

# CITIZEN'S CHARTER

## Office of the University Registrar University of the Philippines Visayas

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## EXTERNAL SERVICES

### 1. APPEALS REGARDING STUDENT ADMISSIONS, PROGRESS, AND GRADUATION

The Vice-Chancellor for Academic Affairs and the University Registrar, chair and secretary-member of the University Council-Committee on Student Admissions, Progress, and Graduation (UC-CSAPG), respectively, initially evaluate the appeals. The committee meets to deliberate on cases and comes up with an appropriate action/ recommendation. The processing time can be more than the actual processing time indicated herein, depending on the availability of the committee members and signatories.

<b>Offices</b>	1. Division/Department 2. College/School Secretaries 3. Office of Student Affairs (for readmission cases) 4. Office of the University Registrar 5. Office of the Vice-Chancellor for Academic Affairs 6. Office of the Chancellor			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	All UPV students or faculty members with academic-related concerns			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Written appeal addressed to the Chancellor through channels			Appellant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits appeal to the appellant's respective Division/College	1. Gives comments/recommendations and forwards to OSA (for readmission cases) or to OUR	None	2 days	<i>Division Chair/Program Adviser/College/School Secretary</i>
	1.1 Evaluates, gives recommendation, and returns to appellant's Division/College	None	1 day	<i>Counselor/OSA Director Office of Student Affairs</i>
	1.2 Evaluates student's academic records, prepares other pertinent documents, and forwards to VCAA	None	4 hours	<i>Febe Miayo Administrative Officer III (Records Officer II)/  Herbert Nalagay Administrative Officer V (Records Officer III)/  Denivi Hazel Medida</i>

				<i>Student Records Evaluator I</i> OUR
	1. Calls for a meeting of the UC-CSAPG	None	1 day	<i>Dr. Alice Joan G. Ferrer</i> <i>Vice Chancellor for Academic Affairs</i> OVCAA
	2. Deliberates and decide on the appeal  <i>For graduation-related cases, CSAPG recommendation is for deliberation of the UC.</i>	None		UC-CSAPG
	3. Prepares the Notice of Action (NOA) for signature of the VCAA	None	2 hours	<i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> OUR
	4. Signs the NOA	None		<i>Dr. Alice Joan G. Ferrer</i> <i>Vice Chancellor for Academic Affairs</i> OVCAA
.1.1 Receives an electronic copy of the NOA	5. Provides electronic copy of the NOA to the appellant, copy furnished the concerned Division/College	None	1 hour	<i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> OUR
<b>TOTAL</b>		<b>None</b>	<b>4 days 7 hours</b>	

## 2. APPLICATION FOR AUTOMATIC ADMISSION OF FILIPINO AND NON-FILIPINO HIGH SCHOOL GRADUATES FROM ABROAD

A Filipino or non-Filipino applicant who graduated from a high school abroad and has not enrolled in college may be admitted as first year student without taking the UPCAT (automatic admission), if he/she meets the following qualifications:

1. Completion of a high school program in the country where s/he had secondary education (including the completion of a one- or two-year pre-university education in a country where such is a prerequisite for admission to a bachelor's degree program);
2. Qualifies in any of the following college-qualifying national or international foreign-administered examination:

a. Scholastic Aptitude Test (SAT)

SECTION SCORES	REQUIRED MINIMUM SAT SCORES
MATH	620
CRITICAL READING	-
EVIDENCE-BASED WRITING + CRITICAL READING	650
<b>TOTAL SCORE</b>	<b>1270</b>

b. General Certificate of Education (GCE) Examination: 3 ordinary level passes and 2 advanced level passes


c. International Baccalaureate (IB) Diploma

3. In the case of an applicant whose native language or whose medium of instruction in the secondary school is not English, a minimum score (500 if paper based or 173 if computer based) in the Test of English as a Foreign Language (TOEFL).
  - The requirements for application should be submitted at least six (6) months prior to registration
  - The processing time is for one client being served at one time and may be extended when there are more applicants for admission

*\* Note: If the applicant did not meet the minimum requirements (GWA and number of units earned) after the evaluation in Step 3, the Notice of Disqualification will be issued to the applicant, as stated in Item No. 4.*

<b>Office</b>	<ol style="list-style-type: none"> <li>1. Office of the University Registrar (OUR)</li> <li>2. Cash Office</li> <li>3. Office of the College Secretary (OCS) of the School/Colleges concerned</li> <li>4. Departments/Divisions/Institutes concerned</li> </ol>
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may avail</b>	Foreign and Filipino High School graduates from abroad

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. U.P. Form 3.2 - Undergraduate Admission Application Form for Foreign Students (1 original)		Office of the University Registrar and downloadable at the <a href="https://www.crs.upv.edu.ph">https://www.crs.upv.edu.ph</a>		
2. Official Transcript of Records (1 original, 2 photocopies)		School/s attended by the applicant which they have earned credit units		
3. High School diploma (1 photocopy)				
4. Official results of: <ul style="list-style-type: none"> <li>a. Scholastic Aptitude Test (SAT); or</li> <li>b. General Certificate of Education (GCE) Examination; or</li> <li>c. International Baccalaureate (IB) Diploma</li> </ul>		SAT: The College Board – Educational Testing Service ( <a href="https://www.collegeboard.org">https://www.collegeboard.org</a> ) GCE: International Schools which follows the British Education Curriculum IB Diploma: <a href="http://ibo.org">ibo.org</a>		
5. Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction		TOEFL - <a href="https://www.ets.org/toefl">https://www.ets.org/toefl</a> Certification - from the school/s attended by the applicant		
6. Valid passport (1 photocopy, duly authenticated)		Passport-issuing agency from the country of the applicant		
7. 2 x 2 or passport size photos (2 pieces, original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished U.P. Form 3.2 and other required documents  Emails the electronic copy to: <a href="mailto:admissions.our.upvisayas@up.edu.ph">admissions.our.upvisayas@up.edu.ph</a>  Mails original documents to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Receives completely accomplished application form and other required documents  1.1 Checks for completeness of the entries in the application form and the required documents  1.2 Issues billing of application fee for non-Filipino applicants	None  None  None	10 minutes	<i>Althea Jule Juanito</i> <i>Senior Office Aide</i> <i>OUR</i>

<p>2. For Filipino and non-Filipino applicants, receives billing and pays the corresponding fees to the Cash Office</p> <p>OR</p> <p>Sends payment through fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>  <p>Provides copy of proof of payment to Cash Office and OUR through email: <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>2. Receives proof of payment and issues Official Receipt</p>	<p>Resident foreign Application Fee: PHP 150</p> <p>Non-resident foreign Application Fee: USD 30</p> <p>Convenience Fee: PHP 10</p> <p>For payment made through MAYA-QRPH</p> <p>Note: Application Fee is waived for Filipino applicants</p>	<p>15 minutes</p> <p>Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day.</p>	<p><i>Amelin Natividad</i> Administrative Officer V Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> Administrative Officer III Cash Office, UPV Iloilo City</p>
<p>3. Submits Official Receipt to OUR</p>	<p>3. Evaluates the academic credentials submitted. For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14</p>	<p>None</p>	<p>1 hour</p>	<p><i>Althea Jule Juanito</i> Senior Office Aide OUR</p>



4. Receives the result of application	4. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for non-qualified applicants	None	15 minutes	<i>Althea Jule Juanito Senior Office Aide OUR</i>
	4.1 Prepares the transmittal slip, result of initial evaluation and the requirements.	None		
	4.2 Turns-over to staff-in-charge of outgoing communications	None		
	4.3 Delivers/prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned	None	30 minutes	<i>XC Siaton-Lobaton-Lobaton Administrative Aide III OUR</i>
	4.4 Receives the transmittal slip and the requirements and records to incoming documents	None	30 Minutes	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.5 Forwards to Department/ Division concerned.	None		
	4.6 Evaluates and deliberates the application documents according to admission requirements of the degree program applied for (may require interview, or written, or oral examination)	None	15 days	<i>Program Coordinators Department/Division/ Institute</i>
	4.7 Approves/Disapproves the application and forwards recommendation to the Office of the College Secretary	None		

	4.8 Receives the recommendation and forwards to the College Secretary for endorsement	None	1 day	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.9 Endorses the result of the application and forwards to the staff in charge of outgoing communications	None		<i>College Secretary OCS</i>
	4.10 Forwards the result of application to the Office of the University Registrar	None		<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.11 Receives the result of application and forwards to the staff-in-charge	None	5 minutes	<i>XC Siaton-Lobaton Administrative Aide III OUR</i>
	4.12 Prepares Notice of Disqualification/ Acceptance/ Non-Acceptance	None	5 minutes	<i>Althea Jule Juanito Senior Office Aide OUR</i>
	4.13 Signs the Notice of Disqualification/ Acceptance/ Non-Acceptance	None	10 minutes	<i>Prof. Nilo C. Araneta University Registrar OUR</i>
	4.14 Issues the Notice of Disqualification/ Acceptance/Non-Acceptance	None	5 minutes	<i>Althea Jule Juanito Senior Office Aide OUR</i>
<b>TOTAL</b>		<b>Resident foreign application fee: PHP 150</b>  <b>Non-resident foreign application fee: USD 30</b>  <b>Convenience Fee: PHP 10</b> <b>For payment made through MAYA-QRPH</b>	<b>17 days, 2 hours and 50 minutes</b>	

### 3. APPLICATION FOR ADMISSION OF NON-FILIPINO STUDENTS TO UPV

A non-Filipino applicant who has earned credits for college work either in the Philippines or abroad may be admitted as undergraduate transfer/second degree/non-degree/special student to the University of the Philippines Visayas through this service.


- Applicants for transfer shall be considered for admission to the University only during the first semester of each academic year. The basic qualifications for undergraduate transfer applicant are:
  1. Must have completed at least 33 units of academic courses;
  2. Must have obtained a general weighted average of 2.0, 86%, or B or better for all the collegiate academic units the student has earned outside of the University;
  3. The applicant will have to complete in the University no less than 50% of the units required for his program; and
  4. The quota set by the Dean of the college or school concerned for the course to which he seeks admission, has not yet been filled up.

*\*Note: If the applicant did not meet the minimum requirements (GWA and number of units earned) after the evaluation in Step 3, the Notice of Disqualification will be issued to the applicant, as stated in Item No. 4.*

- For applicants for Second degree, the grade requirement is generally waived for a bachelor's degree holder, but not for those who have earned a title below a baccalaureate degree (e.g., certificate).
- For applicants as non-degree, a degree holder or undergraduate student who is not currently enrolled in any other institution of higher learning may be allowed to take for credit courses on the undergraduate level.
- For applicants as special students: A student even if he/she does not fully satisfy the entrance requirements, may be admitted as a special student, and may enroll for such subjects which in the opinion of the instructor and the Dean.
- The requirements for application should be submitted at least six (6) months prior to registration.
- The processing time is for one client being served at one time and may be extended when there are more foreign applicants for admission.

<b>Office</b>	1. Office of the University Registrar (OUR) 2. Cash Office 3. Office of the College Secretary (OCS) of the School/Colleges concerned 4. Departments/Divisions/Institutes concerned	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail</b>	Foreign student from local or abroad	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. U.P. Form 3.2 - Undergraduate Admission Application Form for Foreign Students (1 original)		Office of the University Registrar and downloadable at the <a href="https://www.crs.upv.edu.ph">https://www.crs.upv.edu.ph</a>
2. Official Transcript of Records (1 original, 2 photocopies)		School/s attended by the applicant which they have earned credit units

3. Course syllabus, school catalogue, and handbook of examination (2 original)				
4. Certification regarding capability to finance the Travel and Education (1 original)	Reputable bank from the applicant's country			
5. Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction	TOEFL - <a href="https://www.ets.org/toefl">https://www.ets.org/toefl</a> Certification - from the school/s attended by the applicant			
6. Valid passport (1 photocopy, duly authenticated)	Passport-issuing agency from the country of the applicant			
7. 2 x 2 or passport size photos (2 pieces, original)	Applicant			
8. Permit to transfer from CHED for applicants transferring from another Philippine school.	CHED			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished U.P. Form 3.2 and other required documents  Email the electronic copy to: <u><a href="mailto:admissions.our.upvisayas@up.edu.ph">admissions.our.upvisayas@up.edu.ph</a></u>  Mail original documents to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Receives completely accomplished application form and other required documents  1.1 Checks for completeness of the entries in the application form and the required documents  1.2 Issues billing of application fee for non-Filipino applicants	None   None   None	10 minutes	<i>Althea Jule Juanito</i> <i>Senior Office Aide</i> OUR
2. Receives billing and pays the corresponding fees to the Cash Office  OR  Sends payment through fund transfer or bank deposit  OR  MAYA-QRPH	2. Receives proof of payment and issues Official Receipt	Resident foreign Application Fee: PHP 150  Non-resident foreign Application Fee: USD 30  Convenience Fee: PHP 10 For payment made through MAYA-QRPH	15 minutes  Note: <i>For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day</i>	<i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/  <i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City

<p><b>FOLLOW THESE THREE STEPS:</b></p> <p>1. <b>FOR TUITION PAYMENT:</b> Check the assessed amount to be paid in the CR3IS. <b>FOR OTHER FEES :</b> Contact concerned office/unit for request and amount to be paid.</p> <p>2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. <u>Make sure to add <b>P10.00</b> to the amount to be paid as convenience fee.</u></p> <p>3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <u><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a></u></p>  <p><b>SAMPLE EMAIL</b></p> <table><tr><td>Full Name</td><td>Maria B. Cruz</td></tr><tr><td>Student Number</td><td>2020-12345</td></tr><tr><td>College/Unit</td><td>Registrar or CAS/CFO/CM/ISOTECH/IS</td></tr><tr><td>Request &amp; Amount</td><td>Copy of grades - P 40.00</td></tr><tr><td>Total Amount Paid</td><td>P 50.00</td></tr></table> <p>The QRPH facility can accept payments from:</p> <p><b>maya</b> GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company</p> <p>Provides copy of proof of payment to Cash Office and OUR through email: <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	Full Name	Maria B. Cruz	Student Number	2020-12345	College/Unit	Registrar or CAS/CFO/CM/ISOTECH/IS	Request & Amount	Copy of grades - P 40.00	Total Amount Paid	P 50.00		<p>Note: Application Fee is waived for Filipino applicants</p>		
Full Name	Maria B. Cruz													
Student Number	2020-12345													
College/Unit	Registrar or CAS/CFO/CM/ISOTECH/IS													
Request & Amount	Copy of grades - P 40.00													
Total Amount Paid	P 50.00													
3. Submits Official Receipt to OUR	3. Evaluates the academic credentials submitted. For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14.	None	1 hour	<i>Althea Jule Juanito Senior Office Aide OUR</i>										
4. Receives the result of application	4. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for non-qualified applicants  4.1 Prepares the transmittal slip, result of initial evaluation and the requirements.	None  None	15 minutes	<i>Althea Jule Juanito Senior Office Aide OUR</i>										

	4.2 Turns-over to staff-in-charge of outgoing communications	None		
	4.3 Delivers/prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned	None	30 minutes	<i>XC Siaton-Lobaton Administrative Aide III OUR</i>
	4.4 Receives the transmittal slip and the requirements and records to incoming documents	None	30 minutes	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.5 Forwards to Department/ Division/Institute concerned	None		
	4.6 Evaluates and deliberates the application documents according to admission requirements of the degree program applied for	None	15 days	<i>Program Coordinators Department/Division/ Institute</i>
	4.7 Acts on the application and forwards the recommendation to the College Secretary	None		
	4.8 Receives recommendation of the Department/ Division/ Institute	None	1 Day	<i>Administrative Assistant/ School Records Evaluator OCS</i>
	4.9 Endorses the result of the application and forwards to outgoing communications	None		<i>College Secretary OCS</i>
		None		

	4.10 Forwards the result of application to the OUR			<i>Administrative Assistant/ School Records Evaluator OCS</i>
	4.11 Receives the result of application and forwards to staff-in-charge	None	5 minutes	<i>XC Siaton-Lobaton Administrative Aide III OUR</i>
	4.12 Prepares Notice of Disqualification/Acceptance/Non-Acceptance	None	5 minutes	<i>Althea Jule Juanito Senior Office Aide OUR</i>
	4.13 Signs the Notice of Disqualification/ Acceptance/ Non-Acceptance	None	10 minutes	<i>Prof. Nilo C. Araneta University Registrar OUR</i>
	4.14 Issues the Notice of Disqualification/Acceptance/Non-Acceptance	None	5 minutes	<i>Althea Jule Juanito Senior Office Aide OUR</i>
<b>TOTAL</b>		<b>Resident foreign Application fee: PHP 150</b>  <b>Non-resident foreign Application fee: USD 30</b>  <b>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</b>	<b>17 days, 2 hours and 50 minutes</b>	

#### 4. APPLICATION FOR ADMISSION OF FILIPINO STUDENTS TO UPV

A Filipino applicant with previous college work from another UP units, schools, or universities in the Philippines or abroad may be admitted as undergraduate transfer/second degree/non-degree/special student to the University of the Philippines Visayas through this service.

