

For Agencies with Frontline Services



**UNIVERSITY OF THE PHILIPPINES
DILIMAN, QUEZON CITY**

CERTIFICATION of COMPLIANCE

Pursuant to Republic Act 9485: An Act to improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption and Providing Penalties Therefor

I, **TEODORO J. HERBOSA**, Filipino, of legal age, Executive Vice President of the *University of the Philippines*, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following truths:

1. The University of the Philippines and its Constituent Universities / Units have established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filling complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of University of the Philippines, and its Constituent Universities / Units that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said services offices.
4. The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the websites of the University of the Philippines and its Constituent Universities / Units, and is accessible to the public.

6. The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
7. The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

| Constituent Universities | Front Line Service | Process Improvement | Action Taken to Improve Process | Results / Benefits |
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| UP Baguio | Collection of Payments | Reduction of the long queue during Registration Periods | The Cash Office is now accepting payments of tuition and other school fees through bank deposit directly to the account of UP Baguio | The usual problem of long queue is addressed. |
| | Disbursement | Faster release of checks to students | The Cash Office opened another window specifically for the release of checks to UPB students (stipends, refund and inquiries). | Student lane/window is now separate from suppliers/creditors of UP Baguio. In this way their concerns are immediately addressed. |
| UP Cebu | Office of the University Registrars | Online pre-registration | Application of Student Academic Information System | Faster registration process |
| | Office of Student Affairs | Online application of STS/alumni tracker and on line application of student organization/dorm and student assistant | Accessibility of website to end-users for faster transactions | Less paper transactions |
| | Library Services | Accessibility of Library materials | Accessibility of the website and library materials are made | Library materials are easily accessed by students |
| | Accounting Office | On line submission and processing of request | Application of FMIS | Easy access and check and balance approval or disapproval of transactions |
| | Cashier's Office | On line submission and processing of request | Application of FMIS | Easy reference and generation of reports |
| | Health Services Unit | Status quo | | |

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| UP Cebu | Human Resource Development Office | On line request of services such as Travel Order/Authority, Limited Practice of Profession, SALN | Application of the Human Resource Information System | Lesser paper transaction |
| | Supply and Property Management Office | On line processing/tracing of Purchase Request, canvass and other documents related to procurement | Application of the SPCMIS and Trello software | For easy tracking of documents |
| | Campus Development and Maintenance Office | Status quo | | |
| UP Manila | Issuance of Certificate if Employment and Service Records | Shortened processing time | Process shift from manual to online system through the HRIS. | Immediate release of requested documents. |
| | Approval of special detail and issuance of travel authority | Shortened processing time | Process shift from manual to online system through the HRIS. | Immediate release of requested documents. |
| | Issuance of Certification of Compensation | Shortened processing time | The numbers of minutes for each activity involved in the process were reduced. | Immediate release of requested documents. |
| | Application for Student Loan Board | Streamlining of procedures | The numbers of steps involved in the process were reduced. | Immediate action is taken on the application. |
| | Issuance of True Copy of Grades | Shortened processing time | The numbers of minutes for each activity involved in the process were reduced. | Immediate release of requested documents. |
| UP PGH | Clinical Chemistry – Dept. of Laboratories | Sending results to open MRS | LIS was connected | Results can be viewed faster |
| | Property & Supply Division | Citizen’s Charter tarpaulin to be transferred to a place more visible to clients | Prepared JOR for provision of a stand to hold the tarpaulin | More awareness on the part of clients to the process and procedures of the division. |
| | Medical Social Services Division | Evaluation/assessment and interview to patients and relatives | Shorten interview time from 15-20 to 10-15 minutes | Shortened waiting time and increased coverage |
| | Central Block – Department of Radiology | Reduce time in encoding data of patients and giving radiologic procedures file number | Encoding of data through computer | Fast & easy search for data |
| UP PGH | Out Patient – Department of | Reduce time in encoding data of | Encoding of data through computer | Fast & easy search for data |

