Type of Service: External

Authentication / Verification of Transcript of Records (TOR)

Issued to verify authenticity of the transcript of records

Office or Division:	Transcripts Se	Transcripts Section (TS), Office of the University Registrar				
Classification:	Simple	Simple				
Type of Transaction:	Government to Business	o Citizen/ Go	overnment to Govern	iment/ Government to		
Who may avail:	All	All				
			WHERE TO	SECURE		
form 2. Valid ID 3. Original copy of tr records	. Valid ID . Original copy of transcript of		 Transcripts Section (TS) Student ID, Company ID, GSIS, SSS, LTO, DFA, etc. Student or Requesting Party 			
4. Proof of Payment Receipt	/ Official	4. Cash Office, UP Diliman				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1 Photocopy original TOR, pull-out file copy, give bill of payment 	None	30 Minutes	<i>Frontline Staff</i> TS		
2. Pay to the cashier and present the receipt	2. Record OR	PHP 100.00 per set	5 Minutes	<i>Frontline Staff</i> TS		
	2.1 Record request in Access database	None	3 Minutes	<i>Data Encoder</i> TS		
	2.2 Check against file copy of TS	None	15 Minutes	Admin Assistant TS		

	TOTAL:	PHP 100.00 per set	2 Days, 20 Minutes	
3. Claim request	3. Release request to the student/ representativ e*	None	5 Minutes	<i>Frontline Staff</i> TS
	2.6 Do quality control of the document before release	None	5 Minutes	<i>Frontline Staff</i> TS
	2.5 Record document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.4 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.3 Final check and initial of authenticated TOR	None	15 Minutes	Section Head TS

Type of Service: External

Issuance of Certificate of Course Description (CD)

Detailed description of course/s taken for academic evaluation purposes

Office or Division:	Transcripts Sect	Transcripts Section (TS), Office of the University Registrar			
Classification:	Highly Technical				
Type of Transaction:	Government to (Citizen			
Who may avail:	UP Diliman Stud	lents			
CHECKLIST OF RE	QUIREMENTS		WHERE TO	D SECURE	
 Duly accomplished form Valid ID Updated TOR 	d application		UR / our.upd.edu.ph any ID, School ID, L		
4. Proof of Payment	/ Official Receipt	4. Cash	Office, UP Diliman, E	Banks	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1Check student records via CRS 1.2 Issue bill of payment 	None	20 Minutes	<i>Frontline Staff</i> TS	
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 30.00 per page (addition al charge for mailing / courier service)	15 Minutes	<i>Frontline Staff</i> TS	
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Frontline Staff</i> TS	
	2.2 Receive, check the documents	None	15 Minutes	<i>Data Encoder</i> TS	

	instals (by E40				
	inside the F10,				
	insert				
	application,				
	assign tasks,				
	record in Excel				
	database				
	2.3 Distribute				
	F10 to Student				
	Records				
	Evaluator and	None	8 Minutes	Data Encoder TS	
	encode in			13	
	Access				
	Database	N	0.0.	Of a date of Data and a Frankrister	
	2.4 Encode CD	None	3 Day	Student Records Evaluator TS	
	2.5 Check CD	None	4 Day	<i>Student Records Evaluator</i> TS	
	2.4 Do			Student Records Evaluator	
	corrections, if	None	1 Hour	TS	
	needed then	None			
	print copy				
	2.5 Final check				
	and determine	None	15 Minutes	Student Records Evaluator	
	number of			TS	
	copies				
	2.10 Print CD	NI		Administrative Aide	
	in security	None	5 Minutes	TS	
	paper				
	2.11 Check	None	5 Minutes	Section Chief	
	and sign initials			TS	
	2.12 Secure	None		University Registrar	
	authorized	None	1 Day	OUR	
	signature 2.5 Encode				
	document for				
	release in	None	2 Minutes	Data Encoder	
	Access	NULLE		TS	
	database				
	2.6 Do quality				
	control of the				
	document	None	5 Minutes	Frontline Staff	
	before release			TS	
3. Claim request	3. Release				
	request to the			Frontline Staff	
	student/	None	5 Minutes	TS	
	representative*				
		PHP			
		30.00	9 Days,2 Hours,		
	TOTAL:	per	35 Minutes		
		page			
*should present authorization letter photocopy of ID of the student and representative					

Type of Service: External

Issuance of Certificate of English as Medium of Instruction (EMI)