Applicants for transfer and second degree shall be considered for admission to the University only during the first semester of each academic year. The basic qualifications for undergraduate transfer applicant from other school/university are:

1. Must have completed at least 33 units of collegiate academic courses (excluding religion, P.E., NSTP, and vocational courses);
  2. Must have obtained a general weighted average of 2.0, 86%, or B or better for all the collegiate academic units the student has earned outside of the University;
  3. The applicant will have to complete in the University no less than 50% of the units required for his program; and
  4. The quota set by the Dean of the college or school concerned for the course to which he seeks admission, has not yet been filled up.
- The basic qualifications for undergraduate transfer applicant from other UP unit are:
    - a. Must have completed at least 30 units of academic courses (excluding P.E., NSTP);
    - b. The academic status is Good Standing;


*\*Note: If the applicant did not meet the minimum requirements (GWA and number of units earned) after the evaluation in Step 3, the Notice of Disqualification will be issued to the applicant, as stated in Item No. 4.*

- For applicants for Second degree, the grade requirement is generally waived for a bachelor's degree holder, but not for those who have earned a title below a baccalaureate degree (e.g., certificate)
- For applicants as non-degree, a degree holder or undergraduate student who is not currently enrolled in any other institution of higher learning may be allowed to take for credit courses on the undergraduate level
- For applicants as special students: A student even if he/she does not fully satisfy the entrance requirements, may be admitted as a special student, and may enroll for such subjects which in the opinion of the instructor and the Dean
- The requirements for application should be submitted at least one month prior to registration
- The processing time is for one client being served at one time and may be extended when there are more local applicants for admission

<b>Office</b>	1. Office of the University Registrar (OUR) 2. Cash Office 3. Office of the College Secretary (OCS) of the School/Colleges concerned 4. Departments/Divisions/Institutes concerned
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may avail</b>	Local Students from other UP Units and other Schools/Universities (undergraduate transfer/second degree/non-degree/special student)
<b>CHECKLIST OF REQUIREMENTS</b>	
1. U.P. Form 3.1 - Undergraduate Admission Application Form for Filipino Students (1 original)	<b>WHERE TO SECURE</b> Office of the University Registrar and downloadable at the <a href="https://www.crs.upv.edu.ph">https://www.crs.upv.edu.ph</a>



<b>2. Applicants from Other School/University</b>  Official Transcript of Records (1 original, 2 photocopies) <b>Applicants from other UP Units</b> True Copy of Grades with signature of the Registrar or his/her authorized representative (1 original, 2 photocopies)		Office of the Registrar from the latest school attended by the applicant		
<b>3. 2 x 2 or passport size photos (2 pieces, original)</b>		Applicant		
<b>4. Other Documents that maybe Required for Further Evaluation:</b>  Course Syllabus (1 original, 2 photocopy) Course Description (1 original, 2 photocopy) Certifications (1 original, 2 photocopy)		Latest school attended by the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished U.P. Form 3.2 and other required documents  Email the electronic copy to: <a href="mailto:admissions.our.upvisayas@up.edu.ph">admissions.our.upvisayas@up.edu.ph</a>  Mail original documents to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Receives completely accomplished application form and other required documents  1.1 Checks for completeness of the entries in the application form and the required documents  1.2 Issues billing of application fee for non-Filipino applicants	None   None   None	10 Minutes	<i>Althea Jule Juanito</i> Senior Office Aide OUR
2. For Filipino and Non-Filipino applicants, receives billing, pays the corresponding fees to the Cash Office  OR  Sends payment through fund transfer or bank deposit  OR  MAYA-QRPH	2. Receives proof of payment and issues Official Receipt	Second degree Application Fee: PHP 100  Convenience Fee: PHP 10 For payment made through MAYA-QRPH  Note: Application Fee is waived for Filipino undergraduate applicants	15 minutes  Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day.	<i>Amelin Natividad</i> Administrative Officer V Cash Office, UPV Miagao/  <i>Ma. Mitzi Calawigan</i> Administrative Officer III Cash Office, UPV Iloilo City

<p><b>FOLLOW THESE THREE STEPS:</b></p> <ol style="list-style-type: none"> <li><b>1. FOR TUITION PAYMENT:</b> Check the assessed amount to be paid in the CRSIS. <b>FOR OTHER FEES:</b> Contact concerned office/unit for request and amount to be paid.</li> <li>Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. <u>Make sure to add P10.00 to the amount to be paid as convenience fee.</u></li> <li>Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a></li> </ol>  <p>Provides copy of proof of payment to Cash Office and OUR through email:  <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND  <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>				
3. Submits Official Receipt to OUR	3. Evaluates the academic credentials submitted. For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14	None	1 hour	Althea Jule Juanito Senior Office Aide OUR

4. Receives the result of application	4. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for non-qualified applicants	None	15 minutes	<i>Althea Jule Juanito Senior Office Aide OUR</i>
	4.1 Prepares the transmittal slip, result of initial evaluation and the requirements.	None		
	4.2 Turns-over to staff-in-charge of outgoing communications	None		
	4.3 Delivers/prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned	None	30 minutes	<i>XC Siaton-Lobaton Administrative Aide III OUR</i>
	4.4 Receives the transmittal slip and the requirements and records to incoming documents	None	30 minutes	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.5 Forwards to Department/ Division concerned			
	4.6 Evaluates and deliberates the application documents according to admission requirements of the degree program applied for	None	15 days	<i>Program Coordinators Department/Division/ Institute</i>
	4.7 Acts on the application and forwards recommendation to the Office of the College Secretary	None		
	4.8 Receives the recommendation and forwards to the College Secretary for endorsement	None	1 day	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS College Secretary</i>

	4.9 Endorses the result of the application and forwards to staff-in-charge of outgoing communications	None		OCS
	4.10 Forwards the result of application to the Office of the University Registrar	None		<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator</i> OCS
	4.11 Receives the result of application and forwards to the staff-in-charge	None	5 minutes	<i>XC Siaton-Lobaton Administrative Aide III</i> OUR
	4.12 Prepares Notice of Disqualification/Acceptance/ Non-Acceptance	None	5 minutes	<i>Althea Jule Juanito Senior Office Aide</i> OUR
	4.13 Signs the Notice of Disqualification/Acceptance/ Non-Acceptance	None	10 minutes	<i>Prof. Nilo C. Araneta University Registrar</i> OUR
	4.14 Issues the Notice of Disqualification/Acceptance/ Non-Acceptance	None	5 minutes	<i>Althea Jule Juanito Senior Office Aide</i> OUR
<b>TOTAL</b>		<b>PHP 100</b> <b>Convenience Fee: PHP 10</b> <b>For payment made through MAYA-QRPH</b>	<b>17 days, 2 hours, 50 minutes</b>	

## 5. ADMISSION OF INCOMING FIRST YEAR STUDENTS THROUGH UPCAT

The admission processes for incoming first-year students start upon receipt of the result of successful applicants from the Office of Admissions and usually take two months to complete before the registration period. The processing time is for one client being served at one time.

<b>Office</b>	Office of the University Registrar	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail</b>	Incoming First Year students (Filipino and Foreign students)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. High School Card (Form 138) duly signed by the Principal and bearing the remark: “Graduated and Eligible for Admission to College” (original) 2. Senior High School Transcript with attached certified true copy of Junior High School Transcript, with remarks “Graduated and Eligible for Admission to College” and “Copy for UPVisayas” (original)		Senior High School where the student graduated
3. Birth Certificate <b>Filipino and Non-Filipino Student born in the Philippines:</b> PSA-issued Certificate of Live Birth (1 original) <b>Non-Filipino Student born abroad:</b> Registry of Birth (1 original)		Philippine Statistics Authority  Issuing Agency abroad
4. Medical Certificate (1 original)		Health Services Unit (Miagao/Iloilo City campuses), UP Visayas
5. Special Power of Attorney for Legal Guardian ( <i>applicable to student whose provincial address is outside Iloilo province</i> ) (1 original)		Downloadable at the <a href="http://www.crs.upv.edu.ph">http://www.crs.upv.edu.ph</a>
6. Certificate of Completion of Bridging Program, <i>if applicable</i> (1 original)		Teaching and Learning Resource Center, UP Visayas
7. 2 x 2 or passport size photos (2 pieces, original)		Applicant
8. Long-size, cream-colored folder (1 piece)		Applicant
9. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at the CRSIS) (1 original)		<a href="http://www.crs.upv.edu.ph">http://www.crs.upv.edu.ph</a>
10. <b>Additional Requirements for Non-Filipino Students</b> ( <i>will be processed through the UPV Liaison Office at UP Diliman</i> ): <ul style="list-style-type: none"><li>• Student Visa 9(f)</li><li>• Alien Certificate of Registration (i-Card)</li></ul>		Bureau of Immigration
11. <b>Additional Requirements for Students with Dual Citizenship</b> ( <i>e.g. Filipino-American, Filipino-Chinese</i> ) who wish to be considered as Filipino for the purpose of studying in UP Visayas:		Bureau of Immigration Department of Foreign Affairs

<ul style="list-style-type: none"> <li>• Identification Certificate (1 photocopy, duly authenticated), or</li> <li>• Bio-page, Philippine Passport (1 photocopy, duly authenticated)</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements (Items 1 to 8) to the Office of the University Registrar	1. Receives the submitted documents and forwards to Records Officers	None	10 minutes	<i>Althea Jule Juanito</i> <i>Senior Office Aide</i> OUR/  XC Siaton-Lobaton-Lobaton Admin Aide III OUR
	1.1 Checks and verifies authenticity of documents submitted	None	4 minutes	<i>Febe Miayo (CM)</i> <i>Administrative Officer III</i> <i>(Records Officer II)/</i>
	1.2 Posts in the CRSIS the submitted documents	None	5 minutes	<i>Herbert Nalagay (CAS)</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i>  <i>Denivi Hazel Medida</i> <i>(SOTECH &amp; CFOS)</i> <i>Student Records Evaluator I</i> OUR
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Checks completeness of information encoded by the student at the CRSIS and prints Student Directory	None	10 minutes	<i>Althea Jule Juanito</i> <i>Senior Office Aide</i> OUR
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college	None	5 minutes	<i>Althea Jule Juanito</i> <i>Senior Office Aide</i> OUR
<b>TOTAL</b>		<b>None</b>	<b>35 minutes</b>	

## 6. ADMISSION OF INCOMING FIRST YEAR STUDENT THROUGH AUTOMATIC ADMISSION (HIGH SCHOOL GRADUATE ABROAD AND ISKOLAR NG BAYAN)

The process for admission of incoming first year student who qualifies for automatic admission will start upon receipt of the Notice of Acceptance issued by the University Registrar. The processing time is for one client being served at one time.

Office	Office of the University Registrar	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Newly Admitted Incoming First Year Students through Automatic Admission (Filipino and Non-Filipino)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>For Filipino and non-Filipino Graduates Abroad:</b> 1. Official Transcript of Records (1 original) 2. High School diploma (1 photocopy)		School/s attended by the applicant which they have earned credit units
<b>Local Filipino Graduates</b> 3. High School Card (Form 138) duly signed by the Principal and bearing the remark: “Graduated and Eligible for Admission to College.” (original) 4. Senior High School Transcript with attached certified true copy of Junior High School Transcript, with remarks “Graduated and Eligible for Admission to College” and “Copy for UP Visayas” (original)		School/University last attended by the student
5. Birth Certificate <b>Filipino and Non-Filipino Student born in the Philippines:</b> PSA-issued Certificate of Live Birth (1 original) <b>Non-Filipino Student born abroad</b> Registry of Birth (1 original)		Philippine Statistics Authority  Issuing Agency abroad
6. Medical Certificate (1 original)		Health Services Unit (Miagao/Iloilo City campuses), UP Visayas
7. Special Power of Attorney for Legal Guardian ( <i>applicable to student whose provincial address is outside Iloilo province</i> ) (1 original)		Downloadable at the <a href="http://www.crs.upv.edu.ph">http://www.crs.upv.edu.ph</a>
8. Certificate of Completion of Bridging Program, <i>if applicable</i> (1 original)		Teaching and Learning Resource Center, UP Visayas
9. 2 x 2 or passport size photos (2 pieces, original)		Applicant
10. Long-size, cream-colored folder (1 piece)		Applicant
11. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at the CRSIS) (1 original)		<a href="http://www.crs.upv.edu.ph">http://www.crs.upv.edu.ph</a>

<b>12. Additional Requirements for Foreign Students</b> <ul style="list-style-type: none"> <li>• Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction</li> <li>• Visa (<i>will be processed through the UPV Liaison Office at UP Diliman</i>)  <i>For Degree-Earning Foreign Students:</i> <ol style="list-style-type: none"> <li>1. Student Visa 9(f)</li> <li>2. Alien Certificate of Registration (i-Card)</li> </ol> </li> </ul>		TOEFL – <a href="https://www.ets.org/toefl">https://www.ets.org/toefl</a> Certification – from the school/s attended by the applicant  Bureau of Immigration		
<b>13. Additional Requirements for Students with Dual Citizenship</b> ( <i>e.g. Filipino-American, Filipino-Chinese</i> ) who wish to be considered as Filipino for the purpose of studying in UP Visayas <ul style="list-style-type: none"> <li>• Identification Certificate (1 photocopy, duly authenticated)</li> <li>• Bio-page, Philippine Passport (1 photocopy, duly authenticated)</li> </ul>		Bureau of Immigration Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements and other documents prescribed for every category of student at the Office of the University Registrar	1. Receives the submitted documents  1.1 Checks and verifies authenticity of documents submitted  1.2 Posts in the CRSIS the submitted documents	None  None  None	10 minutes	<i>Althea Jule Juanito</i> Senior Office Aide OUR
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Checks completeness of information encoded by the student at the CRSIS and prints Student Directory	None	10 minutes	<i>Althea Jule Juanito</i> Senior Office Aide OUR
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college	None	5 minutes	<i>Althea Jule Juanito</i> Senior Office Aide OUR
<b>TOTAL</b>		<b>None</b>	<b>25 minutes</b>	



## 7. ADMISSION OF NEW TRANSFER/SECOND DEGREE/NON-DEGREE/SPECIAL STUDENTS

The admission processes for incoming students who are not admitted through UPCA will start upon receipt of the Notice of Acceptance issued by the University Registrar. The processing time is for one client being served at one time.

<b>Office</b>	Office of the University Registrar	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail</b>	Newly Admitted Incoming First Year Students through Automatic Admission/New Transfer/Second Degree/Non-Degree/Special Students (Filipino and Foreign)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Academic Records <b>For Transfer Students from other School/University:</b> <ol style="list-style-type: none"> <li>Official Transcript of Records with remarks: "Copy for UP Visayas" (1 original)</li> <li>Honorable Dismissal or Certificate of Transfer Credential (1 original)</li> </ol> <b>For Transfer Students from other UP Units:</b> <ol style="list-style-type: none"> <li>Official Transcript of Records with remarks: "Copy for UP Visayas" (1 original)</li> <li>Approved Permit to Transfer (1 original)</li> <li>University and College Clearances (1 original)</li> </ol>		School/University last attended by the student
2. Birth Certificate <b>Filipino Student and Non-Filipino Student born in the Philippines</b> PSA-issued Certificate of Live Birth (1 original) <b>Non-Filipino Student born abroad</b> Registry of Birth (1 original)		Philippine Statistics Authority  Issuing Agency abroad
3. Medical Certificate (1 original)		Health Services Unit (Miagao/Iloilo City campuses), UP Visayas
4. 2 x 2 or passport size photos (2 pieces, original)		Applicant
5. Long-size, cream-colored folder (1 piece)		Applicant
6. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at the CRSIS) (1 original)		<a href="http://www.crs.upv.edu.ph">http://www.crs.upv.edu.ph</a>
7. <b>Additional Requirements for Non-Filipino Students</b> <ul style="list-style-type: none"> <li>Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction</li> <li>Visa (<i>will be processed through the UPV Liaison Office at UP Diliman</i>)  <i>For Degree-Earning Foreign Students:</i> <ol style="list-style-type: none"> <li>Student Visa 9(f)</li> <li>Alien Certificate of Registration (i-Card)</li> </ol> </li> </ul>		TOEFL - <a href="https://www.ets.org/toefl">https://www.ets.org/toefl</a> Certification - from the school/s attended by the applicant  Bureau of Immigration

<i>For Exchange Foreign Students:</i> 2. Exchange Fellow Visa 47(a)(2) 2. Alien Certificate of Registration (i-Card)				
8. <b>Additional Requirements for Non-Filipino Student who is transferring from another Philippine school</b> • Permit to Transfer		Commission on Higher Education		
9. <b>Additional Requirements for Students with Dual Citizenship</b> (e.g. <i>Filipino-American, Filipino-Chinese</i> ) who wish to be considered as Filipino for the purpose of studying in UP Visayas • Identification Certificate (1 photocopy, duly authenticated) • Bio-page, Philippine Passport (1 photocopy, duly authenticated)		Bureau of Immigration Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements and other documents prescribed for every category of student at the Office of the University Registrar	1. Receives the submitted documents  1.1 Checks and verifies authenticity of documents submitted  1.2 Posts in the CRSIS the submitted documents	None  None  None	10 minutes	<i>Althea Jule Juanito</i> Senior Office Aide OUR
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Checks completeness of information encoded by the student at the CRSIS and prints Student Directory	None	10 minutes	<i>Althea Jule Juanito</i> Senior Office Aide OUR
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college	None	5 minutes	<i>Althea Jule Juanito</i> Senior Office Aide OUR
<b>TOTAL</b>		<b>None</b>	<b>25 minutes</b>	

## 8. REQUEST FOR CHANGE OF NAME

All active students whose (1) civil status has been changed or (2) errors in the birth certificate and other cases have been corrected/resolved can request for a change of name.


