



**UNIVERSITY OF THE PHILIPPINES**  
**DILIMAN**

**SLIS ARTA HANDBOOK**  
**Based On**  
**UPD CITIZEN'S CHARTER**  
2019 (1<sup>st</sup> Edition)

I. **Mandate:**

Through the Republic Act 9500, otherwise known as “the University of the Philippines Charter of 2008”, an act strengthening the University of the Philippines as a national university, a public and secular institution of higher learning and a community of scholars dedicated to the research for truth and knowledge as well as the development of future leaders. Mandated to perform its unique and distinctive leadership in higher education and development.”

The University of the Philippines shall:

Lead in setting academic standards and initiating innovations in teaching, research and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics and technology; and maintain centers of excellences in such discipline and professions;

Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists and professionals, especially those who serve on the faculty of state and private colleges and universities;

Serve as a research university in various fields of expertise and specialization by conducting basic and applied research and development, and promoting research in various colleges and universities, and contributing to the dissemination and application of knowledge;

Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence;

Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel;

Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions and practice through academic and non-academic programs, including sports and the enhancement of nationalism and national identity;

Serve as a regional and global university in cooperation with international and scientific union networks of universities, scholarly and professional associations in the Asia Pacific Region and round the world; and

Provide democratic governance in the university based on collegiality representation, accountability, transparency and active participation of its constituents and promote the holding of fora for students, faculty and research, extension and professional staff (reps), administrative staff and alumni to discuss non-academic issues affecting the University.

## **II. Vision:**

A great university, taking a leadership role in the development of a globally competitive Philippines.

Driven by:

Academic excellence and operational excellence;

Strong research and creative capability, supported by an expanded graduate program and geared to addressing the country's problems;

Excellent faculty and staff working in an environment conducive to outstanding performance and high productivity;

The best and brightest students from across the country prepared for successful careers and responsive citizenship;

Strong support from the alumni and other stakeholders;

High visibility and effective public service;

Modernized physical facilities and technological infrastructure for teaching, research and administration; and

Financial sustainability achieved by resource generation and administrative efficiency, while preserving its public character.

## **III. Mission:**

*Academic Freedom*

UP has the right and responsibility to exercise academic freedom.

*Academic Excellence*

UP has the responsibility to maintain and enhance its high academic standards in the performance of its functions of instruction, research and extension, and public service.

*Commitment to National Development*

UP shall harness the expertise of the members of its community and other individuals to regularly study the state of the nation in relation to its quest for national development in the primary areas of politics and economics, among others.

UP shall identify key concerns, conduct research and formulate responsive policies regarding these concerns, give advice and recommendations to the President of the Philippines, Congress, the Supreme Court, the lower courts, other government agencies and instrumentalities.

*Social Responsibility*

UP is committed to serve the Filipino nation and humanity, and relate its activities to the needs of the Filipino people and their aspirations for social progress and transformation, and provide venues for student volunteerism.

*Democratic Access*

UP shall take affirmative steps, which may take the form of an alternative and equitable admissions process to enhance the access of disadvantaged students.

*Sports*

UP shall undertake and support comprehensive sports programs that promote physical education, uphold excellence and encourage competitive participation in sports activities, instill school identity and solidarity, cultivate pride, self-discipline and teamwork.

*Institutional and Fiscal Autonomy*

UP has the right to be treated in a manner consistent with its institutional requirements as the national university by the service-wide agencies in the exercise of their respective jurisdiction.

Taking into account national goals and priorities, UP shall exclusively determine its teaching, research and extension thrusts, plans, policies, programs and standards, and on the basis of such determination, shall recommend its annual budget to the President of the Republic of the Philippines and Congress.

**IV. Service Pledge:**

Honor, excellence and democratic governance guided in decision-making: collegiality, representation, accountability, transparency, and active participation of the university's constituents.

Accessibility and responsiveness, breaking down bureaucratic walls and ensuring an administration accessible and responsive to its stakeholders.

Innovativeness and creativity in making decisions, not bounded by traditional solutions. Up shall be prepared to pursue innovative approaches in solving the problems and issues that confront the university.

