with a short briefing regarding the requirements.	None	1 minute	<i>Campus Librarian, OCL</i>
2. Submit the accomplished form.	2. Receive and review application form advise client to return the following day for the release of the referral letter.	None	1 day	<i>Campus Librarian, OCL</i>
TOTAL		None	1 day 1 minute	



5. Application for Clearance

The application for clearance service ensures a systematic process for students 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 Librarian (OCL)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's Clearance Form		Office of the Campus Registrar		
Library Card		Office of the Campus Librarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Application for Clearance and surrender Library card.	1. Receive application and verify student's record of borrowed books, surrendered Library Card.	None	3 minutes	<i>Assistant Librarian, OCL</i>
	2. Sign clearance.	None	1 minute	<i>Campus Librarian, OCL</i>
TOTAL		None	4 minutes	



National Service Training Program

1. Application for Enlistment in NSTP (CWTS/ROTC)

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 Registration Form 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		
Registration Form		Office of the Campus Registrar		
Application Form		NSTP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Registration Form.	1. Check Registration Form and issues application form.	None	2 minutes	<i>CWTS Faculty In-charge/ROTC training staff In-charge, NST</i>
2. Fill-up application form.	2. Check application form.	None	1 minute	<i>CWTS Faculty In-charge/ROTC training staff In-charge, NST</i>
3. Submit application form.	3. Endorse to the faculty in-charge.	None	1 minute	<i>CWTS Faculty In-charge/ROTC training staff In-charge, NST</i>
TOTAL		None	4 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		
Prototype Turnover Form or Grade in BET5/L		Faculty in-charge in BET5/L/ Registrar		
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*	IRJP office			
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*	IRJP office			
Training Plan*	IRJP office			
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	5-7 minutes	<i>SIT coordinator, OJP</i>
TOTAL		None	5-7 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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	5-7 minutes	<i>SIT coordinator, OJP</i>
2. Receive endorsement letter and sign it.	2. Sign endorsement letter.	None	5-7 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		3-5 minutes
TOTAL		None	49 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 enrolled in SIT		
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	5-7 minutes	<i>SIT coordinator, OJP</i>
TOTAL		None	5-7 minutes	



OFFICE OF RESEARCH AND EXTENSION



Office of Research Services (ORS)

1. Review of Video Presentation for Clearance

As 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		
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. Check the completeness and accuracy of the submitted form.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, Office of Research Services</i>
2. Submit an accessible Google Drive link containing the Raw Video File (2-3 minutes in mp4 format) to the official email of the Office of Research Services (tupc.ors@tup.edu.ph).	2.1. Access the link and evaluate the submitted video. 2.2. Advise the students to submit the video on a compact disk if it adheres to the required content. 2.3. Notify the students of the parts to modify in the raw video file for resubmission and re-evaluation to check whether the suggested edits are incorporated.	None	4 Days	<i>Research Staff/ Coordinator/ Head, Office of Research Services</i>
3. Submit the Modified/Final Video File (2-3 min in mp4 format on a compact disk) to the Office of Research Services.	3. Sign the slot in the clearance for the Office of Research Services.	None	2 Days	



TOTAL	None	6 Days, 5 Minutes	
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2. Materials-Lending Services

To support the materialization of various research of the students, faculty, and staff researchers, 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, Faculty, and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Request Form (1 original)		Office of Research Services		
Letter of Request		Client		
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, Office of Research Services</i>
2. Receive the material from the Office of Research Services.	2. Log the material and the duration of use and release the material to the client.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, Office of Research Services</i>
3. Return the borrowed material to the office lobby.	3.1 Check the condition of the returned material. Report for repair or replacement if not in good condition. 3.2. Ask the client to sign on the return column if in good condition.	None	1 Day	<i>Research Staff/ Coordinator/ Head, Office of Research Services</i>
TOTAL		None	1 Day, 10 Minutes	



3. Plagiarism Checking Services

The Office of Research Services assists students, faculty, and staff researchers in checking the similarity index of their studies using plagiarism checker software. It is expected that their outputs to have an index less than the threshold index of 20% before releasing a certificate.

