



CITIZEN'S CHARTER
Frontline Services

APPLICATION FOR SCHOLARSHIPS/FINANCIAL ASSISTANCE (Government and Private Funded Scholarships/Financial Assistance)				
Office or Division:		OFFICE OF STUDENT AFFAIRS		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		All bonafide UP Manila students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scholarship application form		OSA or website: https://osa.upm.edu.ph		
Proof of enrolment, true copy of grades, proof of income of the family.		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secures application form for scholarship. Application form may be downloaded from osa.upm.edu.ph	none	1 minute	Student
2		none	1 minute	Junior Scholarship Affairs Officer
3	Submits the accomplished/filled up application form and the required documents to the Office of Student Affairs	none	1 minute	Student
4		none	1 minute	Junior Scholarship Affairs Officer
5		none	3 minutes	Junior Scholarship Affairs Officer
6		none	5 minutes	Junior Scholarship Affairs Officer
TOTAL			12 minutes	

SECURING OSA DIRECTOR SIGNATURE FOR THE COLLEGE CLEARANCE				
Office or Division:		OFFICE OF STUDENT AFFAIRS		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students, faculty and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College clearance form		Office of the College Secretary and Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits the College Clearance form to the staff in charge	None	30 seconds	Students / Staff / Faculty
2		None	30 seconds	Junior Scholarship Affairs Officer
3	Logs in the record logbook & to the OSA login form	None	1 minute	Students / Staff / Faculty
4		None	1 minute	Junior Scholarship Affairs Officer
5		None	30 seconds	Junior Scholarship Affairs Officer
6		None	1 minute	Junior Scholarship Affairs Officer
7		None	1 minute	OSA Director or Designated staff
8		None	30 seconds	Junior Scholarship Affairs Officer
TOTAL			6 minutes	

SECURING OSA DIRECTOR SIGNATURE FOR THE UNIVERSITY CLEARANCE				
Office or Division:		OFFICE OF STUDENT AFFAIRS		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students, faculty and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance Form		Application Form available at Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits the University Clearance form with signature of the College Dean or designated official	none	10 seconds	Student/Faculty/Staff
2		none	10 seconds	Student Records Evaluator
3		none	2 minutes	Student Records Evaluator
4		none	4 minutes	Student Records Evaluator <i>Note: If YES, Encircle 2.1 of the clearance and writes the Case Number or the Matter of Complaint. If NO, Ticks No Obligation Box in the Clearance Form</i>
5		none	1 minute	Student Records Evaluator
6		none	30 seconds	Student Records Evaluator
7		none	2 minutes	OSA Director /Designated Staff
8		none	30 seconds	Student Records Evaluator
9		none	10 seconds	Student Records Evaluator
TOTAL			10 minutes and 30 seconds	

REQUEST FOR ISSUANCE OF CERTIFICATE OF GOOD MORAL				
Office or Division:		OFFICE OF STUDENT AFFAIRS		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Manila student Identification Card or UP Manila Alumni ID or Form 5/Proof of enrolment or Credentials like Transcript of Records or UP Diploma		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Students informs staff of her/his request	none	15 seconds	Student
2		none	30 seconds	Student Records Evaluator- Note: If the student has a pending case NO certificate of GMC will be issued
3		none	5 seconds	Student Records Evaluator
4		none	3 seconds	Student Records Evaluator
5		Php20.00 per copy		Student
6		none	10 seconds	Student
7		none	10 seconds	Student Records Evaluator
8		none	10 seconds	Student Records Evaluator
9		none	30 minutes	Student Records Evaluator
10		none	1 minute	Student Records Evaluator
11		none	5 minutes	OSA Director/Designated Staff
12		none	1 minute	Student Records Evaluator
13		none	1 minute	Student Records Evaluator
14		none	1 minute	Student Records Evaluator
TOTAL		Php20.00 per copy	40 minutes and 23 seconds	

Please help us to serve you better by taking time to ...

