1. Issuance of Letter of Request for Entrance Credentials

Letter of Request for Entrance Credentials is issued to all incoming undergraduate students of UPDEPP who have qualified for admission through the UP College Admission Test (UPCAT) or Automatic Admission (RA 10648) in order for them to request Form 137 and Form 138 from their high schools.

Office or	UPDEPP Records Management, Assessment and Evaluation					
Division:	Office (RMAE)					
Classification:	Simple					
Type of	Government to	Citizen				
Transaction:						
Who may	Any incoming u	ndergrad	uate student to UPD	EPP (UPCAT		
avail:	Qualifier, Autom	natic Adm	ission)			
CHECKLI	ST OF		WHERE TO S	ECURE		
REQUIRE	MENTS					
1. Service Requ	est Form		RMAE (Onsite, 1F	Lobby) or		
(SRF)			Email (rmae.eppo@	gup.edu.ph)		
2. Proof of Adm	`		Client			
Result, RA 10)648					
Certification)		_				
CLIENT	AGENCY	FEES	PROCESSING	PERSON		
STEPS	ACTION	ТО	TIME	RESPONSIBLE		
		BE				
		PAID				
1. Accomplish the	1. Receive	None	2 minutes	Frontline Staff		
SRF and fill in the	completed	RMAE				
required	service					
information fields	request form	RMAE Staff, Kare				
needed to secure	from client	Faye Garcia				
the letter of	and review					
request and attach proof of	proof of admission					
admission	aumssion					
	I .	1				

	2. Generate	None	10 minutes	Frontline Staff
	the letter of			RMAE
	request for			
	entrance			RMAE Staff or
	credentials			Karen Faye Garcia
	with			
	information			
	supplied by			
	client			
	3. Sign	None	2 minutes	Student Records
	generated			Evaluator
	letter of			RMAE
	request for			
	entrance			Leonilla Samson
	credentials			
2. Claim letter of	4. Issue letter	None	1 minute	Frontline Staff
request	of request for			RMAE
	entrance			
	credentials to			RMAE Staff or
	client			Karen Faye Garcia
	TOTAL:	None	15 minutes	

2. Issuance of Certificate of Enrollment

Certificate of Enrollment is issued to currently-enrolled students of UPDEPP who may need them as proof of registration in a particular semester/trimester for scholarships application among other legal purposes.

Office or	UPDEPP Records Management, Assessment and Evaluation
Division:	Office (RMAE)
Classification:	Simple
Type of	Government to Citizen
Transaction:	

Who may	Any currently-enrolled student of UPDEPP					
avail:						
CHECKLI	ST OF		WHERE TO SE	CURE		
REQUIRE	MENTS					
1. Service Reque	est Form (SRF)		RMAE (Onsite, 1F	• /		
			E Online (bit.ly/upde			
Proof of Paym Transaction	ent	L	inkBiz or GCash Bil	ls Payment		
CLIENT	AGENCY	FEES	PROCESSING	PERSON		
STEPS	ACTION	TO BE	TIME	RESPONSIBLE		
		PAID				
1. Accomplish the SRF onsite or online through RMAE Online by filling in the required information fields to secure certification *Billing invoice slips ar	-	~	ut not right away due to	Frontline Staff RMAE RMAE Staff the volume of requests		
2. Wait for the	2. Generate	eived onsite ai None	10 minutes	Frontline Staff		
Billing Invoice Slip to be	Billing Invoice Slip	None	10 minutes	ARMAS		
reflected in the RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker)	in BULSA			Arnulf Roan Pita		

3. Make a	3. Update the	₱50/	5 minutes	Frontline Staff
remote payment	Invoice	сору		ARMAS
using the	Tracker			
Reference				Arnulf Roan Pita
Number stated in				
the RMAE				
Invoice Tracker				
4. Encode the	4. Once	None	2 minutes	Frontline Staff
payment	payment			ARMAS
transaction	details are			
details in the	encoded by			Arnulf Roan Pita
RMAE Payment	the client,			
Portal	coordinate			
(bit.ly/rmae-paym	with the			
ent-portal)	RMAE			
	Frontline Staff			
	to generate			
	the requested			
	document			
		STOP TIM	1E*	
*Document requests			ches, but not right away	due to the volume of
			ite and online.	Fuendine Otef
	5. Review	None	10 minutes	Frontline Staff
	enrollment			RMAE
	history of			
	student	Mana	40 minutes	RMAE Staff
	6. Generate	None	10 minutes	Frontline Staff
	certification			RMAE
	7.0:	.	0 : 1	RMAE Staff
	7. Sign	None	3 minutes	Student Records
	generated			Evaluator
	certification			RMAE
				Leonilla Samson
5. Claim	8. Issue or	None	3 minutes	Frontline Staff
certification in	send	INOTIC	o minutes	RMAE
person or receive	certification to			I XIVI/AL
via email	client			RMAE Staff
Lia ciliali	3			, and the ordin

TOTAL:	₱50	45 minutes	

3. Issuance of Certificate of Non-Contract

Certificate of Non-Contract is issued to existing students of UPDEPP who wishes to transfer or shift out to a degree program in other UP campuses.

Office or	UPDEPP Reco	rds Manage	ement, Assessment	and Evaluation		
Division:	Office (RMAE)					
Classification:	Simple					
Type of	Government to	Citizen				
Transaction:						
Who may	'		lent of UPDEPP wit			
avail:	application to a	degree pro	gram in another UP	campus		
CHECKLI	ST OF		WHERE TO SE	CURE		
REQUIRE	MENTS					
1. Service Reque	est Form (SRF)		RMAE (Onsite, 1F			
			E Online (bit.ly/upde	· · ,		
2. Proof of Paym	ent	L	inkBiz or GCash Bil	ls Payment		
Transaction						
CLIENT	AGENCY	FEES	PROCESSING	PERSON		
STEPS	ACTION	TO BE	TIME	RESPONSIBLE		
		PAID				
1. Accomplish the	1. Receive,	None	2 minutes	Frontline Staff		
SRF onsite or	verify			RMAE		
online through	completed					
RMAE Online by	service	RMAE Staff				
filling in the	request form					
required	from client					
information fields						
to secure						
certification						

STOP TIME*

*Billing invoice slips are generated on a regular basis, but not right away due to the volume of requests received onsite and online.