<b>Offices</b>	1. Office of the University Registrar 2. College/School 3. Graduate School Office			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	All active students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Active student during the time of request and as of the effectivity of the change in civil status, or correction in the birth certificate entry has been resolved and finalized 2. Letter request addressed to the University Registrar, thru channels 3. Original Copy of PSA-certified marriage certificate or the finality of annulment of marriage (for change in civil status) 4. Copy of PSA-annotated birth certificate (for corrected errors in birth certificate and other cases)			1. Staff-in-charge of records at the Office of the University Registrar 2. Requestor 3 & 4. Authorized issuing agency	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request addressed to the University Registrar through the respective college/school dean/college secretary, with attached supporting documents	1. Receives and logs in the letter request	None	5 Minutes	Staff College/School
	2. Endorses/recommends the request and forwards to the OUR (for undergraduate students) or to the GS (for graduate students)	None	5 days	Dean/College Secretary
	GS endorses/recommends and forwards to the OUR	None		GS Dean

	3. Checks the validity of the endorsed letter request and documents submitted for evaluation of the University Registrar	None	1 hour	<i>Febe Miayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)/</i>  <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i>  <i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>OUR</i>
	4. Acts on the request	None	15 minutes	<i>Prof. Nilo C. Araneta</i> <i>University Registrar</i> <i>OUR</i>
	5. Updates the student's records	None	15 minutes	<i>Febe Miayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)/</i>  <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i>  <i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>OUR</i>
2. Receives response letter	6. Prepares and sends response letter to the student through email, copy furnished the concerned offices/units (i.e. College/School, Graduate School Office, Infirmary, Library)	None	30 minutes	<i>Febe Miayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)/</i>  <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i>  <i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>OUR</i>
<b>TOTAL</b>		<b>None</b>	<b>5 days, 2 hours, 5 minutes</b>	

## 9. ISSUANCE OF AUTHENTICATED DOCUMENT

Authenticated document is a machine copy of the original document (e.g. diploma, OTR, certification etc.) duly certified by the University Registrar.

<b>Office</b>	4. Office of the University Registrar 4. Cash Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who may avail</b>	UPV Graduates/UPV Former Students/UPV Active students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Online Academic Request Form 2. Original document or photocopy/scanned copy of original diploma 3. Any valid Government/Private Company-issued ID or passport, bearing photo and signature of UPV graduate upon requesting and claiming. <b>4. Additional requirements to request and to claim by a REPRESENTATIVE:</b> <ol style="list-style-type: none"> <li>Duly signed authorization letter executed by the UPV student</li> <li>Photocopy of valid identification card of the UPV student</li> <li>Valid identification card of the representative (1 original)</li> </ol>			1. Accessible at CRSIS website ( <a href="https://crs.upv.edu.ph/documentrequest/">https://crs.upv.edu.ph/documentrequest/</a> ) 2. Requestor 3. Requestor <b>4. By Representative:</b> <ol style="list-style-type: none"> <li>Person being represented</li> <li>Authorized Representative</li> <li>Authorized Representative</li> </ol>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out online academic document request form at the UPV CRSIS website  Uploads valid ID and other required documents	1. Receives the accomplished online academic document request form, valid ID and other required documents  1.1 Checks completeness of the requirements and entries in the online academic document request form  1.2 Checks records and verifies the entries in the online academic document request form	None   None   None	15 minutes	<i>Maricor Castor</i> <i>Junior Office Aide</i> <i>OUR/</i>  <i>Mai Tabanda</i> <i>Senior Office Aide</i> <i>OUR/</i>  <i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> <i>OUR</i>

<p>2. Receives billing and pays the corresponding fees to the Cash office</p> <p>OR</p> <p>Sends payment through online fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>  <p>Provides copy of proof of payment to Cash Office and OUR through email:  <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND  <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>1.3 Bills the client</p> <p>2. Receives proof of payment and issues Official Receipt</p>	<p>None</p> <p>Authentication Fee : PHP 20/page</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p>	<p>15 minutes</p> <p><i>Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day.</i></p>	<p><i>Amelin Natividad Administrative Officer V Cash Office, UPV Miagao/</i></p> <p><i>Ma. Mitzi Calawigan Administrative Officer III Cash Office, UPV Iloilo City</i></p>
<p>3. Submits Official Receipt to OUR</p>	<p>3. Processes authenticated documents</p> <p>3.1 Checks Official Receipt</p>	<p>None</p> <p>None</p>	<p>2 days and 7 hours</p>	<p><i>Maricor Castor Junior Office Aide/ OUR</i></p>

	<p>3.2 Retrieves records</p> <p>3.3 Forwards to staff in-charge the academic document request form, student records, Official Receipt and other documents</p> <p>3.4 Prepares the authenticated document/s</p> <p>3.5 Signs authenticated documents</p> <p>3.6 Affixes dry seal to the authenticated document/s</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>		<p><i>Mai Tabanda</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> OUR</p> <p><i>Ana Liza Subade</i> <i>Administrative Officer III</i> (for CAS and CM)/</p> <p><i>Rosalie Piccio</i> <i>School Credits Evaluator</i> (for SOTECH, CFOS, UPVCC and UPVTC) OUR</p> <p><i>Prof. Nilo C. Araneta</i> <i>University Registrar</i> OUR</p> <p><i>Rosalie Piccio</i> <i>School Credits Evaluator/</i></p> <p><i>Ana Liza Subade</i> <i>Administrative Officer III</i> OUR</p>
4. Receives the original and authenticated document/s	<p>4. Issues the original and authenticated document/s to the client</p> <p>4.1 Verifies Official Receipt/ID card of the requestor</p>	<p>None</p> <p>None</p>	<p>30 minutes</p> <p>(for mailed documents)</p>	<p><i>Maricor Castor</i> <i>Junior Office Aide/</i></p> <p><i>Mai Tabanda</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton-Lobaton</i></p>

	4.2 Checks the completeness of documents to be issued	None	usually takes another 1 day)	<i>Administrative Aide III OUR</i>
	4.3 Retrieves requested document from the file	None		
	4.4 Gives logbook to the client	None		
	<b>For documents to be mailed:</b>			<i>Ana Liza Subade Administrative Officer III/</i>
	4.1 Prepares envelope for mailing with complete address and contact number and encloses OTR in the envelope	None		<i>Rosalie Piccio School Credits Evaluator OUR</i>
	4.2 Staff in-charge of out-going communications logs and dispatches documents for mailing	None		<i>Maricor Castor Junior Office Aide/</i> <i>Althea Jule Juanito Senior Office Aide/</i> <i>XC Siaton-Lobaton Administrative Aide III OUR</i>
<b>TOTAL</b>		<b>PHP 20/Page</b>  <b>If to be mailed, Administrative Cost: PHP 10</b>  <b>Envelope Fee: PHP10</b>  <b>actual mailing cost</b>  <b>Convenience Fee: PHP: 10</b> <b>For payment made through MAYA-QRPH</b>	<b>3 days</b>	



# 10. ISSUANCE OF CERTIFICATIONS (GRADUATION; MEDIUM OF INSTRUCTION; UNITS EARNED; NO SPECIAL ORDER; PHILIPPINE LAW SCHOOL TEST (PHILSAT); GRADING SYSTEM; PROSPECTIVE CANDIDATE FOR GRADUATION)

The Certificate of Graduation is issued to new UPV graduates while their diploma is being processed. It is also issued to affirm the graduation, degree earned, and date of graduation of UPV graduates for purposes of employment, promotion, and further studies, among others.

The Certification, Authentication, and Verification (CAV) is issued to UPV students/graduates applying for authentication at the DFA or complying with the requirement of the Department of Education.

The Certificate of Medium of Instruction is issued to UPV students/graduates stating that English is generally used as the Medium of Instruction at UPV.

The Certificate of Units Earned is issued to UPV students/graduates for purposes of employment, promotion, or further studies.

The Certificate of No Special Order is issued to UPV students/graduates stating that UPV, being a state university, is exempted from issuance of Special Order.

A certification is issued to UPV students for the Philippine Law School Test (PhilSAT) stating the status of the applicant, i.e. graduating, on the final/last year of studies, or has graduated with degree and date of graduation indicated.

The Certificate of Grading System is issued to UPV students/graduates for purposes of employment, promotion, or further studies, showing the equivalent in percentage, letter grade, and grade points of the University of the Philippines grade.

The Certificate of Prospective Candidate for Graduation is issued to UPV students who applied for graduation.

<b>Offices</b>	1. Office of the University Registrar (OUR) 2. Cash Office (CO)	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Client	
<b>Who may avail</b>	Graduates/Former Students/Active Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. First time request 1.1. Accomplished clearance (1 original)		1.1 Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar ( <i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i> )
1.2. Accomplished Online Academic Document Request Form		1.2 OADRTS is accessible at CRSIS website ( <a href="https://crs.upv.edu.ph/documentrequest/">https://crs.upv.edu.ph/documentrequest/</a> )

1.3. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.3 Requestor		
2. Succeeding request				
2.1. Accomplished Online Academic Document Request Form		2.1 OADRTS is accessible at CRSIS website ( <a href="https://crs.upv.edu.ph/documentrequest/">https://crs.upv.edu.ph/documentrequest/</a> )		
2.2 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.2 Requestor		
<b>3. Additional requirements to request and to claim by REPRESENTATIVE:</b>				
3.1. To submit duly signed authorization letter executed by the UPV active/graduate (1 Original or photocopy/scanned copy)		3.1. Person being represented		
3.2. To submit photocopy of valid identification card of the UPV active/ graduate (1 photocopy/scanned copy)		3.2. Person being represented		
3.3. To present valid identification card of the representative (1 original)		3.3. Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out online academic document request form at the UPV CRSIS website  Uploads valid ID and other required documents	1. Receives the accomplished online academic document request form, valid ID and other documents	None	15 minutes	<i>Maricor Castor Junior Office Aide/</i>
	1.1 Checks completeness of the requirements and entries in the online academic document request form	None		<i>Mai Tabanda Senior Office Aide/</i>
	1.2 Checks records and verifies the entries in the online academic document request form	None		<i>XC Siaton-Lobaton Administrative Aide III OUR</i>
	1.3 Bills the client	None		
2. Receives billing and pays the corresponding fees to the Cash office  OR  Sends payment through online fund transfer or bank deposit	2. Receives proof of payment and issues Official Receipt	Certification Fee: PHP 50/copy  CAV Certification: PHP100/copy	15 minutes  <i>Note: For payment through banks or online payment</i>	<i>Amelin Natividad Administrative Officer V Cash Office, UPV Miagao/</i>  <i>Ma. Mitzi Calawigan Administrative Officer III Cash Office, UPV Iloilo City</i>

OR  
MAYA-QRPH



Provides copy of proof of payment to Cash Office and OUR through email:  
[cash.upvisayas@up.edu.ph](mailto:cash.upvisayas@up.edu.ph) AND  
[our.upvisayas@up.edu.ph](mailto:our.upvisayas@up.edu.ph)

If to be mailed,  
Administrative  
Cost: PHP 10

Envelope Fee:  
PHP 10

Convenience  
Fee: PHP 10  
For payment  
made through  
MAYA-QRPH

Mailing Fees:  
(Actual mailing  
cost depending  
on destination)

*centers, the  
issuance of  
Official  
Receipt by the  
Cash Office  
usually takes  
more than 1  
day.*

3. Submits Official Receipt to OUR

3. Processes the certification/s

3.1 Receives Official Receipt

3.2 Forwards to staff in-charge the  
academic document request  
form, student records and other  
documents

None

None

None

1 day, 5 hours

*Maricor Castor  
Junior Office Aide/*

*Mai Tabanda  
Senior Office Aide/*

*XC Siaton-Lobaton  
Administrative Aide III  
OUR*




	<p>brought to courier/post office for dispatch.</p> <p>4.4. Logs and dispatches documents for mailing</p>	None		<p><i>XC Siaton-Lobaton</i>  <i>Administrative Aide III</i>  <i>OUR</i></p>
<b>TOTAL</b>		<p><b>PHP 50/copy x no. of pages;</b></p> <p><b>CAV Certification: PHP 100/copy</b></p> <p><b>If to be mailed, Administrative Cost: PHP 10</b></p> <p><b>Envelope: PHP 10</b></p> <p><b>actual mailing cost</b></p> <p><b>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</b></p>	<b>1 day, 6 hours</b>	

## 11. ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

The Certification, Authentication, and Verification (CAV) is issued to UPV students/graduates applying for authentication at the DFA or complying with the requirement of the Department of Education.

<b>Offices</b>	1. Office of the University Registrar (OUR) 2. Cash Office (CO)	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2C – Government to Client	
<b>Who may avail</b>	Graduates/Formers Students/Active Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. First time request  1.1 Accomplished clearance (1 original)  1.2 Accomplished Online Academic Document Request Form  1.3 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.1. Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar ( <i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i> ) 1.2. OADRTS is accessible at CRSIS website ( <a href="https://crs.upv.edu.ph/documentrequest/">https://crs.upv.edu.ph/documentrequest/</a> ) 1.3. Requestor
2 Succeeding request 2.1. Accomplished Online Academic Request Form  2.2. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.1 OADRTS is accessible at CRSIS website ( <a href="https://crs.upv.edu.ph/documentrequest/">https://crs.upv.edu.ph/documentrequest/</a> ) 2.2 Requestor
3 Additional requirements to request and to claim by REPRESENTATIVE: 3.1.To submit duly signed authorization letter executed by the UPV active/graduate (1 Original or photocopy/scanned copy) 3.2.To submit photocopy of valid identification card of the UPV active/graduate (1 photocopy/scanned copy) 3.3.To present valid identification card of the representative (1 original)		1.1. Person being represented 1.2. Person being represented 1.3. Authorized representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fills-out online academic document request form at the UPV CRSIS website</p> <p>Uploads valid ID and other required documents</p>	<p>1. Receives the accomplished online academic document request form, valid ID and other documents</p> <p>1.1. Checks completeness of the requirements and entries in the online academic document request form</p> <p>1.2. Checks records and verifies the entries in the online academic document request form</p> <p>1.3. Bills the client for the following documents:</p> <ul style="list-style-type: none"> <li>a. OTR</li> <li>b. Authenticated OTR</li> <li>c. COG</li> <li>d. Certification</li> <li>e. Authenticated Diploma</li> <li>f. English Translation of Diploma</li> </ul>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Maricor Castor</i> <i>Junior Office Aide/</i></p> <p><i>Mai Tabanda</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> <i>OUR</i></p>

<p>2. Receives billing and pays corresponding fee to the Cash Office</p> <p>OR</p> <p>Sends payment through online fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>  <p>Provides copy of proof of payment to Cash Office and OUR through email:  <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND  <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>2. Receives proof of payment and issues Official Receipt</p>	<p>CAV documents Fee:</p> <p>OTR PHP 50/page</p> <p>Authenticated OTR &amp; Diploma PHP 20/page</p> <p>English Translation of diploma PHP 50/copy</p> <p>COG PHP 50/ copy</p> <p>CAV Certification: PHP 100/copy</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p> <p>Mailing Fees: (Actual mailing cost depending on destination)</p>	<p>15 minutes</p> <p><i>Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day</i></p>	<p><i>Amelin Natividad Administrative Officer V/ Cash Office, UPV Miagao/</i></p> <p><i>Ma. Mitzi Calawigan Administrative Officer III Cash Office, UPV Iloilo City</i></p>
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3. Submits Official Receipt OUR	3. Process the documents	None	6 days, 7 hours	<i>Maricor Castor</i> <i>Junior Office Aide/</i>
	3.1 Receives Official Receipt	None		<i>Mai Tabanda</i> <i>Senior Office Aide/</i>
	3.2 Forwards to staff in-charge the academic document request form, student records and other documents	None		<i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> OUR
	3.3 Prepares the documents	None		<i>Ana Liza Subade</i> <i>Administrative Officer III/</i>  <i>Rosalie Piccio</i> <i>School Credits Evaluator/</i>  <i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> OUR
	3.4 Signs the documents	None		<i>Prof. Nilo C. Araneta</i> <i>University Registrar</i> OUR
	3.5 Affixes dry-seal	None		<i>Ana Liza Subade</i> <i>Administrative Officer III/</i>  <i>Rosalie Piccio</i> <i>School Credits Evaluator</i> OUR
3. Receives the sealed documents	4. Issues the sealed documents		30 minutes	
	4.1 Verifies Official Receipt/ID card of the requestor	None		<i>Maricor Castor</i> <i>Junior Office Aide/</i>
		None		<i>Mai Tabanda</i>

	<p>4.2 Retrieves requested document from the file</p> <p>4.3 Checks the completeness of documents to be issued</p> <p>4.4 Issues to client</p> <p><b>For documents to be mailed:</b></p> <p>4.1 Prepares envelop for mailing with complete address and contact number.</p> <p>4.2 Prepares Certification/s to be mailed and encloses in an envelope.</p> <p>4.3 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.</p> <p>4.4 Logs and dispatches documents for mailing</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>(for Mailed documents usually takes another 1 day)</p>	<p><i>Senior Office Aide/ XC Siaton-Lobaton Administrative Aide III OUR</i></p> <p><i>Angeline Nuevaespaña Administrative Aide IV OUR</i></p> <p><i>Maricor Castor Junior Office Aide/ XC Siaton-Lobaton Administrative Aide III OUR</i></p>
<b>TOTAL</b>		<p><b>OTR PHP 50/page Authenticated OTR &amp; Diploma PHP 20/page English Translation of Diploma PHP 50 COG PHP 50 / copy</b></p>	<b>6 days</b>	


	<p><b>CAV</b></p> <p><b>Certification:</b></p> <p><b>PHP 100/copy</b></p> <p><b>If to be mailed,</b></p> <p><b>Administrative</b></p> <p><b>Cost: PHP 10</b></p> <p><b>Envelope:</b></p> <p><b>PHP 10</b></p> <p><b>Actual mailing</b></p> <p><b>cost</b></p> <p><b>Convenience</b></p> <p><b>Fee: PHP 10</b></p> <p><b>For payment</b></p> <p><b>made through</b></p> <p><b>MAYA-QRPH</b></p>		
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## 12. ISSUANCE OF CERTIFICATE OF COURSE DESCRIPTION (CD)

This Certificate of Course Description is issued to UPV graduates, former students, and active students for purposes such as transfer to another school, further studies, and employment, among others.