Certificate issued to determine proficiency in English language

Office or Division:	Transcripts Section (TS), Office of the University Registrar					
Classification:	Complex	Complex				
Type of Transaction:	Government to Citizen					
Who may avail:	UP Diliman Studen	ts				
CHECKLIST OF F	REQUIREMENTS		WHERE T	O SECURE		
1. Duly accomplishe 2. Valid ID	d application form		JR / our.upd.edu.			
3. Proof of Payment	/ Official Receipt		Diffice, UP Dilimar	, LTO, DFA, GSIS etc. n, Banks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1Check student records via CRS 1.2 Issue bill of payment 	None	20 Minutes	<i>Frontline Staff</i> TS		
2. Pay to the cashier and present the receipt to the frontline staff	2. Record OR and issue claim stub	PHP 30.00	15 Minutes	<i>Frontline Staff</i> TS		
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS		
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS		
	2.3 Distribute F10 to Student Records	None	8 Minutes	<i>Data Encoder</i> TS		

	Evaluator and encode in Access Database			
	2.4 Process EMI	None	2 Days	Student Records Evaluator TS
	2.5 Check and sign initials	None	5 Minutes	Section Chief TS
	2.6 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.7 Encode document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.8 Do quality control of the document before release	None	5 Minutes	<i>Frontline Staff</i> TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	<i>Frontline Staff</i> TS
	TOTAL:	PHP 30.00	4 Days, 1 Hour, 15 Minutes	

Issuance of Certificate of Graduation (COG)

Issued for purposes of enrollment, scholarship, employment and visa as proof of graduation

Office or Division:	Transcripts Section (TS), Office of the University Registrar					
Classification:	Complex	Complex				
Type of Transaction:	Government to	o Citizen				
Who may avail:	UPD Students					
CHECKLIS REQUIREM			WHERE TO	SECURE		
form 2. Valid ID 3. University Clearar	 Valid ID University Clearance Proof of Payment / Official 		 TS, OUR / our.upd.edu.ph Company ID, School ID, LTO, DFA, GSIS etc. RCS, OUR Cash Office UP Diliman, Bank 			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1Check student records via CRS 1.2 Issue bill of payment 	None	20 Minutes	<i>Frontline Staff</i> TS		
2. Pay to the cashier and present the receipt to the frontline staff	2. Record OR and issue claim stub	PHP 30.00	15 Minutes	<i>Frontline Staff</i> TS		
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	Data Encoder TS		
	2.2 Receive, check the documents inside the F10,	None	15 Minutes	<i>Data Encoder</i> TS		

	TOTAL:	PHP 30.00	5 Days, 1 Hour, 13 Minutes	
3. Claim request	3. Release request to the student/ representativ e*	None	5 Minutes	<i>Frontline Staff</i> TS
	2.7 Do quality control of the document before release	None	5 Minutes	Frontline Staff TS
	2.6 Secure authorized signature	None	1 Day	University Registrar OUR
	2.5 Check and sign initials	None	5 Minutes	Section Chief TS
	Excel database 2.3 Distribute F10 to Student Records Evaluator and encode in Access Database 2.4 Process COG	None	8 Minutes 3 Days	Data Encoder TS Student Records Evaluator TS
	insert application, assign tasks, record in			

Issuance of Certification, Authentication, Verification (CAV)

Certification of authenticity of documents issued for purposes of enrollment, scholarship, employment and visa

Office or Division:	Transcripts Section (TS), Office of the University Registrar				
Classification:	Complex				
Type of Transaction:	Government to Citizen				
Who may avail:	UP Diliman Students				
CHECKLIS REQUIREM	-		WHERE TO	SECURE	
1. Duly accomplished	d application	1. TS, OUF	R / our.upd.edu.ph		
form 2. Valid ID 3. Copy of TOR, DT, and EMI	COG, CD,	2. Compan 3. Request	iy ID, School ID, LTC ing party), DFA, GSIS etc.	
4. Proof of Payment Receipt	/ Official	4. Cash Office UP Diliman, Bank			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1Check student records via CRS 1.2 Issue bill of payment 	None	20 Minutes	Frontline Staff TS	
2. Pay to the cashier and present the receipt to the frontline staff	2. Record OR and issue claim stub	PHP 30.00	15 Minutes	Frontline Staff	
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	Data Encoder	
	2.2 Receive, check the documents inside the	None	15 Minutes	<i>Data Encoder</i> TS	

