

Type of Service: External

Authentication / Verification of Transcript of Records (TOR)

Issued to verify authenticity of the transcript of records

Office or Division:	Transcripts Section (TS), 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 application form 2. Valid ID 3. Original copy of transcript of records 4. Proof of Payment / Official Receipt		1. Transcripts Section (TS) 2. Student ID, Company ID, GSIS, SSS, LTO, DFA, etc. 3. Student or Requesting Party 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	1. 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	<i>Admin Assistant</i> TS

	2.3 Final check and initial of authenticated TOR	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/representative*	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 100.00 per set	2 Days, 20 Minutes	

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

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 Section (TS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. Updated TOR 4. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. TS, OUR 4. Cash Office, UP Diliman, 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	1. Receive and review request form and requirements 1.1 Check 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 (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>Frontline Staff</i> TS
	2.2 Receive, check the documents	None	15 Minutes	<i>Data Encoder</i> TS

	inside the F10, insert application, assign tasks, record in Excel database			
	2.3 Distribute F10 to Student Records Evaluator and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Encode CD	None	3 Day	<i>Student Records Evaluator</i> TS
	2.5 Check CD	None	4 Day	<i>Student Records Evaluator</i> TS
	2.4 Do corrections, if needed then print copy	None	1 Hour	<i>Student Records Evaluator</i> TS
	2.5 Final check and determine number of copies	None	15 Minutes	<i>Student Records Evaluator</i> TS
	2.10 Print CD in security paper	None	5 Minutes	<i>Administrative Aide</i> TS
	2.11 Check and sign initials	None	5 Minutes	<i>Section Chief</i> TS
	2.12 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.5 Encode 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/ representative*	None	5 Minutes	<i>Frontline Staff</i> TS
	TOTAL:	PHP 30.00 per page	9 Days,2 Hours, 35 Minutes	

*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			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Cash Office, UP Diliman, 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	1. Receive and review request form and requirements 1.1 Check 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	<i>Student Records Evaluator</i> TS
	2.5 Check and sign initials	None	5 Minutes	<i>Section Chief</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 30.00	4 Days, 1 Hour, 15 Minutes	

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

Type of Service: External

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			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. University Clearance 4. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. RCS, OUR 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	1. Receive and review request form and requirements 1.1 Check 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,	None	15 Minutes	<i>Data Encoder</i> TS

	insert application, assign tasks, record in Excel database			
	2.3 Distribute F10 to Student Records Evaluator and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Process COG	None	3 Days	<i>Student Records Evaluator</i> TS
	2.5 Check and sign initials	None	5 Minutes	<i>Section Chief</i> TS
	2.6 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.7 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	5 Days, 1 Hour, 13 Minutes	

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

Type of Service: External

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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. Copy of TOR, DT, COG, CD, and EMI 4. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party 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	1. Receive and review request form and requirements 1.1 Check 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	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

	F10, insert application, assign tasks, record in Excel database			
	2.3 Distribute F10 to Student Records Evaluator and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Process CAV	None	3 Days	<i>Student Records Evaluator</i> TS
	2.5 Check and sign initials	None	5 Minutes	<i>Section Chief</i> TS
	2.6 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.7 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	5 Days, 1 Hour, 13 Minutes	

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

Type of Service: External

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			
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 application form 2. Valid ID 3. Original copy of COG 4. Proof of Payment / Official Receipt		1. Transcripts Section (TS) 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Student or Requesting Party 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	1. 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	<i>Frontline Staff</i> TS

	2.3 Final check and initial of authenticated COG	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/representative*	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 15.00	2 Days, 20 Minutes	

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

Type of Service: External

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 Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. Original copy of CD 4. Proof of Payment / Official Receipt		1. Transcripts Section (TS) 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Student or Requesting Party 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	1. Receive and review request form and requirements 1.1 Photocopy original COG, pull-out CD 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 per page	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	None	15 Minutes	<i>Frontline Staff</i> 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/representative*	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 15.00 per page	2 Days, 20 Minutes	