One university, guided by the spirit of oneness: common standards of excellence, harmonized systems, common and shared services across constituent universities, yet decentralized decision-making and execution.

All applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break shall be attended to.

## SLIS MANDATE

In the 2017 Strategic Planning, the full-time faculty members looked into the past and present vision statements of the UP SLIS. Given these and the direction to which the school intends to move towards, the vision is expressed as follows:

*We envision UP SLIS as the premiere Information School in South East Asia in areas of pedagogy, research, and practice towards bridging information, technology, and society.*

## MISSION STATEMENTS

Aligning with the vision, the mission of the UP SLIS are as follows:

- to create and implement programs that develop responsible and effective information professionals;
- research on information issues, problems and concerns to provide alternatives and solutions;
- provide services that enable organizations and individuals to make sense of information and develop information solutions in their respective situations.

## OBJECTIVES

Given the vision and mission of the UP SLIS, the following goals are set:

1. To aggressively build and enhance faculty, staff, library, programs, laboratories, facilities and infrastructure of the school
2. To lead innovative research, practice and service in the Philippine information professions
3. To become the hub for information studies in the Asian Region

**Science and Technology Cluster  
School of Library and Information Studies  
(SLIS)**

**External Services  
(Updated as of 2021)**

## 1. Issuance of Certification:

### Candidacy for Graduation

<b>Office or Division:</b>	School of Library and Information Studies (SLIS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	SLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	4 Days	



## 2. Issuance of Certification:

### Completion of Academic Requirements

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	SLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Slip  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>			Office of the College Secretary	
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	1 Day	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	<b>3 Days</b>	

### 3. Issuance of Certification:

#### Curriculum Weighted Average (CWA)

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	SLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Slip  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>			Office of the College Secretary	
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	<b>4 Days</b>	

#### 4. Issuance of Certification:

##### Earned and Remaining Units

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	SLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Slip  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>			Office of the College Secretary	
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	3 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	<b>5 Days</b>	

## 5. Issuance of Certification:

### Current Enrollment/*bona fide* student

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	SLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	1 Day	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	<b>3 Days</b>	

**6. Issuance of Certification:**

**General Weighted Average (GWA)**

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	SLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	3 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	<b>5 Days</b>	

## 7. Issuance of Certification:

### Good Moral Character

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	SLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	1 Day	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	<b>3 Days</b>	

## 8. Issuance of Certification:

### Honoric Scholarship (College Scholar)

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	SLIS BLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	3 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	<b>5 Days</b>	

## 9. Issuance of Certification:

### Honoric Scholarship (University Scholar)

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	SLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	<b>4 Days</b>	



## 10. Issuance of Certification:

### Scholastic/ Academic Standing

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	SLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	<b>4 Days</b>	

## 11. Issuance of Certification:

### Term Expected to Graduate

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	3 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	<b>5 Days</b>	

## 12. Issuance of Certification:

### True Copy of Grades

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	SLIS Student (up to one year after graduation only)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	3 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	<b>5 Days</b>	

### 13. Issuance of Certification:

#### Year Level Standing

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
<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 request slip at the Office of the College Secretary  <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	3 Days	
<b>TOTAL:</b>		<b>PHP 20.00 per copy if not covered by RA 10931</b>	<b>5 Days</b>	

## 14. Processing:

### Application for Admission (Graduate)

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student Applicant)			
<b>Who may avail:</b>	Graduate Student Applicant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. GWA Requirement/Certification</li> <li>3. PSA Birth Certificate - original and photocopy</li> <li>4. Transcript of Records – original and photocopy</li> <li>5. Application Letter</li> <li>6. Recommendation Letters</li> <li>7. OCG Aptitude Test</li> <li>8. Essay</li> <li>9. Interview</li> <li>10. UHS Medical Certificate – original and photocopy</li> </ol> <p><i>For online process, dedicated forms are available via the unit's official website and OCS email. Document submissions are initially in soft copy; hard copy originals are required to be submitted by the OUR at a later time. Essays and interviews are conducted via Zoom.</i></p> <p><i>Currently, OCG Aptitude Test is unavailable from OCG, since quarantine</i></p>		<ol style="list-style-type: none"> <li>1. Office of the College Secretary</li> <li>2. Student's Home Unit</li> <li>3. Philippine Statistics Authority</li> <li>4. Student's University/School</li> <li>5. Student</li> <li>6. Student's Professor and Employer</li> <li>7. Office of Counseling and Guidance</li> <li>8. SLIS</li> <li>9. SLIS</li> <li>10. University Health Service</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 application form with necessary documents at the Office of the College Secretary	1. Receives application with necessary documents	PHP 200.00	2 Days	Office of the College Secretary Staff-In-Charge