<b>Offices</b>	1. Office of the University Registrar (OUR) 2. Cash Office (CO)	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2C – Government to Client	
<b>Who may avail</b>	Graduates/Formers Students/Active Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. First time request 1.1 Accomplished clearance (1 original)  1.2 Accomplished Online Academic Document Request Form  1.3 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.1 Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar ( <i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i> ) 1.2 OADRTS is accessible at CRSIS website ( <a href="https://crs.upv.edu.ph/documentrequest/">https://crs.upv.edu.ph/documentrequest/</a> ) 1.3 Requestor
2. Succeeding request 2.1 Accomplished Online Academic Request Form  2.2 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.1 OADRTS is accessible at CRSIS website ( <a href="https://crs.upv.edu.ph/documentrequest/">https://crs.upv.edu.ph/documentrequest/</a> ) 2.2 Requestor
3. Additional requirements to request and to claim by REPRESENTATIVE:  3.1 To submit duly signed authorization letter executed by the UPV active/graduate (1 Original or photocopy/scanned copy) 3.2 To submit photocopy of valid identification card of the UPV active/graduate (1 photocopy/scanned copy) 3.3 To present valid identification card of the representative (1 original)		3.1 Person being represented 3.2 Person being represented 3.3 Authorized representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out online academic document request form at the UPV CRSIS website  Uploads valid ID and other required documents	1. Receives the accomplished online academic document request form, valid ID and other documents  1.1 Checks completeness of the requirements and entries in the online academic document request form  1.2 Checks records and verifies the entries in the online academic document request form  1.3 Bills the client	None  None  None  None	15 minutes	<i>Maricor Castor</i> <i>Junior Office Aide/</i>  <i>Mai Tabanda</i> <i>Senior Office Aide/</i>  <i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> <i>OUR</i>
2. Receives billing and pays corresponding fee to the Cash Office  OR  Sends payment through online fund transfer or bank deposit  OR  MAYA-QRPH	2. Receives proof of payment and issues Official Receipt	Certificate of CD: PHP 50/page  If to be mailed, Administrative Cost: PHP 10  Envelope: PHP 10  Convenience Fee: PHP 10 For payment made through MAYA-QRPH  Mailing Fee: (Actual mailing cost depending on destination)	15 minutes  <i>Note:</i> <i>For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day</i>	<i>Amelin Natividad</i> <i>Administrative Officer V/</i> <i>Cash Office, UPV Miagao/</i>  <i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> <i>Cash Office, UPV Iloilo City</i>

<p><b>FOLLOW THESE THREE STEPS:</b></p> <p>1. <b>FOR TUITION PAYMENT:</b> Check the assessed amount to be paid in the CRSIS. <b>FOR OTHER FEES :</b> Contact concerned office/unit for request and amount to be paid.</p> <p>2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. <u>Make sure to add P10.00 to the amount to be paid as convenience fee.</u></p> <p>3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <u><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a></u></p>  <p><b>SAMPLE EMAIL</b></p> <table><tr><td>Full Name</td><td>Maria B. Cruz</td></tr><tr><td>Student Number</td><td>2020-12345</td></tr><tr><td>College/Unit</td><td>Registrar or CAS/CFOS/CM/SOTECH/IGS</td></tr><tr><td>Request &amp; Amount</td><td>Copy of grades – P 40.00</td></tr><tr><td>Total Amount Paid</td><td>P 50.00</td></tr></table> <p>The QRPH facility can accept payments from:</p> <p><b>maya</b> GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company</p> <p>Provides copy of proof of payment to Cash Office and OUR through email: <u><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a></u> AND <u><a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></u></p>	Full Name	Maria B. Cruz	Student Number	2020-12345	College/Unit	Registrar or CAS/CFOS/CM/SOTECH/IGS	Request & Amount	Copy of grades – P 40.00	Total Amount Paid	P 50.00				
Full Name	Maria B. Cruz													
Student Number	2020-12345													
College/Unit	Registrar or CAS/CFOS/CM/SOTECH/IGS													
Request & Amount	Copy of grades – P 40.00													
Total Amount Paid	P 50.00													
3. Submits Official Receipt to OUR	3. Process the Certificate of Course Description	None	4 days	<i>Maricor Castor Junior Office Aide/</i>										
	3.1 Receives Official Receipt	None		<i>Mai Tabanda Senior Office Aide/</i>										
	3.2 Retrieves records	None		<i>XC Siaton-Lobaton Administrative Aide III OUR</i>										
	3.3 Forwards to staff in-charge the academic document request form, student records and other documents	None												
	3.4 Prepares the Certificate of Course Description	None		<i>Angeline Nuevaespaña Administrative Aide IV OUR</i>										

	3.5 Signs the Certificate of Course Description	None		<i>Prof. Nilo C. Araneta</i> University Registrar OUR
	3.6 Affixes dry-seal	None		<i>Angeline Nuevaespaña</i> Administrative Aide IV OUR
4. Receives the sealed document/s	4. Issues the Certificate of CD			
	4.1 Verifies Official Receipt/ID card of the requestor	None	30 minutes	<i>Maricor Castor</i> Junior Office Aide/
	4.2 Retrieves requested document from the file	None		<i>Mai Tabanda</i> Senior Office Aide/
	4.3 Checks the completeness of documents to be issued	None		<i>XC Siaton-Lobaton</i> Administrative Aide III OUR
	4.4 Issues the document to the client	None		
	For documents to be mailed:			
	4.1 Prepares envelop for mailing with complete address and contact number.	None	(for Mailed documents usually takes another 1 day)	<i>Angeline Nuevaespaña</i> Administrative Aide IV OUR
	4.2 Prepares Cert of CD to be mailed and encloses in an envelope.	None		
	4.3 Forwards to staff in-charge of out-going communications to be	None		

	brought to courier/post office for dispatch. 4.4 Logs and dispatches documents for mailing	None		<i>Maricor Castor Junior Office Aide/  XC Siaton-Lobaton Administrative Aide III OUR</i>
<b>TOTAL</b>		<b>PHP 50/page x no. of pages;</b>  <b>If to be mailed, Administrative Cost: PHP 10</b>  <b>Envelope: PHP 10</b>  <b>actual mailing cost</b>  <b>Convenience Fee: Php 10 For payment made through MAYA-QRPH</b>	<b>5 days</b>	




### 13. ISSUANCE OF CERTIFICATE OF GENERAL WEIGHTED AVERAGE (GWA)

The Certificate of GWA is issued to the requestor who is applying for the next higher education degree and employment.

<b>Offices</b>	1. Office of the University Registrar (OUR) 2. Cash Office (CO)	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2C – Government to Client	
<b>Who may avail</b>	Graduates/Former Students/Active Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. First time request 1.1 Accomplished clearance (1 original)  1.2 Accomplished Online Academic Document Request Form  1.3 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.1 Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar ( <i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i> ) 1.2 OADRTS is accessible at CRSIS website ( <a href="https://crs.upv.edu.ph/documentrequest/">https://crs.upv.edu.ph/documentrequest/</a> ) 1.3 Requestor
2. Succeeding request  2.1 Accomplished Online Academic Request Form  2.2 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.1 OADRTS is accessible at CRSIS website ( <a href="https://crs.upv.edu.ph/documentrequest/">https://crs.upv.edu.ph/documentrequest/</a> )  2.2 Requestor
3. Additional requirements to request and to claim by REPRESENTATIVE:  3.1 To submit duly signed authorization letter executed by the UPV active/graduate (1 Original or photocopy/scanned copy) 3.2 To submit photocopy of valid identification card of the UPV active/graduate (1 photocopy/scanned copy) 3.3 To present valid identification card of the representative (1 original)		3.1 Person being represented  3.2 Person being represented  3.3 Authorized representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out online academic document request form at the UPV CRSIS website  Uploads valid ID and other required documents	1. Receives the accomplished online academic document request form, valid ID and other documents  1.1 Checks completeness of the requirements and entries in the online academic document request form  1.2 Checks records and verifies the entries in the online academic document request form  1.3 Bills the client	None  None  None	15 minutes	<i>Maricor Castor</i> <i>Junior Office Aide/</i>  <i>Mai Tabanda</i> <i>Senior Office Aide/</i>  <i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> <i>OUR</i>
2. Receives billing and pays corresponding fee to the Cash Office  OR  Sends payment through online fund transfer or bank deposit  OR  MAYA-QRPH	2. Receives proof of payment and issues Official Receipt	GWA Computation Fee: PHP 100/ computation/ degree  Certification Fee PHP 50/copy  If to be mailed, Administrative Cost: PHP10  Envelope: PHP10  Mailing Fee: (Actual Cost depending on destination)	15 minutes  <i>Note:</i> <i>For payment</i> <i>through banks</i> <i>or online</i> <i>payment</i> <i>centers, the</i> <i>issuance of</i> <i>Official Receipt</i> <i>by the Cash</i> <i>Office usually</i> <i>takes more than</i> <i>1 day</i>	<i>Amelin Natividad</i> <i>Administrative Officer V/</i> <i>Cash Office, UPV Miagao/</i>  <i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> <i>Cash Office, UPV Iloilo City</i>

<p><b>FOLLOW THESE THREE STEPS:</b></p> <ol style="list-style-type: none"> <li><b>1. FOR TUITION PAYMENT:</b> Check the assessed amount to be paid in the CRSIS. <b>FOR OTHER FEES:</b> Contact concerned office/unit for request and amount to be paid.</li> <li>Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. <u>Make sure to add P10.00 to the amount to be paid as convenience fee.</u></li> <li>Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <u><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a></u></li> </ol>  <p>Provides copy of proof of payment to Cash Office and OUR through email: <u><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a></u> AND <u><a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></u></p>		<p>Convenience Fee: Php 10 For payment made through MAYA-QRPH</p>		
<p>3. Submits Official Receipt to OUR</p>	<p>3. Process the Certificate of GWA</p> <p>3.1 Receives Official Receipt</p> <p>3.2 Retrieves records</p> <p>3.3 Forwards to staff in-charge the academic document request form, student records and other documents</p> <p>3.4 Evaluates academic records and computes GWA based on student's academic programs</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>4 days</p>	<p><i>Maricor Castor Junior Office Aide/</i></p> <p><i>Mai Tabanda Senior Office Aide/</i></p> <p><i>XC Siaton-Lobaton Administrative Aide III OUR</i></p> <p><i>Febe Miayo Administrative Officer III (Records Officer II)/</i></p>

	<p>3.5 Receives computed GWA and prepares the certification of GWA</p> <p>3.6 Signs the Certificate of Course Description</p> <p>3.7 Affixes dry-seal</p>			<p><i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i></p> <p><i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>OUR</i></p> <p><i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> <i>OUR</i></p> <p><i>Prof. Nilo C. Araneta</i> <i>University Registrar</i> <i>OUR</i></p> <p><i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> <i>OUR</i></p>
4. Receives the sealed document/s	<p>4. Issues the Certificate of CD</p> <p>4.1 Verifies Official Receipt/ID card of the requestor</p> <p>4.2 Retrieves requested document from the file</p> <p>4.3 Checks the completeness of documents to be issued</p> <p>4.4 Issues the document to the client</p> <p>For documents to be mailed:</p> <p>4.1 Prepares envelop for mailing with complete</p>	<p>.None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>(for Mailed documents usually takes another 1 day)</p>	<p><i>Maricor Castor</i> <i>Junior Office Aide/</i></p> <p><i>Mai Tabanda</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> <i>OUR</i></p> <p><i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> <i>OUR</i></p>

	<p>address and contact number.</p> <p>4.2 Prepares Cert of GWA to be mailed and encloses in an envelope.</p> <p>4.3 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.</p> <p>4.4 Logs and dispatches documents for mailing</p>	<p>None</p> <p>None</p> <p>None</p>		<p><i>Maricor Castor</i> <i>Junior Office Aide/</i></p> <p><i>Mai Tabanda</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> <i>OUR</i></p>
<b>TOTAL</b>		<p><b>PHP 100/ computation/ degree+ PHP 50/copy;</b></p> <p><b>If to be mailed, Administrative Cost PHP10</b></p> <p><b>Envelope: PHP 10</b></p> <p><b>Actual mailing cost</b></p> <p><b>Convenience Fee: Php 10 For payment made through MAYA-QRPH</b></p>	<b>5 days</b>	

#### 14. ISSUANCE OF CERTIFICATION (WITH GRADES FOR CHED AND OTHER SCHOLARSHIPS)

A certification is issued to student which includes enrolment, grades, and other academic-related information for a specific term/semester.

<b>Offices</b>	Office of the University Registrar			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen;			
<b>Who may avail</b>	CHED Scholars & Other Scholarships			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Templates (applicable for CHED scholarship only)  <i>Note: No templates for other scholarships. A standard certification is issued to scholarships that do not have templates</i>			CHED (applicable for CHED scholarship only)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits templates, if applicable.  Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a>  Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Checks, evaluates and verifies student's record  1.1 Bills the client  1.2 Accomplishes templates of certifications  1.3 Signs the certifications	PHP 50 (for non-CHED scholarship)  None  None  None	30 minutes          25 minutes	<i>Febe Miayo</i> <i>Administrative Officer III/            Records Officer II/</i>  <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>Records Officer III/</i>  <i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>OUR</i>  <i>Prof. Nilo C. Araneta</i> <i>University Registrar</i> <i>OUR</i>

2. Receives billing, pays the corresponding fees to the Cash Office

OR

Sends payment through online fund transfer or bank deposit

OR

MAYA-QRPH

**FOLLOW THESE THREE STEPS:**

- 1. FOR TUITION PAYMENT:** Check the assessed amount to be paid in the CR SIS. **FOR OTHER FEES:** Contact concerned office/unit for request and amount to be paid.
- 2.** Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. Make sure to add P10.00 to the amount to be paid as convenience fee.
- 3.** Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to [cash.upvisayas@up.edu.ph](mailto:cash.upvisayas@up.edu.ph)

**SAMPLE EMAIL**

Full Name	Maria B. Cruz
Student Number	2020-12345
College/Unit	Registrar or CAS/CFOS/CM/SOTECH/US
Request & Amount	Copy of grades - P 40.00
Total Amount Paid	P 50.00

The QRPH facility can accept payments from:

**maya**

GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company



Provides copy of proof of payment to Cash Office and OUR through email: [cash.upvisayas@up.edu.ph](mailto:cash.upvisayas@up.edu.ph) AND [our.upvisayas@up.edu.ph](mailto:our.upvisayas@up.edu.ph)

2. Receives proof of payment and issues Official Receipt

Certification Fee: PHP50/ certification (for standard certifications issued other than CHED)

If to be mailed, Administrative Cost: PHP 10

Envelope: PHP 10

Mailing Fee: (Actual mailing cost depending on destination)

Convenience Fee: Php 10 For payment made through MAYA-QRPH

15 minutes

*Note:*  
*For payment through banks or online payment centers, the issuance of OR by the Cash Office usually takes more than 1 day.*

*Amelin Natividad*  
*Administrative Officer V*  
*Cash Office, UPV Miagao/*

*Ma. Mitzi Calawigan*  
*Administrative Officer III*  
*Cash Office, UPV Iloilo City*

<p>3. Submits Official Receipt to OUR</p> <p>OR</p> <p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p><u><a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a></u> AND <u><a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></u></p>	<p>3. Receives Official Receipt and mails or emails the certifications to client</p>	<p>None</p>	<p>5 minutes</p> <p>(for mailed documents usually takes another 1 day)</p>	<p><i>Febe Miayo</i> <i>Administrative Officer III</i> <i>Records Officer II/</i></p> <p><i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>Records Officer III/</i></p> <p><i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>OUR</i></p>
<p><b>TOTAL</b></p>		<p><b>PHP50 / certification</b></p> <p><b>If to be mailed, Administrative Cost: PHP 10</b></p> <p><b>Envelope: PHP 10</b></p> <p><b>actual mailing cost</b></p> <p><b>Convenience Fee: Php 10</b> <b>For payment made through MAYA-QRPH</b></p>	<p><b>1 hour</b></p>	




## 15. ISSUANCE OF CERTIFICATE OF NON-ISSUANCE OF HONORABLE DISMISSAL (CNIHD) AND HONORABLE DISMISSAL (HD)

Leaving the University by means of graduation is different from a student's voluntary withdrawal from the University. Certificate of Honorable Dismissal is not issued to graduates. In lieu of this, a certification is issued stating that UPV does not issue honorable dismissal to graduates. The CNIHD is also issued to students who voluntarily leave the University not for reason of expulsion due to disciplinary action.