- Talk to our Officer of the Day at the Public Assistance and Complaints Desk
- Accomplish our Customer Feedback Form - <https://cs3.upm.edu.ph/>
- Contact us:

Email Address: upm-osa@up.edu.ph Landline : 88141-250 / 88141251

Mobile No.: +639754120223



UNIVERSITY OF THE PHILIPPINES MANILA
OFFICE OF STUDENT AFFAIRS

CITIZEN'S CHARTER
Frontline Services

Description of the Service - Application for scholarships/financial assistance (Government and Private Funded Scholarships/Financial Assistance)				
Office or Division:		OFFICE OF STUDENT AFFAIRS		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		All bonafide UP Manila students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scholarship application form		OSA or website:https://osa.upm.edu.ph		
Proof of enrolment, true copy of grades, proof of income of the family.		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secures application form for scholarship. Application form may be downloaded from osa.upm.edu.ph	none	1 minute	Student
2	Issues application form to student to fill up and comply the requirements.	none	1 minute	Junior Scholarship Affairs Officer
3	Submits the accomplished/filled up application form and the required documents to the Office of Student Affairs	none	1 minute	Student
4	Receives accomplished application form with required documents	none	1 minute	Junior Scholarship Affairs Officer
5	Checks completeness/ accuracy of the accomplished application form and attached required documents	none	3 minutes	Junior Scholarship Affairs Officer
6	Issues acknowledgement to the student	none	5 minutes	Junior Scholarship Affairs Officer
TOTAL			12 minutes	

Description of the Service - Securing OSA Director signature for the College Clearance				
Office or Division:		OFFICE OF STUDENT AFFAIRS		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students, faculty and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College clearance form		Office of the College Secretary and Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits the College Clearance form to the staff in charge	None	30 seconds	Students / Staff / Faculty
2	Receives the College Clearance form	None	30 seconds	Junior Scholarship Affairs Officer
3	Logs in the record log book & to the OSA login form	None	1 minute	Students / Staff / Faculty
4	Verifies records	None	1 minute	Junior Scholarship Affairs Officer
5	Put initials	None	30 seconds	Junior Scholarship Affairs Officer
6	Forwards the College Clearance form to the Director or Designated staff for signature	None	1 minute	Junior Scholarship Affairs Officer
7	The OSA Director or Designated staff signs and returns the College Clearance form	None	1 minute	OSA Director or Designated staff
8	Returns the signed College Clearance to the client (students / staff/ faculty)	None	30 seconds	Junior Scholarship Affairs Officer
TOTAL		None	6 minutes	

Description of the Service - Securing OSA Director signature for the University Clearance				
Office or Division:		OFFICE OF STUDENT AFFAIRS		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students, faculty and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance Form		Application Form available at Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits the University Clearance form with signature of the College Dean or designated official	none	10 seconds	Student/Faculty/Staff
2	Accepts signed University Clearance by the College Dean or designated official	none	10 seconds	Student Records Evaluator
3	Verifies signature of College Dean or Designated Official	none	2 minutes	Student Records Evaluator
4	Checks/Verifies if student's name is included in the Masterlist of Student Disciplinary Tribunal records	none	4 minutes	Student Records Evaluator <i>Note: If YES, Encircle 2.1 of the clearance and writes the Case Number or the Matter of Complaint. If NO, Ticks No Obligation Box in the Clearance Form</i>
5	Stamps University Clearance Form with name of the OSA Director and put initials	none	1 minute	Student Records Evaluator
6	Forwards University Clearance to OSA Director/Designated Staff	none	30 seconds	Student Records Evaluator
7	Signs University Clearance	none	2 minutes	OSA Director /Designated Staff
8	Retrieves the signed University Clearance and logs in the record book before releasing to the student/faculty/staff	none	30 seconds	Student Records Evaluator
9	Releases Clearance to the student/faculty/staff by receiving in the logbook	none	10 seconds	Student Records Evaluator
TOTAL			10 minutes and 30 seconds	