	7606	eivea onsite ai	ia onime.	
2. Wait for the Billing Invoice Slip to be reflected in the RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker)	2. Generate Billing Invoice Slip in BULSA	None	10 minutes	Frontline Staff ARMAS Arnulf Roan Pita
3. Make a remote payment using the Reference Number stated in the RMAE Invoice Tracker	3. Update the Invoice Tracker	₱20/ copy	5 minutes	Frontline Staff ARMAS Arnulf Roan Pita
4. Encode the payment transaction details in the RMAE Payment Portal (bit.ly/rmae-paym ent-portal)	4. Once payment details are encoded by the client, coordinate with the RMAE Frontline Staff to generate the requested document	None STOR TIME	2 minutes	Frontline Staff ARMAS Arnulf Roan Pita

STOP TIME*

*Document requests, once paid, are generated by batches, but not right away due to the volume of requests received onsite and online.

5. Review	None	10 minutes	Frontline Staff
admission			RMAE
records of			
student			RMAE Staff
6. Generate	None	10 minutes	Frontline Staff
certification			RMAE

				RMAE Staff
	7. Sign generated certification	None	3 minutes	Program Secretary Office of the Program Secretary
	Corumoduon			Asst. Prof. Rosanne Marie Echivarre
5. Claim certification in	8. Issue or send	None	3 minutes	Frontline Staff RMAE
person or receive via email	certification to client			RMAE Staff
	TOTAL:	₱ 20	45 minutes	

4. Issuance of Certificate of Units Earned

Certificate of Units Earned is issued to current and former students of UPDEPP who may need them as proof of the total number of academic units they earned in a degree program.

Office or	UPDEPP Records Management, Assessment and Evaluation				
Division:	Office (RMAE)				
Classification:	Simple				
Type of	Government to	Citizen			
Transaction:					
Who may	Any current or former student of UPDEPP				
avail:					
CHECKLI	ST OF	WHERE TO SECURE			
REQUIRE	MENTS				
1. Service Requ	est Form (SRF)	RMAE (Onsite, 1F Lobby) or			
		RMAE Online (bit.ly/updepp-rmaeonline)			
2. Proof of Paym	nent	LinkBiz or GCash Bills Payment			
Transaction					

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish the SRF onsite or online through RMAE Online by filling in the required information fields to secure certification	1. Receive, verify completed service request form from client	None	2 minutes	Frontline Staff RMAE RMAE Staff	
STOP TIME* *Billing invoice slips are generated on a regular basis, but not right away due to the volume of requests					

received onsite and online.

2. Wait for the Billing Invoice Slip to be reflected in the RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker)	2. Generate Billing Invoice Slip in BULSA	None	10 minutes	Frontline Staff ARMAS Arnulf Roan Pita
3. Make a	3. Update the	₱50/	5 minutes	Frontline Staff
remote payment	Invoice	сору		ARMAS
using the	Tracker			
Reference				Arnulf Roan Pita
Number stated in				
the RMAE				
Invoice Tracker				
4. Encode the	4. Once	None	2 minutes	Frontline Staff
payment	payment			ARMAS
transaction	details are			
details in the	encoded by			Arnulf Roan Pita
RMAE Payment	the client,			
Portal	coordinate			
(bit.ly/rmae-paym	with the			
ent-portal)	RMAE			

	TOTAL:	₱50	45 minutes	
via email	client			RMAE Staff
person or receive	certification to			
certification in	send			RMAE
5. Claim	8. Issue or	None	3 minutes	Frontline Staff
				Leonilla Samson
	certification			RMAE
	generated			Evaluator
	7. Sign	None	3 minutes	Student Records
				RMAE Staff
	Certification			RIVIAE
	6. Generate certification	None	10 minutes	Frontline Staff RMAE
	student	N 1	40	RMAE Staff
	record of			5,445.67.6
	scholastic			RMAE
	5. Evaluate	None	10 minutes	Frontline Staff
	· · · · · · · · · · · · · · · · · · ·		ite and online.	
*Document requests	, once paid, are ger		· tches, but not right away	y due to the volume of
	document	STOP TIM	<u> </u> ∕1F*	
	document			
	to generate the requested			
	Frontline Staff			

5. Issuance of Certificate of Year Level Standing

Certificate of Year Level Standing is issued to current students of UPDEPP who may need them as proof of their year level standing based on the actual number of units passed in their current curriculum.

Office or Division:	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)
Classification:	Simple
Type of	Government to Citizen
Transaction:	

Who may	Any current student of UPDEPP				
avail:					
CHECKLIST OF			WHERE TO SE	CURE	
REQUIRE	MENTS				
1. Service Reque	est Form (SRF)		RMAE (Onsite, 1F	• ′	
			Online (bit.ly/upde	,	
2. Proof of Paym Transaction	ent	L 	inkBiz or GCash Bil	ls Payment	
CLIENT	AGENCY	FEES	PROCESSING	PERSON	
STEPS	ACTION	TO BE	TIME	RESPONSIBLE	
		PAID			
Accomplish the SRF onsite or online through	Receive, verify completed	None	2 minutes	Frontline Staff RMAE	
RMAE Online by filling in the required information fields to secure certification	service request form from client			RMAE Staff	
		STOP TIM			
*Billing invoice slips ar	-	egular basis, b eived onsite ar		the volume of requests	
2. Wait for the Billing Invoice Slip to be	GenerateBillingInvoice Slip	None	10 minutes	Frontline Staff ARMAS	
reflected in the RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker)	in BULSA			Arnulf Roan Pita	

3. Make a remote payment using the Reference Number stated in the RMAE Invoice Tracker	3. Update the Invoice Tracker	₱50/ copy	5 minutes	Frontline Staff ARMAS Arnulf Roan Pita		
4. Encode the payment transaction details in the RMAE Payment Portal (bit.ly/rmae-paym ent-portal)	4. Once payment details are encoded by the client, coordinate with the RMAE Frontline Staff to generate the requested document	None	2 minutes	Frontline Staff ARMAS Arnulf Roan Pita		
	STOP TIME*					

*Document requests, once paid, are generated by batches, but not right away due to the volume of requests received onsite and online.