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

Type of Service: External

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 Citizen/Government to Government/Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form / Letter of Request 2. Valid ID 3. Original copy of DT 4. Proof of Payment / Official Receipt		1. Transcripts Section (TS) 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Student or Requesting Party 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	1. 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	<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	<i>Frontline Staff</i> TS
	2.3 Final check and	None	15 Minutes	<i>Section Head</i> TS

	initial of authenticated DT			
	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/representative*	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 25.00	2 Days, 20 Minutes	

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

Type of Service: External

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 Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. Official Receipt		1. Transcripts Section (TS) 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. 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	1. 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	

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

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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. Photocopy of diploma 4. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Student 4. 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	1. 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

	record in Excel database			
	2.3 Distribute F10 to Encoder and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Process request	None	2 days	Administrative Aide TS
	2.5 Check and sign initials	None	5 Minutes	<i>Section Chief</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:		None	4 Days, 1 Hour, 15 Minutes	

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

Type of Service: External

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 Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. 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	1. Receive and review request form and requirements 1.1 Check 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

	application, assign tasks, record in Excel database			
	2.3 Distribute F10 to Section Chief and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Process request and sign initials	None	15 Minutes	<i>Section Chief</i> TS
	2.5 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	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/ representative*	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 30.00	2 Days, 1 Hour, 33 Minutes	

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

Type of Service: External

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 Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. University Clearance 4. 1 x ID picture for purposes of Board Examination 5. Proof of Payment / Official Receipt		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 TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check 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	5 Days	<i>First Checker</i> 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	<i>Student Records Evaluator</i> 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	<i>Section Chief</i> 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/ representative*	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 50.00 per page	15 Days, 35Minutes	

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

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

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		
1. Duly accomplished application form 2. Valid ID 3. University Clearance 4. 1 x ID picture for purposes of Board Examination 5. Proof of Payment / Official Receipt		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 TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check 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	<i>Data Encoder</i> TS
	2.5 Initial checking of encoded TOR	None	5 Days	<i>First Checker</i> TS
	2.6 Verify grades, if needed	None	1 Day	<i>Admin Aide I</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	<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	None	5 Minutes	<i>Admin Aide</i> TS

	paper			
	2.11 Check and sign initials	None	5 Minutes	<i>Section Chief</i> 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/ representative*	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 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	
1. Duly accomplished application form 2. Valid ID 3. University Clearance 4. 1 x ID picture for purposes of Board Examination 5. Proof of Payment / Official Receipt	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 TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check 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	<i>First Checker</i> TS
	2.5 Final checking of TOR	None	5 Days	<i>Student Records Evaluator</i> 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	<i>Student Records Evaluator</i> 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	<i>Section Chief</i> 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/representative*	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 50.00 per page	10 Days, 35 Minutes	

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

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

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

1. Duly accomplished application form 2. Valid ID 3. University Clearance 4. 1 x ID picture for purposes of Board Examination 5. Proof of Payment / Official Receipt		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 TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check 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	<i>First Checker</i> TS
	2.6 Verify grades, if needed	None	2 Hours	<i>Admin Aide I</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	<i>Section Chief</i> 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/representative*	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 50.00 per page	9 Days, 3 Hours 35 Minutes	

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

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 Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. University Clearance 4. 1 x ID picture for purposes of Board Examination 5. Proof of Payment / Official Receipt		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 TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check 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	<i>Data Encoder</i> TS
	2.5 Initial checking of encoded TOR	None	5 Days	<i>First Checker</i> TS
	2.6 Verify grades, if needed	None	1 Day	<i>Admin Aide I</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	<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	<i>Section Chief</i> 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	None	5 Minutes	<i>Data Encoder</i> TS

	release			
3. Claim request	3. Release request to the student/ representative*	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

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
1. Duly accomplished application form 2. Valid ID 3. University Clearance 4. 1 x ID picture for purposes of Board Examination 5. Proof of Payment / Official Receipt	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 TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check 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	<i>Frontline Staff</i> TS

		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	<i>First Checker</i> 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	<i>Admin Aide</i> TS
	2.9 Check and sign initials	None	5 Minutes	<i>Section Chief</i> TS
	2.10 Secure authorized signature	None	1 Day	<i>University Registrar</i> 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/representative*	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 50.00 per page	11 Days, 35 Minutes	

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