

Type of Service: External

Issuance of Certificate of Completion

Issued to a student who is a candidate for graduation and is waiting for the conferment of the degree

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Certificate of Completion of Academic Requirements from the College		1. RMS, OUR 2. College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form and certificate of completion	1. Receive and check duly accomplished request form; issue bill payment	None	20 mins	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 mins	<i>Frontline Staff</i> RMS
	2.1 Pull out student records for confirmation	None	1 Hour	<i>Typesetter III or Administrative Aide III</i> RMS
	2.2 Verify, Evaluate and process request	None	1 Day, 4 Hours	<i>School Credits Evaluator</i> RMS
	2.3 Secure authorized	None	1 Day	<i>Section Chief and University Registrar</i>

	signature			
3. Claim request	3. Release request to the student/representative*	None	10 Minutes	<i>Frontline Staff</i> RMS
	TOTAL:	PHP 30.00	2 Days,6 Hours	

*should present authorization letter, photocopy of ID of the student and representative

Type of Service: External

Issuance of Certificate of Currently Enrolled

Issued for purposes of visa application, employment, scholarship etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students who are currently enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Photocopy of Form 5		1. RMS, OUR 2. Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form and Photocopy of Form 5	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Process request	None	1 Hour	<i>Administrative Assistant V</i> RMS
	2.2 Secure authorized signature	None	1 Day	<i>Section Chief and University Registrar</i>
3. Claim request	3. Release request to the student/ representative*	None	10 Minutes	<i>Frontline Staff</i> RMS
	TOTAL:	P30.00	1 Day, 2 Hours	

*should present authorization letter, photocopy of ID of the student and representative

Type of Service: External

Issuance of Certificate of Enrolment History

Issued for purposes of employment, scholastic verification etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished request form		Records Management Section (RMS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records	None	1 Hour*	Typesetter III/Administrative Aide III RMS
	2.2 Verify, evaluate and process request	None	1 Day, 4 Hours	<i>School Credits Evaluator</i> RMS
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief and University Registrar</i>
3. Claim request	3. Release request to the student/representativ	None	10 Minutes	<i>Frontline Staff</i> RMS

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	TOTAL:	PHP 30.00	2 Days, 6 Hours	

*1-2 days for records from Archives (1970s and older)

**should present authorization letter, photocopy of ID of the student and representative

Type of Service: External

Issuance of Certificate of Special Order (SO) Exemption

Issued to Student who graduated and aims for further studies, employment etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished request form		RMS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records for confirmation	None	1 Hour	<i>Frontline Staff</i> RMS
	2.2 Process Request	None	1 Day	<i>Section Chief</i> RMS
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief & University Registrar</i>
3. Claim request	3. Release request to the student/ representative *	None	10 Minutes	<i>Frontline Staff</i> RMS

	TOTAL:	PHP 30.00	2 Days, 2 Hours	
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*should present authorization letter, photocopy of ID of the student and representative

Type of Service: External

Issuance of Certificate of Units Earned

Issued for purposes of employment etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished request form		RMS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff RMS</i>
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff RMS</i>
	2.1 Pull out student records	None	1 Hour*	<i>Typesetter III or Administrative Aide III</i>
	2.2 Verify, Evaluate and process request	None	1 Day, 4 Hours	<i>School Credits Evaluator RMS</i>
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief and University Registrar</i>
3. Claim request	3. Release request to the student/representative	None	10 Minutes	<i>Frontline Staff RMS</i>

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	TOTAL:	PHP 30.00	2 Days,6 Hours	

*1-2 days for records from Archives (1970s and older)

**should present authorization letter, photocopy of ID of the student and representative

Type of Service: External

Issuance of Certificate of Weighted Average Grade

Issued to students with honors for employment, enrollment etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished request form		RMS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff RMS</i>
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff RMS</i>
	2.1 Pull out student records	None	1 Hour	<i>Typesetter III or Administrative Aide III</i>
	2.2 Verify, Evaluate and process request	None	1 Day, 4 Hours	<i>School Credits Evaluator RMS</i>
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief and University Registrar</i>
3. Claim request	3. Release request to the student/representativ	None	10 Minutes	<i>Frontline Staff RMS</i>

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TOTAL:		P30.00	2 Days, 6 Hours	

*should present authorization letter, photocopy of ID of the student and representative

Type of Service: External

**Issuance of Certified copy of Entrance Credentials/Change of Matriculation Form/
Form- 5, Birth Certificate for College Copy**

Issued to Student for College Copy

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished request form		RMS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records and Photocopy document requested	None	60 Minutes	<i>Frontline Staff</i> RMS
	2.2 Secure authorized signature	None	10 Minutes	<i>Section Chief</i> RMS
3. Claim request	3. Release request to the student/representative	None	10 Minutes	<i>Frontline Staff</i> RMS

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	TOTAL:	PHP 30.00	2 Hours, 10 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

Type of Service: External

Issuance of Certified Text of the Diploma

Issued as replacement of the Original Diploma

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished request form		RMS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff RMS</i>
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 40.00	30 Minutes	<i>Frontline Staff RMS</i>
	2.1 Pull out student records	None	1 Hour*	<i>Typesetter III or Administrative Aide III RMS</i>
	2.2 Verify and process request	None	1.5 Days	<i>Administrative Assistant V RMS</i>
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief & University Registrar</i>
3. Claim request	3. Release request to the student/ representative**	None	10 Minutes	<i>Frontline Staff RMS</i>