	5. Evaluate scholastic record of	None	10 minutes	Frontline Staff RMAE
	student			RMAE Staff
	6. Generate certification	None	10 minutes	Frontline Staff RMAE
				RMAE Staff
	7. Sign generated certification	None	3 minutes	Student Records Evaluator RMAE
				Leonilla Samson
5. Claim	8. Issue or	None	3 minutes	Frontline Staff
certification in	send			RMAE
person or receive	certification to			
via email	client			RMAE Staff

TOTAL:	₱50	45 minutes	
--------	-----	------------	--

6. Issuance of Certificate of No Pending Case

Certificate of No Pending Case is issued to current and former students of UPDEPP who are cleared of any administrative offense and have no pending case in the University. This certificate effectively substitutes for the Certificate of Good Moral Character.

Office or Division:	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)				
Classification:	Simple				
Type of	Government to	Citizen			
Transaction:					
Who may	-		ent of UPDEPP with	out history of	
avail:	administrative of	offense in th	ne University		
CHECKLI	ST OF		WHERE TO SE	CURE	
REQUIRE	MENTS				
1. SDC Clearand	e	Office o	of Student Ethics (bit	nt Ethics (bit.ly/sdcclearance)	
2. Service Reque	est Form (SRF)	RMAE (Onsite, 1F Lobby) or			
		RMAE Online (bit.ly/updepp-rmaeonline)			
3. Proof of Paym	ent	LinkBiz or GCash Bills Payment			
Transaction	4.0ENOV		DD00F00N0	DEDOON	
CLIENT	AGENCY	FEES	PROCESSING	PERSON	
STEPS	ACTION	TO BE	TIME	RESPONSIBLE	
		PAID			
1. Accomplish the	1. Receive,	None	2 minutes	Frontline Staff	
SRF onsite or	verify			RMAE	
online through	completed			DMAE Stoff	
RMAE Online by filling in the	service RMAE Staff			RIVIAE Stati	
required	request form from client				
information fields	I HOITI GIIGITE				
to secure					
certification and					

attach SDC Clearance from OSE STOP TIME* *Billing invoice slips are generated on a regular basis, but not right away due to the volume of requests received onsite and online. 2. Wait for the 2. Generate Frontline Staff None 10 minutes Billing Invoice Billing ARMAS Slip to be Invoice Slip reflected in the in BULSA Arnulf Roan Pita RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker) Frontline Staff 3. Make a 3. Update the ₱20/ 5 minutes remote payment Invoice сору **ARMAS** Tracker using the Reference Arnulf Roan Pita Number stated in the RMAE Invoice Tracker Frontline Staff 4. Encode the 4. Once None 2 minutes **ARMAS** payment payment transaction details are Arnulf Roan Pita details in the encoded by RMAE Payment the client, Portal coordinate (bit.ly/rmae-paym with the ent-portal) RMAE Frontline Staff to generate the requested document

STOP TIME*

*Document requests, once paid, are generated by batches, but not right away due to the volume of requests received onsite and online.

	5. Check if	None	10 minutes	Frontline Staff
	the name of the student is			RMAE
	in the case			RMAE Staff
	record of the			, <u>_</u> 0.0
	Student			
	Relations			
	Officer			
	6. Generate	None	10 minutes	Frontline Staff
	certification			RMAE
				DMAE Oto#
	7 Ciara	Nana	0	RMAE Staff
	7. Sign	None	3 minutes	Program Secretary Office of the
	generated certification			
	Certification			Program Secretary
				Asst. Prof.
				Rosanne Marie
				Echivarre
5. Claim	8. Issue or	None	3 minutes	Frontline Staff
certification in	send			RMAE
person or receive	certification to			
via email	client			RMAE Staff
	TOTAL:	₱20	45 minutes	

7. Issuance of Certificate of English as Medium of Instruction

Certificate of English as Medium of Instruction is issued to current and former students of UPDEPP who may need them for application to foreign scholarships or overseas employment.

Office or Division:	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)
Classification:	Simple
Type of	Government to Citizen
Transaction:	

Who may avail:	Any current or former student of UPDEPP					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Service Request Form (SRF)		RMAE	RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline)			
Proof of Paym Transaction	ent	L	inkBiz or GCash Bil	ls Payment		
CLIENT	AGENCY	FEES	PROCESSING	PERSON		
STEPS	ACTION	TO BE PAID	TIME	RESPONSIBLE		
Accomplish the SRF onsite or online through	Receive, verify completed	None	2 minutes	Frontline Staff RMAE		
RMAE Online by filling in the required information fields to secure certification	service request form from client			RMAE Staff		
		STOP TIM	1E*			
*Billing invoice slips ar	_	egular basis, b eived onsite a		the volume of requests		
2. Wait for the Billing Invoice Slip to be	2. Generate Billing Invoice Slip	None	10 minutes	Frontline Staff ARMAS		
reflected in the RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker)	in BULSA			Arnulf Roan Pita		

3. Make a remote payment using the Reference Number stated in the RMAE Invoice Tracker	3. Update the Invoice Tracker	₱50/ copy	5 minutes	Frontline Staff ARMAS Arnulf Roan Pita
4. Encode the payment transaction details in the RMAE Payment Portal (bit.ly/rmae-payment-portal)	4. Once payment details are encoded by the client, coordinate with the RMAE Frontline Staff to generate the requested	None	2 minutes	Frontline Staff ARMAS Arnulf Roan Pita
	document			
		STOP TIM	1E*	
*Document requests		-	ches, but not right away ite and online.	y due to the volume of
	5. Review admission records of student	None	10 minutes	Frontline Staff RMAE RMAE Staff
	6. Generate certification	None	10 minutes	Frontline Staff RMAE RMAE Staff
	7. Sign generated certification	None	3 minutes	Program Secretary Office of the Program Secretary Asst. Prof. Rosanne Marie Echivarre

8. Issue or	None	3 minutes	Frontline Staff
send			RMAE
certification to			
client			RMAE Staff
TOTAL:	₱50	45 minutes	
	send certification to client	send certification to client	send certification to client

8. Issuance of Certificate of General Weighted Average

Certificate of General Weighted Average is issued to current and former students of UPDEPP who need an official numerical computation of their scholastic standing in their degree program.