2. Takes OCG Aptitude Test	2. Awaits results from OCG	PHP 200.00	10 Days	<i>Office of Counseling and Guidance Staff-In-Charge</i>
3. Attends essay and interview day	3. Processes evaluation; Releases results	None	8 Days	<i>Faculty and Office of the College Secretary Staff-In-Charge</i>
<b>TOTAL:</b>		<b>PHP 400.00 Per application</b>	<b>20 Days</b>	

### 15. Processing:

#### Admission (Undergraduate – Shiftee)

<b>Office or Division:</b>	School of Library and Information Studies	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student Applicant)	
<b>Who may avail:</b>	Student Applicant who has earned at least 33 academic units	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. LIS Introductory Courses</li> <li>3. GWA/CWA Certification</li> <li>4. Birth Certificate – if none at the UPD OUR yet – original and photocopy</li> <li>5. True Copy of Grades – original and photocopy</li> <li>6. Application Letter</li> <li>7. OCG Aptitude Test</li> <li>8. Certification of Good Moral Character</li> <li>9. OSE Clearance</li> <li>10. Essay</li> <li>11. Interview</li> <li>12. Permit to Transfer – upon acceptance</li> <li>13. College Clearance – upon acceptance</li> </ol>	<ol style="list-style-type: none"> <li>1. Office of the College Secretary</li> <li>2. SLIS</li> <li>3. Student's Home Unit</li> <li>4. Philippine Statistics Authority</li> <li>5. Student's Home Unit</li> <li>6. Student</li> <li>7. Office of Counseling and Guidance</li> <li>8. Student's Home Unit</li> <li>9. Office of Student Ethics</li> <li>10. SLIS</li> <li>11. SLIS</li> <li>12. Student's Home Unit</li> <li>13. Student's Home Unit</li> <li>14. University Health Service</li> </ol>	

<p>14. Medical Certificate if with health concerns – original and photocopy</p> <p><i>For online process, dedicated forms are available via the unit's official website and OCS email. Document submissions are initially in soft copy; hard copy originals are required to be submitted by the OUR at a later time. Essays and interviews are conducted via Zoom.</i></p> <p><i>Currently, OCG Aptitude Test is unavailable from OCG, since quarantine</i></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 application form with necessary documents at the Office of the College Secretary	1. Receives application with necessary documents	PHP 100.00	2 Days	<i>Office of the College Secretary Staff-In-Charge</i>
2. Takes OCG Aptitude Test	2. Awaits results from OCG	PHP 100.00	10 Days	<i>Office of Counseling and Guidance Staff-In-Charge</i>
3. Attends essay and interview	3. Processes evaluation; Releases results	None	8 Days	<i>Faculty and Office of the College Secretary Staff-In-Charge</i>
<b>TOTAL:</b>		<b>PHP 200.00 Per applicati on if not covered by RA 10931</b>	<b>20 Days</b>	

