



PAMANTASAN NG LUNGSOD NG MAYNILA



I. Mandate:

The Pamantasan ng Lungsod ng Maynila (PLM) is a public educational institution created and organized under R.A. 4196, mandated to provide quality tertiary education particularly for the people of the City of Manila. Under Section 2 of the Republic Act No. 4196, the purposes of Pamantasan ng Lungsod ng Maynila (University of the City of Manila) shall be: (1) to advance human knowledge through basic study and research; (2) to fully develop the Filipino intellect and promote Filipino culture; (3) to give professional training in public affairs as well as in scientific, cultural, technological, industrial and vocational fields; (4) to introduce in its curricula studies which do not at present receive sufficient emphasis in existing institutions of higher learning in the country.

II. Vision:

Guided by academic excellence, integrity, and social responsibility PLM is committed to pursue the principles of "Karunungan, Kaunlaran, Kadakilaan."

III. Mission:

The PLM Board of Regents, Management, Faculty, and Staff are committed:

- To be recognized by the Philippines and ASEAN academic accrediting agencies as a premier university for its quality education, research, and extension services;
- To ensure that PLM maintains a higher than the national average performance in all professional licensure examinations taken by its graduates; and
- To continue to provide the students with an education that will give them a competitive advantage for employment opportunities.

IV. Service Pledge:

As public servants, we, the officials and employees of **PAMANTASAN NG LUNGSOD NG MAYNILA**, commit ourselves to provide a **Responsive, Accessible, Courteous and Effective** public service by:

Striving to be a positive change in the community through prompt, honest, efficient and courteous service by our competent workforce;

Engaging in various community activities and projects that will promote education and increase awareness on volunteerism among students and employees;

Responding to any complaint or feedback about our services at the soonest possible time through responsive corrective measures;

Valuing every citizen's comments, suggestions, and needs, including those with special needs such as the differently-abled, pregnant women, and senior citizens by improving public service delivery and providing them 24/7 access to information on our policies, programs, activities and services through our website (www.plm.edu.ph); and

Ensuring a high level of transparency and accountability, preventing graft and corruption in the delivery of public service and strict compliance to standards of service and pertinent government rules and regulations.

All these we pledge in order to promote the welfare of the Filipino people!



LIST OF SERVICES

Office of the Vice President for Administration	5
<i>External Services</i>	5
Issuance of Vehicle Parking Stickers	6
Request/s for Entry of Guests and Visitors	7
Request/s for Posting of Information Material	8
Request/s for Use of Venue	9
Office of the Vice President for Public Affairs	10
<i>External Services</i>	10
Accommodation of Alumni Guests	11
Job Fairs	12
Request to conduct Alumni Events	13
Office of the University Registrar	16
<i>External Services</i>	16
Application for PLM Admission Test	17
Application for Graduation	18
Application for Various Documents	20
Enrollment of Continuing Students (Graduate Students)	23
Enrollment of New Students (Graduate Students)	24
Office of the Student Development and Services	27
<i>External Services</i>	27
Issuance of Good Moral Character Certification	28
Scholarship Grant applications	29
Student Assistantship Program Application	30
Office of Guidance and Testing Services	32
<i>External Services</i>	32
Consultation Service	33
Counseling Service	33
Evaluation (Exit Survey and Other Evaluation Reports)	34
Referral Service	35
Responsive Testing	36
Testing (PLM Admission Test)	37
Testing (PLM College of Law Admission Test)	38
Information and Communications Technology Office	39
<i>External Services</i>	39



Enrollment of Graduate Program Students	40
Processing of Employee Identification Cards	41
Processing of Student Identification Cards	42
Processing of Student Enrollment Record (SER)	43
Accounting Office	44
External Services	44
Statement of Account	45
Student Clearance for Graduation	46
Student's Clearance for Honorable Dismissal/Leave of Absence	47
Student's Clearance for Transcript of Record (TOR)	48
University Health Services	49
External Services	49
Clinical Consultation	50
Pre-employment Physical Examinations of Newly Hired Faculty/Administrative Personnel	51
Pre-Enrollment Physical Examinations	52
Human Resource Development Office	55
External Services	55
Assessment of Administrative Applicants	56
Assessment of Training Proposal from Private Training Providers	57
Employment Verification	59
Hiring of Job Order Personnel (Utility Worker and Security Guard)	61
Invitation from Government Agencies	64
Issuance of Certificate of Employment, Service Record and other documents	66
Issuance of Certified True Copy of IPCR	68
University Clearance	69
Property and Supplies Office	72
External Services	72
Request for Refund of Performance Bond	73
Request for Refund of Retention Bond	74
Physical Facilities Management Office	76
External Services	76
Computation of Electrical Consumption	77
University Security Office	78
Issuance of Visitor's ID	79
Security Orientation (Newly hired employees & Freshmen Students)	79
PLM Feedback and Complaints Mechanism	80
List of Offices	82



Office of the Vice President for Administration

External Services



1. Issuance of Vehicle Parking Stickers

Approval/Disapproval of request/s for vehicle parking stickers

Office or Division:	Office of the Vice President for Administration			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	PLM Heads of Offices, Faculty Members, Employees and Graduate School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PLM Campus Parking Sticker Application Form		1. Office of the Vice President for Administration		
2. Photocopy of vehicle Official Receipt and Certificate of Registration (OR/CR)		2. Requesting Client/Applicant		
3. Authorization from vehicle owner or Deed of Sale if the vehicle is registered other than the applicant's name		3. Requesting Client/Applicant		
4. For students: Photocopy of Proof of Enrollment		4. Requesting Client/Applicant		
5. Photocopy of PLM ID		5. Requesting Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete documents and accomplished PLM Campus Parking Sticker Application Form favorably endorsed by the Head of Office	1. Receives and review the application for PLM parking sticker	None	30 mins	Receiving Staff
	1.1 Approval/ Disapproval of the request	None	2 hours	Acting Vice President for Administration
	1.2 If approved, the OVPA will issue the corresponding parking sticker number to the requesting client and forward the designated sticker and copy of vehicle information to the USO.	None	2-3 hours	Clerk-In-Charge
	1.3 If disapproved, the OVPA will return the disapproved request with a valid remarks/reason for the disapproval.	None	30 mins	Clerk-In-Charge