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| | Radiology | patients and giving radiologic procedures file number | | |
| | Central Block & OPD – Department of Radiology | Reduced time in releasing/issuing radiologic films/images/reports and lending films/images of patients to authorized doctors | Encoding of data through computer | Quick and easy search for radiologic files/records for patients |
| | Pay Admitting Unit – Department of Pay Patient Services | Admission of pay/private patient at Pay Admitting Unit | Admission of pay/private patient at Pay Admitting Unit | Shortened turnaround time |
| | Billing Section – Accounting Services Division | Identify the place, name of person in-charge (for complaints) | Reflected in the Citizen's Charter | Feedback shall be used for improvement |
| | Palistahan, Dept. of Emergency Medicine | Filling-up of Kaalaman Form oftentimes incompletely filled-up | Posted enlarged completely filled-up sample form | Reduced incidence of incompletely filled-up Kaalaman forms |
| UP Visayas | Cash Office – Payment of Fees and Charges (during enrolment period) | <ul style="list-style-type: none"> Issues electronic priority number to students during enrolment period. Shows the priority number in the electronic wide screen. | <ul style="list-style-type: none"> Installed electronic wide screen where the priority number is displayed. Provide chairs in the waiting area. | <ul style="list-style-type: none"> More organized flow of transacting clients and decreased waiting time. More efficient queue system for the payment of fees and charges at the Cash Office during enrolment period. Improved service efficiency. |
| | Cash Office – Payment of Fees and Charges through the Land Bank of the Philippines (LBP) | Accepts online payment of tuition fee through the Land Bank of the Philippines (LBP) in any LBP branches within the country | Entered into an agreement with LBP to accept tuition fee payment in all its branches through its On-Line Collection "On-Coll" System. | There is no need for students to go to the Cash Office to personally pay their tuition fee. |
| UP Visayas | Library – Lending/borrowing of overnight books (UPV Miagao Campus) | Student can claim immediately for books/library materials to be used overnight at the Reservation Section of UPV Library in Miagao Campus. | No Longer required the accomplishment and presentation of reservation slip to claim for books/library materials to be used overnight | <ul style="list-style-type: none"> No need for students to wait for the 3:00PM claiming time; Ample time for students to make use of the books/library materials borrowed; No rush hour for claiming of books/library materials for overnight use. |

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| | Office of Student Affairs – Administration of Psychological Testing | Acquisition of new psychological tests. | Used new and updated psychological tests. | Students/clients may have a more valid and reliable test results. |
| | Office of the University Registrar – Request issuance of Official Transcript of Records (OTR) | <ul style="list-style-type: none"> • Online submission of requests by students for OTR. • Online submission of re | <ul style="list-style-type: none"> • Request form is made available online and can be downloaded by students abroad and from other areas of the country. • Accepts payment of fees from abroad and other areas of the country through online banking system or courier. • Accepts online requests for OTRs from other schools. | <ul style="list-style-type: none"> • There is no need for the student/s to travel to UPV Miagao to personally request for OTR. • Since communications are all done online, transaction related to OTR issuances are more convenient, easier and faster. |
| | Request and issuance of Official Transcript of Records and Certifications | <ul style="list-style-type: none"> • Students may transact business through designated windows. • Tables, chairs, and pens are provided. • Process flow charts are available for guidance. • The waiting area is well lighted and ventilated. | <ul style="list-style-type: none"> • Re-arranged the office setting to facilitate transaction through windows. • Set-up tables and chair near the windows where transaction are done. • Posted process flow charts in conspicuous area and inside the office. | <ul style="list-style-type: none"> • Students are no longer congested/crowded inside the office. • Students find it more convenient and comfortable doing business with the office. |