**16. Processing:**

**Admission (Undergraduate – Transferee 1)**

<b>Office or Division:</b>	School of Library and Information Studies
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student Applicant)
<b>Who may avail:</b>	Student Applicant who has earned at least 30 academic units
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. LIS Introductory Courses</li> <li>3. GWA/CWA Certification</li> <li>4. Birth Certificate – if none at the UPD OUR yet – original and photocopy</li> <li>5. True Copy of Grades – original and photocopy</li> <li>6. Application Letter</li> <li>7. OCG Aptitude Test</li> <li>8. Certification of Good Moral Character</li> <li>9. OSE Clearance</li> <li>10. Essay</li> <li>11. Interview</li> <li>12. Permit to Transfer – upon acceptance</li> <li>13. College Clearance – upon acceptance</li> <li>14. Medical Certificate - original and photocopy</li> </ol> <p><i>For online process, dedicated forms are available via the unit's official website and OCS email. Document submissions are initially in soft copy; hard copy originals are required to be submitted by the OUR at a later time. Essays and interviews are conducted via Zoom.</i></p> <p><i>Currently, OCG Aptitude Test is unavailable from OCG, since quarantine</i></p>	<ol style="list-style-type: none"> <li>1. Office of the College Secretary</li> <li>2. SLIS</li> <li>3. Student's Home Unit</li> <li>4. Philippine Statistics Authority</li> <li>5. Student's Home Unit</li> <li>6. Student</li> <li>7. Office of Counseling and Guidance</li> <li>8. Student's Home Unit</li> <li>9. Office of Student Ethics</li> <li>10. SLIS</li> <li>11. SLIS</li> <li>12. Student's Home Unit</li> <li>13. Student's Home Unit</li> <li>14. University Health Service</li> </ol>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application form with necessary documents at the Office of the College Secretary	1. Receives application with necessary documents, including OCG Test Results	PHP 200.00 per application if not covered by RA 10931	5 Days	<i>Office of the College Secretary Staff-In-Charge</i>
2. Takes UHS Medical Tests	2. Awaits results from UHS	None	5 Days	<i>UHS Staff-in-Charge</i>
3. Attends essay and interview	3. Processes evaluation; Releases results	None	10 Days	<i>Faculty and Office of the College Secretary Staff-In-Charge</i>
<b>TOTAL:</b>		<b>PHP 200.00 per application if not covered by RA 10931</b>	<b>20 Days</b>	

## 17. Processing:

### College Clearance

<b>Office or Division:</b>	School of Library and Information Studies
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student Applicant)
<b>Who may avail:</b>	SLIS Student transferring or shifting out
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notice of Admission (NOA) Form from accepting unit 2. College Clearance Form  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>	1. Student's Home Unit 2. Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents NOA Form 2. Secures College Clearance Form	1. Evaluates for clearance	None	1 Day	Office of the College Secretary Staff-In-Charge
2. Takes Clearance to Departments/ Offices concerned	2. Signs as cleared	None	2 days	
<b>TOTAL:</b>		None	3 Days	

### 18. Processing:

#### Permit to Overload

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student Applicant)			
<b>Who may avail:</b>	BLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Semestral GWA requirement 2. Permit to Overload Form  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Permit to Overload Form	1. Evaluates student standing	None	1 Day	Office of the College Secretary Staff-In-Charge
2. Receives permit with action	2. Issues Permit with action	None	1 Day	
<b>TOTAL:</b>		<b>None</b>	<b>2 Days</b>	

**19. Processing:**

**Permit to Transfer**

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student Applicant)			
<b>Who may avail:</b>	SLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notice of Admission Form 2. College Clearance  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Student's Accepting Unit Office of the College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Notice of Admission and duly processed College Clearance	1. Evaluates request	None	2 Days	<i>Office of the College Secretary Staff-In-Charge</i>
2. Receives Permit to Transfer	2. Issues Permit to Transfer	None	2 Days	
<b>TOTAL:</b>		<b>None</b>	<b>4 Days</b>	

**20. Processing:**

**Permit to Underload**

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student Applicant)			
<b>Who may avail:</b>	BLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of reason for underloading 2. Permit to Underload Form  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		1. Requesting Student 2. Office of the College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Permit to Underload Form	1. Evaluates student standing	None	1 Day	<i>Office of the College Secretary Staff-In-Charge</i>
2. Receives Permit	2. Issues Permit with action	None	1 Day	
<b>TOTAL:</b>		<b>None</b>	<b>2 Days</b>	

