

CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: REQUEST FOR DOCUMENTS/CERTIFICATIONS

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

TABLE 1

Documents/Certifications provided by the Office of the College Secretary/Graduate Office

For Undergraduate Students	Amount*	Processing
Batch Ranking (Graduates only)	Php20.00/copy	Three (3) working days
Candidacy	Php20.00/copy	
Completion	Php20.00/copy	
Currently Enrolled	Php20.00/copy	
Enrollment	Php20.00/copy	
Expect to Graduate	Php20.00/copy	
GWA (General Weighted Average)/Certification	Php20.00/copy	
Non-Contract	Php20.00/copy	
Other University LAE Package	Php40.00/copy	
Permit to Transfer	Php20.00/copy	
Proposal/Final Defense Result	Php20.00/copy	
Remaining Units	Php20.00/copy	
Subjects Credited in Curriculum	Php20.00/copy	
Submitted Bound Copies at TCG	Php20.00/copy	
True Copy of Grades (TCG) for Students admitted 2000 and above	Php20.00/set	
Units Earned	Php20.00/copy	
UP LAE Package	Php60.00/copy	
Year Level (Attached Photocopy of Form 5)	Php20.00/copy	

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*Amount depends upon College rate

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Accomplish REQUEST FOR CERTIFICATION FORM	Receive/review accomplished request form, advise student to pay at the cashier and return with the receipt for payment	Three (3) minutes maximum transaction time	Officer of the Day/Frontline Staff		REQUEST FORM
2	Pay at the cashier	Process payment and issue Official Receipt	Ten (10) minutes	Cashier	Please refer to Table 1	REQUEST FORM with Official Receipt
3	Submit request form	Evaluate status of students	Three (3) minutes maximum transaction time	Officer of the Day/Frontline Staff		
4	Wait for the request to be processed	Prepare/Make the certificate/document for signature of College Official	Three (3) minutes maximum transaction time	Officer of the Day/Frontline Staff		
5	Claim requested documents/certificate	Release document/certificate	Three (3) days from the time paid request was filed with the OCS/RO /GPO	Student Records Evaluator (SRE) Frontline Staff College Secretary		Claim Stub/OR/ to bring Letter of Authority if claiming Certificates of another person
END OF TRANSACTION						

Type of Frontline Service: **APPLICATION FOR ADMISSION: SHIFTING (S1- Changing Degree Programs from within the same College and S2- Changing Degree Programs from within different Colleges in UP Diliman); TRANSFER 1 AND 2; GRADUATE SCHOOL ADMISSION**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate

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What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit application form together with other requirements (after payment at the cashier office).	Check the following: <ul style="list-style-type: none"> • Application Form • True Copy of Grades • Signature of the applicant • Degree program applied for • Contact Information • Other documents required by the college After checking documents advise the applicant to pay Application fee and return receipt for payment.	Five (5) minutes maximum transaction time	Officer of the Day/Frontline Staff	Php 20.00	To Submit ONLY whichever is applicable: Accomplished Application and Recommendation Forms, TCG/OTR, Honorable Dismissal, Cert of GMC, Cert of Non-Contract, BC, MC, Employment Cert and Official Receipt (OR) For foreign applicants: Passing TOEFL/IELTS/Certificate of English as Medium of Instruction/Passport
2	Submit Official Receipt of Application Fee	Evaluate/Process application (Verification of documents, Exam, Interview –may vary	Four (4) weeks after the deadline for filing of Application for Admission	Student Records Evaluator (SRE) College Secretary Admission Committee		

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3	Accept Change of Program form	within Colleges) Release of List of Admitted Students	Three (3) weeks after the evaluation process	SRE Frontline Staff		Posting the result of the application at the College website/facebook page/email/Letter of Acceptance or Rejection
4	Secure Admission Slip from the College	OCS/RO/GPO	One(1) week after release of results depending on the complete submission of requirements	SRE Frontline Staff College Secretary		To submit ONLY whichever is applicable: OTR/Updated TCG, Plan/Program of Study, Med Cert, College Clearance, Permit to Transfer, University Admission Slip
END OF TRANSACTION						

Type of Frontline Service: **REQUEST FOR RETURN FROM ABSENCE WITHOUT OFFICIAL LEAVE (AWOL)**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

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Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit letter of appeal endorsed by Adviser and the Department Chair	Evaluate scholastic standing of the student	3 working days	STUDENTS (undergraduate/g raduate)		
2	Pay the AWOL fee	Prepare college admission slip		Frontline Staff	PhP 225.00	Order of Payment Form /Official Receipt
3		Secure the signature of the College secretary		Frontline Staff from Admissions Office, OUR		College Admission Slip
END OF TRANSACTION						

