**Type of Service:** External

## 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 Division: | UPDEPP Records Management, Assessment and Evaluation Office (RMAE) | | | |
|---|---|---|---|---|
| **Classification:** | Simple | | | |
| **Type of Transaction:** | Government to Citizen | | | |
| **Who may avail:** | Any incoming undergraduate student to UPDEPP (UPCAT Qualifier, Automatic Admission) | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Service Request Form (SRF) | | RMAE (Onsite, 1F Lobby) or Email (rmae.eppo@up.edu.ph) | | |
| 2. Proof of Admission (UPCAT Result, RA 10648 Certification) | | Client | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Accomplish the SRF and fill in the required information fields needed to secure the letter of request and attach proof of admission | 1. Receive completed service request form from client and review proof of admission | None | 2 minutes | *Frontline Staff* RMAE  *RMAE Staff, Karen Faye Garcia* |

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

**Type of Service:** External

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

| Who may avail: | Any currently-enrolled student of UPDEPP | | | |
|---|---|---|---|---|
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Service Request Form (SRF) | | RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline) | | |
| 2. Proof of Payment Transaction | | LinkBiz or GCash Bills Payment | | |
| **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-invoice-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<br><br>*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 document | None | 2 minutes | *Frontline Staff* ARMAS<br><br>*Arnulf Roan Pita* |
| STOP TIME*<br>*Document requests, once paid, are generated by batches, but not right away due to the volume of requests received onsite and online.* | | | | |
| | 5. Review enrollment history of student | None | 10 minutes | *Frontline Staff* RMAE<br><br>*RMAE Staff* |
| | 6. Generate certification | None | 10 minutes | *Frontline Staff* RMAE<br><br>*RMAE Staff* |
| | 7. Sign generated certification | None | 3 minutes | *Student Records Evaluator* RMAE<br><br>*Leonilla Samson* |
| 5. Claim certification in person or receive via email | 8. Issue or send certification to client | None | 3 minutes | *Frontline Staff* RMAE<br><br>*RMAE Staff* |

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

**Type of Service:** External

### 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 Division: | UPDEPP Records Management, Assessment and Evaluation Office (RMAE) | | | |
|---|---|---|---|---|
| **Classification:** | Simple | | | |
| **Type of Transaction:** | Government to Citizen | | | |
| **Who may avail:** | Any currently-enrolled student of UPDEPP with an active transfer application to a degree program in another UP campus | | | |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| 1. Service Request Form (SRF) | RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline) | | | |
| 2. Proof of Payment Transaction | LinkBiz or GCash Bills Payment | | | |
| **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-invoice-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-payment-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. 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* |
| 5. Claim certification in person or receive via email | 8. Issue or send certification to client | None | 3 minutes | *Frontline Staff* RMAE  *RMAE Staff* |
| | **TOTAL:** | **₱20** | **45 minutes** | |

**Type of Service:** External

## 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 Division: | UPDEPP Records Management, Assessment and Evaluation Office (RMAE) | |
|---|---|---|
| **Classification:** | Simple | |
| **Type of Transaction:** | Government to Citizen | |
| **Who may avail:** | Any current or former student of UPDEPP | |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | |
| 1. Service Request Form (SRF) | RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline) | |
| 2. Proof of Payment Transaction | LinkBiz or GCash Bills Payment | |

| 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-invoice-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 | None | 2 minutes | *Frontline Staff* ARMAS *Arnulf Roan Pita* |

| | Frontline Staff to generate the requested document | | | |
|---|---|---|---|---|
| STOP TIME* <br> *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 student | None | 10 minutes | *Frontline Staff* RMAE <br><br> *RMAE Staff* |
| | 6. Generate certification | None | 10 minutes | *Frontline Staff* RMAE <br><br> *RMAE Staff* |
| | 7. Sign generated certification | None | 3 minutes | *Student Records Evaluator* RMAE <br><br> *Leonilla Samson* |
| 5. Claim certification in person or receive via email | 8. Issue or send certification to client | None | 3 minutes | *Frontline Staff* RMAE <br><br> *RMAE Staff* |
| | **TOTAL:** | **₱50** | **45 minutes** | |