Office or Division:	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)				
Classification:	Simple				
Type of	Government to	Citizen			
Transaction:					
Who may	Any current or t	former stud	ent of UPDEPP		
avail:					
CHECKLI	ST OF		WHERE TO SE	CURE	
REQUIRE	MENTS				
1. Service Reque	est Form (SRF)	RMAE (Onsite, 1F Lobby) or			
		RMAE Online (bit.ly/updepp-rmaeonline)			
2. Proof of Paym	ent	LinkBiz or GCash Bills Payment		ls Payment	
Transaction					
CLIENT	AGENCY	FEES	PROCESSING	PERSON	
STEPS	ACTION	TO BE	TIME	RESPONSIBLE	
		PAID			
Accomplish the SRF onsite or online through	Receive, verify completed	None	3 minutes	Frontline Staff RMAE	
RMAE Online by filling in the required information fields	service request form from client			RMAE Staff	

to secure certification STOP TIME* *Billing invoice slips are generated on a regular basis, but not right away due to the volume of re received onsite and online. 2. Wait for the Billing Invoice Billing Invoice Slip Invoice Slip in BULSA RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker) 3. Make a remote payment using the Reference Number stated in the RMAE				
STOP TIME* *Billing invoice slips are generated on a regular basis, but not right away due to the volume of re received onsite and online. 2. Wait for the Billing Invoice Slip Invoice Slip in BULSA RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker) 3. Make a remote payment using the Reference Number stated in the RMAE				
*Billing invoice slips are generated on a regular basis, but not right away due to the volume of re received onsite and online. 2. Wait for the Billing Invoice Slip Invoice Slip in BULSA RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker) 3. Make a remote payment using the Reference Number stated in the RMAE				
Billing Invoice Slip to be reflected in the RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker) 3. Make a remote payment using the Reference Number stated in the RMAE Billing Invoice Slip in BULSA Arnulf Roan	quests			
remote payment using the Reference Number stated in the RMAE	}			
Invoice Tracker	}			
4. Encode the payment payment transaction details are encoded by RMAE Payment (bit.ly/rmae-paym ent-portal) Encode the payment payment details are encoded by the client, coordinate with the ent-portal to generate the requested document Encode the payment payment payment details are encoded by the client, coordinate with the payment paymen	3			
STOP TIME* *Document requests, once paid, are generated by batches, but not right away due to the volume of requests received onsite and online.				
5. Evaluate None 2 days Frontline S RMAE	taff			

	record of student			RMAE Staff
	6. Generate certification	None	10 minutes	Frontline Staff RMAE
				RMAE Staff
	7. Sign generated	None	4 minutes	Student Records Evaluator
	certification			RMAE
				Leonilla Samson
5. Claim	8. Issue or	None	3 minutes	Frontline Staff
certification in	send			RMAE
person or receive	certification to			
via email	client			RMAE Staff
	TOTAL:	₱50	2 days and 20	
			minutes	

9. Issuance of Certificate of Coursework Completion

Certificate of Coursework Completion is issued to current and former graduate students of UPDEPPO who have already completed the 30 or 33 academic units required in their program. Usually, this certificate is requested by those who have already taken but failed the Comprehensive Examination.

Office or	UPDEPP Reco	rds Management, Assessment and Evaluation	
Division:	Office (RMAE)		
Classification:	Simple		
Type of	Government to	Citizen	
Transaction:			
Who may	Any current or former graduate-level student of UPDEPP		
avail:			
CHECKLI	ST OF	WHERE TO SECURE	
REQUIRE	EMENTS		
1. Service Reque	est Form (SRF)	RMAE (Onsite, 1F Lobby) or	
		Email (rmae.eppo@up.edu.ph)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the SRF onsite by filling in the required information fields to secure certification or email RMAE to	1. Receive, verify completed service request form or email request from client	None	1 minute	Frontline Staff RMAE RMAE Staff
request the certification	2. Evaluate scholastic record of student	None	30 minutes	Frontline Staff RMAE RMAE Staff
	3. Generate certification	None	10 minutes	Frontline Staff RMAE RMAE Staff
	4. Sign generated certification	None	2 minutes	Program Secretary Office of the Program Secretary Asst. Prof. Rosanne Marie Echivarre
2. Claim certification in person or receive via email	5. Issue or send certification to client	None	2 minutes	Frontline Staff RMAE RMAE Staff
	TOTAL:	None	45 minutes	

10. Filing of Application for Graduation

Application for Graduation can be availed by students who are in their final term of their degree program and are expected to complete the remaining units and/or program requirements.

Office or Division:	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)					
Classification:	Simple	Simple				
Type of	Government to	Citizen				
Transaction:						
Who may	Any currently-e	nrolled stud	lent of UPDEPP gra	iduating in status		
avail:						
CHECKLI	ST OF		WHERE TO SE	CURE		
REQUIRE	MENTS					
Application for			RMAE (Onsite, 1F	Lobby) or		
Form (EPPO I	- -10)	RMA	Online (bit.ly/upde	pp-rmaeonline)		
2. Service Reque	est Form	RMAE Online (bit.ly/updepp-rmaeonline)				
3. Proof of Paym	yment LinkBiz or GCash Bills Payment					
Transaction (fo	•					
students, unde	-					
students not u	nder RA					
10931)	AOFNOV	FFFO	PPOOFOOINO	DEDOON		
CLIENT	AGENCY	FEES	PROCESSING	PERSON		
STEPS	ACTION	TO BE	TIME	RESPONSIBLE		
		PAID				
1. Accomplish the	1. Receive,	None	3 minutes	Frontline Staff		
SRF onsite or	verify			RMAE		
online through	completed			5145 64 6		
RMAE Online by	service			RMAE Staff		
filling in the	request form					
required information fields	from client					
to secure						
certification						
COLUNCATION		STOD TIM	<u> </u> ∧⊏*			

STOP TIME*

^{*}Billing invoice slips are generated on a regular basis, but not right away due to the volume of requests received onsite and online.

2. Wait for the Billing Invoice Slip to be reflected in the RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker)	2. Generate Billing Invoice Slip in BULSA	None	10 minutes	Frontline Staff ARMAS Arnulf Roan Pita		
3. Make a remote payment using the Reference Number stated in the RMAE Invoice Tracker	3. Update the Invoice Tracker	₱300; Waived if under RA 10931	5 minutes	Frontline Staff ARMAS Arnulf Roan Pita		
4. Encode the payment transaction details in the RMAE Payment Portal (bit.ly/rmae-paym ent-portal)	4. Once payment details are encoded by the client, coordinate with the RMAE Frontline Staff to generate the requested document	None	4 minutes	Frontline Staff ARMAS Arnulf Roan Pita		
Document requests	STOP TIME *Document requests, once paid, are generated by batches, but not right away due to the volume of requests received onsite and online.					
	5. Verify application for graduation and evaluate his or her admission and	None	60 minutes	Frontline Staff RMAE RMAE Staff		

scholastic records			
6. Include name of student in tentative list of candidates for graduation	None	3 minutes	Student Records Evaluator RMAE Leonilla Samson
TOTAL:	₱300 or	1 hour and 25	
	None	minutes	

11. Issuance of Certificate of Candidacy for Graduation

Certificate of Candidacy for Graduation is issued to currently-enrolled students of UPDEPP who are in their last semester/trimester of enrollment in their degree program (graduating status).