	1.4 The USO will issue the said sticker to the applicant's registered vehicle on record.	None	15-30mins	Security Guard on Duty
TOTAL:		None	5 hours 15 mins – 6 hours 30 mins	

2. Request/s for Entry of Guests and Visitors

Approval/Disapproval of the request for entry of guests and visitors

Office or Division:	Office of the Vice President for Administration			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client/ G2G – Government to Government			
Who may avail:	PLM Executive and Admin Offices, Colleges, Heads of Offices, PLM Employees and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request / Routing Slip (1 copy only)		Requesting Client/ Office/ Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter request/ Routing Slip noted by the Head of Office/endorsing office	1. Receives, review and evaluate the request.	None	6-8 hours	Receiving Staff/ Executive Assistant
	1.1 Approval/ Disapproval of the request	None	2 hours	Acting Vice President for Administration
	1.2 If approved, the OVPA will inform the requesting client/office by providing a copy of the approved request signed by the Acting VPA and disseminate the same to the University Security Office	None	1 hour	Clerk-In-Charge
	1.3 If disapproved, the OVPA will return the disapproved request with a valid remarks/reason for the disapproval.	None	30 mins.	Clerk-In-Charge



TOTAL:	None	1 day 1 hour & 30 mins – 1 day 3 hours & 30 mins	
---------------	------	---	--

3. Request/s for Posting of Information Material

Approval/Disapproval of request/s for posting of Information Material

Office or Division:	Office of the Vice President for Administration			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client/ G2B – Government to Business/ G2G – Government to Government			
Who may avail:	PLM Executive and Admin Offices, Colleges, Heads of Offices, Student Organization and other Government/Private Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request / Routing Slip (1 copy only)		Requesting Client/ Office/ Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter request/ Routing Slip noted by the Head of Office	1. Receives and review the request.	None	6-8 hours	Receiving Staff/ Executive Assistant
	1.1 Approval/ Disapproval of the request	None	2 hours	Acting Vice President for Administration
	1.2 If approved, the OVPA will inform the requesting client/office by providing a copy of the approved request signed by the Acting VPA and forward the same to PFMO for their assistance in posting the information material/s	None	1 hour	Clerk-In-Charge
	1.3 If disapproved, the OVPA will return the disapproved request with a valid remarks/ reason for the disapproval.	None	30 mins.	Clerk-In-Charge
TOTAL:		None	1 day, 1 hour, 30 mins – 1 day, 3 hours, 30 mins	



4. Request/s for Use of Venue

Approval/Disapproval of request/s for use of venue

Office or Division:	Office of the Vice President for Administration			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client/ G2B – Government to Business/ G2G – Government to Government			
Who may avail:	PLM Executive and Admin Offices, Colleges, Heads of Offices, Student Organization and other Government/Private Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity and Facilities Form - <i>Revised January 25, 2018</i> (1 copy only)		General Services Office (GSO)		
2. Copy of Approved Completed Staff Work re: Request for Conduct of Event/Activity (1 copy only)		Requesting Office/Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete documents and accomplished Activity and Facilities Form (<i>Revised January 25, 2018</i>)	1. Receives and review the request for use of PLM Facilities/Venue	None	1 day	Receiving Staff/ Executive Assistant
	1.1 Approval/ Disapproval of the request	None	2 hours	Acting Vice President for Administration
	1.2 If approved, the OVPA will inform the requesting client/office/organization by providing a copy of the approved Activity and Facilities Form signed by the Acting VPA and disseminate the same to the concerned offices; GSO, OVPPA, USO	None	1 hour	Clerk-In-Charge
	1.3 If disapproved, the OVPA will return the disapproved request with a valid remarks/ reason for the disapproval.	None	30 mins	Clerk-In-Charge
TOTAL:		None	1 day, 3 hours, 30 mins	



Office of the Vice President for Public Affairs

External Services



1. Accommodation of Alumni Concerns

Facilitate and accommodate alumni concerns promptly and with utmost professionalism

Office or Division:	Office of the Vice President for Public Affairs			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request, if needed.		The alumnus/a.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For on-site visits: Alumnus/a visits the AEA for a concern. Otherwise, proceed to Step 2.	1. AEA determines the needs and gets the details needed, then responds.	None	15 minutes	Officer (Alumni & External Affairs Office)
	1.1.a) If a walkthrough with ARS is needed, s/he is assisted over the computer.	None	1 hour	Officer (Alumni & External Affairs Office)
	1.1.b) If another office is concerned, s/he is assisted therein, following the published process/steps.	None	2 hours	Officer (Alumni & External Affairs Office); Concerned office
	1.1.c) If the concern needs a letter to be evaluated by another office, s/he shall be requested to submit (s/he will be advised on the contents).	None	30 minutes	Officer (Alumni & External Affairs Office)



2. Submit a letter about the concern (i.e., wedding photoshoot).	2.1. PLM accepts and acknowledges, then forwards to the concerned unit for processing, with recommendation/sp pursuant to good service principles.	None	30 minutes	Officer (Alumni & External Affairs Office)
	2.2. The concerned unit will send its reply to the OVPPA.	None	2 days	Concerned office
	2.3. The OVPPA will relay the reply to the alumnus/a.	None	15 minutes	Officer (Alumni & External Affairs Office)
TOTAL:		None	2 days 1 hour 30 minutes	

2. Job Fair

Facilitate the requests for conduct of Job Fair in the University

Office or Division:	Office of the Vice President for Public Affairs			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	PLM Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Possible Partner		
2. Company Profile, government credentials		Possible scholarship partner		
3. Registration Form		OVPPA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Private Entity sends letter of intent to PLM, including government credentials. (OVPPA 3rd Floor former Executive Bldg)	PLM accepts and check company profile and government credentials to validate legitimacy	None	1 day	coordinator