Office or Division:		Office of Research Services (ORS)		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Student, Faculty, and Staff Researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Request Form (1 original)		Office of Research Services		
Raw File for Checking		Client		
Certificate of Plagiarism Check		Office of Research Services		
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, Office of Research Services</i>
2. Submit an accessible Google Drive link containing the raw file for checking to the official email of the Office of Research Services (tupc.ors@tup.edu.ph).	2.1 Access the link and run the document in the plagiarism checker software. 2.2. Notify the client to make necessary edits to 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%.	None	4 Days	<i>Coordinator/ Head, Office of Research Services</i>
3. Receive the certificate from the Office of Research Services.	3. Release the certificate of plagiarism check.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, Office of Research Services</i>
TOTAL		None	4 Days, 10 Minutes	



OFFICE OF ADMINISTRATION AND FINANCE



Cashier's Office

1. Collection of Tuition and Miscellaneous Fees

The services of the Cashier's Office involve cash collection, payments acceptance, and disbursements of salaries, honorarium and allowances of TUP Personnel, Faculty, Students (scholars).

Office or Division:		Cashier's Office		
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		
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.	1.1. Verify and review duly accomplished Registration Card. 1.2. Issue Official Receipt. 1.3. Instruct students/clients to proceed to the Accounting Office after payment for posting of OR.	None	5 minutes	<i>Office Staff, Cashier's Office</i> <i>Authorized Personnel / Head, Cashier's Office</i>
TOTAL		None	5 minutes	



2. Collection of Other Fees

The services of the Cashier's Office involve cash collection, payments acceptance, and disbursements of salaries, honorarium and allowances of TUP Personnel, Faculty, Students (scholars).

Office or Division:		Cashier's Office		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Present accomplished request form.	1. Checks request form, issue OR, instruct client to proceed to the Registrar's Office.	None	5 minutes	<i>Authorized Personnel / Head, Cashier's Office</i>
TOTAL		None	5 minutes	



Office of Accounting

1. Assessment of Tuition and Miscellaneous Fees

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		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student/Parents present enlistment slip.	1. Print Registration Form and advise student to have the forms signed by adviser and have it approved by the Asst. Director for Academic Affairs.	None	5 minutes	<i>Office Staff, Office of Accounting</i>
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		
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		
Student's Clearance Form		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student/Parents present accomplished clearance form with latest Registration Form or Official Receipt to the Accounting Office.	1. Sign clearance and return the same to student.	None	5 minutes	<i>Accountant, Office of Finance Services</i>
TOTAL		None	5 minutes	



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 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 extraction, permanent filling, oral prophylaxis and tooth extraction.

Office or Division:		Office of Health Services (OHS)		
Classification:		Simple		
Type of Transaction:		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	



3. Physical Examination (For Enrollment)

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:		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. Issues medical form.	None	1 minute	<i>Campus Physician, Office of Health Services</i>
	1.2. Conduct physical examination.		2 minutes	
	1.3. Issue medical certificate / clearance for enrollment.		2 minutes	
TOTAL		None	5 minutes	



II. INTERNAL SERVICES



OFFICE OF CAMPUS DIRECTOR



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		
Prescribed format of the FOI Request Form		OCP-FOI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the provided FOI Request Form and send to the FOI (electronic/hard copy).	1.1. Evaluate the submitted FOI Request Form.	NA	5 days	<i>FOI Member, Office of Campus Planning</i>
	1.2. Evaluate the requested information based on the FOI Manual by the Decision Maker.			<i>FOI Decision Maker, Office of Administrative and Finance</i>
	1.3. Send applicable FOI response to the client through email/hardcopy.			<i>FOI Receiving Officer, Office of Campus Planning</i>
2. Receipt of applicable FOI response.				
TOTAL		NA	5 days	



Office of Information Technology Center

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 also the process of fixing or restoring something that is damage, broken or not functioning correctly particularly in hardware and software.

Office or Division:		Office of Information Technology (OIT)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Repair Form		Office of Information Technology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form to report the technical issue.	1.1. Receive the request. 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	<i>Staff/ personnel, Office of Information Technology</i>
2. Test the repaired ICT resource to ensure functionality.		None	5 minutes	
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 also the process of fixing or restoring something that is damage, broken or not functioning correctly particularly in hardware and software.

