

Type of Service: External

Assessment and Printing of Dropping Slip (UP Form 26) of non-regular students

Dropping Slip (UP Form 26) is use to drop subject/s

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Enrolled Students (Non-regular)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Form 5 2. Valid ID		1. Requesting Party 2. UP ID, Company ID, GSIS, SSS, LTO, DFA, etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and check the required documents. 1.1 Check assessment and print the form	None	10 Minutes	<i>RCS Staff</i>
2. Go to College for Adviser and Dean signatures (if applicable)		None		College
3. Pay at the cashier * Status of dropping will automatically be updated in CRS		PHP 10.00 per unit		Cash Office, UP Diliman
TOTAL:		PHP 10.00 per unit	10 Minutes	

Type of Service: External

Assessment and Printing of Change of Matriculation (UP Form 26A) of students with scholarships, privileges, and non-regular students

Change of Matriculation Form (UP Form 26A) is use to add or cancel subject/s.

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Enrolled Students (with scholarships, and privileges, and non-regular students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Form 5 2. Valid ID		1. Requesting Party 2. UP ID, Company ID, GSIS, SSS, LTO, DFA, etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and check the required documents and print the form	None	5 Minutes	<i>RCS Staff</i>
2. Go to College for Adviser and Dean signatures (if applicable)		None		College
3. Pay at the cashier (if any) * Status of Change of Matriculation will automatically be updated in CRS		PHP 10.00 (plus Tuition fee / lab fee for added courses)		Cash Office, UP Diliman
4. For students without payable fees, the complete form must be returned to RCS	4. Receive, sign, and cut the form. Give student's copy.	None	5 Minutes	<i>Frontline Staff RCS</i>
TOTAL:		PHP 10.00 (plus Tuition	10 Minutes	

	fee / lab fee for added courses)		
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Type of Service: External

14. Assessment and Printing of UP Form 5 of students with scholarships, privileges, and non-regular students

Form 5 is a proof of registration

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman Eligible Students (with scholarships, and privileges, and non-regular students)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Scholarship Certification 2. Approved Privilege to Study at Reduced Fees (for UP Faculty and Employees) 3. UP Form 5 from home unit (cross-enrollees from other UP units) 4. Valid ID	1. Scholarship Agency 2. Office of the Chancellor or Office of the Vice Chancellor for Academic Affairs 3. Constituent University 4. UP ID, Company ID, GSIS, SSS, LTO, DFA, etc.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and check the required documents and tag scholarship/p privilege in the CRS (if any)	None	2 Minutes	<i>RCS Staff</i>
	1.1 Check online assessment, compute the amount payable and print student's Form 5 and sign	None	5 Minutes	<i>RCS Staff</i>
2. Receive and sign Form 5	2. Release Form 5 to student	None	1 Minute	<i>RCS Staff</i>
3. Pay at the Cashier, if		Assessed		Cash Office, UP Diliman

applicable		Amount		
4. For students without payable fees, F5's must be returned to RCS after signing	4. Receive and cut Form 5. 5. Release student's copy of Form 5	None	2 Minutes	<i>Frontline Staff</i> RCS
TOTAL:		Assessed Amount	10 Minutes	

Type of Service: External

Clearing of Accountability

To clear tagged accountability/ineligibility in the CRS

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment (copy of official receipt) of underassessment and/or unpaid scholarship bill		Cash Office, UP Diliman or for lost receipt, Certified True Copy of OR from the Diliman Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and check the required documents and clear accountability in the CRS	None	10 Minutes	RCS Staff
TOTAL:		None	10 Minutes	

Type of Service: External

Issuance of Certification of Breakdown of Matriculation

Student request this document as a requirement in applying for scholarship

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of UP Form 5 2. Duly accomplished Scholarship Form		1. Student 2. Scholarship Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished form and the required documents for checking and assessment	1. Receive and check completeness of the required documents and issue billing statement	None	15 Minutes	<i>Senior Administrative Assistant</i> RCS
2. Pay at the Cashier and present OR	2. Receive application and requirements and record payment	PHP 30.00	5 Minutes	<i>Senior Administrative Assistant</i> RCS
	2.1 Process and print the certification	None	1 Day	<i>Student Records Evaluator</i> RCS
	2.2 Sign the certification	None	15 Minutes	<i>Section Chief</i> RCS
3. Claim certification	3. Release the certification to the student	None	5 Minutes	<i>Frontline Staff</i> RCS
TOTAL:		P30.00	1 Day, 40 Minutes	

Type of Service: External

Processing of Change of Name

To correct and update student records.