Description of the Service - Request for issuance of Certificate of Good Moral				
Office or Division:		OFFICE OF STUDENT AFFAIRS		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Manila student Identification Card or UP Manila Alumni ID or Form 5/Proof of enrolment or Credentials like Transcript of Records or UP Diploma		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Students informs staff of her/his request	none	15 seconds	Student
2	Accepts and verifies the authenticity of the ID or credentials presented and check in the records of masterlist of students with pending case	none	30 seconds	Student Records Evaluator- Note: If the student has a pending case NO certificate of GMC will be issued
3	Prepares Order of Payment (duplicate copies), fill in the information and issue to the student	none	5 seconds	Student Records Evaluator
4	Instructs student to proceed to the Cash Office and pay. Return to OSA after payment	none	3 seconds	Student Records Evaluator
5	Surrenders the accomplished order of payment to the Cashier and the payment	Php20.00 per copy		Student
6	Returns to OSA and surrenders the official receipt and validated order of payment	none	10 seconds	Student
7	Accepts and verifies the official receipt and validated duplicate copy of the order payment.	none	10 seconds	Student Records Evaluator
8	After the verification, returns to the student the official receipt and inform her/him that certificate is available the next day or next office day and may be claimed.	none	10 seconds	Student Records Evaluator
9	Prepares and prints the certificate of good moral. Reference will be the validated duplicate copy of the order of payment.	none	30 minutes	Student Records Evaluator
10	Forwards Certificate of Good Moral Character to OSA Director/Designated Staff for signature	none	1 minute	Student Records Evaluator
11	Signs the certificate of good moral character	none	5 minutes	OSA Director/Designated Staff
12	Retrieves the signed by the certificate of good moral character to affix dry seal	none	1 minute	Student Records Evaluator
13	Logs the certificate of good moral in the record book including the validation numbers and date in the order of payment	none	1 minute	Student Records Evaluator
14	Arranges/Files the certificate of good moral accordingly in the folder of signed certificates and ready for issuance to the student	none	1 minute	Student Records Evaluator
TOTAL		Php20.00	40 minutes and 23 seconds	



CITIZEN'S CHARTER
Frontline Services

ONLINE TRANSACTIONS

1. Application for Government/Private Funded Scholarship thru Online				
Office or Division:	Office of Student Affairs			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	all bonafide UP Manila students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scholarship application form Proof of enrolment, true copy of grades, proof of income of the family, recommendation letters		website:https://osa.upm.edu.ph Office of the College Secretary Bureau of Internal Revenue Professor/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application form for scholarship. Application form may be downloaded from osa.upm.edu.ph or sent request to upm-osa@up.edu.ph		none		Student
2.	Issues/Emails application form and instructions to student to fill up and comply the requirements.	none	1 hour	Junior Scholarship Affairs Officer
3. Submits online the accomplished application form and the required documents thru email: upm-osa@up.edu.ph		none	1 hour	Student
4.	Receives/Acknowledges the application form and forwarded to the staff in charge	none	1 hour	Senior Scholarship Affairs Officer
5.	Receives and acknowledges online accomplished application form with required documents	none	1 hour	Junior Scholarship Affairs Officer
6.	Checks completeness/ accuracy of the accomplished application form and attached required documents and notifies/updates students	none	3 days	Junior Scholarship Affairs Officer
7.	Issues acknowledgement / updates //to the student status of application	none	1 day	Junior Scholarship Affairs Officer
TOTAL			7 working days	

2. Securing OSA Director signature for the College Clearance thru Online				
Office or Division:	OFFICE OF STUDENT AFFAIRS			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College clearance form		Office of the College Secretary and Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/Emails the College Clearance form to upm-osa@up.edu.ph		None		Students / Staff / Faculty
2.	Receives/Acknowledges the College Clearance form and forwarded to the staff in charge	None	30 minutes	Senior Scholarship Affairs Officer
	Acknowledges the email and verifies Student Loan records	None	1 hour	Junior Scholarship Affairs Officer
3.	Acknowledges the email and verifies Student Loan records	None	1 hour	Junior Scholarship Affairs Officer
4.	Encodes the name of OSA Director in the form and put initials	None	1 hour	Junior Scholarship Affairs Officer
5.	Forwards online the College Clearance form to the OSA Director for esignature	None	30 minutes	Junior Scholarship Affairs Officer
6.	Affixes esignature to the College Clearance form and return back to the Junior Scholarship Affairs Officer	None	8 hours	Junior Scholarship Affairs Officer
7.	Returns/Forwards online the esigned College Clearance to the client (students / staff/ faculty)	None	1 hour	Junior Scholarship Affairs Officer
8.	Encodes to database the details	None	30 minutes	Junior Scholarship Affairs Officer
TOTAL		None	1 working day 4 hours and 30 minutes	