The Honorable Dismissal is issued to UPV students transferring to another college/school/university outside of the UP System. CNIHD and HD are issued only once.

<b>Office</b>	1. Office of the University Registrar 2. Cash Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C - Government to Client	
<b>Who may avail</b>	UPV Graduates/ Students transfer to another college/school/university	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Accomplished clearance (1 original)  2. Accomplished Online Academic Document Request Form  3. Petition for Honorable Dismissal form (1 original/Fax/Scanned/photocopy)  4. Any valid Government/Private Company Issued ID/passport. bearing photo and signature of requestor (1 original)  5. Accomplished waiver form (if CNIHD or HD is to be mailed)		1. Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar ( <i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i> ) 2. OADRTS is accessible at CRSIS website ( <a href="https://crs.upv.edu.ph/documentrequest/">https://crs.upv.edu.ph/documentrequest/</a> ) 3. Available at the Office of the University Registrar and downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a> 4. Requestor 5. Available at the Office of the University Registrar and is downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a>
<b>Additional requirements to request and to claim by REPRESENTATIVE:</b> 1. To submit duly signed authorization letter executed by the UPV active/ graduate (1 Original or photocopy/scanned copy) 2. To submit photocopy of valid identification card of the UPV active/ graduate (1 photocopy/scanned copy) 3. To present valid identification card of the representative (1 original)		1. Person being represented  2. Person being represented  3. Authorized representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fills-out online academic document request form at the UPV CRSIS website</p> <p>Uploads Petition for Honorable Dismissal form/email form, valid ID and other required documents</p>	<p>1. Receives the accomplished Academic Documents Request form/Petition for Honorable Dismissal form, valid ID and other documents</p> <p>1.1 Checks completeness of the requirements and entries in the online academic document request form and Petition for HD</p> <p>1.2 Checks records and verifies the entries in the online academic document request form</p> <p>1.3 Bills the client</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>45 minutes</p>	<p><i>Maricor Castor</i> <i>Junior Office Aide/</i></p> <p><i>Mai Tabanda</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> <i>OUR</i></p>
<p>2. Receives billing, pays the corresponding fees to the Cash Office</p> <p>OR</p> <p>Sends payment through online fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>	<p>2. Receives payment; and issues official receipt</p>	<p>Honorable Dismissal Fee: PHP 50</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP10</p> <p>Mailing fee: (actual cost depending on the address of destination)</p> <p>Convenience Fee: Php 10</p>	<p>15 minutes</p> <p><i>Note:</i> <i>For payment through banks or online payment centers, the issuance of OR by the Cash Office usually takes more than 1 day.</i></p>	<p><i>Amelin Natividad</i> <i>Administrative Officer V</i> <i>Cash Office, UPV Miagao/</i></p> <p><i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> <i>Cash Office, UPV Iloilo City</i></p>

<p><b>FOLLOW THESE THREE STEPS:</b></p> <p><b>1. FOR TUITION PAYMENT:</b> Check the assessed amount to be paid in the CRSIS. <b>FOR OTHER FEES:</b> Contact concerned office/unit for request and amount to be paid.</p> <p><b>2.</b> Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. <u>Make sure to add P10.00 to the amount to be paid as convenience fee.</u></p> <p><b>3.</b> Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a></p>  <p>Provides copy of proof of payment to Cash Office and OUR through email: <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>		For payment made through MAYA-QRPH		
3. Submits Official Receipt to OUR	<p>3. Processes CNIHD/HD</p> <p>3.1 Checks Official Receipt</p> <p>3.2 Retrieves records</p> <p>3.3 Forwards to staff in-charge the academic document request form, student records, Official Receipt and other documents</p> <p>3.4 Prepares the CNIHD/HD</p> <p>3.5 Signs the CNIHD/HD</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	1 day	<p><i>Maricor Castor</i> <i>Junior Office Aide/</i></p> <p><i>Mai Tabanda</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> <i>OUR</i></p> <p><i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> <i>OUR</i></p> <p><i>Prof. Nilo C. Araneta</i> <i>University Registrar</i></p>


	3.6 Affixes dry-seal			OUR Angeline Nuevaespaña Administrative Aide IV OUR
4. Receives the CNIHD/HD	4. Issues the Certificate of CNIHD/HD	None	30 minutes	Maricor Castor Junior Office Aide/
	4.1 Verifies Official Receipt/ID card of the requestor	None		Mai Tabanda Senior Office Aide/
	4.2 Retrieves the documents	None		XC Siaton-Lobaton Administrative Aide III OUR
	4.3 Checks the completeness of document/s to be issued	None		
	4.4 Issues the certificate to the client	None		
	<b>For documents to be mailed:</b>			
	4.1. Prepares envelope for mailing with complete address and contact number	None	(for Mailed documents usually takes another 1 day)	Angeline Nuevaespaña Administrative Aide IV OUR
	4.2. Prepares CNIHD/HD to be mailed and encloses in an envelope.	None		
	4.3. Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.	None		

	4.4. Logs and dispatches documents for mailing	None		<i>Maricor Castor</i> <i>Junior Office Aide/</i>  <i>Mai Tabanda</i> <i>Senior Office Aide/</i>  <i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> OUR
TOTAL		<b>PHP 50 HD Fee</b>  <b>If to be mailed,</b> <b>Administrative</b> <b>Cost: PHP 10</b>  <b>Envelope:</b> <b>PHP 10</b>  <b>actual mailing</b> <b>cost</b>  <b>Convenience</b> <b>Fee: Php 10</b> <b>For payment</b> <b>made through</b> <b>MAYA-QRPH</b>	1 day, 1 hour, 30 minutes	

## 16. ISSUANCE OF CERTIFIED DIPLOMA TEXT/ENGLISH TRANSLATION OF DIPLOMA

The certified diploma text is issued to UP Visayas graduates from 1988 and earlier while the English translation of the diploma is issued to UP Visayas graduates from 1989 to present. These documents are requested by the graduates for employment and further studies abroad. The certified diploma text/English translation of diploma can only be issued after the original diploma was claimed or available.

<b>Office</b>	1. Office of the University Registrar 2. Cash Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who may avail</b>	UPV Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>Copy of diploma (1 original/scanned/photocopy)</li> <li>Duly accomplished Academic Document Request form (Original/Fax/Scanned/Photocopy)</li> <li>Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming.</li> </ol> <p><b>Additional requirements to request and to claim by a REPRESENTATIVE:</b></p> <ol style="list-style-type: none"> <li>Duly signed authorization letter executed by the UPV graduate (1 Original or photocopy/scanned copy)</li> <li>Photocopy of valid identification card of the UPV graduate (1 photocopy/scanned copy)</li> <li>Valid identification card of the representative (1 original)</li> </ol>			<ol style="list-style-type: none"> <li>Requestor</li> <li>Academic Document Request form is downloadable at CRSIS website (crs.upv.edu.ph)</li> <li>Requestor</li> </ol> <p><b>By Representative:</b></p> <ol style="list-style-type: none"> <li>Person being represented</li> <li>Authorized representative</li> <li>Authorized representative</li> </ol>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>Submits accomplished academic document request form and other required documents</li> </ol> <p>Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p> <p>Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo</p>	<ol style="list-style-type: none"> <li>Receives the accomplished academic document request form other required documents</li> </ol>	None	15 minutes	<i>Maricor Castor</i> <i>Junior Office Aide/</i>
	<ol style="list-style-type: none"> <li>1.1. Checks completeness of required documents and the entries in the academic document request form</li> </ol>	None		<i>Mai Tabanda</i> <i>Senior Office Aide/</i>
	<ol style="list-style-type: none"> <li>1.2. Retrieves and checks records</li> </ol>	None		<i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i>
	<ol style="list-style-type: none"> <li>1.3. Bills the client</li> </ol>	None		<i>OUR</i>

<p>2. Receives billing and pays corresponding fee to the Cash Office</p> <p>OR</p> <p>Sends payment through online fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>  <p>Provides copy of proof of payment to Cash Office and OUR through email: <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>2. Receives proof of payment and issues Official Receipt to client</p>	<p>Certification/ Translation Fee: PHP 50/ Copy</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p> <p>Convenience Fee: Php 10 For payment made through MAYA-QRPH</p>	<p>15 minutes</p> <p><i>Note: For payment through banks or online payment centers, the issuance of OR by the Cash Office usually takes more than 1 day.</i></p>	<p><i>Amelin Natividad Administrative Officer V Cash Office, UPV Miagao/</i></p> <p><i>Ma. Mitzi Calawigan Administrative Officer III Cash Office, UPV Iloilo City</i></p>
<p>3. Submits Official Receipt to OUR</p>	<p>3. Processes Certified Diploma Text/English Translation of Diploma</p> <p>3.1. Receives Official Receipt</p> <p>3.2. Forwards to staff in-charge the academic document</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 days, 7 hours</p>	<p><i>Maricor Castor Junior Office Aide/ OUR</i></p> <p><i>Mai Tabanda Senior Office Aide OUR</i></p>

	request form, copy of diploma, Official Receipt and student records			
	3.3. Prepares the Certified Diploma Text/English Translation of Diploma	None		<p><i>Ana Liza Subade Administrative Officer III (for CAS, SOTECH, and UPCC)/</i></p> <p><i>Rosalie Piccio School Credits Evaluator (for CM, CFOS, &amp; UPVTC) OUR</i></p>
	3.4. Signs the Certified Diploma Text/English Translation of Diploma			<i>Prof. Nilo C. Araneta University Registrar OUR</i>
	3.5. Affixes dry seal to the document/s			<p><i>Ana Liza Subade Administrative Officer III (for CAS, SOTECH, and UPCC)/</i></p> <p><i>Rosalie Piccio School Credits Evaluator (for CM, CFOS, &amp; UPVTC) OUR</i></p>
4. Receives the Certified Diploma Text/English Translation of Diploma	4. Verifies Official Receipt and ID card	None	15 minutes	<i>Maricor Castor Junior Office Aide/</i>
	4.1. Checks the completeness of document/s to be issued	None		<i>Mai Tabanda Senior Office Aide OUR</i>
	4.2. Gives logbook to the client	None		
5. Signs logbook and receives the Certified Diploma Text/English Translation of Diploma	5. Issues/mails the Certified Diploma Text/English Translation of Diploma to client	None	15 minutes	<i>Maricor Castor Junior Office Aide OUR</i>



<p>*Clients who requested that the documents be sent through mail awaits delivery.</p>	<p>5.1. Prepares envelop for mailing with complete address and contact number</p> <p>5.2. Prepares document/s to be mailed and encloses in an envelope.</p> <p>5.3. Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.</p> <p>5.4. Logs and dispatches documents for mailing</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>(for mailed documents usually takes another 1 day)</p>	<p><i>Ana Liza Subade Administrative Officer III (for CAS, SOTECH, and UPCC)/</i></p> <p><i>Rosalie Piccio School Credits Evaluator (for CM, CFOS, &amp; UPVTC) OUR</i></p> <p><i>Maricor Castor Junior Office Aide/</i></p> <p><i>XC Siaton-Lobaton Administrative Aide III OUR</i></p>
<p><b>TOTAL</b></p>		<p><b>PHP 50/copy</b></p> <p><b>If to be mailed, Administrative Cost: PHP10</b></p> <p><b>Envelope: PHP 10</b></p> <p><b>actual mailing cost</b></p> <p><b>Convenience Fee: Php 10</b> <b>For payment made through MAYA-QRPH</b></p>	<p><b>3 days</b></p>	

## 17. ISSUANCE OF CERTIFICATION (WITH GRADES FOR CROSS REGISTRANTS FROM OTHER SCHOOLS/UNIVERSITIES OTHER THAN UP)

Processing and issuance of the Certification begins at the end of the semester/term or upon posting of final grades at the CRSIS.

<b>Offices</b>	1. Office of the University Registrar 2. School or University the Student Belongs			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	GTB – Government to Business/G2G- Government to Government			
<b>Who may avail</b>	The Cross Registrant/authorized representative/School/University other than UP units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly approved Cross Registration request (1 photocopy) 2. Form 5 (Registration Form) from UP Visayas (1 original) 3. Valid ID of the authorized representative (1 original)			Requestor Requestor Authorized Representative by the requestor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests certification of final grades for subjects enrolled after the end semester/term at the OUR  Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a>  Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Checks if grades are posted at the CRSIS and rechecks the documents forwarded by the Colleges/School	None	10 minutes	<i>For step 1.1:</i> <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Student Records Officer III)</i> <i>(for CAS/CFOS/SOTECH)</i>
	1.1 Prepares the certification	None	10 minutes	<i>Febe Miayo</i> <i>Administrative Officer III</i> <i>(Student Records Officer II)</i> <i>(for CM)</i>
	1.2 If to be mailed, bills the client (proceed to step 2.)	None		<i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>(for UPVTC)</i> <i>OUR</i>
	1.3 Signs the certification (proceed to step 3)	None	15 minutes	<i>Prof. Nilo C. Araneta</i> <i>University Registrar</i> <i>OUR</i>

2. For non-Filipino applicants, receives billing, pays the corresponding fees to the Cash Office

OR

Sends payment through fund transfer or bank deposit

OR

MAYA-QRPH



Provides copy of proof of payment to Cash Office and OUR through email:

[cash.upvisayas@up.edu.ph](mailto:cash.upvisayas@up.edu.ph) AND  
[our.upvisayas@up.edu.ph](mailto:our.upvisayas@up.edu.ph)

2. Receives proof of payment for mailing and issues Official Receipt

Administrative  
Cost: PHP 10

Envelope:  
PHP 10

Mailing Fee:  
(Actual mailing  
cost depending  
on destination)

Convenience  
Fee: PHP 10

For payment  
made through  
MAYA-QRPH

15 minutes

*Note:*

*For payment  
through banks  
or online  
payment  
centers, the  
issuance of  
Official  
Receipt by the  
Cash Office  
usually takes  
more than 1  
day.*

*Amelin Natividad  
Administrative Officer V  
Cash Office, UPV Miagao/*

*Ma. Mitzi Calawigan  
Administrative Officer III  
Cash Office, UPV Iloilo City*

3. Submits Official Receipt to OUR and receives certifications	3. Receives Official Receipts and mails or emails the certifications to client	None	5 minutes  (for mailed documents usually takes another 1 day)	<i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Student Records Officer III)</i> <i>(for CAS/CFOS Grad /SOTECH Grad)/</i>  <i>Febe Miayo</i> <i>Administrative Officer III</i> <i>(Student Records Officer II)</i> <i>(for CM)/</i>  <i>Denivi Hazel Medida</i> <i>Students Records Evaluator</i> <i>(for SOTECH &amp; CFOS UG)</i> <i>OUR</i>
TOTAL		<b>None</b>  <b>If to be mailed, Administrative Cost: PHP 10</b>  <b>Envelope: PHP 10</b>  <b>actual mailing cost</b>  <b>Convenience Fee: PHP 10</b>  <b>For payment made through MAYA-QRPH</b>	50 minutes	

## 18. ISSUANCE OF CRSIS LOGIN CREDENTIALS


UPV students are required to have login credentials in accessing the CRSIS while enrolled in the university.

<b>Office</b>	Computerized Registration and Student Information System Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C (Government to Citizen)			
<b>Who may avail</b>	UPV Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Email containing request sent from client's email indicated in their CRS account			Requestor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends E-mail request containing student number and full name to crs.upvisayas@up.edu.ph using the email address indicated in the student's CRS account	1. Retrieves and checks student's records	None	1 minute	<i>Rina-Joy Ambatang Information Systems Analyst III/</i>
	1.1. Checks and verifies student information	None	1 minute	<i>Fermar Novilla Information Systems Analyst II CRSIS</i>
	1.2. Generates login credential	None	2 minutes	
2. Receives login credential	2. Emails login credential	None	1 minute	<i>Rina-Joy Ambatang Information Systems Analyst III/</i>  <i>Fermar Novilla Information Systems Analyst II CRSIS</i>
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

## 19. ISSUANCE OF DIPLOMA

Diploma is a document granted by the Board of Regents after confirming the degree of the UPV graduate. It is available at least one (1) year after the Commencement Exercises of every academic year. This document is issued only once.