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| UP Visayas | Student Record Verification | Verification of student records is done online. | Maintains a database of student/s being verified and the agency verifier/s | More efficient student records verification and tracking of transactions including payments. |
| | Student University Clearance | Established a "one-stop-shop" paperless processing of student university clearance. | Maintains a database of student accountabilities where responsible academic units (institutes, departments, divisions) encode accountabilities of their students. | <ul style="list-style-type: none"> • Students need not go to every unit/office to have their clearance payments. • Students can access existing accountabilities in real-time. • Faster processing and paperless issuance of student clearance. |
| | Processing of ID cards for students, employees, and alumni | Faster photo shoot sessions. | Purchased a new camera (Nikon D3300), with top continuous shooting speed at full resolution and sensor size of 23.5mm x 15.6mm | Faster processing of ID cards for students, employees, and alumni. |
| UP Los Baños | Office of the University Registrar (OUR) – Admission Section | Enrollment Process: Before – it will take 5-10 minutes per student to submit/evaluate credentials before issuance of Form 5 | With SAIS, 3-5 minutes per student to submit/evaluate credentials. No Form5 is being issued because of online enlistment of courses | No pending transactions; Less time consuming; Fast process flow |
| | Office of the University Registrar (OUR) – Records Section | Request of Forms: a. Form5 – Before: request in the morning is issued in the afternoon likewise request in the afternoon will be released the following morning b. Tuition Fee Exemption (TFE), Reduced Fee (RF) and Local Government Unit Code (LGU's) and other scholarship forms | <ul style="list-style-type: none"> • After request copy is submitted, online printing is done on the spot through SAIS • Upon submission of the approved form with complete requirements the one in-charge will tag to SAIS and the form will be kept/file in the Record | <ul style="list-style-type: none"> • Outright service is done; • No pending transaction |

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| UP Los Baños | | <p>Assessment of matriculation fees and charges:</p> <ul style="list-style-type: none"> • Before: Upon completion of form it will be returned to the student | Trainings is still on-going for the OUR staff to correct flow of the process | No more waiting in assessment ; fast enrollment process; correct and accurate computation of matriculation fees and charges |
| | | <p>Scholarship services:</p> <p>Before: In SAIS, computation of fees and charges are automatic</p> <p>Tagging/Posting of scholarship benefits are automatic</p> | Trainings for the OUR staff in charge | Fast and easy preparation of bills – data is already available thru SAIS; Less time in waiting for the tagging of the scholarship benefits |
| | | Refund of Matriculation Fees | | Fast preparation of Disbursement Vouchers (DVs) |
| | | <p>Inquiries of clientele (students, faculties, walk in, etc.):</p> <ul style="list-style-type: none"> • Computation is automatic through SAIS • Database system of files | | Effective, efficient and fast delivery of service to clients |
| | Office of the University Registrar (OUR) - Data Processing Section | <p>Student enrollment or courses needed/ form5s'; Class list and Grade sheets; Students grades; Schedule of Classes and course demands; Attends to correspondence and inquiries of students, faculty and administrative personnel pertinent to foregoing functions of SAIS:</p> <ul style="list-style-type: none"> • Fast in retrieving data because of online processing • Real time data are explored and their outcomes determined to meet the demands of the client | <ul style="list-style-type: none"> • Some manual processes are eliminated • Submission of hardcopy documents are discouraged, instead direct encoding to the system is applied • All process on registration procedures, payments and memos are sent to students and faculty online • Trainings, seminars and refresher courses are | <ul style="list-style-type: none"> • More students are serve on daily basis either thru windows or online. • Fast workflow among OUR staff especially during registration • Less expenses on special forms • No long queues' of students on windows because they are serve online |

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| | | <ul style="list-style-type: none"> • Lessens step processing because of online services • Lessens step processing because of online services | <p>conducted to educate clients on the software usage</p> <ul style="list-style-type: none"> • All inquiries/problems are answered online thru emails and | |
| UP Los Baños | Office of the University Registrar (OUR) - Transcript Section | <p>OTR Processing:</p> <ul style="list-style-type: none"> • First time requests are processed within 3-4 weeks during off season and a maximum of 6 weeks during peak season • Request for recopy/updated copy of OTR | Migration of Data thru SAIS is currently underway | <ul style="list-style-type: none"> • Reducing processing time to a maximum of 2-3 weeks during off season and 3-4 weeks during peak season • Reducing processing time to a maximum of 2-3 weeks during off season and 3-4 weeks during peak season |
| | | <p>Processing of CERTIFICATIONS:</p> <ul style="list-style-type: none"> • Certified True Copy of OTR • Certified True Copy of Diploma • English translation of diploma • Certificate of enrolment • Certificate of graduation • English as medium of instruction • Grading system certification • DFA set of documents for red ribbon (CAV/SO) • Course description/s • School/agency evaluation forms and the like | Upon submission of request form, certifications are promptly being processed | Reduced processing time to 2-3 days. |
| UP Los Baños | Office of the College Secretary (OCS) | | | |
| | College of Arts and Sciences (CAS) | Uniformity of Processing and Standard Form, TCG and different | Coordination of all College Secretary Offices. | Immediate response to the needs of students. |