Office or Division:	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)				
Classification:	Simple				
Type of	Government to	Citizen			
Transaction:					
Who may	Any currently-enrolled student of UPDEPP graduating in status			iduating in status	
avail:					
CHECKLI	ST OF		WHERE TO SE	CURE	
REQUIRE	MENTS				
1. Service Reque	est Form	RMAE (Onsite, 1F Lobby) or			
		RMAE Online (bit.ly/updepp-rmaeonline)			
2. Proof of Paym	nent	L	inkBiz or GCash Bill	ls Payment	
Transaction					
CLIENT	AGENCY	FEES PROCESSING PERSON			
STEPS	ACTION	TO BE PAID	TIME	RESPONSIBLE	

1. Accomplish the SRF onsite or online through RMAE Online by filling in the required information fields to secure certification	1. Receive, verify completed service request form from client	None STOP TIM	2 minutes 1E*	Frontline Staff RMAE RMAE Staff
*Billing invoice slips ar	_		ut not right away due to	the volume of requests
2. Wait for the Billing Invoice Slip to be reflected in the RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker)	2. Generate Billing Invoice Slip in BULSA	None	10 minutes	Frontline Staff ARMAS Arnulf Roan Pita
3. Make a remote payment using the Reference Number stated in the RMAE Invoice Tracker	3. Update the Invoice Tracker	₱50/ copy	5 minutes	Frontline Staff ARMAS Arnulf Roan Pita
4. Encode the payment transaction details in the RMAE Payment Portal (bit.ly/rmae-payment-portal)	4. Once payment details are encoded by the client, coordinate with the RMAE Frontline Staff to generate	None	2 minutes	Frontline Staff ARMAS Arnulf Roan Pita

	the requested						
	document						
	STOP TIME*						
*Document requests	*Document requests, once paid, are generated by batches, but not right away due to the volume of						
200411101111104440010		-	ite and online.	, add to the volume of			
	5. Verify	None	60 minutes	Frontline Staff			
	application for			RMAE			
	graduation						
	and evaluate			RMAE Staff			
	his or her						
	admission						
	and						
	scholastic						
	records						
	6. Generate	None	5 minutes	Frontline Staff			
	certification			RMAE			
				RMAE Staff			
	7. Sign	None	3 minutes	Student Records			
	generated			Evaluator			
	certification			RMAE			
				Leonilla Samson			
5. Claim	8. Issue or	None	3 minutes	Frontline Staff			
certification in	send			RMAE			
person or receive	certification to						
via email	client			RMAE Staff			
	TOTAL:	₱50	1 hour and 30				
			minutes				

12. Issuance of Certificate of Graduation

Certificate of Graduation is issued to former students who earned their undergraduate or graduate program degree/s in UPDEPP.

Office or Division:	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any graduate of UPDEPPO			
CHECKLI	ST OF		WHERE TO SE	CURE
REQUIRE	MENTS			
1. Service Reque			RMAE (Onsite, 1F E Online (bit.ly/upde	pp-rmaeonline)
2. Proof of Paym		LinkBiz or GCash Bills Payment		
CLIENT	AGENCY	FEES	PROCESSING	PERSON
STEPS	ACTION	TO BE PAID	TIME	RESPONSIBLE
1. Accomplish the SRF onsite or online through RMAE Online by filling in the required information fields to secure certification	1. Receive, verify completed service request form from client	None	2 minutes	Frontline Staff RMAE RMAE Staff
*Rilling invoice slins ar	e generated on a re	STOP TIM		the volume of requests
Billing invoice slips ar		eived onsite a		the volume of requests
2. Wait for the Billing Invoice Slip to be reflected in the RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker)	2. Generate Billing Invoice Slip in BULSA	None	10 minutes	Frontline Staff ARMAS Arnulf Roan Pita

	T =			
3. Make a remote payment	3. Update the Invoice	₱50/ copy	5 minutes	Frontline Staff ARMAS
using the Reference	Tracker			Arnulf Roan Pita
Number stated in				Amun Koan i ita
the RMAE				
Invoice Tracker				
4. Encode the	4. Once	None	2 minutes	Frontline Staff
payment	payment			ARMAS
transaction	details are			
details in the	encoded by			Arnulf Roan Pita
RMAE Payment	the client,			
Portal	coordinate			
(bit.ly/rmae-paym	with the			
ent-portal)	RMAE			
	Frontline Staff			
	to generate			
	the requested			
	document			
Document requests	s once naid are ger	STOP TIN perated by bat	llE tches, but not right awa	v due to the volume of
200amoni roquotio			ite and online.	, add to the relative of
	5. Evaluate	None	30 minutes	Frontline Staff
	admission			RMAE
	and			
	scholastic			RMAE Staff
	records of			
	student			
	6. Generate	None	5 minutes	Frontline Staff
	certification			RMAE
				RMAE Staff
	7. Sign	None	3 minutes	Program Secretary
	generated			Office of the
	certification			Program Secretary
				Asst. Prof.
				Rosanne Marie
				Echivarre

5. Claim	8. Issue or	None	3 minutes	Frontline Staff
certification in	send			RMAE
person or receive	certification to			
via email	client			RMAE Staff
	TOTAL:	₱50	1 hour	

13. Issuance of Certificate of Graduation with Honors

Certificate of Graduation is issued to former students who earned their undergraduate or graduate program degree/s in UPDEPP with honors.