**Type of Service:** External

## 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 Transaction: | Government to Citizen |

| Who may avail: | Any current student of UPDEPP | | | |
|---|---|---|---|---|
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| 1. Service Request Form (SRF) | RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline) | | | |
| 2. Proof of Payment Transaction | LinkBiz or GCash Bills Payment | | | |
| **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<br><br>*RMAE Staff* |
| STOP TIME*<br>*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-invoice-tracker) | 2. Generate Billing Invoice Slip in BULSA | None | 10 minutes | *Frontline Staff* ARMAS<br><br>*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<br><br>*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 document | None | 2 minutes | *Frontline Staff* ARMAS<br><br>*Arnulf Roan Pita* |
| STOP TIME* <br> *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 student | None | 10 minutes | *Frontline Staff* RMAE<br><br>*RMAE Staff* |
| | 6. Generate certification | None | 10 minutes | *Frontline Staff* RMAE<br><br>*RMAE Staff* |
| | 7. Sign generated certification | None | 3 minutes | *Student Records Evaluator* RMAE<br><br>*Leonilla Samson* |
| 5. Claim certification in person or receive via email | 8. Issue or send certification to client | None | 3 minutes | *Frontline Staff* RMAE<br><br>*RMAE Staff* |

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

**Type of Service:** External

## 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 Transaction:** | Government to Citizen | | | |
| **Who may avail:** | Any current or former student of UPDEPP without history of administrative offense in the University | | | |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| 1. SDC Clearance | Office of Student Ethics (bit.ly/sdcclearance) | | | |
| 2. Service Request Form (SRF) | RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline) | | | |
| 3. Proof of Payment Transaction | LinkBiz or GCash Bills Payment | | | |
| **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 and | 1. Receive, verify completed service request form from client | None | 2 minutes | *Frontline Staff* RMAE *RMAE Staff* |

| attach SDC Clearance from OSE | | | | |
|---|---|---|---|---|
| STOP TIME*<br>*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-invoice-tracker) | 2. Generate Billing Invoice Slip in BULSA | None | 10 minutes | *Frontline Staff ARMAS*<br><br>*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*<br><br>*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 document | None | 2 minutes | *Frontline Staff ARMAS*<br><br>*Arnulf Roan Pita* |
| STOP TIME*<br>*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 the name of the student is in the case record of the Student Relations Officer | None | 10 minutes | *Frontline Staff* RMAE<br><br>*RMAE Staff* |
| | 6. Generate certification | None | 10 minutes | *Frontline Staff* RMAE<br><br>*RMAE Staff* |
| | 7. Sign generated certification | None | 3 minutes | *Program Secretary* Office of the Program Secretary<br><br>*Asst. Prof. Rosanne Marie Echivarre* |
| 5. Claim certification in person or receive via email | 8. Issue or send certification to client | None | 3 minutes | *Frontline Staff* RMAE<br><br>*RMAE Staff* |
| | **TOTAL:** | **₱20** | **45 minutes** | |

**Type of Service:** External

## 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 Transaction:** | Government to Citizen |

| Who may avail: | Any current or former student of UPDEPP | | | |
|---|---|---|---|---|
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| 1. Service Request Form (SRF) | RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline) | | | |
| 2. Proof of Payment Transaction | LinkBiz or GCash Bills Payment | | | |
| **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*<br><br>*RMAE Staff* |
| STOP TIME*<br>*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-invoice-tracker) | 2. Generate Billing Invoice Slip in BULSA | None | 10 minutes | *Frontline Staff ARMAS*<br><br>*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 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. 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* |

| 5. Claim certification in person or receive via email | 8. Issue or send certification to client | None | 3 minutes | *Frontline Staff* RMAE *RMAE Staff* |
|---|---|---|---|---|
| | **TOTAL:** | **₱50** | **45 minutes** | |