TOTAL:	PHP 40.00	2 Days, 6 Hours	
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1-2 days for records from Archives (1970s and older)

**should present authorization letter, photocopy of ID of the student and representative

Type of Service: External

Issuance of Civil Service Exemption Certificate

Issued to students who graduated with honors as requirement for Civil Service Eligibility application

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished request form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records	None	60 Minutes	<i>Typesetter III or Administrative Aide III</i> RMS
	2.2 Verify, Evaluate and process request	None	1.5 Days	<i>School Credits Evaluator</i> RMS
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief & University Registrar</i>
3. Claim request	3. Release request to	None	10 Minutes	<i>Frontline Staff</i> RMS

	the student/ representative*			
TOTAL:		PHP 30.00	2 Days, 6 Hours	

*should present authorization letter, photocopy of ID of the student and representative

Type of Service: External

Issuance of Diploma Authentication

Requested by clients to confirm the authenticity of the diploma

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Original/Photocopy of the Diploma		1. RMS, OUR 2. Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form and Photocopy of the Diploma	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff RMS</i>
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 40.00	30 Minutes	<i>Frontline Staff RMS</i>
	2.1 Pull out student records for confirmation	None	60 Minutes*	<i>Typesetter III or Administrative Aide III RMS</i>
	2.2 Verify and process request	None	60 Minutes	<i>Frontline Staff RMS</i>
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief & University Registrar</i>
3. Claim request	3. Release request to	None	10 Minutes	<i>Frontline Staff RMS</i>

	the student/ representative**			
	TOTAL:	PHP 40.00	1 Day & 3 Hours	

* 1-2 days for records from Archives (1970s and older)

**should present authorization letter, photocopy of ID of the student and representative

Type of Service: External

Issuance of Honorable Dismissal

Issued to a student who is transferring to another school

Office or Division:	Records Management Section (RMS), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UPD students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished request form 2. University Clearance 3. Name of School the student is transferring 4. Consent of Parent/Guardian for minor student	1. RMS, OUR 2. RCS, OUR 3. Student 4. Parent/Guardian of the student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form and required documents	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00 <small>(additional payment of PHP10.00 if placed in a sealed envelope)</small>	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records	None	60 Minutes	<i>Typesetter III or Administrative Aide III</i> RMS
	2.2 Verify, Evaluate and process request	None	1.5 Days	<i>School Credits Evaluator</i> RMS
	2.3 Secure	None	1 Day	<i>Section Chief & University Registrar</i>

	authorized signature			
3.Claim request	3. Release request to the student / representative*	Non	10 Minutes	<i>Frontline Staff</i> RMS
	TOTAL:	PHP 30.00	2 Days, 6 Hours	

*should present authorization letter, photocopy of ID of the student and representative

Type of Service: External

Issuance of Scholastic Verification/Special Request

Requested for purposes of employment

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen/Government to Government/Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form (walk in) 2. Letter from the requesting Company/office/Embassy (online) 3. Consent and Photo copy of any Government issued ID of the Student		1. RMS, OUR 2. Requesting Party 3. Student being verified		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form (walk in); send request letter, consent & scanned ID of the student (on line)	1. Receive and check duly accomplished request form & issue bill payment (walk in); Check letter of request and other required documents sent and send bank details for payment (on line)	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt (walk in); Pay thru the designated bank and send	2. Record the Official Receipt number in the request form and return the OR to the	PHP 100.00 (local) US \$30.00 (foreign)	30 Minutes	<i>Frontline Staff</i> RMS

scanned copy of the deposit slip (on line)	student (walk in); attach scanned copy of the deposit slip to the request letter (on line)			
	2.1 Pull out student records	None	60 Minutes	<i>Typesetter III or Administrative Aide III</i> RMS
	2.2 Verify, Evaluate and process request	None	1.5 Days	<i>School Credits Evaluator</i> RMS
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief & University Registrar</i>
	2.4 Forward Certification for Mailing to the Transcript Section or Scan Certification and e-mail to recipient	None	30 Minutes	<i>Frontline Staff (mailing) or School Credits Evaluator (e-mail)</i> RMS
3. Claim request	3. Release request to the student/representative*	None	10 Minutes	<i>Frontline Staff</i> RMS
	TOTAL:	PHP 100.00 (local) US\$ 30.00 (foreign)	2 Days, 6 Hours, 5 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

Type of Service: External

Issuance of True copy of Grades (TCG) for Cross-registrants and Non-degree students

Issued for academic purposes

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Cross-Registrants and Non-degree students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished request form		RMS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Print TCG from CRS	None	5 Minutes	<i>Frontline Staff</i> RMS
	2.2 Secure authorized signature	None	10 Minutes	<i>Section Chief</i> RMS
	2.3 Place in a sealed envelope	None	5 Minutes	<i>Frontline Staff</i> RMS
3. Claim request	3. Release request to the student/representative	None	10 Minutes	<i>Frontline Staff</i> RMS

	e*			
	TOTAL:	PHP 30.00	1 Hour, 20 Minutes	

*should present authorization letter, photocopy of ID of the student and representative