Office or Division:		Office of Information Technology (OIT)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Repair Form		Office of Information Technology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form to report the technical issue.	1.1. Receive the request. 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	<i>Staff/ personnel, Office of Information Technology</i>
2. Provide proof of warranty (if applicable).	2. Refer the client to the procurement office.	None	5 minutes	<i>Staff/ personnel, Office of Information Technology</i>
3. Accept the referral and proceed to the procurement office.		None	5 minutes	
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 also the process of fixing or restoring something that is damage, broken or not functioning correctly particularly in hardware and software.

Office or Division:		Office of Information Technology (OIT)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Repair Form		Office of Information Technology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form to report the technical issue.	1.1. Receive the request. 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. 1.7. Return the equipment to the client immediately.	None	60 minutes	<i>Staff/ personnel, Office of Information Technology</i>
2. Accept the returned unserviceable equipment.	2. Advise the client to return the unserviceable equipment to Supply and Property Office.	None	5 minutes	<i>Staff/ personnel, Office of Information Technology</i>
TOTAL		None	65 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 also the process of fixing or restoring something that is damage, broken or not functioning correctly particularly in hardware and software.

Office or Division:		Office of Information Technology (OIT)		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Repair Form		Office of Information Technology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form to report the technical issue.	1.1. Receive the request. 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 is serviceable, check the availability of repair parts. 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 the requested components have been procured. 1.10. Return the equipment to the end user once repaired.	None	15 days	<i>Staff/ personnel, Office of Information Technology</i>
2. Test the repaired	-	None	5 minutes	



equipment to user.				
	TOTAL	None	15 days and 5 minutes	



OFFICE OF RESEARCH AND EXTENSION



Office of Research Services (ORS)

1. 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:		G2C - Government to Citizen		
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 Office Request Form.	1. Check the completeness and accuracy of the submitted form.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, Office of Research Services</i>
2. Submit an accessible Google Drive link containing the Source File (Interview Recording or Scanned Document) to the official email of the Office of Research Services (tupc.ors@tup.edu.ph).	2.1. Access the link and start encoding the source file. 2.2. Release the file via email to the client.	None	6 Days	<i>Research Staff, Office of Research Services</i>
TOTAL		None	6 Days, 5 Minutes	



2. Printing Services

The Office of Research Services extends its services in assisting the faculty and staff of the University in printing research-related files such as research proposals and communication files among others.

Office or Division:		Office of Research Services (ORS)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Request Form (1 original)		Office of Research Services		
Source File for Printing		Client		
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, Office of Research Services</i>
2. Submit an accessible Google Drive link containing the Source File for printing to the official email of the Office of Research Services (tupc.ors@tup.edu.ph)	2. Access the link and start printing the source file.	None	1.5 Days	<i>Research Staff, Office of Research Services</i>
3. Receive the printed file from the Office of Research Services.	3. Release the printed file in the office lobby.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, Office of Research Services</i>
TOTAL		None	1.5 Days, 10 Minutes	



3. Materials-Lending Services

To support the materialization of various research of the students, faculty, and staff researchers, 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, Faculty, and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Request Form (1 original)		Office of Research Services		
Letter of Request		Client		
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, Office of Research Services</i>
2. Receive the material from the Office of Research Services.	2. Log the material and the duration of use and release the material to the client.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, Office of Research Services</i>
3. Return the borrowed material to the office lobby.	3.1. Check the condition of the returned material. Report for repair or replacement if not in good condition. 3.2. Ask the client to sign on the return column if in good condition.	None	1 Day	<i>Research Staff/ Coordinator/ Head, Office of Research Services</i>
TOTAL		None	1 Day, 10 Minutes	



4. Plagiarism Checking Services

The Office of Research Services assists students, faculty, and staff researchers in checking the similarity index of their studies using plagiarism checker software. It is expected that their outputs to have an index less than the threshold index of 20% before releasing a certificate.