Office or		rds Manage	ement, Assessment	and Evaluation
Division:	Office (RMAE)			
Classification:	Simple			
Type of	Government to Citizen			
Transaction:				
Who may	Any graduate o	f UPDEPP	awarded with Latin	honors (summa
avail:	cum laude, ma	gna cum laı	ude, cum laude)	
CHECKLI	ST OF		WHERE TO SE	CURE
REQUIRE	MENTS			
1. Service Reque	est Form	RMAE (Onsite, 1F Lobby) or		
		RMAE Online (bit.ly/updepp-rmaeonline)		
2. Proof of Paym	ent	LinkBiz or GCash I		ls Payment
Transaction				
CLIENT	AGENCY	FEES	PROCESSING	PERSON
STEPS	ACTION	TO BE	TIME	RESPONSIBLE
		PAID		
1. Accomplish the	1. Receive,	None	2 minutes	Frontline Staff
SRF onsite or	verify			RMAE
online through	completed			
RMAE Online by	service			RMAE Staff
filling in the	request form			
required	from client			
information fields				
to secure				
certification				

STOP TIME*

*Billing invoice slips are generated on a regular basis, but not right away due to the volume of requests received onsite and online.

	rece	eivea onsite ai	na online.		
2. Wait for the Billing Invoice Slip to be reflected in the RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker)	2. Generate Billing Invoice Slip in BULSA	None	10 minutes	Frontline Staff ARMAS Arnulf Roan Pita	
3. Make a remote payment using the Reference Number stated in the RMAE Invoice Tracker	3. Update the Invoice Tracker	₱50/ copy	5 minutes	Frontline Staff ARMAS Arnulf Roan Pita	
4. Encode the payment transaction details in the RMAE Payment Portal (bit.ly/rmae-paym ent-portal)	4. Once payment details are encoded by the client, coordinate with the RMAE Frontline Staff to generate the requested document	None	2 minutes	Frontline Staff ARMAS Arnulf Roan Pita	
STOP TIME*					

STOP TIME*

*Document requests, once paid, are generated by batches, but not right away due to the volume of requests received onsite and online.

5. Evaluate	None	30 minutes	Frontline Staff
admission			RMAE
and			
scholastic			RMAE Staff
records of			
student			

	6. Generate	None	5 minutes	Frontline Staff
	certification			RMAE
				RMAE Staff
	7. Sign	None	3 minutes	Program Secretary
	generated			Office of the
	certification			Program Secretary
				Asst. Prof.
				Rosanne Marie
				Echivarre
5. Claim	8. Issue or	None	3 minutes	Frontline Staff
certification in	send			RMAE
person or receive	certification to			
via email	client			RMAE Staff
	TOTAL:	₱50	1 hour	

14. Issuance of Certificate of Scholarship Eligibility for RA 10931

Certificate of Scholarship Eligibility for RA 10931 is issued to undergraduate students to confirm that they are eligible and covered by the full tuition discount and other fees subsidy benefits provided by law. Usually, this certificate is issued to those who have applied for cross-registration in other UP units to be used in assessment of matriculation.

Office or Division:	UPDEPP Records Management, Assessment and Evaluation Office (RMAE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any undergraduate of UPDEPP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form (SRF)		RMAE Online (bit.ly/updepp-rmaeonline)		

2. Proof of Paym	ent	L	LinkBiz or GCash Bills Payment		
Transaction					
CLIENT	AGENCY	FEES	PROCESSING	PERSON	
STEPS	ACTION	TO BE	TIME	RESPONSIBLE	
		PAID			
1. Accomplish the SRF onsite or	 Receive, verify 	None	2 minutes	Frontline Staff RMAE	
online through RMAE Online by	completed service			RMAE Staff	
filling in the required	request form from client				
information fields	nom onom				
to secure certification					
STOP TIME* *Billing invoice slips are generated on a regular basis, but not right away due to the volume of requests received onsite and online.					
2. Wait for the	2. Generate	None	10 minutes	Frontline Staff	
Billing Invoice	Billing			ARMAS	
Slip to be	Invoice Slip				
reflected in the	in BULSA			Arnulf Roan Pita	
RMAE Invoice					
Tracker					
(bit.ly/rmae-invoic					
e-tracker)					
3. Make a	3. Update the	₱20/	5 minutes	Frontline Staff	
remote payment	Invoice	сору		ARMAS	
using the	Tracker				
Reference				Arnulf Roan Pita	
Number stated in					
the RMAE					
Invoice Tracker					

4. Encode the	4. Once	None	2 minutes	Frontline Staff
payment	payment			ARMAS
transaction	details are			
details in the	encoded by			Arnulf Roan Pita
RMAE Payment	the client,			
Portal	coordinate			
(bit.ly/rmae-paym	with the			
ent-portal)	RMAE			
	Frontline Staff			
	to generate			
	the requested			
	document			
		STOP TIM	1E*	
*Document requests		-	ches, but not right away	due to the volume of
	, , , , , , , , , , , , , , , , , , , ,		ite and online.	F (I' O) - ff
	5. Evaluate	None	10 minutes	Frontline Staff
	scholarship			RMAE
	assignment			DMAE 04-#
	history of			RMAE Staff
	student	Nlana	C main vita a	Fuentline Oteff
	6. Generate	None	5 minutes	Frontline Staff
	certification			RMAE
				RMAE Staff
	7. Sign	None	3 minutes	Student Records
	generated			Evaluator
	certification			RMAE
				Leonilla Samson
5. Claim	8. Issue or	None	3 minutes	Frontline Staff
certification in	send			RMAE
person or receive	certification to			
via email	client			RMAE Staff
	TOTAL:	₱20	40 minutes	

15. Issuance of Certificate of Program Curriculum Structure

Certificate of Program Curriculum Structure is issued to students who are applying for scholarships as some donors or agencies might require specific information or

clarification regarding the structure and sequence of courses in the degree programs of UPDEPP.