	Coordinator reports the participation of the private entity to VPPA for approval	None	1 day	VPPA
	Upon approval of VPPA, coordinator will inform private entity of the participation fee in the Job Fair and where to secure the official receipt	P3,000.00	1 day	coordinator
2. Upon payment, private entity will give copy of OR to OVPPA.	OVPPA accepts the copy of OR and give private entity table number for the Job Fair.	None	1 day	coordinator
	OVPPA will coordinate with private entity on the ingress and egress and other details.	None	1 day	OVPPA
TOTAL:		P3,000.00	5 days	

3. Request to conduct Alumni Events (i.e., Jubilee Alumni Homecoming)

Facilitate and provide assistance to all alumni request/s to conduct events (i.e., Jubilee Alumni Homecoming)

Office or Division:	Alumni and External Affairs Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		The organizer (alumni group's representative)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Organizer submits a request letter (with complete info: venue and time, no. of pax; no. of parking slots; catering; tables and chairs; etc.)	1. AEA accepts, then determines if the alumni group is currently accredited or not.	None	2 minutes	Officer (Alumni & External Affairs Office)
	1.1 a) If not accredited, the AEA prepares a CSW first	None	1 day	Officer (Alumni & External Affairs)



	<p>for approval of the VPPA.</p> <p>1.1 b) If accredited, proceed to the next step.</p> <p>1.2 If info is complete, send to the GMS to secure a White Form (venue reservation).</p> <p>1.3 If venue is still available, the GMS sends back with the White Form.</p> <p>1.4 The White Form is filled up and sent to the OVPPA (if lights and sounds, etc. are needed)</p> <p>1.5 The VPPA signs the recommending approval slot and sends to the OVPA.</p> <p>1.6 The VPA signs the approval slot.</p> <p>1.7 The venue approval is communicated to the organizer, itemizing the approved items.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 hours</p> <p>1 day</p> <p>30 minutes</p> <p>4 hours</p> <p>2 days</p> <p>30 mins</p>	<p>Office); VPPA</p> <p>Officer (Alumni & External Affairs Office); Staff for outgoing documents</p> <p>Staff (Gym Mgmt. Section)</p> <p>Officer (Alumni & External Affairs Office)</p> <p>VPPA; Staff (OVPPA)</p> <p>VPA; Staff (OVPA)</p> <p>Officer (Alumni & External Affairs Office)</p>
<p>2. After event approval, coordination on other needs commences. Organizer provides the</p>	<p>2.1 AEA determines the needs, then gets the details.</p> <p>2.2 a) Once the details are completed, PLM coordinates</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>3 days</p>	<p>Officer (Alumni & External Affairs Office)</p> <p>Officer</p>



<p>details needed (Thanksgiving Mass, Bus Transpo, Event area needs [tarps, registration, etc], Symposium, President's message in the souvenir program, Campus Tour, etc.)</p>	<p>internally with the various units for approval of provisioning.</p> <p>2.2 b) If external coordination is needed (i.e., courtesy call with the Mayor), such coordination will take place.</p>	<p>None</p>	<p>8 days</p>	<p>(Alumni & External Affairs Office); Campus Minister; Section Chief (Motorpool); Section Chief (GMS); VPA; OP HEA</p> <p>Officer (Alumni & External Affairs Office); Office of the Mayor</p>
<p>3. Organizer provides the lists (attendees, cars, catering) a week prior to the event.</p>	<p>3. PLM receives and coordinates with the various units for implementation.</p>	<p>None</p>	<p>2 hours</p>	<p>Officer (Alumni & External Affairs Office); Chief (USO); VPA</p>
<p>TOTAL:</p>		<p>None</p>	<p>16 days 7 hours 4 minutes</p>	



Office of the University Registrar

External Services



1. Application for PLM Admission Test (Grade 12 Senior High School Students)

Assist/Administer the processing of the PLMAT application of students

Office or Division:	Office of the University Registrar (OUR)			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Grade 12-Senior High School Students, ALS Completers, A & E Passers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Printed copy of application with ID picture (1.5"x1.5" colored, white background)		On-line Registration		
2 pcs ID picture for the Test Permits (1.5"x1.5" colored, white background)		Student		
Original & photocopy of PSA Birth Certificate		PSA		
Original & photocopy of Grade 12 School ID		Current school		
Original & photocopy of Grade 7-11 Form-138 or Certified True Copy of Form-137		Current school		
Certificate of Completion for ALS Completers and A & E Passers		DepEd		
For Manila Residents any of the ff: <ul style="list-style-type: none"> Applicant's Parent Proof of Billing (i.e. electricity, water, telephone, etc.) Parent's Income Tax Return with address Student/Parent Voter's Certification with Voting Record 		Billing Agency/Company Employer Comelec, Arroceros		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents required for evaluation	1. Categorize applicant as Manilan or non-Manila, if requirements are complete. Otherwise, advise to secure/complete first all the needed requirements	None	1-3 minutes	Evaluator
	1.1 Encode the applicant's <i>Application No.</i> for printing 2 copies of	None	1-2 minutes	Data Encoder



	<i>Test Permit</i>			
2. Attach ID picture, each in the <i>Test Permits</i> and sign the <i>Test Permits</i>	2. Collect 1 copy of the <i>Test Permit</i> including all the requirements submitted and release the other copy to the applicant	None	30 seconds	Computer Encoder
TOTAL:		None	2.5 minutes to 5.5 minutes	

2. Application for Graduation

Facilitates application for graduation of graduating students

Office or Division:	Office of the University Registrar (OUR)			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	PLM Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Checklist		Concerned College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure <i>Application Form</i> for graduation from the College	1. Issue <i>Application Form</i> and <i>Checklist</i>	None	1 minute	College Personnel
2. Accomplish <i>Application Form</i> and <i>Checklist</i> and submit to the College	2. Evaluate the student based on the accomplished <i>Checklist</i>	None	5-10 minutes	College Personnel
	2.1 Prepare a tentative list of graduating students and submit to the OUR		2 hours	College Personnel
	2.2 Evaluate the		2 hours	OUR Clerk-in-Charge