**Type of Service:** External

## 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 Transaction:** | Government to Citizen | | | |
| **Who may avail:** | Any current or former student of UPDEPP | | | |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| 1. Service Request Form (SRF) | RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline) | | | |
| 2. Proof of Payment Transaction | LinkBiz or GCash Bills Payment | | | |
| **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 | 1. Receive, verify completed service request form from client | None | 3 minutes | *Frontline Staff* RMAE *RMAE Staff* |

| to secure certification | | | | |
|---|---|---|---|---|
| STOP TIME*<br>*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-invoice-tracker) | 2. Generate Billing Invoice Slip in BULSA | None | 10 minutes | *Frontline Staff ARMAS*<br><br>*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*<br><br>*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 document | None | 2 minutes | *Frontline Staff ARMAS*<br><br>*Arnulf Roan Pita* |
| STOP TIME*<br>*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 | None | 2 days | *Frontline Staff RMAE* |

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

**Type of Service:** External

## 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 Division: | UPDEPP Records Management, Assessment and Evaluation Office (RMAE) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Citizen |
| **Who may avail:** | Any current or former graduate-level student of UPDEPP |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Service Request 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 request the certification | 1. Receive, verify completed service request form or email request from client | None | 1 minute | *Frontline Staff* RMAE *RMAE Staff* |
| | 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** | |

**Type of Service:** External

## 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 | | | |
| **Type of Transaction:** | Government to Citizen | | | |
| **Who may avail:** | Any currently-enrolled student of UPDEPP graduating in status | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Application for Graduation Form (EPPO F-10) | | RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline) | | |
| 2. Service Request Form | | RMAE Online (bit.ly/updepp-rmaeonline) | | |
| 3. Proof of Payment Transaction (for graduate students, undergraduate students not under RA 10931) | | LinkBiz or GCash Bills Payment | | |
| **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 | 3 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-invoice-tracker) | 2. Generate Billing Invoice Slip in BULSA | None | 10 minutes | *Frontline Staff ARMAS*<br><br>*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*<br><br>*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 document | None | 4 minutes | *Frontline Staff ARMAS*<br><br>*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. Verify application for graduation and evaluate his or her admission and | None | 60 minutes | *Frontline Staff RMAE*<br><br>*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 None** | **1 hour and 25 minutes** | |

**Type of Service:** External

## 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 Transaction:** | Government to Citizen | | | |
| **Who may avail:** | Any currently-enrolled student of UPDEPP graduating in status | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Service Request Form | | RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline) | | |
| 2. Proof of Payment Transaction | | LinkBiz or GCash Bills Payment | | |
| **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-invoice-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, 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 scholastic records | None | 60 minutes | *Frontline Staff* RMAE *RMAE Staff* |
| | 6. Generate certification | None | 5 minutes | *Frontline Staff* RMAE *RMAE Staff* |
| | 7. Sign generated certification | None | 3 minutes | *Student Records Evaluator* RMAE *Leonilla Samson* |
| 5. Claim certification in person or receive via email | 8. Issue or send certification to client | None | 3 minutes | *Frontline Staff* RMAE *RMAE Staff* |
| | **TOTAL:** | **₱50** | **1 hour and 30 minutes** | |

**Type of Service:** External

## 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 |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Service Request Form | RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline) |
| 2. Proof of Payment Transaction | LinkBiz or GCash Bills Payment |

| 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*<br><br>*RMAE Staff* |
| STOP TIME*<br>*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-invoice-tracker) | 2. Generate Billing Invoice Slip in BULSA | None | 10 minutes | *Frontline Staff ARMAS*<br><br>*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 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 admission and scholastic records of student | None | 30 minutes | *Frontline Staff* RMAE

*RMAE Staff* |
| | 6. Generate certification | None | 5 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* |