**UNIVERSITY OF THE PHILIPPINES MANILA
OFFICE OF STUDENT AFFAIRS**

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3. Securing the signature of the OSA Director for the University Clearance thru online

Office or Division:	OFFICE OF STUDENT AFFAIRS			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance Form		Application Form available at Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student/Faculty/ Staff send the University Clearance form with signature of the College Dean or designated officials to upm-osa@up.edu.ph		none		Student/Faculty/ Staff
2.	Receives and acknowledges email or request with attached copy of University clearance of student/faculty/staff	none	30 minutes	Senior Scholarship Affairs Officer
3.	Forwards email or request of student to Staff in-charge	none	30 minutes	Senior Scholarship Affairs Officer
4.	Receives and accepts forwarded email or request with attached copy of University clearance of student/faculty/staff	none	1 hour	Student Records Evaluator
5.	Verifies the signature of College Dean or Designated Official	none	1 minute	Student Records Evaluator
6.	Checks/Verifies if student's name is included in the Masterlist of Student Disciplinary Tribunal records	none	3 minutes	Student Records Evaluator- Note: If YES, Encircle 2.1 of the clearance and writes the Case Number or the Matter of Complaint. If NO, Ticks No Obligation Box in the Clearance Form
7.	Downloads the attached University clearance and insert the name of OSA Director and put initials	none	30 minutes	Student Records Evaluator
8.	Sends email with attached University clearance to SSAO/AO for endorsement to OSA Director for e-signature	none	5 minutes	Student Records Evaluator
9.	Forwards email with attached University clearance to OSA Director	none	5 minutes	Senior Scholarship Affairs Officer
10.	E-signs University Clearance	none	8 hours	OSA Director
11.	Receives and accepts email with attached e-signed University clearance	none	3 hours	Student Records Evaluator
	Sends the clearance to the student/faculty/staff thru email	none	30 minutes	Student Records Evaluator
12.	Sends the clearance to the student/faculty/staff thru email	none	30 minutes	Student Records Evaluator
13.	Logs the e-signed University clearance and recorded in the digitized records	none	1 minute	Student Records Evaluator
TOTAL			1 working day 6 hours and 15 minutes	

4. Request for Issuance of Certificate of Good Moral thru Online

Office or Division:	OFFICE OF STUDENT AFFAIRS			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following: UP Manila student Identification Card UP Manila Alumni Identification Card Form 5/ Proof of enrollment Credentials like Transcript of Records or UP Diploma		Office of the University Registrar Office of Alumni Affairs Office of the University Registrar/Office of the College Secretary Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends the request to upm-osa@up.edu.ph		none		Student
2.	Receives and acknowledges email or request of student	none	30 minutes	Senior Scholarship Affairs Officer
3.	Forwards email or request of student to Staff in-charge	none	30 minutes	Senior Scholarship Affairs Officer
4.	Receives and accepts forwarded email or request of student from upm-osa@up.edu.ph	none	1 hour	Student Records Evaluator
5.	Verifies the student requesting is a bonafide student thru email address @up.edu.ph and for alumni requested proof like alumni ID, Diploma or TOR if necessary	none	30 minutes	Student Records Evaluator
6.	Checks the name of the student in the Masterlist of SDT Case Records of students with pending case	none	5 minutes	Student Records Evaluator- Note: if the student has a pending case NO certificate of GMC will be issued
7.	Prepares online billing (Order of Payment duplicate copies), fill in the information and send to the student	none	30 minutes	Student Records Evaluator
8.	Instructs the student to choose mode of payment (proceed to the Cash Office to pay over the counter or to landbank or to any accredited online payment services)	none	5 minutes	Student Records Evaluator
9. Sends the proof of payment with confirmation of the payment to OSA		Php 20.00 per copy	8 hours	Student
10.	Prepares and saves in PDF files the initialed certificate of good moral character	none	15 minutes	Student Records Evaluator
11.	Sends the certificate of Good Moral Character to OSA Director for e-signature	none	5 minutes	Student Records Evaluator
12.	E-signs the certificate of good moral character	none	8 hours	OSA Director
13.	Accepts e-signed certificate of good moral character	none	30 minutes	Student Records Evaluator
14.	Verifies the proof of payment with confirmation of the payment	none	15 minutes	Student Records Evaluator
15.	Sends the e-signed certificate of good moral character to the student	none	30 minutes	Student Records Evaluator
16.	Logs the certificate of good moral in the record book and recorded in the digitized records including the confirmation and date in the billing	none	5 minutes	Student Records Evaluator
TOTAL			Within 2 working days 4 hours and 50 minutes	