	<p>tentative list of graduating students</p> <p>2.3 Forward a notice/memorandum to concerned Colleges regarding students with deficiencies.</p> <p>2.4 Posts student deficiencies and advise them to coordinate with the OUR</p>		<p>1 hour</p> <p>5 minutes</p>	<p>All OUR Clerk-in-Charge and Registrar</p> <p>College Personnel</p>
3. Provide/Submit the lacking requirement/s to the OUR	3. Receive the requirement/s and re-evaluate the candidate for graduation	None	30 minutes	OUR Clerk-in-Charge
4. Secure <i>Student Clearance</i> from the College	4. Issue <i>Student Clearance</i> in triplicate copies	None	1 minute	College Personnel
5. Proceed to concerned offices for signature of the clearance	5. Check if the student has administrative liabilities/obligations	None	1-5 minutes	Head of concerned office
6. Submit accomplished clearance to OUR	<p>6. Check and receive <i>Student Clearance</i></p> <p>6.1 Prepare the <i>Final List of Candidates for Graduation</i> and submit to OUR</p> <p>6.2 Validate the candidates for graduation for <i>Final List</i></p> <p>6.3 Revalidate the <i>Final List</i> and prepare the list for submission to the UC members</p> <p>6.4 Present the <i>Final List of Candidates</i></p>	None	<p>1 hour</p> <p>1 hour</p> <p>1 hour</p> <p>1 day</p> <p>30 minutes – 1 hour</p>	<p>OUR Clerk-in-Charge</p> <p>College Personnel</p> <p>All OUR Clerks-in-Charge</p> <p>OUR Clerks-in-Charge</p> <p>College Dean</p>



	<p>for Graduation to the University Council meeting for approval of the members</p> <p>6.5 Confirm the Final List of Candidates for Graduation</p>		15 minutes	<p>and University Council Members</p> <p>Board of Regents</p>
	TOTAL:	None	1 day, 9 hours, 28 minutes to 1 day, 10 hours, 7 minutes	

3. Application of Various Documents (TOR, Diploma, Certifications, etc.)

Facilitate application processing of request/s and issuance of school credentials of students

Office or Division:	Office of the University Registrar (OUR)			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Highly Technical			
Who may avail:	PLM Graduates/Alumni/Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pls. see <i>Table of Requirements</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure <i>Request Form</i> from the OUR front desk staff and fills-out the necessary information needed	1. Review the <i>Request Form</i> to check if required entries are completed 1.1 assess the requested documents based on the <i>Table of Fees</i>	None Pls. see <i>Table of Fees</i>	30 secs 30 secs	Front Desk Personnel Front Desk Personnel
2. Proceed to Cashier for payment of fees and issuance of <i>Official Receipt</i>	2. Collect payment and provide original copy of the <i>Official Receipt</i>	Assessed Amount	5-8 mins	Cashier
3. Return to the Office of the University Registrar (OUR)	3. Collect the Request Form with the attached required	None	30 secs	Front Desk Personnel



for issuance of <i>Claim Stub</i>	documents and issue the half of the Request Form as the Claim Stub			Clerk-In-Charge
	3.1 Process the needed documents		5 to 10 working days	
TOTAL:		Pls.see <i>Table of Fees</i>	5 days, 6.5 minutes to 10 days, 6.5 minutes	

TABLE OF REQUIREMENTS

BASIC REQUEST	REQUIREMENT/S	WHERE TO SECURE
Doc Stamp	-	-
Admission Fee	-	-
Alumni Fee	Student Clearance for graduation	College/OUR
Certificate and others	-	-
Certified True Copy per request	Original and Photocopy of the document	Student Copy
Course Description	Letter Request with list of subjects requested	Student Personal Letter
Course Description Additional Per Page	<u>If graduate</u> , photocopy of TOR	Student Copy
Course Syllabus	Letter Request with list of subjects requested	Student Personal Letter
Course Syllabus Additional Per Page	<u>If graduate</u> , photocopy of TOR	Student Copy
Diploma Fee	Student Clearance for graduation	College/OUR
Dry Seal	-	-
Education Verification from Company/Agency	Company/Agency Letter Request Authorization to Release Records Diploma and/or TOR	Company Student Student Copy
English Translation of Diploma	Original & Photocopy of Tagalog Diploma	Student Copy
Graduation Fee	Student Clearance for graduation	College/OUR
Honorable Dismissal	<u>For Transferring Student</u> , Student Clearance Endorsement from the College School ID 2 pcs ID picture (1.5"x1.5" colored, white background)	OUR/OSDS College Student Copy Student



ID Replacement	Affidavit of Loss	Notary Public
Registration Card/Form Replacement	Affidavit of Loss	Notary Public
Transcript of Records	2 pcs ID picture (1.5"x1.5" colored, white background)	Student
Verification With Dry Seal	Accomplished Verification Form	Student
Verification With Seal Envelope	Accomplished Verification Form Mailing Address	Student

TABLE OF FEES

BASIC REQUEST	UNDERGRAD	MEDICINE	GRADUATE PROGRAMS
Doc Stamp	15.00		
Add/Drop	103.00		154.50
Admission Fee	N/A		754.50
Alumni Fee	74.00		111.00
Certificate and others	146.00	146.00	219.00
Certified True Copy per request	146.00	146.00	219.00
Change Registration Card/Form	146.00		219.00
Course Description	146.00		219.00
Course Description Additional Per Page	8.00/Page		12.00/Page
Course Syllabus	146.00		219.00
Course Syllabus Additional Per Page	13.00/Page		20.00/Page
Diploma Fee	366.00	350.00	549.00
Dry Seal	146.00	146.00	219.00
Education Verification from Company/Agency	300.00	300.00	300.00
English Translation of Diploma	96.00	96.00	144.00
Graduation Fee	1464.00	3494.00	2196.00
Honorable Dismissal	146.00	146.00	150.00
ID Replacement	40.00	40.00	330.00
Late Registration	146.00		330.00
Transcript of Records	(CAUP, CET, CN, CPT) 241.00 (Other Courses) 220.00	220.00	330.00



Replacement of Class Card	14.00		21.00
Verification With Dry Seal	146.00		219.00
Verification With Seal Envelope	146.00		219.00