<b>Office</b>	1. Office of the University Registrar 2. Cash Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who may avail</b>	UPV Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Duly accomplished academic document request form or letter (Original/Fax/ Scanned/Photocopy).</li> <li>2. Accomplished clearance (1 original) If the student has been issued with OTR, clearance is no longer required since it is already with the OUR file.</li> <li>3. Duly accomplished waiver form for mailed diploma</li> <li>4. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming</li> </ol> <p><b>Additional requirements to request and to claim by a REPRESENTATIVE:</b></p> <ol style="list-style-type: none"> <li>1. Duly signed authorization letter executed by the UPV student (1 Original or photocopy/scanned copy)</li> <li>2. Photocopy of valid identification card of the UPV student (1 photocopy/ scanned copy)</li> <li>3. Valid identification card of the representative (1 original)</li> </ol>		<ol style="list-style-type: none"> <li>1. Downloadable at CRSIS website (crs.upv.edu.ph)</li> <li>2. Refer to the Issuance of Manual or Paperless Clearance Service Specification.</li> <li>3. The Waiver for Mailed Diploma Form is downloadable at CRSIS website (crs.upv.edu.ph)</li> <li>4. Requestor</li> </ol> <p><b>By Representative:</b></p> <ol style="list-style-type: none"> <li>1. Person being represented</li> <li>2. Person being represented</li> <li>3. Authorized representative</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished academic document request form, valid ID, and other required documents  Email to:	<ol style="list-style-type: none"> <li>1. Receives the accomplished academic document request form, valid ID other required documents</li> <li>1.1 Checks completeness of required documents and the</li> </ol>	None          None	45 minutes	<i>Maricor Castor</i> <i>Junior Office Aide/</i>  <i>Mai Tabanda</i> <i>Senior Office Aide/</i> <i>XC Siaton-Lobaton</i>

<p><a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p> <p>Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo</p>	<p>entries in the academic document request form</p> <p>1.2 Retrieves and checks records</p> <p>1.3 Sends waiver form if diploma is to be mailed</p> <p>1.4 Bills the client for the mailing of the diploma</p>	<p>None</p> <p>None</p> <p>None</p>		<p><i>Administrative Aide III OUR</i></p>
<p>2. Receives billing and pays corresponding fee to the Cash Office</p> <p>OR</p> <p>Sends payment through online fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>  <p>Provides copy of proof of payment to Cash Office and OUR through email: <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND</p>	<p>2. Receives proof of payment with itemized billing and issues Official Receipt</p>	<p>Mailing Fee: (actual cost depending on the address)</p> <p>Envelope: PHP 10</p> <p>Administrative Cost: PHP 10</p> <p>Convenience Fee: PHP 10.00 For payment made through MAYA-QRPH</p>	<p>15 minutes</p> <p><i>Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day</i></p>	<p><i>Amelin Natividad Administrative Officer V Cash Office, UPV Miagao/</i></p> <p><i>Ma. Mitzi Calawigan Administrative Officer III Cash Office, UPV Iloilo City</i></p>

<a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a>				
3. Submits Official Receipt to OUR	3. Prepares diploma  3.1 Retrieves records and original diploma of student  3.2 Affixes notarial seal and dry seal the diploma  3.3 Photocopies diploma for OUR file	None  None  None  None	1 day 7 hours	<i>Maricor Castor Junior Office Aide/</i>  <i>Mai Tabanda Senior Office Aide/</i>  <i>XC Siaton-Lobaton Administrative Aide III OUR</i>
4. Signs logbooks and/or receives diploma  * Client who requested that the diploma be sent through mail requires waiver form for mailed diploma	4. Issues original diploma to client  <b>For diploma to be mailed:</b>  4.1 Prepares brown envelope for mailing with complete address and contact number.  4.2 Encloses diploma in brown envelope  4.3 Logs and dispatches documents for mailing	None  None  None	1 day	<i>Maricor Castor Junior Office Aide/</i>  <i>Mai Tabanda Senior Office Aide/</i>  <i>XC Siaton-Lobaton Administrative Aide III OUR</i>
	<b>TOTAL</b>	<b>Administrative Cost: PHP 10</b>  <b>Envelope : PHP 10</b>  <b>actual mailing cost</b>  <b>Convenience Fee: PHP 10</b> <b>For payment made through MAYA- QRPH</b>	<b>3 days</b>	




## 20. ISSUANCE OF LETTER OF NO OBJECTION (LONO)

The Letter of No Objection is a document informing the last school attended by the student prior to UPV that the University interposes no objection to his/her intention to secure Official transcript of Records from them. LONO is issued only for the following purposes:

1. For board examination
2. For Certification, Authentication and Verification (DepEd, DFA) of degree from the last school attended prior to UPV.
3. For employment abroad

<b>Office</b>	1. Office of the University Registrar 2. Cash Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who may avail</b>	UPV Graduates/UPV Former Students/UPV Active students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Duly accomplished academic request form</li> <li>2. Accomplished clearance (1 original). <b>For active students:</b> Cleared of all accountabilities.</li> <li>3. Letter request for the LONO indicating the purpose of acquiring the academic records from school attended immediately prior to UPV</li> <li>4. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming</li> </ol> <p><b>Additional requirements to request and to claim by REPRESENTATIVE:</b></p> <ol style="list-style-type: none"> <li>1. Duly signed authorization letter executed by the UPV student</li> <li>2. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student</li> <li>3. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the person authorized to claim</li> </ol>			<ol style="list-style-type: none"> <li>1. Academic Document Request form is downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a></li> <li>2. Refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS account for accountability.</li> <li>3. Requestor</li> <li>4. Requestor</li> </ol> <p><b>By Representative:</b></p> <ol style="list-style-type: none"> <li>1. Person being represented</li> <li>2. Person being represented</li> <li>3. Authorized representative</li> </ol>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Submits accomplished academic document request form and other required documents</li> </ol> <p>Email to:</p>	<ol style="list-style-type: none"> <li>1. Receives the accomplished academic document request form, valid ID and other required documents</li> </ol>	None	15 minutes	<p><i>Maricor Castor</i> <i>Junior Office Aide/</i></p> <p><i>Mai Tabanda</i> <i>Senior Office Aide/</i></p>

<p><u>our.upvisayas@up.edu.ph</u></p> <p>Mail to: Office of the University Registrar UP Visayas Miagao, Iloilo</p>	<p>1.1. Checks completeness of required documents and the entries in the academic document request form</p> <p>1.2. Retrieves and checks records</p> <p>1.3. Acts on the letter request for LONO</p> <p>1.4. If request is approved, bills the client</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>		<p><i>XC Siaton-Lobaton Administrative Aide III OUR</i></p> <p><i>Prof. Nilo C. Araneta University Registrar OUR</i></p> <p><i>Maricor Castor Junior Office Aide/ Mai Tabanda Senior Office Aide/ XC Siaton-Lobaton Administrative Aide III OUR</i></p>
<p>2. Receives billing and pays the corresponding fee to the Cash Office</p> <p>OR</p> <p>Sends payment online fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>	<p>2. Receives proof of payment with itemized billing and issues Official Receipt</p>	<p>Letter of No Objection Fee: PHP 50/Copy</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p> <p>Convenience Fee: PHP 10</p>	<p>15 minutes</p> <p><i>Note: For payment through banks or online payment centers, the issuance of OR by the Cash Office usually takes more than 1 day</i></p>	<p><i>Amelin Natividad Administrative Officer V Cash Office, UPV Miagao/ Ma. Mitzi Calawigan Administrative Officer III Cash Office, UPV Iloilo City</i></p>

<p><b>FOLLOW THESE THREE STEPS:</b></p> <p>1. <b>FOR TUITION PAYMENT:</b> Check the assessed amount to be paid in the CRSIS. <b>FOR OTHER FEES :</b> Contact concerned office/unit for request and amount to be paid.</p> <p>2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. Make sure to add <b>P10.00</b> to the amount to be paid as convenience fee.</p> <p>3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <b>cash.upvisayas@up.edu.ph</b></p>  <p><b>SAMPLE EMAIL</b></p> <table><tr><td>Full Name</td><td>Maria B. Cruz</td></tr><tr><td>Student Number</td><td>2020-12345</td></tr><tr><td>College/Unit</td><td>Registrar or CAS/CPOS/CM/SOTECH/GS</td></tr><tr><td>Request &amp; Amount</td><td>Copy of grades – P 40.00</td></tr><tr><td>Total Amount Paid</td><td>P 50.00</td></tr></table> <p>The QRPH facility can accept payments from:</p> <p><b>maya</b></p> <p>GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company</p>	Full Name	Maria B. Cruz	Student Number	2020-12345	College/Unit	Registrar or CAS/CPOS/CM/SOTECH/GS	Request & Amount	Copy of grades – P 40.00	Total Amount Paid	P 50.00		For payment made through MAYA-QRPH		
Full Name	Maria B. Cruz													
Student Number	2020-12345													
College/Unit	Registrar or CAS/CPOS/CM/SOTECH/GS													
Request & Amount	Copy of grades – P 40.00													
Total Amount Paid	P 50.00													
<p>Provides copy of proof of payment to Cash Office and OUR through email: <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>3. Processes LONO</p> <p>3.1. Checks and returns original Official Receipt to the client</p> <p>3.2. Retrieves records and forwards these, together with the other documents to staff in-charge</p> <p>3.3. Prepares LONO</p>	<p>None</p> <p>None</p> <p>None</p>	1 day, 7 hours	<p><i>Maricor Castor</i> <i>Junior Office Aide/</i></p> <p><i>Mai Tabanda</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> <i>OUR</i></p> <p><i>Ana Liza Subade</i> <i>Administrative Officer III</i> <i>(for CAS, SOTECH, and UPCC)/</i></p> <p><i>Rosalie Piccio</i> <i>School Credits Evaluator</i></p>										

	3.4 Signs the prepared LONO			(for CM, CFOS, & UPVTC) OUR Prof. Nilo C. Araneta University Registrar OUR
3. Signs logbook and receives requested LONO document	4. Issues the LONO			
	4.1. Verifies Official Receipt/ID card of the requestor/representative	None	15 minutes	Maricor Castor Junior Office Aide/
	4.2. Retrieves requested document from the file	None		Mai Tabanda Senior Office Aide/
	4.3. Checks the completeness of document/s to be issued	None	15 minutes	XC Siaton-Lobaton Administrative Aide III OUR
	4.4. Gives logbook to the client	None		
* Client who requested that the documents be sent through mail awaits delivery.	<b>For diploma to be mailed:</b>			
	4.1 Puts LONO in an envelope with complete address and contact number of the requestor	None	(for mailed documents usually takes another 1 day)	Ana Liza Subade Administrative Officer III (for CAS, SOTECH, and UPCC)/  Rosalie Piccio School Credits Evaluator (for CM, CFOS, & UPVTC) OUR

	4.2 Staff in-charge of out-going communications logs and dispatches documents for mailing	None		<i>Mai Tabanda</i> <i>Senior Office Aide/</i>  <i>XC Siaton- Lobaton</i> <i>Administrative Aide III</i> <i>OUR</i>
	<b>TOTAL</b>	<b>PHP 50/copy</b>  <b>If to be mailed, Administrative Cost: PHP 10</b>   <b>Envelope: PHP 10</b>   <b>actual mailing cost</b>   <b>Convenience Fee: Php 10</b> <b>For payment made through MAYA-QRPH</b>	<b>3 days</b>	

## 21. ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (OTR)


Student records are confidential, and information is released only at the request of the student or appropriate institutions with the consent of the student. Clearance is required for the issuance of OTR. Issuance of a copy of a student's permanent academic record is for purposes of employment, enrolment, scholarship, and others. Active students with no accountability may be issued with an OTR subject to the approval of the University Registrar except for purposes of enrollment to other school. A request for OTR is considered first time if the student has not been issued an OTR after last enrolment in UPV. A request for OTR is considered succeeding if the student has been issued an OTR after last enrolment in UPV

Student classification	Processing Days (excluding courier transit time)
With student no. 2006 to present	3-10 days
With student no. 2005 and below, <b>transfer students and graduate students</b>	7-15 days, 3 hours

### A. With student No. 2006 to present

<b>Office</b>	1. Office of the University Registrar 2. Cash Office	
<b>Classification</b>	Highly Technical; Complex; Simple	
<b>Type of Transaction</b>	G2C - Government to Client	
<b>Who may avail</b>	UPV Graduates/UPV Former Students/UPV Active students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid Government/Private Company-issued ID/passport, bearing photo and signature 2. Duly accomplished online academic document request form using the Online Academic Document Request Tracking System (OADRTS) Portal or downloadable request form 3. <b>For first request:</b> Accomplished/CRSIS generated clearance (1 original) <b>For succeeding request:</b> Clearance is no longer required <b>For active student:</b> Cleared of all accountability 4. Letter request for the issuance of OTR for active student 5. Approval of the University Registrar for the request of OTR for active student OTR  <b>Additional requirements to request and to claim by REPRESENTATIVE:</b> 1. Duly signed authorization letter from UPV student		1. Requestor  2. OADRTS Portal <a href="https://crs.upv.edu.ph/documentrequest">https://crs.upv.edu.ph/documentrequest</a> or Downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a> 3. Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability 4. Requestor  <b>By Representative:</b> 1. Requestor/authorized representative



<p style="text-align: center;"><b>MAYA-QRPH</b></p>  <p>The infographic titled 'MAYA-QRPH' shows 'FOLLOW THESE THREE STEPS:'. Step 1: 'FOR TUITION PAYMENT: Check the assessed amount to be paid in the CRSIS. FOR OTHER FEES: Contact concerned office/unit for request and amount to be paid.' Step 2: 'Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. Make sure to add P10.00 to the amount to be paid as convenience fee.' Step 3: 'Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a>'. It includes a 'SAMPLE EMAIL' table with fields for Full Name, Student Number, College/Unit, Request &amp; Amount, and Total Amount Paid. Below the table, it lists banks that accept payments from the QRPH facility: GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., and Metrobank Bank and Trust Company. At the bottom, it states: 'Provides copy of proof of payment to Cash Office and OUR through email: <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a>'.</p>		<p>Mailing Fee: (Actual mailing cost depending on destination)</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p>	<p>Cash Office usually takes more than 1 day</p>	
<p>3. Submits Official Receipt to OUR</p>	<p>3. Processes requests of OTR</p> <p>3.1 Receives, checks and returns original Official Receipt to the client</p> <p>3.2 Forwards to staff in-charge the academic document request form, student records and other documents</p>	<p>None</p> <p>None</p> <p>None</p>	<p>One (1) working day (1-5 OTR's)</p> <p>Three (3) working day (6-15 OTR's)</p> <p>Five (5) working days (16-25 OTR's)</p> <p>Eight (8) working days (exceeding 25 OTR's)</p>	<p><i>Maricor Castor (walk-in)</i> <i>Junior Office Aide /</i></p> <p><i>XC Siaton-Lobaton (walk-in)</i> <i>Administrative Aide III/</i></p> <p><i>Mai Tabanda (OADRTS)</i> <i>Senior Office Aide</i> <i>OUR</i></p>



	3.3 Processes the OTR/s	None	<i>Note: Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3 (b) on the IRR of RA 11032</i>	<i>Ana Liza Subade Administrative Officer III (for CAS, SOTECH, UPCC)</i>  <i>Rosalie Piccio School Credits Evaluator (for CM, CFOS, and UPVTC) OUR</i>
	3.4 Signs the OTR/s	None	1 day	<i>Prof. Nilo C. Araneta University Registrar OUR</i>
	3.5 Update database; Consolidate documents requested	None	2 hour 15 minutes	<i>Mai Tabanda (OADRTS) Senior Office Aide OUR</i>
	3.6 Files OTR for pick-up or prepares OTR for mailing		1 hour	<i>Ana Liza Subade Administrative Officer III (for CAS, SOTECH, UPCC)</i>  <i>Rosalie Piccio School Credits Evaluator (for CM, CFOS, and UPVTC)/</i>  <i>Mai Tabanda (OADRTS) Senior Office Aide OUR</i>

<p>4. Signs the logbook for releasing and claims the OTR</p> <p>*Client who requested that the documents be sent through mail awaits delivery</p>	4. Issues the OTR	None	15 minutes	<i>Maricor Castor (walk-in)</i> <i>Junior Office Aide /</i>
	4.1 Verifies Official Receipt/ID card of the requestor/representative	None		
	4.2 Retrieves requested document from the file	None		<i>XC Siaton-Lobaton (walk-in)</i> <i>Administrative Aide III/</i> <i>Mai Tabanda (OADRTS)</i> <i>Senior Office Aide</i> <i>OUR</i>
	4.3 Signs the document for issuance	None		
	<b>For documents to be emailed:</b>			
	4.1 Scans document for email	None	1 hour	<i>Maricor Castor</i> <i>Junior Office Aide</i> <i>OUR</i>
	<b>For documents to be mailed:</b>			
	4.1 Prepares envelope for mailing with complete address and contact number and encloses OTR in the envelope	None	2 hours	<i>Ana Liza Subade</i> <i>Administrative Officer III</i> <i>(for CAS, SOTECH, UPCC)</i>
				<i>Rosalie Piccio</i> <i>School Credits Evaluator</i> <i>(for CM, CFOS,</i> <i>and UPVTC)/</i> <i>OUR</i>

	4.2 Staff in-charge of out-going communications logs and dispatches documents for mailing	None	(for mailed documents usually takes another 1 day)	<i>Mai Tabanda Senior Office Aide/ XC Siaton-Lobaton (walk-in) Administrative Aide III OUR</i>
<b>TOTAL</b>		<b>PHP 50/page</b> <b>If to be mailed, Administrative Cost: PHP 10</b> <b>Envelope: PHP 10</b>  <b>actual mailing cost</b>  <b>Convenience Fee: Php 10</b> <b>For payment made through MAYA-QRPH</b>	<b>3-10 working days, (courier transit time is not included)</b>  <b>Note: Peak months is on June-October when voluminous requests for OTRs are received</b>	

### **\*\*Waiver of Charges and Fees under RA 11261**

#### **First Time Jobseekers Act**

Republic Act (RA) 11261, or the 'First Time Jobseekers Assistance Act', was signed into law on 10 April 2019, with the objective of ensuring and improving the accessibility of government services and employment first time jobseekers. Through this law, government fees and charges, including those collected by State Universities/Colleges (SUCs), shall be waived if the documents requested are required in the employment application of first time job seekers.