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Type of Frontline Service: READMISSION FROM LEAVE OF ABSENCE (LOA)

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit accomplished return form LOA form and medical certificate (if more than 1 semester)	Secure the signature of the College Secretary	3 working days	Frontline Staff	None	Return from LOA Form
END OF TRANSACTION						

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(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: **REQUEST FOR SUBSTITUTION OF COURSES**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Accomplish SUBSTITUTION FORM	Act on the request for substitution of a course.	Three (3) minutes maximum transaction time	Frontline Staff		SUBSTITUTION FORM
2	Submit the accomplished Request for Substitution of Courses Form and a photocopy of the syllabus of the course to be substituted to the Student Records Evaluator	Examine validity of the filled out form: <ul style="list-style-type: none"> • Recommending approval of department offering the course • Recommending approval of the department where the subject was taken • Passing grade • Course taken must be equal or higher in units. 	Three (3) days maximum transaction time	Student Records Evaluator (SRE) College Secretary		
3	A. Get approval/ disapproval of Department Chair of Subject required	Department Chair of Subject required	One (1) week maximum transaction time	Frontline Staff		
4	Go back to your College to get approval of your DEAN	Secure approval of the Dean	Two (2) working days	Frontline Staff Dean's Office		

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5		Submit approved SUBSTITUTION FORM to the Office of the University Registrar (OUR), keep one (1) copy with the OCS and, give one (1) copy to the student	Three (3) minutes maximum transaction time	Officer of the Day/Frontline Staff		
6		Record substituted subject in student’s Checklist	Three (3) minutes maximum transaction time	SRE		Substitution Form Student Checklist
END OF TRANSACTION						

- The reckoning of the duration of activity starts when the client is being attended to by the person-in-charge of the transaction
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Type of Frontline Service: REQUEST FOR VALIDATION OF COURSES

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Request to validate some of your courses taken by submitting a copy of your Official Transcript of Record (OTR) to the Office of the College Secretary (OCS) of your College		Three (3) minutes maximum transaction time	Office of the College Secretary (OCS)/ Records Office (RO)/Graduate Programs Office (GPO)		
2		Prepare Permit for Validation (for students who have finished below 66 units of courses from previous school) or Advance Credit Without Validation (ACWV) (for students who have finished 66 units and above of courses from previous school) Form or whichever is applicable	Three (3) weeks maximum transaction time	Student Records Evaluator (SRE)		Permit for Validation or ACWV Form
3	Go to the home College/ Institute/		Three (3) weeks maximum	Frontline Staff		

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	Department of requested courses for validation		transaction time for each courses requested	OCS or Department level		
4	Go back to your College to get approval of your DEAN	Secure approval of the Dean	Three (3) days maximum transaction time	Frontline Staff Dean's Office		
5		Submit approved PERMIT FOR VALIDATION or ACWV FORM to the Office of the University Registrar (OUR), keep one (1) copy with the OCS and, give one (1) copy to the student	Three (3) minutes maximum transaction time	Officer of the Day/Frontline Staff		
6		Record validated subject in student's Checklist	Three (3) minutes maximum transaction time per validated subject on scheduled time of recording/updating checklists of students	SRE		Permit for Validation or ACWV Form
END OF TRANSACTION						

Type of Frontline Service: **REQUEST FOR TRANSFER TO NON-MAJOR STATUS**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

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What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit accomplished form duly signed by the Office of Counselling and Guidance (OCG).	Check received form	3 working days	Frontline Staff	None	
2		Secure approval of the College Secretary		College Secretary		Transfer to Non-major Status Form and College Admission Slip and Request for Medical Certificate, if applicable
END OF TRANSACTION						

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(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: REQUEST FOR TRANSFER TO VOLUNTARY SHIFTING-OUT STATUS

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit accomplished form duly signed by the OCG and application letter duly signed or endorsed by the Department Chair/Institute Director	Check the received form	3 working days	Frontline Staff	None	
2		Secure approval of the College Secretary				Transfer to Voluntary Shifting-out Status Form
END OF TRANSACTION						

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Type of Frontline Service: APPLICATION FOR SHIFTING WITHIN THE COLLEGE

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit accomplished form duly signed by Department Chair/Institute Director	Check and review the received form	3 working days	SRE	None	
2		Secure the signature of the College Secretary		College Secretary		Copy of Application form with Student's Directory and College Admission Slip
END OF TRANSACTION						

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Type of Frontline Service: PERMISSION TO CROSS-REGISTER TO ANOTHER UP UNIT