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| | | certifications requested by students. | | |
| | College of Engineering and Agro-Industrial Technology (CEAT) | <p>Attending to inquiries from students and other clients:</p> <ul style="list-style-type: none"> • Accessible line for clients' inquiries • Must be knowledgeable about OCS's operations and other related processes | <ul style="list-style-type: none"> • Used social media (Facebook and website) for information dissemination and to answer inquiries • Familiarize with UPLB OCS's rules and regulations | <ul style="list-style-type: none"> • Inquiries immediately answered • Clients are satisfied |
| | | <p>Easy flow of transactions and issuance of forms:</p> <ul style="list-style-type: none"> • Excuse Slips; Removal/Completion; Major Plan of Course Work; GE Plan of Course Work; Substitution; MOU; Consent of Instructor | <ul style="list-style-type: none"> • Check forms every now and then if available • Accuracy in Data Entry | <ul style="list-style-type: none"> • Satisfied client • Updated student records |
| | College of Agriculture and Food Science (CAFS) | <p>Processes in the issuance of the following were more straight forward and simple:</p> <ul style="list-style-type: none"> • TCG, Certificates, Removal/Completion, Permit, Excuse Slip, Standard Academic Forms for Students, Shifting/Transfer and LOA | <ul style="list-style-type: none"> • Reduced the steps in the process. • Reduced the processing time | <p>More students/clients will be served in a given period of time.</p> |
| UP Los Baños | College of Human Ecology (CHE) | Standardized process of all Units; Improved processing time | Standardized (same in all Colleges) | For students not to be confused with the process. |
| | College of Development Communication (CDC) | Request for TCG/ Certification can be released in one day (or within the day) | Signing of documents is now being done twice a day (11:30 am & 4:00 pm) | Quick release of request |

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| | | Preparation of Plan of Study/Revision of POS can now be requested anytime during the semester. | Scheduled preparation/ revision of POS are now being disregarded as SYSTEMONE (old system before SAIS) is not implemented anymore. | Students can now revise their POS anytime. |
| | College of Forestry and Natural Resources (CFNR) | All College Secretaries of UP Los Baños standardized the procedures/steps being practiced in the office, including processing time. | The procedures/steps included those for the clients as well as for the service provider. | <ul style="list-style-type: none"> Standardized/uniform procedures/steps for all Offices of the College Secretary. Saves time for the clients. |
| | College of Economics and Management | TCG/Certification: Students can get the requested documents within 1 to 2 days | The request will be processed upon receiving the request | The student can get the requested document at the shortest time |
| | College of Veterinary Medicine | Standardization of processes among all College Secretary Offices | Consultation with all College Secretaries | Clear understanding of the processes and role of client and staff |
| | Accounting Office | Processing of Philhealth contributions: <ul style="list-style-type: none"> From 10 minutes to 5 minutes processing time | Establishment of database of Philhealth contributions for faster search of employee information | Faster processing of certificates |
| | | Processing of BIR Form 2316: <ul style="list-style-type: none"> Processing time is reduced from 1 hour to 10 minutes (from manual to automatic) | Establishment of database and program to compute, format and print form automatically | Faster processing of forms which can render more service per day |
| UP Los Baños | | Processing of COS salaries: <ul style="list-style-type: none"> Salaries of COS are now consolidated in one payroll (400 plus COS) | 400 plus employees' information had been set up in FMIS to proceed with the consolidated payroll | <p>Less DVs processed</p> <p>Bulk of salaries are now minimized</p> <p>Faster processing of DVs (average; 3 days)</p> |