4. Enrollment of Continuing Students (Graduate Students)

Facilitate the enrollment of continuing graduate program students

Office or Division:		Office of the University Registrar (OUR)		
Classification:		G2C - Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		PLM Continuing Graduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Enrollment Assessment Form (EAF)</i>		Graduate School/College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the Graduate School/College to get a <i>Preliminary Registration Form (PRF)</i>	1. Issue <i>Preliminary Registration Form (PRF)</i>	None	1-2 mins	Graduate School/ College Personnel
2. Accomplish the PRF and proceed to ICTO for enlistment of subjects and assessment of fees	2. Encode the subjects to be enrolled and release the <i>Enrollment Assessment Stub (EAS)</i>	None	2-5 mins	ICTO Personnel
3. Proceed to Cashier for payment of fees and issuance of <i>Official Receipt</i>	3. Collect payment based on <i>EAS</i> and provide original copy of the <i>Official Receipt</i>	Tuition Fee and Misc. Fee as computed by the computer program	5-8 mins	Cashier
4. Return back to ICTO for printing of <i>Student Enrollment Record (SER)</i>	4. Collect the <i>EAS</i> and print the <i>Student Enrollment Record (SER)</i> then, release to the student	None	1-2 mins	ICTO Personnel
5. Proceed to OUR for release of <i>classcards</i>	5. Check <i>Student Enrollment Record and Official Receipt</i> then, issue <i>classcards</i>	None	1 min	OUR Front Desk Personnel



6. Return back to the Graduate School/College to submit photocopy of <i>SER</i> and <i>CTC</i> or <i>Official Receipt</i>	6. Collect the photocopy of <i>SER</i> and <i>CTC</i> of <i>Official Receipt</i>	None	1 min	Graduate School/ College Personnel
TOTAL:		Tuition Fee and Misc. Fee as computed by the computer program	11 mins to 19 mins	

5. Enrollment of New Students (Graduate Students)

Facilitate and verify the submission of admission credentials and facilitate the enrollment of new students for graduate programs.

Office or Division:	Office of the University Registrar (OUR)			
Classification:	G2C - Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Students Graduate of Baccalaureate Degree			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of TOR – 2 sets		Student Copy		
Marriage Contract for female if married – 2 copies		Student Copy		
3 pcs ID picture (1.5"x1.5" colored, white background)		Student		
Recommendation Letter		Immediate Supervisor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the Graduate School/College for submission of requirements	1. Issue Application Form	None	2-5 mins	Graduate School/ College Personnel
2. Fill-out the Application form and proceed to Cashier for payment of <i>Entrance Examination Fee</i> and issuance of <i>Official Receipt</i>	2. Collect payment and provide original copy of the <i>Official Receipt</i> to the client	Php 754.50	5-8 mins	Cashier



3. Take the entrance examination	3. Check <i>Official Receipt</i> for <i>Entrance Fee</i> 3.1 Administer the examination	None	1 hour	Graduate School/ College Personnel
4. Submit for interview	4. Interview applicant 4.1 Collect one copy of TOR, Marriage Contract, Recommendation Letter, 2 pcs. ID pics 4.2 Issue <i>SPPAR</i> , <i>PRF</i> , and <i>Enrollment Procedure</i>	None	30 mins – 1 hour	Dean Graduate School/ College Personnel Graduate School/ College Personnel
5. Fill-out the <i>Student's Personal and Preliminary Academic Record Form (SPPAR)</i> and accomplish the <i>Preliminary Registration Form (PRF)</i> and proceed to OUR to submit other requirements	5. Collect one copy of TOR and 1 pc. ID pic 5.1 Issue <i>Promissory Note</i> for the request to submit original copy of TOR	None	1 min	OUR Clerk-In-Charge
6. Proceed to ICTO for enlistment of subjects and assessment of fees	6. Encode the subjects to be enrolled and release the <i>Enrollment Assessment Stub (EAS)</i>	None	2-5 mins	ICTO Personnel
7. Proceed to Cashier for payment of fees and issuance of <i>Official Receipt</i>	7. Collect payment based on <i>EAS</i> and provide original copy of the <i>Official Receipt</i>	Tuition Fee and Misc. Fee as computed by the computer program	5-8 mins	Cashier



8. Return back to ICTO for printing of <i>Student Enrollment Record (SER)</i>	8. Collect the <i>EAS</i> and print the <i>Student Enrollment Record</i> then, release to the student	None	1-2 mins	ICTO Personnel
9. Proceed to OUR for release of <i>classcards</i>	9. Check <i>Student Enrollment Record and Official Receipt</i> then, issue <i>classcards</i>	None	1 min	OUR Front Desk Personnel
10. Return back to the Graduate School/College to submit photocopy of <i>SER</i> and <i>CTC</i> or <i>Official Receipt</i>	10. Collect the photocopy of <i>SER</i> and <i>CTC</i> of <i>Official Receipt</i>	None	1 min	Graduate School/ College Personnel
11. Get Student ID at the ICTO	11. Take photo shot of the student and release ID afterwards	Included in the assessed fees	10 mins	ICTO Personnel
12. Register at the Library for Library Destiny Application Software access	12. Encode student records into the Library Destiny Application Software	Included in the assessed fees	3 mins	Library Personnel
TOTAL:			2 hours, 1 min to 2 hrs, 44 mins	



Office of the Student Development and Services

External Services



1. Issuance of Good Moral Character Certification

Receive, verify and process application for Good Moral Character Certification

Office or Division:	Office of Student Development and Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	All Year Level Students / Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form for GMC		Office of Student Development and Services		
2. Official receipt of payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client registers at the services logbook then presents a valid ID to the staff. A request form is given to be filled out by the client.	1. OSDS staff verifies the anecdotal/ violation records of the client, encodes the information given by the client on the template then prints the appropriate GMC content to be signed by the Dean	Php 146/ cert (Undergraduate s Php 290/ cert (Graduate school)	5 mins./cert	Staff - Student Discipline Section
2. Client pays the required fee at the Cashier's Office	2. Once signed by the Dean, the staff forwards the certificates (by batch) to the Office of the Registrar for verification of student's scholastic records.		1 day	Director - Student Discipline Section
3. Client returns to the OSDS and submits the receipt and request form to the staff.	3. The Office of the Registrar forwards the GMC certification to the Office of the University and		1 day	OUR staff