Office or	UPDEPP Admi Office (ARMAS	_	stration Manageme	nt, and Scholarships		
Division:	·	·)				
Classification:	Simple	Simple				
Type of	Government to	Government to Citizen				
Transaction:						
Who may	Any undergraduate student of UPDEPP					
avail:						
CHECKLI	ST OF		WHERE TO SE	CURE		
REQUIRE	MENTS					
1. Service Reque	est Form (SRF)		ARMAS (Onsite, 1	,		
			mail (armas.eppo@	· · · ·		
2. Proof of Paym	ment LinkBiz or GCash Bills Payment			Is Payment		
Transaction	ACENOV	OV FEED DECOME DEDOM				
CLIENT	AGENCY	FEES	PROCESSING	PERSON		
STEPS	ACTION	TO BE	TIME	RESPONSIBLE		
4.4	4.5	PAID	0 : 1	- " O "		
1. Accomplish the SRF and fill in the	1. Receive,	None	2 minute	Frontline Staff ARMAS		
required	verify completed			ARIVIAS		
information fields	service			Arnulf Roan Pita		
needed to secure	request form			7 11 11 011 1 10 011 1 10 0		
certification	from client					
		STOP TIM				
*Billing invoice slips ar		egular basis, b eived onsite ai		the volume of requests		
2 Wait for the				Frantlina Staff		
2. Wait for the Billing Invoice	2. Generate Billing	None	10 minutes	Frontline Staff ARMAS		
Slip to be	Invoice Slip			7 (I (IVI) (O		
reflected in the	in BULSA			Arnulf Roan Pita		
RMAE Invoice						
Tracker						
(bit.ly/rmae-invoic						
e-tracker)						

3. Make a remote payment using the Reference Number stated in the RMAE Invoice Tracker	3. Update the Invoice Tracker	₱50/ copy	5 minutes	Frontline Staff ARMAS Arnulf Roan Pita
4. Encode the payment transaction details in the RMAE Payment Portal (bit.ly/rmae-paym ent-portal)	4. Once payment details are encoded by the client, coordinate with the RMAE Frontline Staff to generate the requested document	None	2 minutes	Frontline Staff ARMAS Arnulf Roan Pita
		STOP TIM	<u>. </u>	
*Document requests		-	ches, but not right awagite and online.	y due to the volume of
	5. Evaluate admission and scholastic records of student	None	10 minutes	Frontline Staff ARMAS Arnulf Roan Pita
	6. Generate certification	None	25 minutes	Frontline Staff ARMAS Arnulf Roan Pita
	7. Sign generated certification	None	3 minutes	Program Secretary Office of the Program Secretary Asst. Prof. Rosanne Marie Echivarre

8. Issue or	None	3 minutes	Frontline Staff
send			ARMAS
certification to			
client			Arnulf Roan Pita
TOTAL:	P50	1 hour	
	send certification to client	send certification to client	send certification to client

16. Issuance of College Clearance

College Clearance is usually issued to UPDEPP graduates as a prerequisite in securing the University Clearance. It certifies that the student is clear of any pending academic ineligibilities and accountabilities, at least at the unit level.

Office or	UPDEPP Reco	rds Manage	ement, Assessment	and Evaluation	
Division:	Office (RMAE)				
Classification:	Simple				
Type of	Government to	Citizen			
Transaction:					
Who may	Any graduate o	f UPDEPP			
avail:					
CHECKLI	ST OF		WHERE TO SE	CURE	
REQUIRE	MENTS				
1. Service Request	st Form (SRF) RMAE (Onsite, 1F Lobby) or			• /	
			E Online (bit.ly/upde	,	
2. Proof of Paymer	t Transaction	L	inkBiz or GCash Bil	ls Payment	
CLIENT	AGENCY	FEES	PROCESSING	PERSON	
STEPS	ACTION	TO BE	TIME	RESPONSIBLE	
		PAID			
1. Accomplish the	1. Receive,	None	2 minutes	Frontline Staff	
SRF onsite or	verify	RMAE			
online through	completed				
RMAE Online by	service RMAE Staff				
filling in the	request form				
required	from client				
information fields					

to secure				
certification				
Certification		CTOD TIM	<u> </u>	
*Rilling invoice slins a	re generated on a re	STOP TIM		the volume of requests
Billing invoice slips at		eived onsite ar		tille volulille of requests
2. Wait for the	2. Generate	None	10 minutes	Frontline Staff
Billing Invoice	Billing			ARMAS
Slip to be	Invoice Slip			
reflected in the	in BULSA			Arnulf Roan Pita
RMAE Invoice				
Tracker				
(bit.ly/rmae-invoic				
e-tracker)				
3. Make a remote	3. Update the	₱50/	5 minutes	Frontline Staff
payment using	Invoice	сору		ARMAS
the Reference	Tracker			
Number stated in				Arnulf Roan Pita
the RMAE				
Invoice Tracker				
	_			
4. Encode the	4. Once	None	3 minutes	Frontline Staff
payment	payment			ARMAS
transaction	details are			4 (5 5)
details in the	encoded by			Arnulf Roan Pita
RMAE Payment	the client,			
Portal	coordinate			
(bit.ly/rmae-paym	with the			
ent-portal)	RMAE Frontline Staff			
	to initiate			
	student			
	clearance			
	process			
	Process	OTOD TIA		

STOP TIME*

^{*}Document requests, once paid, are generated by batches, but not right away due to the volume of requests received onsite and online.

	5. Encode	None	5 minutes	Frontline Staff
	student			RMAE
	details in the			
	clearance			RMAE Staff
	masterlist			
	6. Check	None	2 days	College Librarian
	office records			Library
	of student			Merck Tan
	and tag them			
	as cleared if			CRS Admin
	no			ARMAS
	accountability			Arnulf Roan Pita
	is found			
				Building Admin
				Admin Office
				Merck Tan
				Cashier (SRE)
				RMAE
				Leonilla Samson
	7. Approve	None	3 minutes	Program Secretary
	college			Office of the
	clearance			Program Secretary
	application in			
	the masterlist			Asst. Prof.
				Rosanne Marie
				Echivarre
5. Claim	8. Issue or	None	2 minutes	Frontline Staff
certification in	send			RMAE
person or receive	certification to			
via email	client			RMAE Staff
	TOTAL:	P50	2 days 30	
			minutes	

17. Authentication of University Documents

This service is available for current and former students of UPDEPP who may need to have photocopies of their university-issued documents authenticated, which might be required for employment, application to scholarships or further studies.