**UNIVERSITY OF THE PHILIPPINES MANILA
OFFICE OF STUDENT AFFAIRS**

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5. Application for the U.P Manila Dormitory/Residence Hall thru Online				
Office or Division:	Office of Student Affairs			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All bonafide UP Manila Female students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished application form		OSA Office/downloadable at OSA website (UPM Dormitory Application Form Office of Student Affairs)		
Copy of Current Form 5		College/Office of the University Registrar		
Parent's ITR/ Certificate of Tax Exemption		Bureau of Internal Revenue		
SLAS online application result		SLASOnline website (slasonline.up.edu.ph)		
Endorsement Letter from College Secretary that the student is required to attend the limited face to face classes		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures/Downloads application form at OSA and/or website UPM Dormitory Application Form Office of Student Affairs				Student
2. Accomplishes the application form properly and completely.				Student
3. Submits the accomplished/completed form and all the required documents thru email.				Student
4.	Receives/Acknowledges and verifies the completeness of the application form and all the pertinent documents		1 hour	Scholarship Affairs Officer 1
5.	Prepares list of applicant/s and submits online for approval of the Director		1 hour	Scholarship Affairs Officer 1
6.	Receives and approves online the list of applicants		8 hours	OSA Director
7.	Informs the applicant/s on the status of their application thru email		4 hours	Scholarship Affairs Officer 1
8.	Issues billing statement to the student thru email and provides option of the mode of payment (over the counter or thru online platforms)		4 hours	Scholarship Affairs Officer 1
9. Presents the billing statement to the Cashier/Online platforms and pay		Advance & Deposit Fees (ranges from Php1,500 to Php5,000)	1 hour	Student
10.	Accepts/Acknowledges the billing statement and payment of the student		4 hours	Cashier/Bank Teller
11. Accepts/Receives the Official Receipt and email copy of the OR to the Cash Office and to the Dorm Manager/Scholarship Affairs Officer 1			1 hour	Student
12.	Accepts/Acknowledge the email and the OR of the student		4 hours	Scholarship Affairs Officer 1 / Dormitory Manager
13.	Coordinates with the student the schedule of moving in		4 hours	Scholarship Affairs Officer 1 / Dormitory Manager
TOTAL		Ranges from Php1,500 to Php5,000	4 working days	

6.. Request for Issuance of Permit to Enroll for International Student thru Online				
Office or Division:	OFFICE OF STUDENT AFFAIRS			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Acceptance (for incoming First Year/new student)		Office of the University Registrar		
True Copy of Grades of last Semester attended (for old student/continuing)		Department of Foreign Affairs		
Photocopy of Passport		Bureau of Immigration		
Photocopy of Student Visa (Inbound)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends the request to upm-osa@up.edu.ph		none		Student
2.	Acknowledges and forward email or request of student to the staff in charge	none	30 minutes	Senior Scholarship Affairs Officer
3.	Receives and acknowledges forwarded email or request of student from upm-osa@up.edu.ph	none	1 hour	Student Records Evaluator
4.	Checks and verifies the authenticity of the requirements presented for securing the Permit to enroll namely: Letter of Acceptance (for incoming First Year) Photocopy of Grades of, Last Semester attended, Photocopy of Passport and Photocopy of Student Visa (for Inbound)	none	2 hours	Student Records Evaluator
5..	Sends instructions and copy of Information Sheet Form to student to accomplish (for incoming First Year Student/new student) and requests submission of the lacking requirements or supporting documents, if necessary	none	30 minutes	Student Records Evaluator
6.	Receives and checks the accuracy and completeness of the data	none	2 hours	Student Records Evaluator
7.	Prepares, encodes and saves the requested Permit to Enroll	none	30 minutes	Student Records Evaluator
8.	Sends the Permit to Enroll to OSA Director for e-signature	none	5 minutes	Student Records Evaluator
9.	E-signs the Permit to Enroll and return back to the Student Records Evaluator	none	8 hours	OSA Director
10.	Receives and acknowledges e-signed Permit to Enroll	none	3 hours	Student Records Evaluator
11.	Sends copies of the e-signed Permit to Enroll to the student, OUR, College Secretary and OSA for files	none	30 minutes	Student Records Evaluator
12..	Keeps the files of the issued Permit to Enroll with the attachments and recorded in digitized files	none	5 minutes	Student Records Evaluator
TOTAL			2 working days 2 hours and 10 minutes	