In compliance with RA 11261, the Office of the University (OUR) is implementing this law subject to the following guidelines:

#### **Scope**

With consideration to the specific stakeholder groups of the University, the scope of its implementation is defined and operationalized as follows:

1. First Time Job Seekers shall include the following:
  - a. UP Graduates (pre-baccalaureate diploma, undergraduate, basic education);
  - b. UP Students who have not yet completed ("working students") or on leave of absence (LOA) from their programs who intend to work;

- c. Other individuals whose first job/employment shall be at the University.
- 2. Waiver of Fees and Charges. Services for which fees and charges shall be waived include:
  - a. Transcript of Records (TOR)
  - b. Certified of Graduation (COG)
  - c. Diploma

**Note: Fees and charges shall be waived only ONCE and for only ONE (1) COPY of each document only. Subsequent requests and/or additional copy/ies shall incur charges or fees.**

### **Proof of Eligibility**

The barangay where the first-time jobseeker is a resident of has the primary responsibility of ascertaining the eligibility of the individual. The requirement to process the request is a Barangay Certification.

A barangay Certification, signed by the Punong Barangay or his authorized officer, shall only be issued to an individual if he or she is a:


- a. Filipino
- b. First time jobseeker
- c. Actively looking for employment
- d. Resident of the barangay issuing the certification for at least six (6) months

The validity of benefits under this law is one (1) year from the issuance date of the Barangay Certification.

### **B. With student No. 2005 and below, transfer students and graduate students**

<b>Office</b>	1. Office of the University Registrar 2. Cash Office	
<b>Classification</b>	Highly Technical; Complex; Simple	
<b>Type of Transaction</b>	G2C - Government to Client	
<b>Who may avail</b>	UPV Graduates/UPV Former Students/UPV Active students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid Government/Private Company-issued ID/passport, bearing photo and signature		1. Requestor
2. Duly accomplished online academic document request form using the Online Academic Document Request Tracking System (OADRTS) Portal or downloadable request form		2. OADRTS Portal <a href="https://crs.upv.edu.ph/documentrequest">https://crs.upv.edu.ph/documentrequest</a> or Downloadable at <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a>
3. <b>For first request:</b> Accomplished/CRSIS generated clearance (1 original)		

<p><b>For succeeding request:</b> Clearance is no longer required</p> <p><b>For active student:</b> Cleared of all accountability</p> <p>4. Letter request for the issuance of OTR for active student</p> <p>5. Approval of the University Registrar for the request of OTR for active student OTR</p> <p><b>Additional requirements to request and to claim by REPRESENTATIVE:</b></p> <p>1. Duly signed authorization letter from UPV student</p> <p>2. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student</p> <p>3. any valid Government/Private Company-issued ID/passport, bearing photo and signature of the person authorized to claim</p>		<p>3. Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability</p> <p>4. Requestor</p> <p><b>By Representative:</b></p> <p>1. Requestor/authorized representative</p> <p>2. Requestor/authorized representative</p> <p>3. Requestor/authorized representative</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits accomplished academic document request form and other required documents</p> <p>Email to: our.upvisayas@up.edu.ph</p> <p>Mail to: Office of the University Registrar UP Visayas Miagao, Iloilo</p> <p>Through the OADRTS Portal: <a href="https://crs.upv.edu.ph/documentrequest">https://crs.upv.edu.ph/documentrequest</a></p>	<p>1. Receives the accomplished academic document request form and other required documents</p> <p>1.1. Checks completeness of the requirements and entries in the academic document request form</p> <p>1.2. Checks records at the database</p> <p>1.3a. For walk in application: Issues billing statement and claim stub.</p> <p>1.3b. For online application: Confirms or modifies the request and bills the student in the CRSIS portal</p> <p>1.4 Pulls out of student record</p> <p>1.5. Logs application and payment on database</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>15 minutes</p> <p>1 hour</p>	<p><i>Maricor Castor (walk-in) Junior Office Aide /</i></p> <p><i>XC Siaton-Lobaton (walk-in) Administrative Aide III/</i></p> <p><i>Mai Tabanda (OADRTS) Senior Office Aide OUR</i></p>

<p>2. Receives billing and pays the corresponding fees to the Cash Office</p> <p>OR</p> <p>Sends payment through online fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>  <p>Provides copy of proof of payment to Cash Office and OUR through email: <a href="mailto:cash.upvisayas@up.edu.ph">cash.upvisayas@up.edu.ph</a> AND <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></p>	<p>2. Receives proof of payment with itemized billing and issues Official Receipt</p>	<p>Transcript Fee: PHP 50/page</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p>	<p>15 minutes</p> <p><i>Note: For payment through banks or online payment centers, the issuance of OR by the Cash Office usually takes more than 1 day</i></p>	<p><i>Amelin Natividad Administrative Officer V Cash Office, UPV Miagao/</i></p> <p><i>Ma. Mitzi Calawigan Administrative Officer III Cash Office, UPV Iloilo City</i></p>
<p>3. Submits Official Receipt to OUR</p>	<p>3. Processes requests of OTR</p>	<p>None</p> <p>None</p>	<p>Four (4) working day (1- 5 OTR's)</p>	<p><i>Maricor Castor (walk-in) Junior Office Aide /</i></p> <p><i>XC Siaton-Lobaton (walk-in) Administrative Aide III/</i></p>

	3.1. Receives, checks and returns original Official Receipt to the client	None	Nine (9) working day (5-10 OTR's)	<i>Mai Tabanda (OADRTS) Senior Office Aide OUR</i>
	3.2. Forwards to staff in-charge the academic document request form, student records and other documents		Twelve (12)) working days (11-15 OTR's)	
			Fifteen (15) working days (exceeding 15 OTR's)	
	3.3. Manually encodes the OTR/s	None	<i>Note: Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3 (b) on the IRR of RA 11032</i>	<i>Ana Liza Subade Administrative Officer III (for CAS, SOTECH, UPCC)  Rosalie Piccio School Credits Evaluator (for CM, CFOS, and UPVTC) OUR</i>
		None	1 day	
	3.4. Conducts Initial checking of draft OTR	None	1 day	
	3.5. Verify grades if necessary	None	1 hour	
	3.6. Conducts Final checking of OTR and affix initial	None	1 day	<i>Prof. Nilo C. Araneta University Registrar OUR</i>
	3.7. Signs the OTR/s	None	2 hour 15 minutes	<i>Mai Tabanda Senior Office Aide OUR</i>

	<p>3.8. Update database; Consolidate documents requested</p> <p>3.9. Files OTR for pick-up or prepares OTR for mailing</p>	None	1 hour	<p><i>Ana Liza Subade</i> <i>Administrative Officer III</i> <i>(for CAS, SOTECH, UPCC)</i></p> <p><i>Rosalie Piccio</i> <i>School Credits Evaluator</i> <i>(for CM, CFOS,</i> <i>and UPVTC)/</i></p> <p><i>Mai Tabanda (OADRTS)</i> <i>Senior Office Aide</i> <i>OUR</i></p>
<p>4. Signs the logbook for releasing and claims the OTR</p> <p> *Client who requested that the documents be sent through mail awaits delivery</p>	<p>4. Issues the OTR</p> <p>4.1 Verifies Official Receipt/ID card of the requestor/representative</p> <p>4.2 Retrieves requested document from the file</p> <p>4.3 Signs the document for issuance</p> <p><b>For documents to be emailed:</b></p> <p>4.1 Scans document for email</p> <p><b>For documents to be mailed:</b></p> <p>4.1 Prepares envelope for mailing with complete address and contact number and encloses OTR in the envelope</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>15 minutes</p> <p>1 hour</p> <p>2 hours</p>	<p><i>Maricor Castor (walk-in)</i> <i>Junior Office Aide /</i></p> <p><i>XC Siaton-Lobaton (walk-in)</i> <i>Administrative Aide III/</i></p> <p><i>Mai Tabanda (OADRTS)</i> <i>Senior Office Aide</i> <i>OUR</i></p> <p><i>Maricor Castor</i> <i>Junior Office Aide</i> <i>OUR</i></p> <p><i>Ana Liza Subade</i> <i>Administrative Officer III</i> <i>(for CAS, SOTECH, UPCC)</i></p>



	4.2 Staff in-charge of out-going communications logs and dispatches documents for mailing	None	(for mailed documents usually takes another 1 day)	<i>Rosalie Piccio</i> <i>School Credits Evaluator</i> <i>(for CM, CFOS,</i> <i>and UPVTC)/</i> <i>OUR</i>
				<i>Mai Tabanda</i> <i>Senior Office Aide/</i> <i>XC Siaton-Lobaton (walk-in)</i> <i>Administrative Aide III</i> <i>OUR</i>
<b>TOTAL</b>		<b>PHP 50/page</b> <b>If to be mailed,</b> <b>Administrative</b> <b>Cost: PHP 10</b>  <b>Envelope:</b> <b>PHP 10</b>  <b>actual mailing</b> <b>cost</b>  <b>Convenience</b> <b>Fee: Php 10</b> <b>For payment</b> <b>made through</b> <b>MAYA-QRPH</b>	<b>7-15 working</b> <b>days,</b> <b>3 hours</b> <b>(courier transit</b> <b>time is not</b> <b>included)</b>  <i>Note: Peak</i> <i>months is on</i> <i>June-October</i> <i>when</i> <i>voluminous</i> <i>requests for</i> <i>OTRs are</i> <i>received</i>	

## 22. ISSUANCE OF RE-ASSESSMENT SLIP

Re-assessment of fees is a required document as an attachment to student's request for refund, which is being processed by the Accounting & Cash Offices. The re-assessment slip shows whether the student can avail refund of fees or adjustment of matriculation.

<b>Offices</b>	1. Office of Student Affairs 2. Office of the University Registrar			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who may avail</b>	Officially Enrolled			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Form 5 (2 photocopies) 2. Official Receipt (1 original & 1 photocopy) 3. Certification of Socialized Tuition (ST) bracket assignment/ Certificate from Scholarship donor (1 original & 1 photocopy) 4. Accomplished application form for refund as a basis for the issuance of re-assessment slip (1 original)			1. Applicant/ Active Student 2. Cash Offices, UPV Iloilo City and Miagao campuses 3. Office of the Student Affairs/ Scholarship donor  4. Application for Refund forms are available at the Office of the University Registrar and is downloadable at: <a href="https://crs.upv.edu.ph/">https://crs.upv.edu.ph/</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits required documents for re-assessment of fees  Email to: <u><a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a></u>  Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Receives and assesses the completeness and correctness of the submitted requirements  1.1 Computes and prepares the Assessment Slip	None   None	1 day	<i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> OUR
2. Receives re-assessment slip to the student	2. Issues re-assessment slip to the student	None	10 minutes	<i>Maricor Castor</i> <i>Junior Office Aide/</i>  <i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> OUR
<b>TOTAL</b>		<b>None</b>	<b>1 day, 10 minutes</b>	

## 23. ISSUANCE OF STUDENT RFID

This service may be availed by currently enrolled students. RFID applications are processed by batch. A specific schedule will be allotted for students to apply for RFID. All received applications will then be processed simultaneously.

<b>Office</b>	1. Office of the University Registrar (OUR) 2. Office of the College Secretary (OCS)/Graduate School Office (GSO) 3. Digital Innovation Center (DIC)	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail</b>	All Currently Enrolled Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Filled in application form		CRSIS Office google form link ( <a href="https://bit.ly/UPRFID">https://bit.ly/UPRFID</a> )
<i>First time RFID request:</i> Form 5 where P130.00 ID fee payment is reflected		Office of the College Secretary/Graduate School Office
<i>Succeeding RFID request:</i> Official Receipt (OR) for ID fee payment: P130.00  Affidavit of Loss		Cash Office  Requestor
<i>Picture</i> Clear photo with white background and with a handheld paper bearing the requestor's student number and name. Wearing of sando or sleeveless is not allowed.  Note: Picture filename to be uploaded should be renamed using the format below: <Student Number>-<Family Name>_<First letter of Given Name> (Sample: 202012345-DelaCruz_M.jpg)		Requestor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Opens the google form ( <a href="https://bit.ly/UPRFID">https://bit.ly/UPRFID</a> ) and uploads an electronic copy of the Official Receipt and Affidavit of Loss (if applicable)	1. Retrieves/Downloads and checks each student's records and required attachments	None	5 Minutes	<i>Fermar Novilla Information Systems Analyst II OUR</i>
2. Fills-out online the RFID application form	2. Checks the filled-out RFID application form and verifies information	None	5 Minutes	<i>Fermar Novilla Information Systems Analyst II OUR</i>
3. Uploads picture on RFID application form and submits	3. Downloads individual picture	None	5 Minutes	<i>Fermar Novilla Information Systems Analyst II OUR</i>
	3.1. Edits individual picture	None	25 Minutes	
	3.2. Inputs information of each student in the RFID template	None	5 Minutes	
	3.3. Compiles all pictures and corresponding information then forwards to DIC staff		30 Minutes	
	3.4. Prepares and forwards the files to Maya for printing	None	30 Minutes	<i>Junie Paguntalan Computer Maintenance Technologist II DIC</i>
	3.5. Process and sends the printed RFIDs to OUR	None	20 Working Days	<i>MAYA Outside Agency</i>

	<p>3.6. Receives then verify correctness and condition of the RFIDs</p> <p>3.7. Prepares transmittal slip</p> <p>3.8. Forwards processed RFIDs to respective College Secretary's staff or OVCA for pouch</p> <p>3.9. Posts notification at the google link provided (<a href="https://bit.ly/UPRFIDStatus">https://bit.ly/UPRFIDStatus</a>)</p>	None	<p>1 Day</p> <p>10 Minutes</p> <p>1 Day</p> <p>5 Minutes</p>	<p><i>XC Siaton-Lobaton Administrative Aide III OUR</i></p>
4. Receives RFID at the designated claiming area (Office of the College Secretary or Graduate School Office).	4. Issues RFIDs	None	2 Minutes	<p><i>Administrative Aide/ Administrative Assistant/ School Credits Evaluator  OCS/GSO</i></p>
<b>TOTAL</b>		<b>None</b>	<b>22 Days, 2 Hours, 2 Minutes</b>	

## 24. APPLICATION FOR PAPERLESS UNIVERSITY CLEARANCE

This paperless clearance service provided by the Office of the University Registrar applies to students with enrollment from 2007 to present.

<b>Offices</b>	Office of the University Registrar			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	All graduated and transferring students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For graduated students:</b> <ol style="list-style-type: none"> <li>1. Payment of graduation fee</li> <li>2. Accomplished Alumni Form 5 (online)</li> <li>3. No accountability</li> </ol> <b>For transferring students:</b> <ol style="list-style-type: none"> <li>1. Not currently enrolled</li> <li>2. No accountability</li> </ol>			<ol style="list-style-type: none"> <li>1. Cash Office: Miagao Campus/Iloilo City Campus/UPVTC Campus Online payment (instructions and details sent thru email to the student)</li> <li>2. Student needs to access his/her CRSIS account at: <a href="http://crs.upv.edu.ph/">http://crs.upv.edu.ph/</a></li> <li>3. Checked and verified by the staff-in-charge of records at the Office of University Registrar thru the CRSIS</li> </ol> 1 & 2. Checked and verified by the staff-in-charge of records at the Office of University Registrar thru the CRSIS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applies for clearance at the Records Section, OUR  OR  Informs the Records Section, OUR the need for clearance	1. Checks student's records/ accountabilities in the CRSIS	None	15 minutes	<i>Febe Miayo</i> Administrative Officer III (Records Officer II) (for CM)/  <i>Herbert Nalagay</i> Administrative Officer V (Records Officer III)/ (for CAS UG, CFOS Grad, SOTECH Grad)  <i>Denivi Hazel Medida</i> Student Records Evaluator I (for CFOS UG & SOTECH UG) OUR

2. Receives status of clearance	2. Clears and informs student and prints clearance for the OUR file  For students transferring to other CU's, a printed and countersigned clearance is issued.	None	15 minutes	<i>Febe Miayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)</i> <i>(for CM)/</i>  <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i> <i>(for CAS UG, CFOS Grad,</i> <i>SOTECH Grad)</i>  <i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>(for CFOS UG &amp; SOTECH UG)</i> <i>OUR</i>
<b>TOTAL</b>		<b>None</b>	<b>30 minutes</b>	

## 25. PROCESS-REQUIRED DATA REQUEST WITH ACCOMPANYING FORMS/TEMPLATES

Inquiries on UPV academic information/statistical academic data that requires processing e.g. CHED HEMIS, PRC data from government and non-government institutions/units.