	TOTAL:	PHP 30.00	5 Days,1 Hour, 13 Minutes	
3. Claim request	3. Release request to the student/ representativ e*	None	5 Minutes	<i>Frontline Staff</i> TS
	2.7 Do quality control of the document before release	None	5 Minutes	<i>Frontline Staff</i> TS
	2.6 Secure authorized signature	None	1 Day	University Registrar OUR
	2.5 Check and sign initials	None	5 Minutes	Section Chief TS
	Records Evaluator and encode in Access Database 2.4 Process CAV	None	8 Minutes 3 Days	Data Encoder TS Student Records Evaluator TS
	F10, insert application, assign tasks, record in Excel database 2.3 Distribute F10 to Student			

Issuance of Certified True Copy of Certificate of Graduate (COG)

Certify authenticity of COG submitted by students for purposes of employment, education, scholarship, etc.

Office or Division:	Transcripts Section (TS), Office of the University Registrar					
Classification:	Simple	Simple				
Type of Transaction:	Government to Citizen/Government to Government/Government to Business					
Who may avail:	All					
CHECKLIS REQUIREM	-		WHERE TO	SECURE		
 Duly accomplishe form Valid ID Original copy of C Proof of Payment Receipt 	OG / Official	2. Compan 3. Student 4. Cash Of	 Transcripts Section (TS) Company ID, School ID, LTO, DFA, GSIS etc. Student or Requesting Party Cash Office, UP Diliman 			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1 Photocopy original COG, pull- out TOR file copy, give bill of payment 	None	30 Minutes	<i>Frontline Staff</i> TS		
2. Pay to the cashier and present the receipt	2. Record OR	PHP 15.00	5 Minutes	<i>Frontline Staff</i> TS		
	2.1 Record request in Access database	None	3 Minutes	<i>Data Encoder</i> TS		
	2.2 Check against file copy of TS	None	15 Minutes	Frontline Staff TS		

	TOTAL:	PHP 15.00	2 Days, 20 Minutes	
3. Claim request	3. Release request to the student/ representativ e*	None	5 Minutes	<i>Frontline Staff</i> TS
	2.6 Do quality control of the document before release	None	5 Minutes	<i>Frontline Staff</i> TS
	2.5 Record document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.4 Secure authorized signature	None	1 Day	University Registrar OUR
	2.3 Final check and initial of authenticate d COG	None	15 Minutes	Section Head TS

Issuance of Certified True Copy of Course Descriptions (CD)

Certify authenticity of CD submitted by students for purposes of employment, education, scholarship, etc.

Office or Division:	Transcripts Section (TS), Office of the University Registrar				
Classification:	Simple				
Type of Transaction:	Government to	o Citizen			
Who may avail:	UP Diliman Stu	udents			
CHECKLIS REQUIREM			WHERE TO	SECURE	
 Duly accomplished form Valid ID Original copy of C Proof of Payment Receipt 	D	 Transcripts Section (TS) Company ID, School ID, LTO, DFA, GSIS etc. Student or Requesting Party Cash Office, UP Diliman 			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1 Photocopy original COG, pull- out CD file copy, give bill of payment 	None	30 Minutes	Frontline Staff TS	
2. Pay to the cashier and present the receipt	2. Record OR	PHP 15.00 per page	5 Minutes	Frontline Staff TS	
	2.1 Record request in Access database	None	3 Minutes	<i>Data Encoder</i> TS	
	2.2 Check against file	None	15 Minutes	Frontline Staff TS	

	copy of TS			
	2.3 Final check and initial of authenticated CD	None	15 Minutes	<i>Section Head</i> TS
	2.4 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.5 Record document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.6 Do quality control of the document before release	None	5 Minutes	<i>Frontline Staff</i> TS
3. Claim request	3. Release request to the student/ representativ e*	None	5 Minutes	<i>Frontline Staff</i> TS
	TOTAL:	PHP 15.00 per page	2 Days, 20 Minutes	

Issuance of Certified True Copy of Diploma Translation (DT)