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| | | <p>Processing/Approval of Disbursement Vouchers:</p> <ul style="list-style-type: none"> Streamlined approval path of DVs | <p>Units/Originators have been excluded in the workflow path of the DVs as a result the flow of the DVs in the FMIS and in manual process are now in lined</p> | <ul style="list-style-type: none"> No approval , no payment policy have been enforced DVs are ensured to be approved, hence, are now paid in the FMIS (Reports from Cashier's Office are now generated from FMIS) |
| | Budget Management Office (BMO) | <p>Budget Clearance on Student Assistant Application Form (For SA Appointment):</p> <ul style="list-style-type: none"> Processing time: from 50 minutes down to 31 minutes | <p>Prioritization of documents to be processed</p> | <p>Faster processing and releasing of documents</p> |
| | | <p>For Obligations under General Fund and Revolving Fund:</p> <ul style="list-style-type: none"> Processing time: from 57 minutes down to 44 minutes | <p>Full implementation of FMIS</p> | <p>Faster processing and releasing of documents</p> |
| | | <p>Budget Clearance for Vouchers, Payrolls, Pakyaw Labor, or Purchase Orders Chargeable Against Trust Liability Accounts and Reprogrammed Fund/Programmed Fund:</p> <ul style="list-style-type: none"> Processing time: from 55 minutes down to 43 minutes | <p>Full implementation of FMIS</p> | <p>Faster processing and releasing of documents</p> |
| | | <p>Budget Clearance for Contract of Service:</p> <ul style="list-style-type: none"> Processing time: from 55 minutes down to 35 minutes | <p>Prioritization of documents to be processed</p> | <p>Faster processing and releasing of documents</p> |

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| UP Los Baños | | Budget Clearance on Basic Recommendations for Appointments, Reappointments, Renewals, Promotion, Reclassifications of positions for Faculty, Reps and Administrative Staff: <ul style="list-style-type: none"> Processing time: from 25 minutes down to 19 minutes | Prioritization of documents to be processed | Faster processing and releasing of documents |
| | | Budget Clearance for special detail, Sabbatical, Study/Vacation leave with or without pay Faculty, Reps and Administrative Staff: <ul style="list-style-type: none"> Processing time: from 25 minutes down to 18 minutes | Prioritization of documents to be processed | Faster processing and releasing of documents |
| | | Budget Clearance for application of foreign travel of Faculty, Reps and Administrative Staff: <ul style="list-style-type: none"> Processing time: from 25 minutes down to 14 minutes | Prioritization of documents to be processed | Faster processing and releasing of documents |
| | Business Affairs Office (BAO) | Saturday Bazaar: Counter checking for Saturday Bazaar Registration Fee | Coordinated with the UPF to check the proof of constituency and payment | Resolved non-qualified participants and improved income due to religious payments of permit |
| | Cashier's Office | Check preparation: Minimized no. of checks prepared in a day | <ul style="list-style-type: none"> Mandatory implementation of opening of Landbank Account for both personal and non-personal (i.e. suppliers) Verification of no bank account first before preparation of check Preparation of | <ul style="list-style-type: none"> No. of stale and cancelled checks has diminished significantly Availability of check for release in shorter period of time (lesser volume of checks, lesser time of preparation and monitoring) |

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| | | | checks until 3 pm in the afternoon | |
| UP Los Baños | | Check releasing: Collection/Pick-up of check by the payee | <ul style="list-style-type: none"> Releasing period is from 8 am-5 pm from previous 8 am-4 pm Multiple notices of payment to payees (through SMS messaging, phone call, written notice, Social media) Successive follow-ups for unresponded notices Submission of advanced copy of Advice of Checks Issued to Landbank at 3:00 pm daily | <ul style="list-style-type: none"> Encourages prompt collection/pick-up by the payee Earlier segregation of disbursement vouchers and supporting documents Earlier preparation of disbursement report Earlier submission of report to Accounting Office Earlier correction/adjustment if there is a need to |
| | | Preparation of ADA and transmittal to bank: <ul style="list-style-type: none"> Inclusion of all vouchers issued with OR for the day in the preparation of ADA and transmittal | ADA and transmittal of all previous day's vouchers with issued OR are prepared the following morning (12 nn at the most) instead of the previous preparation in the afternoon | <ul style="list-style-type: none"> Follow-up of status of payment by concerned was minimized No. of checks to be prepared has diminished significantly as payees saw the shorter processing time of receiving payment through ADA instead of check (1-2 days shorter) |
| | | Issuance of OR for approved vouchers by Suppliers/Creditors: Issuance of OR first by supplier/creditor before crediting of payment to their account | <ul style="list-style-type: none"> No cut off time for issuance of OR, from office opening to closing Multiple notices of informing suppliers/creditors of | <ul style="list-style-type: none"> Earlier crediting of payment to Payees' Account Encourages prompt issuance of OR by supplier/creditor Earlier segregation of disbursement vouchers and supporting documents |