	Board Secretary for dry sealing.			
4. Clients are advised to return after three (3) days from submission of the required documents as indicated in the claim stub.	4. The OUSEC returns the dry-sealed GMC certification to OSDS for releasing		10 mins.	OUSEC staff
5. Client registers at the services logbook, presents the claim stub and is issued the GMC.				
TOTAL:		None	2 days, 15 minutes	

2. Scholarship Grant Applications

Receiving and processing scholarship applications

Office or Division:	Office of Student Development and Services		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizens		
Who may avail:	All Year Level Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Completed Scholarship Application Form	Office of Student Development and Services		
2. Income Tax Return of Parents / Guardians	Bureau of Internal Revenue		
3. Income Affidavit (non-filing of ITR)	Bureau of Internal Revenue		
3. Certification of Indigency	Barangay Hall		
4. Certification of Grades	ICTO / Respective Colleges		
5. Good Moral Character Certification	Office of Student Development and Services		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form attached with the required documents	1. Accepts and determines applicant's compliance of the requirements	None	1 day	Scholarship Coordinator – OSDS
	1.1 Ranks the candidates from all Colleges according to parent's income and general weighted average .	None	1 day	Scholarship Coordinator – OSDS
	1.2 Endorses the result of the ranking to the Committee on Scholarship	None	1 day	OIC Dean , OSDS
	TOTAL	None	3 days	

3. Student Assistantship Program Application

Receive, verify and processing of scholarship application requirements

Office or Division:	Office of Student Development and Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	All Year Level Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form		Office of Student Development and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished application form.	1. Certifies qualification of applicant based on the records of the Student Discipline Section.	None	1 day	Student Services staff



	2. Prepares and forwards documents to the requesting office for evaluation and interview of the applicant	None	1 day	Student Services staff
	3. Evaluates the request of the applying office for endorsement to the Office of the Vice President for Academic Affairs for the issuance of appointment of the of the qualified applicant.	None	1 day	Student Services staff
TOTAL:		None	3 days	



Office of the Guidance and Testing Services

External Services



1. Consultation Service

Provide Consultation Service for the students, parents/guardians, employees and other stakeholders.

Office or Division:	Office of Guidance and Testing Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Parents/Guardians, Employees and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consultation Slip		Office of Guidance and Testing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual shall sign in the visitors' logbook.	1. Accept and assist clients.	None	3 minutes	Frontline Staff
2. Individual shall accomplish consultation slip.	2. Acceptance of necessary forms to be forwarded to the assigned GSS.	None	3 minutes	Frontline Staff
3. Individual will confer with the assigned GSS.	3. GSS shall attend to the need of the client and address concern at hand.	None	1 to 2 hours	Guidance Services Specialist (GSS)
TOTAL:		None	1 hour and 6 minutes to 2 hours and 6 minutes	

2. Counseling Service

Provide Counseling Service for the students and employees.

Office or Division:	Office of Guidance and Testing Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Personal Information (1 copy per student)		Office of Guidance and Testing Center		
2. Counseling Intake Form (1 copy per employee)		Office of Guidance and Testing Center		
3. Confidentiality and Informed Consent (1 copy per employee)		Office of Guidance and Testing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual shall sign in the visitors' logbook.	1. Accept and assist clients as referred or walked-in.	None	3 minutes	Frontline Staff



2.a. Individual without existing forms shall read and sign Confidentiality and Informed Consent and shall accomplish Student Personal Information Form (SPI) for student and Counseling Intake Form for employee and submit it to the frontline staff. 2.b. Individuals with existing forms, shall proceed to the next step	2. Acceptance of necessary forms to be forwarded to the assigned GSS.	None	5 minutes	Frontline Staff
3. Individual will undergo counseling session with assigned GSS.	3. GSS assigned will provide counseling	None	1 to 2 hours	Guidance Services Specialist
TOTAL:		None	1 hour and 8 minutes to 2 hours and 8 minutes	

3. Evaluation (Exit Survey and Other Evaluation Reports)

Give Exit Survey and Evaluation form to students in order to assess the university services and other OGTS activities.

Office or Division:	Office of Guidance and Testing Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Freshman Law Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Exit Survey		Office of Guidance and Testing Center		
2. Evaluation Form		Office of Guidance and Testing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.a. Graduating students will secure Exit Survey to fill out to be submitted on the schedule provided by the OGTS.	1. Frontline staff will accept and check the submitted Exit Survey to be gathered and consolidate by	None	15 minutes	Frontline Staff OGTS Personnel



1.b. Students will fill out Evaluation Form every after the Enrichment Activity implemented by the OGTS.	OGTS personnel. 1.b. OGTS personnel will gather and consolidate the Evaluation Forms			
TOTAL:		None	15 minutes	

4. Referral Service

Provide Referral Service for the students, parents, professors and other stakeholders.

Office or Division:	Office of Guidance and Testing Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Parents, Professors and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Form		Office of Guidance and Testing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual shall sign in the visitors' logbook.	1. Accept and assist clients.	None	3 minutes	Frontline Staff
2. Referring party shall send / give Referral Form addressed to OGTS Director.	2. OGTS Director shall confer with the assigned GSS.	None	5 minutes	OGTS Director
3. The assigned GSS shall determine if student needs testing, counseling, consultation, or referral to another specialist.	3. GSS will provide proper assistance based on the need of the client.	None	4 to 7 hours	Guidance Services Specialist
TOTAL:		None	4 hours and 8 minutes to 7 hours and 8 minutes.	



5. Responsive Testing

Provide Responsive Testing for the students.

Office or Division:	Office of Guidance and Testing Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Confidentiality Agreement		Office of Guidance and Testing Center		
2. Informed Consent		Office of Guidance and Testing Center		
3. Consent to Release Results		Office of Guidance and Testing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will read and sign the Confidentiality Agreement, Informed Consent and the Consent to Release Results.	1. Accept client upon arrival. Frontline will provide necessary forms to update or fill-out and forward it to assigned GSS.	None	3 minutes	Frontline Staff
2. Fill-out or update Student Personal Information to be forwarded to the assigned GSS.	2. GSS will set a schedule for testing.	None	5 minutes	Guidance Services Specialist
3. Student undergo testing on scheduled date and will listen to the post test activity.	4. GSS will administer test to the student and will advice the student for follow-up and test interpretation.	None	1 to 2 days	Guidance Services Specialist
TOTAL:		None	1 day and 11 minutes to 2 days and 11 minutes	



6. Testing (PLM Admission Test)

Implement admission test for freshmen students. OGTS personnel will be the testing coordinators on the day of the examination.