Certify authenticity of the English Translated Diploma

Office or Division:	Transcripts Section (TS), Office of the University Registrar				
Classification:	Simple				
Type of Transaction:	Government to Business) Citizen/Go	vernment to Govern	ment/Government to	
Who may avail:	All				
			WHERE TO	SECURE	
 Duly accomplished application form / Letter of Request Valid ID Original copy of DT Proof of Payment / Official Receipt 		2. Compar 3. Student	 Transcripts Section (TS) Company ID, School ID, LTO, DFA, GSIS etc. Student or Requesting Party Cash Office, UP Diliman 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1 Photocopy original DT, pull-out TOR file copy, give bill of payment 	None	30 Minutes	<i>Frontline Staff</i> TS	
2. Pay to the cashier and present the receipt	2. Record OR	PHP 25.00	5 Minutes	Frontline Staff TS	
	2.1 Record request in Access database	None	3 Minutes	Data Encoder TS	
	2.2 Check against file copy of TS	None	15 Minutes	<i>Frontline Staff</i> TS	
	2.3 Final check and	None	15 Minutes	Section Head TS	

3. Claim request	control of the document before release 3. Release	None	5 Minutes	Frontline Staff TS
3. Claim request		None	5 Minutes	<i>Frontline Staff</i> TS
	TOTAL:	PHP 25.00	2 Days, 20 Minutes	

Issuance of Certified True Copy of High School Card/ Form-137

Issued for purposes of employment, travel abroad or scholarship etc.

Office or Division:	Transcripts Section (TS), Office of the University Registrar					
Classification:	Simple					
Type of Transaction:	Government to	Government to Citizen				
Who may avail:	UP Diliman Stu	dents				
CHECKLIST OF RE	QUIREMENTS		WHERE TO) SECURE		
 Duly accomplisher form Valid ID Official Receipt 	d application	2. Compa	ripts Section (TS) any ID, School ID, LT Office, UP Diliman	O, DFA, GSIS etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1 Give bill of payment 	None	20 Minutes	<i>Frontline Staff</i> TS		
2. Pay to the cashier and present the receipt to the frontline staff	2. Record OR and issue claim stub	PHP 50.00	15 Minutes	<i>Frontline Staff</i> TS		
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS		
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS		
	2.3 Distribute F10 to Frontline staff then record in the Access	None	8 Minutes	<i>Data Encoder</i> TS		

	Database			
	2.4 Photocopy requested document	None	5 Minutes	<i>Frontline Staff</i> TS
	2.5 Final check and sign initials of authenticated HS Card/ Form 137	None	15 Minutes	<i>Section Head</i> TS
	2.6 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.7 Encode document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.8 Do quality control of the document before release	None	5 Minutes	<i>Frontline Staff</i> TS
3. Claim request	3. Release request to the student/ representative *	None	5 Minutes	<i>Frontline Staff</i> TS
	TOTAL:	PHP 50.00	2 Days, 1 Hour, 40 Minutes	

Type of Service: External

Issuance of Certificate of Diploma Translation (DT)

Translation of Filipino diploma to English diploma

Office or Division:	Transcripts Section (TS), Office of the University Registrar				
Classification:	Complex				
Type of Transaction:	Government to	Citizen			
Who may avail:	UPD Students				
CHECKLIS REQUIREM			WHERE TO	SECURE	
form 2. Valid ID 3. Photocopy of diplo	 Valid ID Photocopy of diploma Proof of Payment / Official 		 TS, OUR / our.upd.edu.ph Company ID, School ID, LTO, DFA, GSIS etc. Student Cash Office / Bank 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1 Check student file and give bill of payment 	None	20 Minutes	<i>Frontline Staff</i> TS	
2. Pay to the cashier and present the receipt to the frontline staff	2. Record OR and issue claim stub	PHP 50.00	15 Minutes	<i>Frontline Staff</i> TS	
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS	
	2.2 Receive, check the documents inside the F10, insert application, assign tasks,	None	15 Minutes	<i>Data Encoder</i> TS	

	representativ e* TOTAL:	None	4 Days,1 Hour, 15 Minutes	TS
3. Claim request	3. Release request to the student/	None	5 Minutes	Frontline Staff
	2.8 Do quality control of the document before release	None	5 Minutes	<i>Frontline Staff</i> TS
	2.7 Encode document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.6 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.5 Check and sign initials	None	5 Minutes	Section Chief TS
	2.4 Process request	None	2 days	Administrative Aide TS
	2.3 Distribute F10 to Encoder and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	record in Excel database			

Issuance of No Objection Letter (NOL)

Issued to students who has submitted entrance credentials with copy for UP Diliman but wants to request another copy from previous school for employment or scholarship purposes