<b>Office</b>	1. Computerized Registration and Student Information System Office 2. Office of the University Registrar			
<b>Classification</b>	Highly technical			
<b>Type of Transaction</b>	G2G – Government to Citizen			
<b>Who may avail</b>	Government and non-government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter/email of request with requesting agency seal and unit head signature 2. Document form/template			Requestor Requesting Agency	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends request through email with the attached signed letter and template	1. Receives request through email			
	1.1. Validates email and forwards request to the University Registrar for approval	None	5 minutes	<i>OUR/CRSIS staff</i>
	1.2. Acts on request	None	10 minutes	<i>Prof. Nilo C. Araneta University Registrar OUR</i>
	2. Processes data			
	2.1. Calls and disseminates to offices the other template/s where some information will come from	None	4 hours	<i>OUR/CRSIS staff</i>
	2.2. Consolidates data from other offices and fills out templates	None	2-18 days	
	2.3. Records in the logbook the accomplished template details	None	2 mins	
2. Receives the data requested	3. Sends through courier or email the filled-out template and informs the client		10 mins	<i>OUR/CRSIS staff</i>
<b>TOTAL</b>		<b>None</b>	<b>19 days</b>	



## 26. REQUEST FOR ACADEMIC INFORMATION AND RELEVANT INFORMATION

This pertains to any inquiry regarding UPV academic information such as academic calendar, enrollment and graduation counts.

<b>Office</b>	Computerized Registration and Student Information System (CRSIS) Office/Office of the University Registrar (OUR)				
<b>Classification</b>	Simple				
<b>Type of Transaction</b>	G2C (Government to Citizen)				
<b>Who may avail</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Email / Any valid ID with photo			CRSIS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Calls / Sends request through email  For enrollment and other CRSIS-related information, contact CRSIS.  For graduation and other academic information, contact OUR. s	1. Answers call / opens email  1.1. Checks and verifies email  1.2. Gets client's basic information; needed information / data  1.3. Evaluates request  * Evaluation of request should take into consideration the guidelines in Data Privacy Act.	None  None  None	5 minutes  10 minutes  5 minutes	CRSIS Staff/ OUR personnel	
2. Receives the requested information	2. Provides information if available; otherwise, refers client to other sources/units	None	5 minutes		
<b>TOTAL</b>		<b>None</b>	<b>25 minutes</b>		

## 27. STUDENT RECORDS VERIFICATION

<b>Offices</b>	1. Office of the University Registrar 2. Cash Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	GTB – Government to Business Entity; G2G – Government to Government			
<b>Who may avail</b>	Verifying agencies (private/public/academic organizations)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Formal verification request 2. Signed consent/authorization of the subject whose records are being verified (1 original/photocopy/scanned) 3. Valid I.D. of the authorized representative (1 original, 1 photocopy) 4. Proof of payment (1 original/photocopy/scanned)			1. Verifying agency/ies 2. Student/subject being verified 3. Authorized representative of the verifying agency/ies 4. Official Receipt issued by the Cash Office upon payment/validated copy of the deposit slip	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends formal verification request along with the signed consent/authorization of the subject whose records are being verified  Email to: <a href="mailto:our.upvisayas@up.edu.ph">our.upvisayas@up.edu.ph</a>  Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Checks and verifies requests and student's records  1.1 Bills and sends detailed payment instructions thru emails	None  None	30 minutes	<i>Febe Miayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)</i> <i>(for CM)/</i>  <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i> <i>(for CAS UG, CFOS Grad,</i> <i>SOTECH Grad)</i>  <i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>(for CFOS UG &amp; SOTECH</i> <i>UG)</i> OUR

2. Receives billing and sends payment through online fund transfer or bank deposit

OR

MAYA-QRPH

**FOLLOW THESE THREE STEPS:**

- 1. FOR TUITION PAYMENT:** Check the assessed amount to be paid in the CRSIS.  
**FOR OTHER FEES:** Contact concerned office/unit for request and amount to be paid.
2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. Make sure to add **P10.00** to the amount to be paid as convenience fee.
3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to [cash.upvisayas@up.edu.ph](mailto:cash.upvisayas@up.edu.ph)

**SAMPLE EMAIL**

Full Name	Maria B. Cruz
Student Number	2020-12345
College/Unit	Registrar or CAS/CPOS/CM/SOTECH/ISS
Request & Amount	Copy of grades - P 40.00
Total Amount Paid	P 50.00

The QRPH facility can accept payments from:

**maya**

GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company

Provides copy of proof of payment to Cash Office and OUR through email:  
[cash.upvisayas@up.edu.ph](mailto:cash.upvisayas@up.edu.ph) AND  
[our.upvisayas@up.edu.ph](mailto:our.upvisayas@up.edu.ph)

2. Receives proof of payment and issues Official Receipt

For local request:  
PHP 100

For international request:  
USD 30

Convenience Fee: PHP 10  
For payment made through MAYA-QRPH

15 minutes

*Note:*  
*For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day*

*Amelin Natividad*  
*Administrative Officer V*  
*Cash Office - Miagao/*

*Ma. Mitzi Calawigan*  
*Administrative Officer III*  
*Cash Office - Iloilo City/*

3. Submits Official Receipt to OUR	<p>3. Processes the request</p> <p>3.1 Prepares the verification result by providing the necessary academic information about the subject being verified. This may either be in a letter form or by filling up the prescribed verification form provided by the verifier</p> <p>3.2 Signs the verification result</p>	<p>None</p> <p>None</p> <p>None</p>	<p>45 minutes</p> <p>15 minutes</p>	<p><i>Febe Miayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)</i> <i>(for CM)/</i></p> <p><i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i> <i>(for CAS UG, CFOS Grad,</i> <i>SOTECH Grad)</i></p> <p><i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>(for CFOS UG &amp; SOTECH UG)</i></p> <p>OUR</p> <p><i>Prof. Nilo C. Araneta</i> <i>University Registrar</i></p> <p>OUR</p>
4. Receives verification result	4. Sends verification result through mail/courier or email	None	15 minutes	<p><i>Febe Miayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)</i> <i>(for CM)/</i></p> <p><i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i> <i>(for CAS UG, CFOS Grad,</i> <i>SOTECH Grad)</i></p> <p><i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>(for CFOS UG &amp; SOTECH UG)</i></p> <p>OUR</p>
TOTAL		<p>Local request: PHP 100</p> <p>International request: \$ 30</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p>	1 day, 1 hour, 45 minutes	

## INTERNAL SERVICES

### 1. CONFIRMATION OF THE LIST OF HONORIFIC SCHOLARS

The list of honorific scholars recommended by the college needs to be confirmed by the University Registrar.

<b>Offices</b>	Office of the University Registrar College Secretary			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	Office of the College Secretary of CAS, CFOS, CM, SOTECH, and UPVTC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Signed cover letter 2. List of Honorific Scholars recommended by the College with student number, student name, course, and GWA				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the list of recommended honorific scholars for confirmation	1. Receives and logs documents and forwards to the designated staff.	None	15 minutes	<i>XC Siaton-Lobaton Administrative Aide III OUR</i>
	1.1 Checks, evaluates and verifies each honorific scholar as recommended by the college.	None	5 days	<i>Febe Miayo Administrative Officer III (Records Officer II) (for CM)/</i>
	1.2 Prepares the list of confirmed honorific scholars.	None		<i>Herbert Nalagay Administrative Officer V (Records Officer III)/ (for CAS UG, CFOS Grad, SOTECH Grad)</i>
	1.3 Prepares cover letter	None		<i>Denivi Hazel Medida Student Records Evaluator I (for CFOS UG &amp; SOTECH UG)</i>

	1.4 Signs the cover letter	None		OUR Prof. Nilo C. Araneta University Registrar OUR
2. Receives confirmed list of honorific scholars	2. Forwards to respective college secretary	None	30 minutes	XC Siaton- Lobaton Administrative Aide III OUR
<b>TOTAL</b>		<b>None</b>	<b>5 days, 45 minutes</b>	

## 2. EVALUATION OF THE LIST OF GRADUATING STUDENTS

The Office of the University Registrar (OUR) personnel checks, evaluates, and verifies the academic records of the individual graduating student upon receipt of the list from the college/school secretaries. This process is to ensure check and balance between OUR and college/school secretaries.

<b>Offices</b>	1. Office of the University Registrar 2. College Secretary			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G – Government to Government; G2C - Government to Citizen			
<b>Who may avail</b>	Office of the College Secretary of CAS, CFOS, CM, SOTECH, and UPVTC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of Graduating students with student number, student name and course with attached application for graduation.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the list of graduating students with attached application for graduation	1. Receives and logs documents and forwards to the designated staff	None	15 minutes	<i>XC Siaton-Lobaton Administrative Aide III OUR</i>
	1.1 Checks, evaluates and verifies students records	None	19 days, 3 hours	<i>Febe Miayo Administrative Officer III (Records Officer II) (for CM)/</i>
	1.2 Prepares the list of deficiencies	None		<i>Herbert Nalagay Administrative Officer V (Records Officer III)/ (for CAS UG, CFOS Grad, SOTECH Grad)</i>
	1.3 Prepares cover letter	None		<i>Denivi Hazel Medida Student Records Evaluator I (for CFOS UG &amp; SOTECH UG) OUR</i>
		None		<i>Prof. Nilo C. Araneta University Registrar</i>

	1.4 Signs the cover letter			OUR
2. Receives list of deficiencies of graduating students.	2. Forwards the list of deficiencies of graduating students to respective college secretary	None	4 hours	<i>XC Siaton-Lobaton Administrative Aide III</i> OUR
<b>TOTAL</b>		<b>None</b>	<b>19 days, 7 hours, 15 minutes</b>	



**3. ISSUANCE OF CERTIFICATE OF ATTENDANCE OR CERTIFIED TRUE COPY OF SUMMARY OF ATTENDANCE TO THE UNIVERSITY COUNCIL, EXECUTIVE COUNCIL, CHANCELLOR'S ADVISORY COUNCIL, CURRICULUM COMMITTEE, COMMITTEE ON STUDENT'S ADMISSION, PROGRESS, AND GRADUATION MEETINGS, AND COMMENCEMENT EXERCISES**

The Certificate of Attendance or Certified True Copy of Summary of Attendance is issued to affirm the attendance of faculty member/s to the above meetings/activity for whatever purpose.

<b>Office</b>	Office of the University Registrar			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	UC, EC, CAC, CC, CSAPG members; For Commencement Exercises: All faculty members			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p><b><i>For the Certificate of Attendance:</i></b> Written request/consent duly signed by the requestor addressed to the University Registrar (1 original/fax copy/electronic copy)</p> <p><b><i>For the Summary of Attendance:</i></b> Written request duly signed by head of unit addressed to the University Registrar (1 original/fax copy/electronic copy)</p>			<p>Requestor</p> <p>Requestor (written request can be secured from the office of the division or department chair/ institute director/dean)</p>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits written request to the Office of the University Registrar (Door 1) / emails at our.upvisayas@up.edu.ph	1. Receives request from client; stamps the document "Received" and "Approved/Disapproved"; writes reference number, date received and initials; records request in the incoming file; then forwards request to the Secretariat for verification	None	15 minutes	<i>XC Siaton-Lobaton Administrative Aide III OUR</i>

	1.1 Checks records and forwards request to the University Registrar for approval	None	10 minutes	<i>Eleza Jundes</i> <i>Administrative Officer IV</i> <i>(UC, EC, &amp; CAC)/</i>  <i>Denivi Hazel Medida</i> <i>Student Records Evaluator 1</i> <i>(CSAPG)/</i>  <i>Althea Jule Juanito</i> <i>Senior Office Aide</i> <i>(CC &amp; Commencement)</i> <i>OUR</i>
	1.2 Acts on the request	None	1 day	<i>Prof. Nilo C. Araneta</i> <i>University Registrar</i> <i>OUR</i>
	1.3 If approved, prepares the certification or retrieves and photocopy the attendance summary and forwards the documents to the University Registrar for signature and issues the document; otherwise, informs the requestor of the disapproval.	None	15 minutes	<i>Eleza Jundes</i> <i>Administrative Officer IV</i> <i>(UC, EC, &amp; CAC)/</i>  <i>Denivi Hazel Medida</i> <i>Student Records Evaluator 1</i> <i>(CSAPG)/</i>  <i>Althea Jule Juanito</i> <i>Senior Office Aide</i> <i>(CC &amp; Commencement)</i> <i>OUR</i>
	1.4 Signs the certification/ authenticates the copy of the summary of attendance	None	1 day	<i>Prof. Nilo C. Araneta</i> <i>University Registrar</i> <i>OUR</i>
	1.5 Keeps files and forwards the original certification or certified true copy of Summary of Attendance to the OUR staff-in-charge of outgoing for issuance	None	15 minutes	<i>Eleza Jundes</i> <i>Administrative Officer IV</i> <i>(UC, EC, &amp; CAC)/</i>  <i>Denivi Hazel Medida</i> <i>Student Records Evaluator 1</i> <i>(CSAPG)/</i>

				<i>Althea Jule Juanito Senior Office Aide (CC &amp; Commencement) OUR</i>
2. Claims the certification/ authenticated copy of Summary of Attendance at the OUR or receives the requested documents at their office	2. Records the action, document, and date in the outgoing logbook/ file; then releases the certification/ authenticated copy of Summary of Attendance to client or sends the document to the requesting unit.	None	4 hours	<i>XC Siaton-Lobaton Administrative Aide III OUR</i>
<b>TOTAL</b>		<b>None</b>	<b>2 days, 4 hours, 55 minutes</b>	

#### 4. RELEASE OF EXCERPT OR MINUTES OF THE UNIVERSITY COUNCIL (UC), EXECUTIVE COMMITTEE (EC), CHANCELLOR'S ADVISORY COUNCIL (CAC), AND CURRICULUM COMMITTEE (CC) PROCEEDINGS

The Excerpts or Minutes are issued to the requesting unit or individual personnel to affirm the action of the Committee or Council on a particular item in the agenda. These documents must have the approval of the Committee/Council prior to issuance to the requesting party.

<b>Office</b>	1. Office of the University Registrar 2. Office of the Chancellor (for UC, CAC, & EC) or Office of the Vice Chancellor for Academic Affairs (for CC)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	UPV Academic and Non-Academic personnel or units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Written request duly signed stating the purpose addressed to the Chancellor (for UC, CAC, and EC) or VCAA (for CC)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits written request to the Office of the University Registrar (Door 1) / sends through fax no. 3158556 / emails at our.upvisayas@up.edu.ph	1. Receives request from client; stamps the document "Received" and "Approved/Disapproved"; writes reference number, date received and initials; records request in the incoming file; then forwards request to the Secretariat for verification	None	15 minutes	<i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> OUR
	1.1. Assesses request and checks records then forwards it to the University Registrar for recommendation	None	15 minutes	<i>Eleza Jundes</i> <i>Administrative Officer IV</i> <i>(UC, EC, &amp; CAC)/</i>  <i>Althea Jule Juanito</i> <i>Senior Office Aide (CC)</i> OUR

	1.2. Endorses the request to the Chancellor (EC, CAC, UC) or VCAA (CC) as UR and Data Privacy Officer	None	1 day	<i>Prof. Nilo C. Araneta</i> <i>University Registrar</i> OUR
	1.3. Logs out the request and forwards it to the OC/OVCAA	None	15 minutes	<i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> OUR
	1.4. Acts on the request	None	2 days	<i>Prof. Clement Camposano</i> <i>Chancellor</i> OC/  <i>Prof. Alice Joan Ferrer</i> <i>Vice Chancellor for Academic</i> <i>Affairs</i> OVCAA
	1.5. Receives request from OC/OVCAA; logs and forwards it to the Secretariat.	None	15 minutes	<i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> OUR
	1.6. If approved, prepares the minutes or excerpt of a particular item of the proceedings and forwards the document to the University Registrar for signature/review; otherwise, calls the client to inform him/her of the disapproval or furnishes with the notice of action.	None	2 hours	<i>Eleza Jundes</i> <i>Administrative Officer IV</i> <i>(UC, EC, &amp; CAC)/</i>  <i>Althea Jule Juanito</i> <i>Senior Office Aide (CC)</i> OUR

	1.7. Signs the prepared document and forwards to staff in-charge of outgoing	None	1 day	<i>Prof. Nilo C. Araneta</i> <i>University Registrar</i> OUR
2. Claims the Excerpt or Minutes at the OUR or receives the requested documents at their office	2. Records the action, document and date in the outgoing logbook/file; Releases/delivers the minutes/excerpt to the requesting unit.	None	4 hours	<i>XC Siaton-Lobaton</i> <i>Administrative Aide III</i> OUR
<b>TOTAL</b>		<b>None</b>	<b>4 days, 7 hours</b>	