CITIZEN'S CHARTER
Frontline Services

(Based on GCP C.A.R.E.S Framework)

7.Guidance and Counseling Services (COUNSELING)				
<i>Processing of Personal, Academic, and Developmental concerns of UPM students to assist them achieve and maintain holistic mental health and psychosocial-spiritual well-being.</i>				
Office or Division	Office of Student Affairs – Guidance and Counseling Program			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Bona fide UP Manila students (newly admitted, enrolled, or continuing undergraduate and graduate students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Referral Slip from OCS (for referred cases only) True copy of Grades (for referred cases) Re-admission Form (for referred cases) Synopsis of case from referring party (if available) 		<ul style="list-style-type: none"> Office of Student Affairs College Secretary University Health Service 		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submits referral from University Personnel (Re-admission Committee, University Health Services, Faculty members, Administrative staff and REPS) 1.2. Parents, friends and classmates requests for counseling assistance on behalf of student 1.3. Walk in (Client initiated).	1.1. Accepts referral slip, academic documents and/ or re- admission forms 1.2. Checks prior file records of student. 1.3. Checks available GSS.	None	5 minutes	Administrative Staff Office of the Student Affairs
2.1 For FtF: signs in the OSA Client Logbook 2.2 For Online interaction: contacts centralized GCP email or replies to email thread by college to register session 2.3 May identify previous attending counselor or indicate preference for a particular counselor	2.1 For FtT: Administrative Staff gives the Logbook to the client and inquires with whom student has previously availed counseling (if applicable) 2.2 For online clients: GSS acknowledges student email appointment, or confirms email endorsement from referring party then sets appointment schedule and preferred platform		3-5 minutes	Administrative Staff Office of the Student Affairs Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs
3. Waits for designated counselor to review files	3. Counselor reviews client documents or records and available student file (print form or GCP database or from SAIS). For online clients, counselor coordinates with client for preferred platform of contact.		3-5 minutes	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs
4. Proceeds to counseling session (cubicle for FtF and preferred platform for Online Clients)	4. Introduces and explains the purpose, scope and limitation of Counseling session.		5 minutes	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs
5. Client responds to interview questions, shares history and information about self and situation, develops insight.	5. Proceeds with intake, counseling or follow up session (up to 5 sessions)		40 minutes to 1 hour (maximum) per session	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs
6. Client may undergo separate assessment session	6. Conducts assessment process: interviews, administers tests, etc with clients, and may call for family conference if warranted, or with other professionals (FtF or online) if warranted		1- 2 hours (if warranted)	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs
7. Reports to the Scholarship Officer to inquire for financial assistance opportunities or to submit documents (if warranted).	7. May refer client to Scholarship Affairs Officer for financial assistance or loan processing, if assessed as in need.		5-10 minutes	Scholarship Affairs Officer Office of the Student Affairs
8. Identifies decision and plan of action	8. Recommends action/s based on case conceptualization and intervention plan.		5-10 minutes	
9. Indicates availability and commitment to next session/s (if warranted)	9. Recommends follow up counseling session (if warranted) schedule based on the professional assessment.		5 minutes	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs
	10. Drafts and Issues annotated letter or student mental health clearance (for FtF) or transmits to OCS or UHS the same document (for online clients). Contacts UHS or ER (and may accompany student to PGH for FtF clients), and notifies OSA Director for critical cases (active suicidal thoughts, self-injury, homicidal tendencies, and/or psychotic manifestations)		10 minutes	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs
10. Reports back to the referring party for next action, and/or returns for a counseling session based on the agreed date.	10. Instructs student of next action and books the appointment If the student agrees for follow-up session and/or testing.	3-5 minutes	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs	
TOTAL			1 hour, 14 minutes to 3 hours, 36 minutes per session	