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit accomplished form duly signed by the Program Adviser	Check the standing of the eligibility of the student	3 working days	Admin staff		
2		Secure the signature of the Dean		Dean	None	Request to Cross-Register Form
END OF TRANSACTION						

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(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: REQUEST FOR TRANSFER FROM OTHER UNIVERSITIES

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit accomplished application with supporting documents (as set by the College) to the OUR. Pay application fee.	See OUR for guidelines	as per OUR deadline	SRE	None	
2	Inquire for the schedule of application processes	Inform the applicant of the interview dates (see Department concern)				
3		Inform the applicant of the result				
4	Submit requirements	Issue notice/college admission slip				Notice/College Admission Slip
END OF TRANSACTION						

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(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: APPLICATION FOR WAIVER OF PREREQUISITE

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit accomplished form duly signed by the concerned Faculty, the Student Disciplinary Council (SDC) and the Department Chair/Institute Director.	Secure the signature of the College Secretary	3 working days	Frontline staff	None	Application for Waiver of Prerequisite Form
END OF TRANSACTION						

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(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: PERMIT TO OVERLOAD

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit accomplished form duly signed by the Adviser, the Department Chair/Institute Director	Secure the signature of the College Secretary and the Dean	during registration	Frontline staff	None	Permit to Overload Form
END OF TRANSACTION						

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Type of Frontline Service: PERMIT TO UNDERLOAD

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit accomplished form duly signed by the Adviser, the Department Chair/Institute Director.	Secure the signature of the College Secretary and the Dean	during registration	Frontline staff	None	Permit to Underload Form
END OF TRANSACTION						

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(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: REQUEST FOR DEFERMENT OF ENROLMENT

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit deferment letter/form stating the reason	Receive form/forward them to the respective Department/Institute Program Committee	3 working days	SRE/College Secretary/Associate Dean for Academic Affairs and Dean	None	
2		Secure approval from College Secretary/Dean/ADAA				Copy of approved of Deferment Letter if applicable
END OF TRANSACTION						

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(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: REQUEST FOR READMISSION FROM DISMISSED (GRADE REQUIREMENT) / FAILURE TO COMPLY WITH CONDITIONS OR LIFTING OF INELIGIBILITIES

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit accomplished form duly signed by the Graduate Program Committee/ Program Adviser and Department Chair/Institute Director/Program Coordinator, with appeal letter stating reasons, True Copy of Grades (TCG)	Evaluate scholastic standing of the student, review and receive accomplished form	based on College deadline	SRE	None	
		Secure the endorsement of the College Secretary and approval of the Dean/ ADAA		College Secretary/ Associate Dean for Academic Affairs		Copy of the approval/disapproval of the appeal
END OF TRANSACTION						

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(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: REQUEST FOR TRANSFER OF CREDITS

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit accomplished form, duly signed by the SRE, Program Coordinator Department Chair/Institute Director	Must secure the signatures of the College Secretary & Dean and forward the approval to the Office of the University Registrar	3 working days	SRE	None	None
END OF TRANSACTION						

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(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: Scholarship Application

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Secure application form and/or Submit letter of application	Evaluate application based on the criteria set by the Scholarship committee	1 week	Office of the College Secretary Staff	N/A	
2	Student waits for the request to be processed	Refer list of applicants to the Scholarship committee	1 day	Scholarship committee	N/A	
3		Inform the student of the result of the application	1 day	College Staff	N/A	
4		Refer the accepted applicants to the governing scholarship	1 day	College Staff	N/A	
END OF TRANSACTION						

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(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: **APPLICATION FOR ADVANCED PLACEMENT EXAMINATION**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : **Undergraduate/Graduate Students**

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	For NEW FRESHMAN STUDENTS, Go to the respective Department of the College offering basic courses in the freshman year such as the languages, College Algebra, Plane Trigonometry, etc., for Advanced Placement Examination	Colleges offering courses for Advanced Placement Exam	Check Schedule of Examination, Advanced Placement Exam should be taken during the 1 st year of enrolment in the University	Respective Colleges offering Courses for Advanced Placement	Inquire at respective College where the course/subject is being offered	
2	Submit Notice of Eligibility for Advance Placement of courses to the Office of the University Registrar (OUR) and Home College	Colleges offering courses for Advanced Placement Exam	Check schedule of release of result of examination	Respective Colleges offering Courses for Advanced Placement		Certificate of Eligibility for Advanced Placement
END OF TRANSACTION						

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(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: **LAW APTITUDE EXAMINATION (LAE) APPLICATION**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : **Undergraduate/Graduate Students**