Office or Division:	Transcripts Section (TS), Office of the University Registrar				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	UP Diliman St	udents			
CHECKLIS REQUIREM	-		WHERE TO	SECURE	
1. Duly accomplished form	d application	1. TS, OUF	R / our.upd.edu.ph		
2. Valid ID 3. Official Receipt			y ID, School ID, LTC fice, UP Diliman	D, DFA, GSIS etc.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1Check student records via CRS 1.2 Issue bill of payment 	None	20 Minutes	<i>Frontline Staff</i> TS	
2. Pay to the cashier and present the receipt to the frontline staff	2. Record OR and issue claim stub	PHP 30.00	15 Minutes	<i>Frontline Staff</i> TS	
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS	
	2.2 Receive, check the documents inside the F10, insert	None	15 Minutes	<i>Data Encoder</i> TS	

Processing of Transcript of Records

A copy of a student's permanent academic record for purposes of employment, enrolment, scholarship etc.

A. First Time TOR Module – Student No. 2004 to present

Office or Division:	Transcripts Section (TS), Office of the University Registrar				
Classification:	Highly Technic	al			
Type of Transaction:	Government to	o Citizen			
Who may avail:	UPD Students				
CHECKLIS REQUIREM			WHERE TO	SECURE	
 Duly accomplished form Valid ID University Clearar 1 x ID picture for p Board Examination Proof of Payment Receipt 	nce ourposes of	2. Compan 3. RCS, OI 4. Photo sh	1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. RCS, OUR 4. Photo shop/service 5. Cash Office, UPD / Banks		
CLIENT STEPS	AGENCY ACTION	FEES TOPROCESSINGBE PAIDTIME			
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1Check student records via CRS 1.2 Issue bill of payment 	None	20 Minutes	<i>Frontline Staff</i> TS	
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 50.00 per page (additional charge for mailing / courier service)	15 Minutes	<i>Frontline Staff</i> TS	

 		1	1
2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS
2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS
2.3 Distribute F10 to First Checker and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
2.4 Process TOR via CRS module	None	5 Days	First Checker TS
2.5 Final checking of TOR	None	7 Days	<i>Student Records Evaluator</i> TS
2.6 Print clear copy of TOR	None	5 Minutes	<i>Administrative Assistant</i> TS
2.7 Sign initial and determine number of copies to be printed	None	10 Minutes	Student Records Evaluator TS
2.8 Print TOR in security paper	None	5 Minutes	<i>Admin Aide</i> TS
2.9 Check and sign initials	None	5 Minutes	Section Chief TS
2.10 Secure authorized signature	None	1 Day	University Registrar OUR
2.11 Encode document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
2.12 Do quality			

	control of the document before release	None	5 Minutes	<i>Data Encoder</i> TS
3. Claim request	3. Release request to the student/ representativ e*	None	5 Minutes	Frontline Staff TS
	TOTAL:	PHP 50.00 per page	15 Days, 35Minutes	

B. First Time Manual/Freeform TOR – student no. 2003 and below

Office or Division:	Transcripts Section (TS), Office of the University Registrar				
Classification:	Highly Technic	cal			
Type of Transaction:	Government to	o Citizen			
Who may avail:	UPD Students				
CHECKLIS REQUIREM	-		WHERE TO	SECURE	
 Duly accomplished form Valid ID University Clearar 1 x ID picture for p Board Examination Proof of Payment Receipt 	nce ourposes of	2. Compar 3. RCS, O 4. Photo sł	UR / our.upd.edu.ph any ID, School ID, LTO, DFA, GSIS etc. OUR shop/service Office, UPD / Banks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1Check student records via CRS 1.2 Issue bill 	None	20 Minutes	<i>Frontline Staff</i> TS	

	of payment			
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 50.00 per page (additional charge for mailing / courier service)	15 Minutes	<i>Frontline Staff</i> TS
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS
	2.3 Distribute F10 to Data Encoder then record in the Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Encode TOR	None	3 Days	Data Encoder TS
	2.5 Initial checking of encoded TOR	None	5 Days	First Checker TS
	2.6 Verify grades, if needed	None	1 Day	Admin Aide I TS
	2.7 Final checking of TOR	None	7 Days	<i>Student Records Evaluator</i> TS
	2.8 Print clear copy of TOR	None	5 Minutes	Administrative Assistant TS
	2.9 Sign initial and determine number of copies to be printed	None	10 Minutes	<i>Student Records Evaluator</i> TS
	2.10 Print TOR in security	None	5 Minutes	Admin Aide TS

	paper			
	2.11 Check and sign initials	None	5 Minutes	Section Chief TS
	2.12 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.13 Encode document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.14 Do quality control of the document before release	None	5 Minutes	<i>Data Encoder</i> TS
3. Claim request	3. Release request to the student/ representativ e*	None	5 Minutes	Frontline Staff
	TOTAL:	PHP 50.00 per page	19 Days, 35 minutes	