Office or		ds Manage	ment, Assessment	and Evaluation
Division:	Office (RMAE)			
Classification:	Simple			
Type of	Government to	Citizen		
Transaction:				
Who may	Any current or former student of UPDEPP			
avail:				
CHECKL	IST OF		WHERE TO SI	ECURE
REQUIRE	MENTS			
1. Service Request	Form (SRF)		RMAE (1F, Lo	obby)
Authentication is limited to the following: Official Transcript of Records, Diploma, True Copy of Grades, Form 5, Program Curriculum, and Course Syllabus				
CLIENT	AGENCY	FEES	PROCESSIN	PERSON
STEPS	ACTION	TO BE PAID	G TIME	RESPONSIBLE
1. Accomplish the SRF and fill in the required information fields needed to secure certification	Receive accomplished service request form from client	None	1 minute	Frontline Staff RMAE RMAE Staff
Corumoutori		STOP TIM	<u> </u> 	
*Billing invoice slips ar	-		ıt not right away due to	the volume of requests
2. Wait for the Billing Invoice Slip to be reflected in the RMAE Invoice Tracker (bit.ly/rmae-invoic e-tracker)	2. Generate Billing Invoice Slip in BULSA	None	10 minutes	Frontline Staff ARMAS Arnulf Roan Pita

3. Make a remote payment using the Reference Number stated in the RMAE Invoice Tracker	3. Update the Invoice Tracker	₱100/ documen t	5 minutes	Frontline Staff ARMAS Arnulf Roan Pita
4. Encode the payment transaction details in the RMAE Payment Portal (bit.ly/rmae-paym ent-portal)	4. Once payment details are encoded by the client, coordinate with the RMAE Frontline Staff to generate the requested document	None	2 minutes	Frontline Staff ARMAS Arnulf Roan Pita
*Document requests		STOP TIMI erated by bato received onsit	hes, but not right awa	y due to the volume of
	5. Examine document needed to be reproduced and/or signed	None	20 minutes	Student Records Evaluator RMAE Leonilla Samson
5. Claim signed and/or reproduced document	6. Issue authenticated or reproduced document to client	None	2 minutes	Frontline Staff RMAE RMAE Staff
	TOTAL:	₱ 100	40 minutes	

18. Scholarships Tagging

Tagging of Scholarships in Computerized Registration System (CRS) whenever available is necessary as it will be considered in the assessment of matriculation of the student.

Office or Division:	UPDEPP Admission, Registration Management, and Scholarships Office (ARMAS)					
Classification:	Simple					
Type of	Government to Citizen					
Transaction:						
Who may	1 -	nrolled st	udent of UPDEPP w	ith scholarship		
avail:	privilege					
CHECKLI	ST OF		WHERE TO S	ECURE		
REQUIRE	MENTS					
1. Scholarship Gran		To be	e provided by the scl	nolarship grantee		
bearing the name o	•					
period of coverage						
grant, issued by a L						
Government Unit (L Government Owned	* *					
Controlled Corpora						
a private foundation	` ,					
existing Memorand						
Agreement with the	University of					
the Philippines						
CLIENT	AGENCY	FEES	PROCESSING	PERSON		
STEPS	ACTION	ТО	TIME	RESPONSIBLE		
		BE				
		PAID				
1. Submit proof of	1. Receive	None 1 minute Frontline Staff				
scholarship grant	proof of			ARMAS		
or privilege	scholarship			Amoult December 1971		
	grant or			Arnulf Roan Pita		
	privilege from client					

	2. Validate proof of scholarship grant or	None	5 minutes	Frontline Staff ARMAS Arnulf Roan Pita
	privilege			
2. Student checks his or her CRS account if tagged	3. Tag student under specific scholarship in	None	4 minutes	Frontline Staff ARMAS
with scholarship grant or privilege	the Computerized Registration System (CRS)			Arnulf Roan Pita
	TOTAL:	None	10 minutes	

19. Processing of Student Loan Documents

This service is available to students of UPDEPPO who applied for Student Loan via Computerized Registration System (CRS). The Office of Scholarship and Grants (OSG) has a deputized staff in UPDEPPO to initially screen and pre-approve submitted documents pertinent to loan requests.

Office or	UPDEPP Admission, Registration Management & Scholarsh	ips	
Division:	Office (ARMAS)		
Classification:	Simple		
Type of	Government to Citizen		
Transaction:			
Who may	Any student of UPDEPPO who wants to avail of the Student		
avail:	Loan to help finance part of their matriculation in the current		
	semester or trimester		
CHECKLI	ST OF WHERE TO SECURE		
REQUIRE	MENTS		

1. Accomplished Student
Loan Application via
Computerized Registration
System (CRS) printed and
signed by both student loan
applicant and declared
co-debtor (Student Copy &
Loan Board Copy)

https://eppocrs.upd.edu.ph
via Student Loan Application module

2. Photocopy of IDs of student loan applicant and declared co-debtor

co-deptor				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student loan applicant submits the accomplished student loan application along with required attachments	1. Review student loan application submitted, and approve or reject application based on documents submitted by client, and other eligibility requirements	None	15 minutes	Deputized Scholarships Staff ARMAS Arnulf Roan Pita
2. Student loan applicant affixes his signature and thumb mark to the accomplished student loan forms	2. Receive signed copy of student loan form	None	5 minutes	Deputized Scholarships Staff ARMAS Arnulf Roan Pita

3. Student	3. Forward	None	10 minutes	Deputized
proceeds with	received loan			Scholarships Staff
payment of	documents to			ARMAS
assessed Form 5	OSG for			
with loan amount	processing			Arnulf Roan Pita
reflected				
	TOTAL	Maria	20	
	TOTAL:	None	30 minutes	

20. Release of Diploma

The diploma is released to graduate students of UPDEPP who may need them for application for employment, further studies, and other legal purposes.

Office or Division:	UPDEPP Records Management, Assessment, and Evaluation Office (RMAE)						
Classification:	Simple						
Type of Transaction:	Government to Citizen						
Who may avail:	Any graduate student of UPDEPPO						
CHECKLIS							
REQUIREM			DMAE (0 '' 4				
1. Service Request	Form (SRF)		RMAE (Onsite, 1	F Lobby)			
2. Valid governmen	2. Valid government-issued ID		Client				
3. Authorization Let	ter*		Client				
CLIENT	AGENCY	FEES PROCESSING PERSON					
STEPS	ACTION	TO BE PAID	TO TIME RESPONSIBLE BE				

1. Student	1. Verify	None	5 minutes	Frontline Staff
presents a valid	identity of			RMAE
government ID	student			
	based on			RMAE Staff
*If to be claimed	presented			
by a	ID and			
representative,	authorizatio			
present a signed	n letter if			
authorization	applicable			
letter and valid				
government-				
issued ID				
2. Client signs the	2. Release	None	5 minutes	Frontline Staff
release of diploma	diploma to			RMAE
masterlist	client			
				RMAE Staff
	TOTAL:	None	10 minutes	