Office or Division:	Office of Guidance and Testing Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Freshman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Test Permit		Provided by the Office of the University Registrar		
2. Student ID		Student Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. On the day of the examination, student applicants are required to bring their test permit and Student ID.	1. Checking of the permit and student ID.	None	3 mins.	Security Guard
2.a. Student applicants will proceed to their room assignment and present their Testing Permit and Student ID to the Room Examiner/Proctor.	2.a. Room Examiner/Proctor will check the attendance, permit and School ID of the students and gives instructions.	None	4 hours	Room Examiner/Proctor
2.b. Student applicants will follow instructions given by the Room Examiner/Proctor for the whole testing schedule and listen to its post test activity.	2.b. Room Examiner/Proctor will follow the whole testing schedule based on the manual provided by OGTS.			
TOTAL:		None	4 hours and 3 minutes	



7. Testing (PLM College of Law Admission Test)

Implement admission test for freshmen law students. OGTS personnel will be the Room Examiner and Proctor on the day of the examination.

Office or Division:		Office of Guidance and Testing Services		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizen		
Who may avail:		Freshman Law Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Test Permit		Provided by the College of Law		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. On the day of the examination, student applicants are required to bring their test permit	1. Checking of the permit and student ID.	None	3 minutes	Security Guard
2.a. Student applicants will proceed to their room assignment and present their Testing Permit and Student ID to the Room Examiner/Proctor.	2.a. Room Examiner/Proctor will check the attendance, permit and School ID of the students and gives instructions.	None	7 hours	Room Examiner/Proctor
2.b. Student applicants will follow instructions given by the Room Examiner/Proctor for the whole testing schedule and listen to post test activity.	2.b. Room Examiner/Proctor will follow the whole testing schedule based on the manual provided by OGTS.			
TOTAL:		None	7 hours and 3 minutes	



Information and Communications Technology Office

External Services



1. Enrollment of Graduate Program Students

Registration of Graduate Program Students of the Colleges of the Humanities, Arts and Social Sciences (CHASS), Education (CEd), Business and Government Management (CBGM), Engineering and Technology (CET), Nursing (CN), Physical Therapy (CPT), Science (CS) and Graduate School of Law (GSL)

Office or Division:	Information and Communications Technology Office (ICTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizens			
Who may avail:	All Graduate Program Students of PLM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 duly accomplished Preliminary Registration Form (PRF)		College/Graduate School		
Official Receipt/s of payment (paid displacement fees, matriculation)		Cashier's Office		
1 duly accomplished Enrollment Procedure (for new students)		College/Graduate School		
1 duly accomplished Student Personal and Academic Record (SPAR; for new students)		College/Graduate School		
1 duly accomplished Student Permit (for PLM employees)		HRDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit mandatory requirements to ICTO	1. Receive and check student's duly accomplished mandatory documentary requirements for enrollment	None	2 mins	Date Entry Machine Operator III Operations Management Office (OMO)
	2. Validate documents submitted and check student's accountabilities using MS Access; if with accountabilities, direct students to the college/office concerned		5 mins	
	Encode approved subjects to be taken using eSSPlm and MS Access		5 mins	
TOTAL:		None	12 mins	



2. Processing of Employee Identification Cards

Processing of lost or replacement Employee Identification Cards

Office or Division:	Information and Communications Technology Office (ICTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizens			
Who may avail:	All academic and administrative employees of PLM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Request Form		HRDO		
Old ID (if replacement)		Client		
1 Official Receipt of payment		Cashier's Office		
1 duly notarized Affidavit of Loss (if lost)		Notary Public		
1 Routing Slip from College Dean/Head of Office (for photo and/or information updates)		College/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit mandatory requirements to ICTO	1. Receipt of requirements from clients	University ID Fee - PHP40	< 1 min	Administrative Assistant II (RMO III)/Utility Worker II Operations Management Office (OMO)
2. Fill out the ID Processing logbook	2. Direct clients to fill out the ID Processing logbook		2 mins	
3. Update personal information on the ID database using the IDNow software	3. Assist clients in updating their personal information		2 mins	
4. Sign on the signature pad for data capture (connected to the IDNow software)	4. Guides clients in writing down their name and student number on the white board for data capture		< 1 min	
5. Have picture taken for data capture (connected to the IDNow software)	5. Operates the DSLR camera for clients to have their picture taken and the signature tablet for data capture; both of which are connected to the IDNow software		2 mins	
TOTAL:		Php 40.00	8mins	



3. Processing of Student Identification Cards

Processing of lost or replacement Student Identification Cards with RFID Technology

Office or Division:	Information and Communications Technology Office (ICTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizens			
Who may avail:	All registered students of PLM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Document Tracking System (DTS) (1 copy)		OUR		
2. Duly accomplished PLM Form 1 or Request Form (1 copy)		OUR		
3. Official Receipt of payment (1 copy)		Cashier's Office		
4. Duly notarized Affidavit of Loss, If lost (1 copy)		Notary Public		
5. Old ID (if replacement)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit mandatory requirements to OUR	1 Receive requirements from client 1.1 Create DTS 1.2 Forward DTS and requirements to ICTO	University ID Fee - PHP40	1 day	OUR Staff
	1.3 Receipt from OUR the DTS and other requirements 1.4 Check amount paid in PLM Form 1 1.5 Print student ID 1.6 Register printed ID to RFID 1.7 Endorse DTS to AAVP for signature 1.8 Forward printed ID, DTS and requirements back to OUR		1 day	<i>Administrative Assistant II (RMO III)/Utility Worker II</i> Operations Management Office (OMO)
2. Receive printed ID	2. Release of new/replacement ID to student			1 day
TOTAL:		Php 40.00	3 days	