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Proceed to the Cash Office to pay testing fee.	Issue official receipt (OR)	Thirty (30) minutes	Cashier		
2	Go back to the OCS. 6.1 Present OR. 6.2 For exempted applicants, submit note of approved exemption.	Receive OR/approved papers (for exempted only). Advise applicant to wait.	One (1) minute	OCS Staff		
3	Applicant's name are called after application process are completed.	Process application. Record applicant's data, assign application number, venue/room and OR number. Dry seal and sign the testing permit.	Ten (10) minutes	OCS Staff		
4	Receive applicant's copy of testing permit.	Release testing permit to the applicant.	One (1) minute	OCS Staff		Testing Permit
5	Proceed to the Cash Office to pay testing fee.	Issue official receipt (OR).	Thirty (30) minutes	Cashier		
END OF TRANSACTION						

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(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: REQUEST FOR FACILITIES/VENUE

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Inquire and/or reserve Room/venue rental/including costs/rates (rental and OT of custodial staff) and ocular inspection of actual venue(s) chosen	Receive request letter and check room availability. Assist the student in ocular inspection of actual venue(s) chosen	Ten (10) minutes	Administrative Officer/Frontline Staff	Corresponding fees	FACILITIES RENTAL/ RESERVATION FORM
2		Verify schedule for conflict	Five (5) minutes	Administrative Officer/Frontline Staff		
3		Confirm schedule; finalize schedule of reservation/rental of facilities	Two (2) minutes	Administrative Officer/Frontline Staff	Corresponding fees	Sign FACILITIES RENTAL/ RESERVATION FORM for confirmation of reservation/rental
4	Pay partial/full payment of venue and OT of staff (cash only basis)	Compute billing cost	Fifteen to Twenty (15-20) minutes	University Cashier	With billing from College	Official Receipt given to full payment of venue rental only
END OF TRANSACTION						

- The reckoning of the duration of activity starts when the client is being attended to by the person-in-charge of the transaction
- Transactions time are based on normal season

CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: **APPLICATION FOR GRADUATION**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Accomplish APPLICATION for GRADUATION FORM on graduating term, see deadlines posted by the Office of the College Secretary (OCS)	Receive and check submitted form	Three (3) minutes maximum transaction time	Office of the College Secretary (OCS)/ Records Office (RO)		APPLICATION FOR GRADUATION FORM
2		Submit the form and request for evaluation of deficiencies	Thirty (30) minutes on scheduled consultation for evaluation of deficiencies	Student Records Evaluator (SRE)		STUDENT CHECKLIST
3		Submit to OUR the List of Tentative Candidates for Graduation for the current Term	As per OUR schedule in the academic calendar	Office of the College Secretary (OCS)/ Records Office (RO)		Tentative List of Candidates for Graduation
4	Verify name on the Tentative List of Candidates for Graduation for the current Term to be posted on Bulletin Boards of respective College			OCS		
END OF TRANSACTION						

- The reckoning of the duration of activity starts when the client is being attended to by the person-in-charge of the transaction
- Transactions time are based on normal season

CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: **LATE APPLICATION FOR GRADUATION**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1	Submit letter of appeal addressed to the University Registrar, with accomplished application for graduation form. Pay application fee.	Receive and check submitted letter	refer to OUR deadline	SRE	P100.00	
2		Secure endorsement from the Program Adviser/College Secretary/Associate Dean for Academic Affairs		Program Adviser/College Secretary/Associate Dean for Academic Affairs		Approved letter
3	Bring the approved letter from the College to the OUR for final approval					
4	Submit copy of the approved late of application to the respective College					
END OF TRANSACTION						

- The reckoning of the duration of activity starts when the client is being attended to by the person-in-charge of the transaction
- Transactions time are based on normal season

CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

(As of Sept. 6, 2016, 12:08AM)

Type of Frontline Service: **APPLICATION FOR RELEASE OF DIPLOMA**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity *	Person-in-charge	Fees	Form
1.	Submit accomplished form. Apply for University Clearance via your Computerized Registration System (CRS) Account	Check and verify	Three (3) weeks maximum transaction time after application of University Clearance via CRS	Officer of the Day/Frontline Staff CRS – Office of the University Registrar (OUR)		
2.	Go to the Office of the College Secretary (OCS) of your respective College and present a valid ID	Release the requested diploma	Six (6) months to one (1) year after graduation for the OUR to release Diploma to respective Colleges Five (5) minutes maximum transaction time when claiming Diploma from respective Colleges	Officer of the Day/Frontline Staff		Diploma
END OF TRANSACTION						

- The reckoning of the duration of activity starts when the client is being attended to by the person-in-charge of the transaction
- Transactions time are based on normal season