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Currently Enrolled UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request for Change of Name form 2. Original copy of PSA-Birth Certificate 3. Original copy of PSA-Marriage Certificate (for married women) 4. Affidavit of Discrepancy/ Affidavit of Two Disinterested Persons (whichever is applicable)		1. RCS, OUR 2. PSA 3. PSA 4. Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished form and the required documents for checking and assessment	1. Receive and check completeness of the required documents and issue billing statement	None	15 Minutes	<i>Student Records Evaluator</i> RCS
2. Pay at the Cashier and return to RCS	2. Receive application and requirements and record payment	PHP 30.00	5 Minutes	<i>Student Records Evaluator</i> RCS
	2.1 Process and print the certification of change of name	None	1 Hour	<i>Student Records Evaluator</i> RCS
	2.2 Sign the certification	None	1 Hour	<i>Section Chief</i> RCS
	2.3 Record and forward	None	15 Minutes	<i>Administrative Aide</i> RCS

	the copy of certification of change of name to RMS			
3. Receive the copies of certification of change of name and forward the College and Health Service copies to their offices	3. Release the copy of the certification to student	None	5 Minutes	<i>Frontline Staff</i> RCS
TOTAL:		PHP 30.00	2 Hours, 40 Minutes	

Type of Service: External

Processing of Tuition Refund Disbursement Voucher (DV)

To reimburse overpayment of tuition fees

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application Form	1. RCS, OUR
2. Original Student's copy of Form 5 (in case of loss, affidavit of loss)	2. Student
3. Original Student's copy of COM (in case of loss, certified copy from OUR)	3. Student
4. Certification from the College/Adviser/Faculty-in-charge of the cancelled subject	4. Offering unit of the cancelled courses
<u>Additional Requirements:</u>	
<u>For LOA</u> -Copy of approved LOA application	- Student
<u>For faculty / employee</u> - Certified copy of Appointment, Approved Privilege to Study at Reduced Fees,	- College, Administrative Office - OC or OVCAA
<u>For Dependent of UP Faculty and Employees</u> - Approved Enrollment Privilege Form	- HRDO, UP Diliman
True Copy of Grades	- College
<u>For Teaching Fellow/Associates</u> - Copy of approved Contract of Teaching Fellow/Associates or copy of renewal of appointment	- College, Administrative Office
<u>For Barangay Scholars</u> - Original copy of COMELEC Certification	- City Hall or Municipal Hall
Original copy of Mayor's Certification attested by LGOO	- City Hall or Municipal Hall
Copy of PSA Birth Certificate (to present original)	- PSA
True copy of grades	- College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form and the required documents	1. Receive and check the required documents	None	5 Minutes	<i>Senior Administrative Assistant</i> RCS
	1.1 Give claim stub or received copy of the application and give student instructions on when and where to follow-up the status of refund	None	5 Minutes	<i>Senior Administrative Assistant</i> RCS
	1.2 Compute the refundable and non-refundable amount and prepare the disbursement voucher (DV).	None	30 Minutes	<i>Senior Administrative Assistant</i> RCS
	1.3 Secure authorized signature	None	1 Day	<i>RCS Section Chief and</i> <i>University Registrar</i>
	1.4 Prepare receiving list of DV for the Accounting Office and Loan Board Office	None	1 Hour	<i>Senior Administrative Assistant</i> RCS
	1.5 Forward DV to UPD Accounting Office (without tuition loan), and Loan Board Office (if with tuition loan)	None	1 Day	<i>Messenger</i> OUR
TOTAL:		None	2 Days, 1 Hour, 40 Minutes	

Type of Service: External

Processing of Student University Clearance

A university clearance is a requirement in claiming of diploma, application of official transcript of records, and in requesting of honorable dismissal.

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman and UPDEPP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished UP Form 241		For online application, print via CRS student account For manual application, get form from the RCS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply university clearance via student's CRS account		None		
2. Print UP Form 241 (via CRS)		None		
3. Go to RCS for assessment	3. Assess the amount payable	None	5 Minutes	<i>Frontline Staff</i> RCS
4. Pay at the Cashier, present the OR, and submit the form	4. Receive and check completeness of the Form and record the details of payment	PHP 30.00 (Plus Graduation Fee of PHP 300.00 per degree program, if applicable)	15 Minutes	<i>Frontline Staff</i> RCS
	4.1. Request UP Form 10 from RMS	None	1 Day	<i>Frontline Staff</i> RCS
	4.2 Receive F10 via CRS module	None	1 Hour	<i>Frontline Staff</i> RCS
	4.3 Process financial clearance	None	1 Hour	<i>Student Records Evaluator or Senior Administrative Assistant</i> RCS
	4.4 Check entrance credentials	None	1 Hour	<i>Student Records Evaluator</i> RCS

5. Monitor status of clearance in the CRS account	5.If pending, inform student and tag accountability in the CRS	None	4 Hours	<i>School Credits Evaluator RCS</i>
6. Settle accountability and submit proof of payment (for underassessment) or documents needed to RCS	6. Receive, check, and record payment/document submitted	None	15 Minutes	<i>Frontline Staff or Student Records Evaluator RCS</i>
	6.1 Clear the tagged accountability in the CRS	None	10 Minutes	<i>Student Records Evaluator or Senior Administrative Assistant RCS</i>
	6.2 Clear student's application in the CRS	None	4 Hours	<i>School Credits Evaluator RCS</i>
	6.3 Sign the processed clearance application and forward F10 to TS/RMS	None	1 Hour	<i>Section Chief RCS</i>
TOTAL:		PHP 30.00 (Plus Graduation Fee of PHP 300.00 per degree program, if applicable)	2 Days,4 Hours, 45 Minutes	