*should present authorization letter, photocopy of ID of the student and representative **21 working days during peak period from July to August

C. Updating of TOR Module / Recopy – Student No. 2004 to present

Office or Division:	Transcripts Se	Transcripts Section (TS), Office of the University Registrar			
Classification:	Highly Technic	cal			
Type of Transaction:	Government to	Government to Citizen			
Who may avail:	UPD Students				
CHECKLIS REQUIREM	WHERE TO SECURE				
1. Duly accomplished form	d application	1. TS, OUR / our.upd.edu.ph			
 Valid ID Valid ID University Clearance 1 x ID picture for purposes of Board Examination Proof of Payment / Official Receipt 		 Company ID, School ID, LTO, DFA, GSIS etc. RCS, OUR Photo shop/service Cash Office, UPD / Banks 			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1Check student records via CRS 1.2 Issue bill of payment 	None	20 Minutes	<i>Frontline Staff</i> TS
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 50.00 per page (additional charge for mailing / courier service)	15 Minutes	<i>Frontline Staff</i> TS
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS
	2.3 Distribute F10 to First Checker and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Process TOR via CRS module	None	2 Days	First Checker TS
	2.5 Final checking of TOR	None	5 Days	Student Records Evaluator TS
	2.6 Print clear copy of	None	5 Minutes	<i>Administrative Assistant</i> TS

	TOR			
	2.7 Sign initial and determine number of copies to be printed	None	10 Minutes	Student Records Evaluator TS
	2.8 Print TOR in security paper	None	5 Minutes	Admin Aide TS
	2.9 Check and sign initials	None	5 Minutes	Section Chief TS
	2.10 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.11 Encode document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.12 Do quality control of the document before release	None	5 Minutes	<i>Data Encoder</i> TS
3. Claim request	3. Release request to the student/ representativ e*	None	5 Minutes	<i>Frontline Staff</i> TS
	TOTAL:	PHP 50.00 per page	10 Days, 35 Minutes	

D. Updating of Manual/Freeform TOR – student no. 2003 and below

CHECKLIS REQUIREM	WHERE TO SECURE			
Who may avail:	UPD Students			
Type of Transaction:	Government to Citizen			
Classification:	Highly Technical			
Office or Division:	Transcripts Section (TS), Office of the University Registrar			

form 2. Valid ID 3. University Clearar 4. 1 x ID picture for p Board Examination	. Valid ID . University Clearance . 1 x ID picture for purposes of oard Examination . Proof of Payment / Official		 TS, OUR / our.upd.edu.ph Company ID, School ID, LTO, DFA, GSIS etc. RCS, OUR Photo shop/service Cash Office, UPD / Banks 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1Check student records via CRS 1.2 Issue bill of payment 	None	20 Minutes	<i>Frontline Staff</i> TS	
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 50.00 per page (additional charge for mailing / courier service)	15 Minutes	<i>Frontline Staff</i> TS	
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS	
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS	
	2.3 Distribute F10 to First Checker and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS	

	2.4 Encode TOR	None	1 Day	<i>Data Encoder</i> TS
	2.5 Initial checking of encoded TOR	None	2 Days	First Checker TS
	2.6 Verify grades, if needed	None	2 Hours	Admin Aide I TS
	2.7 Final checking of TOR	None	4 Days	<i>Student Records Evaluator</i> TS
	2.8 Print clear copy of TOR	None	5 Minutes	<i>Administrative Assistant</i> TS
	2.9 Sign initial and determine number of copies to be printed	None	10 Minutes	<i>Student Records Evaluator</i> TS
	2.10 Print TOR in security paper	None	5 Minutes	<i>Admin Aide</i> TS
	2.11 Check and sign initials	None	5 Minutes	Section Chief TS
	2.12 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.13 Encode document for release in Access database	None	2 Minutes	Data Encoder TS
	2.14 Do quality control of the document before release	None	5 Minutes	<i>Data Encoder</i> TS
3. Claim request	3. Release request to the student/ representativ e*	None	5 Minutes	<i>Frontline Staff</i> TS
	TOTAL:	PHP 50.00 per page	9 Days, 3 Hours 35 Minutes	