8. Testing for Students Service (ASSESSMENT)				
<i>Assessment of individual students' abilities, aptitudes, interests, traits and needs to provide an objective measure for counseling case management and for life coaching.</i>				
Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Bona fide UP students (newly admitted, enrolled, or continuing undergraduate and graduate students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Psychological Testing Materials		Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to OSA front desk for inquiry of service (for walk-in clients only). Clients with ongoing counseling sessions will be handled by their attending counselor.	1. Coordinate services to GCP and is attended by a counselor	None	3 minutes	Administrative Staff Office of the Student Affairs
2. Provides counselor the endorsement request for testing (if available) or explains to counselor need for assessment	2. Orients the availability of the test options (only for FtF, no online testing for standardized tests) relevant to client request and arranges testing schedule		5-8 minutes	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs
	3. Prepares test or battery of tests, and testing room		15 minutes	
3. Takes the psychological assessment based on scheduled date/s.	4. Administers psychological test or battery of tests.		1-2 hours	
	5. Reviews student mental health record, integrates data with test results and writes test profile		1 day	
4. Attends test results interpretation on the scheduled date	6. Interprets psychological test results and issues profile to client		1 hour	
TOTAL			1 day, 1 hour, 8 minutes to 1 day, 2 hours, 13 minutes	



CITIZEN'S CHARTER
Frontline Services

9. Life-Skills Information Service (RESILIENCY EDUCATION)

Provision of relevant Mental Health Information and Life Skills Education to build Life Skills and Resilience among UPM Students to help them increase awareness of developmental tasks and life challenges, through training, information dissemination and group dynamics sessions.

Office of Division	Office of Student Affairs
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	Bona fide UP Graduating Students (Undergraduate) and working students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of request, endorsed by organization head and adviser Background information about organization and activity 		Office of Student Affairs Office of Student Relations/Student Services (College)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts GCP centralized email to indicate request for mental health or leadership training, or webinar collaboration or engagement.	1. Reviews and acknowledges receipt of request (via email, for both FtF and online requests)	None	5 minutes	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs
2. Contact persons meets with counselors for discussion of plans and preparation	2. Arranges for Zoom Meeting to deliberate on collaboration and expected outcomes. May issue link for needs assessment to organization.		30 minutes (preparation meetings may recur)	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs Student Activities Program Coordinator Office of the Student Affairs
3. Prepares and submits other required documents as agreed in preparation meeting	3. Prepares training engagement proposal with taskings, and integrates submitted documents from student organization/college.		2-3 days	
	4. Reviews completeness of submitted documents and submits to AVPSA/ OSDS for approval and for access to UPS training materials content, and/or or to OVCAA/ OSA Director for approval.		1 day to 1 week	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs Secretariat, Office of Student Development Services UP System
4. Prepares publicity materials and disseminates registration links to constituents (via organization and/or college)	5. Issues registration link, zoom credentials for activity and training facilities and materials. Coordinates with IPPAO and College for publicity (if open access training)		1 week	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs
5. Participates in online activity. May co-facilitate.	6. Conducts Mental Health or Leadership Training session. Documents activity.		1.5 - 3 hours (per session)	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs
6. Attends Post Activity Assessment meeting	7. Facilitates Post Activity Assessment meeting		30 minutes	Guidance Services Specialist or PsychoSocial Counselor Office of the Student Affairs
TOTAL			1 working day, 2 hours, 35 minutes to 1 week, 4 hours, 5 minutes	