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

**Type of Service:** External

### 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 Division: | UPDEPP Records Management, Assessment and Evaluation Office (RMAE) | | | |
|---|---|---|---|---|
| **Classification:** | Simple | | | |
| **Type of Transaction:** | Government to Citizen | | | |
| **Who may avail:** | Any graduate of UPDEPP awarded with Latin honors (summa cum laude, magna cum laude, cum laude) | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Service Request Form | | RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline) | | |
| 2. Proof of Payment Transaction | | LinkBiz or GCash Bills Payment | | |
| **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-invoice-tracker) | 2. Generate Billing Invoice Slip in BULSA | None | 10 minutes | *Frontline Staff ARMAS*<br><br>*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*<br><br>*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 document | None | 2 minutes | *Frontline Staff ARMAS*<br><br>*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 admission and scholastic records of student | None | 30 minutes | *Frontline Staff RMAE*<br><br>*RMAE Staff* |

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

**Type of Service:** External

## 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 Payment Transaction | LinkBiz or GCash Bills Payment | | | |
|---|---|---|---|---|
| **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-invoice-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-payment-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<br><br>*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 scholarship assignment history of student | None | 10 minutes | *Frontline Staff* RMAE<br><br>*RMAE Staff* |
| | 6. Generate certification | None | 5 minutes | *Frontline Staff* RMAE<br><br>*RMAE Staff* |
| | 7. Sign generated certification | None | 3 minutes | *Student Records Evaluator* RMAE<br><br>*Leonilla Samson* |
| 5. Claim certification in person or receive via email | 8. Issue or send certification to client | None | 3 minutes | *Frontline Staff* RMAE<br><br>*RMAE Staff* |
| | **TOTAL:** | **₱20** | **40 minutes** | |

**Type of Service:** External

## 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 Division: | UPDEPP Admission, Registration Management, and Scholarships Office (ARMAS) | | | |
|---|---|---|---|---|
| **Classification:** | Simple | | | |
| **Type of Transaction:** | Government to Citizen | | | |
| **Who may avail:** | Any undergraduate student of UPDEPP | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Service Request Form (SRF) | | ARMAS (Onsite, 107A) or Email (armas.eppo@up.edu.ph) | | |
| 2. Proof of Payment Transaction | | LinkBiz or GCash Bills Payment | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Accomplish the SRF and fill in the required information fields needed to secure certification | 1. Receive, verify completed service request form from client | None | 2 minute | *Frontline Staff ARMAS* *Arnulf Roan Pita* |
| 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-invoice-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<br><br>*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 document | None | 2 minutes | *Frontline Staff* ARMAS<br><br>*Arnulf Roan Pita* |
| STOP TIME*<br>*Document requests, once paid, are generated by batches, but not right away due to the volume of requests received onsite and online.* | | | | |
| | 5. Evaluate admission and scholastic records of student | None | 10 minutes | *Frontline Staff* ARMAS<br><br>*Arnulf Roan Pita* |
| | 6. Generate certification | None | 25 minutes | *Frontline Staff* ARMAS<br><br>*Arnulf Roan Pita* |
| | 7. Sign generated certification | None | 3 minutes | *Program Secretary* Office of the Program Secretary<br><br>*Asst. Prof. Rosanne Marie Echivarre* |

| 5. Claim certification in person or receive via email | 8. Issue or send certification to client | None | 3 minutes | *Frontline Staff* ARMAS *Arnulf Roan Pita* |
|---|---|---|---|---|
| | **TOTAL:** | **P50** | **1 hour** | |

**Type of Service:** External

## 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 Division: | UPDEPP Records Management, Assessment and Evaluation Office (RMAE) | | | |
|---|---|---|---|---|
| **Classification:** | Simple | | | |
| **Type of Transaction:** | Government to Citizen | | | |
| **Who may avail:** | Any graduate of UPDEPP | | | |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| 1. Service Request Form (SRF) | RMAE (Onsite, 1F Lobby) or RMAE Online (bit.ly/updepp-rmaeonline) | | | |
| 2. Proof of Payment Transaction | LinkBiz or GCash Bills Payment | | | |
| **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 | 1. Receive, verify completed service request form from client | None | 2 minutes | *Frontline Staff* RMAE *RMAE Staff* |

| | | | | |
|---|---|---|---|---|
| to secure certification | | | | |
| STOP TIME*<br>*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-invoice-tracker) | 2. Generate Billing Invoice Slip in BULSA | None | 10 minutes | *Frontline Staff ARMAS*<br><br>*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*<br><br>*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 initiate student clearance process | None | 3 minutes | *Frontline Staff ARMAS*<br><br>*Arnulf Roan Pita* |
| STOP TIME*<br>*Document requests, once paid, are generated by batches, but not right away due to the volume of requests received onsite and online.* | | | | |