Office or Division:		Office of Research Services (ORS)		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Student, Faculty, and Staff Researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Request Form (1 original)		Office of Research Services		
Raw File for Checking		Client		
Certificate of Plagiarism Check		Office of Research Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the Office Request Form.	1. Check the completeness and accuracy of the submitted form.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, Office of Research Services</i>
2. Submit an accessible Google Drive link containing the raw file for checking to the official email of the Office of Research Services (tupc.ors@tup.edu.ph).	2.1. Access the link and run the document in the plagiarism checker software. 2.2. Notify the client to make necessary edits to 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%.	None	4 Days	<i>Coordinator/ Head, Office of Research Services</i>
3. Receive the certificate from the Office of Research Services.	3. Release the certificate of plagiarism check.	None	5 Minutes	<i>Research Staff/ Coordinator/ Head, Office of Research Services</i>
TOTAL		None	4 Days, 10 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		
Prescribed format of the Standard Form		DCG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit electronic copy of the form to be enrolled through the Office official email.	1.1. Evaluate the submitted form.	None	2 days	<i>Chair, DCG DCG's Office</i>
	1.2. Facilitate approval using Document Change Notice (DCN) form.			<i>Member, DCG Office of the Campus Director</i>
-	2.1. Provide the process owner a soft copy of the approved standard form.	None	0.5 day	<i>Chair, DCG DCG's Office</i>
	2.2. Upload the approved standard form in the allocated Network Attached Storage (NAS) folder.			<i>Chair, DCG DCG's Office</i>
2. Received the soft copy of the approved standard form.	-	None	0.5 day	<i>Chair, DCG DCG's Office</i>
TOTAL		None	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		
Prescribed format of QSP		DCG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit either hardcopy or electronic copy of the QSP to be enrolled to the Office or through the Office official email.	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	2.5 days	<i>Chair, DCG DCG's Office</i> <i>Member, DCG Office of the Campus Director</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 filled-out DOA form. 2.2. Produce master and controlled copies of the QSP for file keeping and distribution. 2.3. Facilitate distribution of controlled copy to identified copy holders using the Distribution and Retrieval Form (DARF).	None	14 days	<i>Chair, DCG DCG's Office</i> <i>Chair, DCG DCG's Office</i> <i>Member, DCG Record's Office</i>
3.1 Receive hardcopy of the procedure with controlled copy stamping. 3.2 Sign the DARF form as	3. Upload the scanned master copy of the approved QSP to the designated folder in the Network Attached Storage (NAS).	None	1.5 days	<i>Chair, DCG DCG's Office</i>



proof of acceptance.				
	TOTAL	None	18 days	



FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the customer satisfaction survey (CSS) form (shown below) and drop at the designated drop box located in the office where the service is provided. Electronic CSS is also available at https://forms.gle/DtKEmzcWHBzPEU4SA
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 CSS from each office/unit on regular basis. The collected CSS will be encoded in the Office of Research Services (ORS) to prepare the monthly Customer Satisfaction Survey Report (CSSR) registered as TUPC-F-ORE-02. 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 CSSR, and then, print it only once. The Head of ORS will also prepare a photocopy of the CSS Report. The original copy will be given to the concerned office/unit while the photocopied CSSR 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 CSS 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
Office of the Academic Affairs	1 st Flr. Academic Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 400
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 the Guidance Services	Camarao Hall, TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 201
Office of Admissions	1 st Flr. Admin. Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 200
Office of the Campus Registrar	1 st Flr. Admin. Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 200
Campus Library	1 st Flr. University Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 301
National Service Training Program	DMST 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
Cashier's Office	1 st Flr. Admin. Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 102
Accounting Office	1 st Flr. Admin. Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 102
Office of Mathematics and Sciences	2 nd Flr. University Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 304
Office of Industrial Relation and Job Placement	Camarao Hall, TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 203



Office of Campus Planning	2 nd Flr. University Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 305
Document Control Group	2 nd Flr. University Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 305
Office of Information Technology Center	1 st Flr. UITC Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 600
Office of Research Services	R & E Bldg., TUPC, CQT Ave., Salawag, Dasmariñas City, Cavite	(046) 416-4920 loc 401