E. Re-encode old typewritten TOR to Freeform

Office or Division:	Transcripts Section (TS), Office of the University Registrar					
Classification:	Highly Technical					
Type of Transaction:	Government to	Government to Citizen				
Who may avail:	UPD Students					
CHECKLIS REQUIREM			WHERE TO	SECURE		
 Duly accomplisher form Valid ID University Clearar 1 x ID picture for p Board Examination Proof of Payment Receipt 	nce ourposes of	2. Compan 3. RCS, OI 4. Photo sh	R / our.upd.edu.ph ny ID, School ID, LTC JR nop/service fice, UPD / Banks), DFA, GSIS etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1Check student records via CRS 1.2 Issue bill of payment 	None	20 Minutes	<i>Frontline Staff</i> TS		
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 50.00 per page (additional charge for mailing / courier service)	15 Minutes	<i>Frontline Staff</i> TS		
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS		
	2.2 Receive, check the documents inside the F10,	None	15 Minutes	<i>Data Encoder</i> TS		

insert application, assign tasks, record in Excel database	_		
2.3 Distribute F10 to Data Encoder then record in the Access Databas	None	8 Minutes	<i>Data Encoder</i> TS
2.4 Encode TOR	None	3 Days	Data Encoder TS
2.5 Initial checking of encoded TOR	None	5 Days	First Checker TS
2.6 Verify grades, if needed	None	1 Day	Admin Aide I TS
2.7 Final checking of TOR	None	7 Days	Student Records Evaluator TS
2.8 Print clear copy of TOR	None	5 Minutes	<i>Administrative Assistant</i> TS
2.9 Sign initial and determine number of copies to be printed	None	10 Minutes	<i>Student Records Evaluator</i> TS
2.10 Print TOR in security paper	None	5 Minutes	Admin Aide TS
2.11 Check and sign initials	None	5 Minutes	Section Chief TS
2.12 Secure authorized signature	None	1 Day	University Registrar OUR
2.13 Encode document for release in Access database	None	2 Minutes	Data Encoder TS
2.14 Do quality control of the document before	None	5 Minutes	Data Encoder TS

	the student/ representativ e* TOTAL:	None PHP 50.00	5 Minutes 19 Days, 35 minutes	Frontline Staff
3. Claim request	3. Release request to	Nono	5 Minuton	Eroptling Staff

F. Old TOR transfer to New Template

Office or Division:	Transcripts Section (TS), Office of the University Registrar					
Classification:	Highly Technical					
Type of Transaction:	Government to Citizen					
Who may avail:	UPD Students					
	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
 Duly accomplished application form Valid ID University Clearance 1 x ID picture for purposes of Board Examination Proof of Payment / Official Receipt 		 TS, OUR / our.upd.edu.ph Company ID, School ID, LTO, DFA, GSIS etc. RCS, OUR Photo shop/service Cash Office, UPD / Banks 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Accomplish and submit filled in request form together with required documents	 Receive and review request form and requirements 1.1Check student records via CRS 1.2 Issue bill of payment 	None	20 Minutes	<i>Frontline Staff</i> TS		
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 50.00 per page (additional charge for	15 Minutes	Frontline Staff TS		

	ma e ilia - /		
	mailing /		
	courier service)		
2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS
2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS
2.3 Distribute F10 to First Checker and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
2.4 Process TOR via CRS module	None	3 Days	First Checker TS
2.5 Final checking of TOR	None	5 Days	<i>Student Records Evaluator</i> TS
2.6 Print clear copy of TOR	None	5 Minutes	<i>Administrative Assistant</i> TS
2.7 Sign initial and determine number of copies to be printed	None	10 Minutes	<i>Student Records Evaluator</i> TS
2.8 Print TOR in security paper	None	5 Minutes	Admin Aide TS
2.9 Check and sign initials	None	5 Minutes	Section Chief TS
2.10 Secure authorized signature	None	1 Day	University Registrar OUR
2.11 Encode document for release in Access	None	2 Minutes	<i>Data Encoder</i> TS

	database			
	2.12 Do quality control of the document before release	None	5 Minutes	<i>Data Encoder</i> TS
3. Claim request	3. Release request to the student/ representativ e*	None	5 Minutes	<i>Frontline Staff</i> TS
	TOTAL:	PHP 50.00 per page	11 Days, 35 Minutes	