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| | | | <p>availability of vouchers for issuance of OR (through SMS messaging, phone call, written notice, Social media)</p> <ul style="list-style-type: none"> • Successive follow-ups for unresponded notices • Successive follow-ups for unresponded notices | <ul style="list-style-type: none"> • Earlier preparation of disbursement report • Earlier submission of report to Accounting Office • Earlier correction/adjustment if there is a need to |
| UP Los Baños | | <p>Receiving of Disbursement Vouchers (DV):</p> <ul style="list-style-type: none"> • Tracking of Disbursement Voucher | <p>Direct verification of the DV to Financial Management Information System (FMIS) which can be access by all stakeholders.</p> | <p>Easy tracking of payment by the Cashier's Office. Able to assist stakeholders of the DV status at the Cashier's Office.</p> |
| | | <p>Request for payment of Individual Disbursement:</p> <ul style="list-style-type: none"> • Processing of payment | <p>Facilitates the request to debit account (RDA) directly to FMIS</p> | <p>Generation of accurate DV amount from FMIS. Lessen the number of errors during the processing of vouchers. Direct generation of disbursement report to FMIS.</p> |
| | | <p>Notification of availability of claims</p> | <p>All employees who submit their cellphone numbers were notified of their claims via SMS</p> | <p>Lessen the number of follow-ups both personal and through phone.</p> |
| | | <p>Copy of Cash Advances</p> | <p>Sending email of cash advance to the respective payees</p> | <p>The employees with cash advances are no longer required to go to the Cashier's Office to get a copy of their cash advance documents. Prevent additional work for the Cashier's staff to search for the processed Cash Advance DV. Facilitates liquidation of cash advances.</p> |
| | | <p>Payment of regular Individual Contract of Service (ICS) through</p> | <p>Consolidation of ICS payroll per unit</p> | <p>Lessen the number of DV preparation and processing.</p> |

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| | | payroll system | | Shorten processing of payment. |
| UP Los Baños | | Collection of Tuition Fees: <ul style="list-style-type: none"> Implementation of Payment Appointment System (PAS) | Students were given options to choose the date they want to pay their tuition fees within the registration period. | Avoid long queue. Students were assured of being accommodated. |
| | | Collection in a team | Each collecting counters were assigned 2 persons to accommodate the paying students. | Transaction with each student was shortened by about 40% of the normal allotted time to receive payment and issue form 5. Reconciliation between actual cash received and the collection report for the day was easier. |
| | Graduate School | Maintained CC/ Service Agreement | | |
| | Human Resources Development Office (HRDO) | Lessen the requirements and signatories in the processing of additional assignment by designation | Pink sheet is no longer required | Faster processing of additional assignment by designation |
| | | Lessen signatories in processing of Special Monetization and E-HOPE | Revised Special Monetization Forms and used new form for E-HOPE | Faster processing of Special Monetization and E-HOPE |
| | Information Technology Center (ITC) | Maintained CC/ Service Agreement | | |
| | Supply & Property Management Office (SPMO) | Application for Clearance: <ul style="list-style-type: none"> Updated and aligned to new format & standard | Validated process with the help of UPLB IE students | Transparency and accountability |
| | | Issuance of PAR: <ul style="list-style-type: none"> Clear documentary request & accountable officials | Vouched & validated process | Responsive to needs of end-user |
| | | Issuance of Pre-Post Repair: <ul style="list-style-type: none"> Correctness of information clearly defined | Posted in front | Facilitate processes |
| | Issuance of RIS: <ul style="list-style-type: none"> Clear step by step process | Devise format | Expedite processes | |