## 21. Processing:

### Readmission from Absence Without Leave (AWOL)

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student Applicant)			
<b>Who may avail:</b>	SLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of intent / appeal to return from AWOL with necessary attachments 2. University Health Service Medical Certificate – original and photocopy 3. Office of Counseling and Guidance approval  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		1. Requesting Student 2. University Health Service 3. Office of Counseling and Guidance		
<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 of intent / appeal to return from AWOL with necessary attachments 2. Processes for University Health Service (UHS) Medical Certificate 3. Seeks Office of Counseling and Guidance (OCG) Approval	1. Evaluates student standing 2. Considers UHS Certification 3. Considers OCG Action	PHP 225.00	10 Days	1. Office of the College Secretary or Office of Graduate Studies Staff-In-Charge 2. University Health Service Staff-In-Charge 3. Office of Counseling and Guidance Staff-In-Charge
		None	10 Days	
<b>TOTAL:</b>		<b>PHP 225.00</b>	<b>20 Days</b>	

## 22. Processing:

### Return from Leave of Absence (LOA)

<b>Office or Division:</b>	School of Library and Information Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (External Client: Student)			
<b>Who may avail:</b>	SLIS Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of intent / appeal to return from LOA with Return from LOA Form and necessary attachments 2. University Health Service Medical Certificate – original and photocopy – if LOA is more than one (1) semester or if reason for LOA is due to health concerns 3. Office of Counseling and Guidance approval  <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		1. Requesting Student & Office of the College Secretary 2. University Health Service 3. Office of Counseling and Guidance		
<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 of intent / appeal to return from LOA with Return from LOA Form and necessary attachments 2. Processes for University Health Service Medical Certificate, if applicable 3. Seeks Office of Counseling and Guidance approval, if necessary	1. Receives request and Form and processes as necessary up to CRS untagging from LOA status 2. Considers UHS Certification 3. Considers OCG Action	None	5 Days	1. Office of the College Secretary Staff-In-Charge 2. University Health Service Staff-In-Charge 3. Office of Counseling and Guidance Staff-In-Charge
<b>TOTAL:</b>		<b>None</b>	<b>5 Days</b>	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at the designated drop box in every unit/office.
How feedback is processed	<p>Every Friday, the Unit Anti Red Tape Focal Person of each unit/office opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to Head of Units/Colleges and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen copy furnished the UP Diliman ARTC.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: 8981 8500 local 2869 to 2870</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in every unit/office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-up, clients may contact the following telephone number: 8981 8500 local 2869 to 2870</p>
How complaints are processed	<p>The Unit Anti Red Tape Focal Person opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the UARTEFP shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The UARTEFP will create report after the investigation and shall submit it to the Office of the Chancellor through the UP Diliman ARTC.</p> <p>The UARTEFP will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8981 8500 local 2869 to 2870</p>
Contact Information of Anti Red Tape Committee (ARTC)	<p>UP Diliman Anti Red Tape Committee (UPD-ARTC)</p> <p>Email address: <a href="mailto:artc.upd@up.edu.ph">artc.upd@up.edu.ph</a></p> <p>Telephone Number: 89818500 local 2570</p>

University of the Philippines Diliman  
**CLIENT FEEDBACK FORM**

Unit: School of Library and Information Studies

Service Requested: \_\_\_\_\_

Instruction: Please encircle the number that corresponds to your rating.

A. How would you rate our service/s in terms of quality?

1. Poor      2. Fair      3. Good      4. Very Good      5. Excellent

B. How would you rate our service/s in terms of timeliness?

1. Poor      2. Fair      3. Good      4. Very Good      5. Excellent

C. Overall, how would you rate your experience with our service/s?

1. Poor      2. Fair      3. Good      4. Very Good      5. Excellent

Suggestion/s on how we can improve our service delivery

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Thank you.



University of the Philippines Diliman  
**CLIENT COMPLAINT FORM**

Unit: School of Library and Information Studies

Service Requested: \_\_\_\_\_

A. Name of Person being complained / Specific Office

\_\_\_\_\_

B. Incident

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C. Evidence

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**Contact Information of Complainant**

For us to give feedback on the action taken relative to your complaint, kindly provide us the following information:

Name of Complainant: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Thank you.