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

**Type of Service:** External

## 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 Division: | UPDEPP Records Management, Assessment and Evaluation Office (RMAE) | | | |
|---|---|---|---|---|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Any current or former student of UPDEPP | | | |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
|---|---|---|---|---|
| 1. Service Request Form (SRF)<br><br>Authentication is limited to the following: Official Transcript of Records, Diploma, True Copy of Grades, Form 5, Program Curriculum, and Course Syllabus | RMAE (1F, Lobby) | | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Accomplish the SRF and fill in the required information fields needed to secure certification | 1. Receive accomplished service request form from client | None | 1 minute | *Frontline Staff RMAE*<br><br>*RMAE Staff* |
| STOP TIME*<br>*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-invoice-tracker) | 2. Generate Billing Invoice Slip in BULSA | None | 10 minutes | *Frontline Staff ARMAS*<br><br>*Arnulf Roan Pita* |

| | | | | |
|---|---|---|---|---|
| 3. Make a remote payment using the Reference Number stated in the RMAE Invoice Tracker | 3. Update the Invoice Tracker | ₱100/ document | 5 minutes | *Frontline Staff ARMAS*<br><br>*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 document | None | 2 minutes | *Frontline Staff ARMAS*<br><br>*Arnulf Roan Pita* |
| STOP TIME*<br>*Document requests, once paid, are generated by batches, but not right away due to the volume of requests received onsite and online.* | | | | |
| | 5. Examine document needed to be reproduced and/or signed | None | 20 minutes | *Student Records Evaluator RMAE*<br><br>*Leonilla Samson* |
| 5. Claim signed and/or reproduced document | 6. Issue authenticated or reproduced document to client | None | 2 minutes | *Frontline Staff RMAE*<br><br>*RMAE Staff* |
| | **TOTAL:** | **₱100** | **40 minutes** | |

**Type of Service:** External

## 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 Transaction: | Government to Citizen | | | |
| Who may avail: | Any currently-enrolled student of UPDEPP with scholarship privilege | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Scholarship Grant document bearing the name of the student, period of coverage and terms of grant, issued by a Local Government Unit (LGU), Government Owned and Controlled Corporation (GOCC) or a private foundation with an existing Memorandum of Agreement with the University of the Philippines | | To be provided by the scholarship grantee | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit proof of scholarship grant or privilege | 1. Receive proof of scholarship grant or privilege from client | None | 1 minute | *Frontline Staff* ARMAS *Arnulf Roan Pita* |

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

**Type of Service:** External

## 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 Division: | UPDEPP Admission, Registration Management & Scholarships Office (ARMAS) |
|---|---|
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Citizen |
| **Who may avail:** | Any student of UPDEPPO who wants to avail of the Student Loan to help finance part of their matriculation in the current semester or trimester |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |

| 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) 2. Photocopy of IDs of student loan applicant and declared co-debtor | https://eppocrs.upd.edu.ph via Student Loan Application module | | | |
|---|---|---|---|---|
| **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 proceeds with payment of assessed Form 5 with loan amount reflected | 3. Forward received loan documents to OSG for processing | None | 10 minutes | *Deputized Scholarships Staff* ARMAS *Arnulf Roan Pita* |
|---|---|---|---|---|
| | **TOTAL:** | **None** | **30 minutes** | |

**Type of Service:** External

## 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 |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Service Request Form (SRF) | RMAE (Onsite, 1F Lobby) |
| 2. Valid government-issued ID | Client |
| 3. Authorization Letter* | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|

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