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| UP Los Baños | | Issuance of PO: • Updated manual on operations | Posted on website | Reduce numerous inquiries from end-users |
| | University Health Service (UHS) | Maintained CC/ Service Agreement | | |
| | University Library | Maintained CC/ Service Agreement | | |
| | University Police Force (UPF) | Maintained CC/ Service Agreement | | |
| | Office of the Student Affairs (OSA) | Maintained CC/ Service Agreement | | |
| UP Mindanao | University clearance & other records | Streamlining of number of signatures | Implementation of the revised university clearance | Faster processing of transaction |
| | Processing of student credentials | Payment through bank | Implementation through information dissemination | Real time processing of requests |
| UP Open University | Human Resources Development Office | On-line request of services: Travel Order/Authority, Limited Practice of Profession, SALN | Processing through the Human Resource Information System | Lesser paper transaction |
| | Supply and Property Management Office | On-line processing/tracing of Purchase Request, canvass and other documents related to procurement | Application of the SPCMIS and Trello software | For easy tracking of documents |
| | University Library Services | Accessibility of library materials | Accessibility of the website and library materials | For easy access of library materials by the students |
| UP Diliman | Office of University Registrar (OUR) – Collection of fees | Designation of Special Collecting Officer (SCO) | Installation of SCO for collection of fees at the OUR | Convenience of clients |
| | Office of University Registrar (OUR) – Window for special lane | Installation of additional lane for PWD | Installation of additional special lane for PWD | Convenience of clients |
| | Office of the University Registrar (OUR) – One-Stop Student Desk | Providing One-Stop Student Desk for: • Varsity Athletic Admission System (VAAS) • Honorific Award for Student Performing Arts Group • Exchange Students | Installation of One-Stop Student Desk | Convenience of clients |

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| | | • Students under Offshore Programs | | |
| | UP Health Service – Medical Records | Implementation of Electronic Medical records | Setting up of the Electronic Medical record system | Fast retrieval of medical records |
| | UPD Cash Office – Helpdesk counter | Installation of Helpdesk counter | Installation of Helpdesk counter | Client assistance |
| UP System | Application for UP College Admission Test (UPCAT) | Online application | Allows UPCAT application through online transactions | Facilitates application of students |
| | Payment of UPCAT fee | Bank payment | Allows payment of UPCAT fee through PNB and Landbank | Facilitates payment of UPCAT fee |
| | Human Resources Development Office transactions | Online request of services: Travel Order/Authority, Limited Practice of Profession, SALN | Processing through the Human Resource Information System | Lesser paper transaction |
| | Supply and Property Management transactions | Online processing / document-tracking of Purchase Requests, canvass and other documents related to procurement | Processing through the Supplies Procurement and Campus Management Information System | For easy tracking of documents |

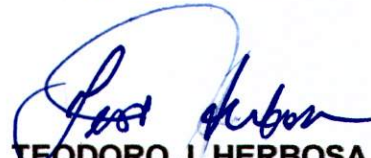
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this JUN 1-3 2017 day of June 2017 in Quezon City, Philippines.

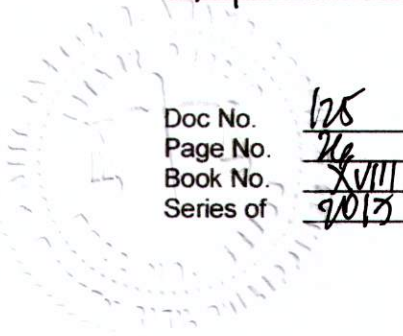
GOVERNMENT ISSUED
IDENTIFICATION NO.:

ISSUED AT/ON :

Passport no. EB9149507 DFA MLA / 16 SEPT 2013


TEODORO J. HERBOSA
Executive Vice President
University of the Philippines

SUBSCRIBED AND SWORN to before me this JUN 1-3 2017 day of June 2017 in Quezon City, Philippines, with affiant exhibiting to me his Passport # EB9149507 issued on 9/10/13 at DFA Manila.



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NOTARY PUBLIC

~~ATTY. RACHEL O. AMANO-LOCSIN~~
Notary Public for Quezon City until December 31, 2017
Adm. Matter NP-005 (2016-2017); Roll No. 58790
IBP O.R. No. 1054799; 01/03/17; Quezon City
PTR O.R. No. 3761699; 01/03/17; Quezon City
MCLE Compliance No. V-0007547; 05/14/15
32-A Unit 5 Malibim St., Sikatuna VII, Q.C.; Tel.# 2083490