4. Processing of Student Enrollment Record (SER)

Processing of lost Student Enrollment Record (SER) of a particular semester and academic year

Office or Division:	Information and Communications Technology Office (ICTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizens			
Who may avail:	All registered students of PLM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Document Tracking System (DTS) (1 copy)		OUR		
2. Duly accomplished PLM Form 1 or Request Form (1 copy)		OUR		
3. Official Receipt of payment (1 copy)		Cashier's Office		
4. Duly notarized Affidavit of Loss (if lost)		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit mandatory requirements to OUR	1 Receive requirements from client 1.1 Create DTS 1.2 Forward DTS and requirements to ICTO		1 day	OUR Staff
	1.3 Receipt from OUR the DTS and other requirements 1.4 Check amount paid in PLM Form 1 1.5 Print SER 1.6 Endorse DTS to AAVP for signature 1.7 Forward printed SER, DTS and requirements back to OUR	P 146.00	1 day	Data Entry Machine Operator III Operations Management Office (OMO)
2. Receive printed ID	2. Release of new/replacement SER		1 day	OUR Staff
TOTAL:		P 146.00	3 days	



Accounting Office

External Services



1. Statement of Account

Process and issue Statement of Account to all requesting students

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All requesting students who need Statement of Accounts.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Student		
2. Xerox Copy of Registration Form		Student Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the student's letter request indicating the purpose and contact number for SOA.	1. Receives and Evaluates the registration form issued to students.	None	5 minutes	Sr. Administrative Assistant V
	1.1 Prepares and print statement of account.	None	5 minutes	Sr. Administrative Assistant
	1.2 Forwards to the Head of Office for signature.	None	5 minutes	Sr. Administrative Assistant Head of Office
2. Documents Received	2. After signed, will inform the student to claim their SOA.	None	5 minutes	Sr. Administrative Assistant
TOTAL:		None	1 Hour 20 minutes	



2. Student Clearance for Graduation

Process all concern for Student Clearance for Graduation

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All requesting students/colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form	Student			
2. Clearance Form	Student			
3. Registration Form	Student			
4. Student Clearance Form	Student			
5. Student Payment Form	Student			
6. Fees Details	Student			
7. Official Receipt	Student			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents for Graduation Clearance	1. Receives documents and verifies if clearance form is completely filled out the Items 1 & 2 already signed by the authorized signatories	None	5 minutes	Admin. Asst. I /Management & Audit Analyst IV
	1.1 Attests request form if set of documents is fully assessed by OUR	None	5 minutes	Admin. Asst. I /Management & Audit Analyst IV
	1.2 For graduate school, verifies against list/s of students with displacement fee	None	5 minutes	Admin. Asst. I /Management & Audit Analyst IV
	1.3 Checks the Request Form and Student Payment Form where secured from ICTO, OR-PLM Issued	None	10 minutes	Admin. Asst. I /Management & Audit Analyst IV
	1.4 Checks the Registration Form & Fees Details to determine if the Student is fully paid or with accountability	None	15 minutes	Admin. Asst. I /Management & Audit Analyst IV



2. Secure payment and present the OR issued	2. If there is any accountability, students must pay the corresponding amount and if there is no accountability the documents forwarded to Head of Office for signature	None	30 minutes	Admin. Asst. I /Management & Audit Analyst IV Head of Office
3. Documents Received	3. Signs document return to the clients	None	5 minutes	Admin. Asst. I /Management & Audit Analyst IV
TOTAL:		None	1 hour 15 minutes	

3. Student's Clearance for Honorable Dismissal/Leave of Absence

Process all request for Student's Clearance for Honorable Dismissal/Leave of Absence

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form		Student		
2. Request Form		Student		
3. Registration Form		Student		
4. Official Receipt		Student		
5. Fees Details		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present the following documents -Clearance Form -Request Form -Official Receipt -Fees Details -Registration Form	1.Receives and checks the completeness of documents	None	10 minutes	Admin. Asst. I /Management & Audit Analyst IV
	1.1 Attests request form if set of document is fully assessed by OUR	None	5 minutes	Admin. Asst. I /Management & Audit Analyst IV
	1.2 For graduate school, verifies against list/s of students with displacement fee	None	30 minutes	Admin. Asst. I /Management & Audit Analyst IV



Secure payment and present the OR issued	2. If there is any accountability, students must pay the corresponding amount and if there is no accountability the document forwarded to Head of Office for signature	None	30 minutes	Admin. Asst. I /Management & Audit Analyst IV Head of Office
Documents Received	3. Signs document return to the clients	None	5 minutes	Admin. Asst. I /Management & Audit Analyst IV
TOTAL:		None	1 Hour 20 minutes	

4. Student's Clearance for Transcript of Record (TOR)

Process all request for Student's Clearance for issuance of TOR

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form		Student		
2. Request Form		Student		
3. Registration Form		Student		
4. Official Receipt		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the following documents -Clearance Form -Request Form -Official Receipt	1.Receives and checks the completeness of documents	None	10 minutes	Admin. Asst. I /Management & Audit Analyst IV
	2. Checks and verifies accountability before forwarded to Head of Office for signature	None	10 minutes	Admin. Asst. I /Management & Audit Analyst IV Head of Office
Documents Receive	3. Returns the document to the clients	None	5 minutes	Admin. Asst. I /Management & Audit Analyst IV
TOTAL:		None	25 minutes	



University Health Services

External Services



1. Clinical Consultation

Attends to patients requesting for Doctor's Advice or treatment

Office or Division:	University Health Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Students, PLM Employees and Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PLM ID/Visitor's ID		Student/V		
2. Lab results if any		Student		
3. UHS Form 13 – index card		UHS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents for consultation	1. Admits and secures UHS Form 13 for gathering of information & recording	None	2 minutes	Nurse II
	1.1 After assessment of information client is forwarded to Medical or Dental Officer concerned	None	1 minute	Nurse II
	1.2 Medical or Dental officer evaluates the client's clinical history and performs oral exam/physical exam; discusses treatment plan and preventive measures; prescribes medications	None	10 minutes	Medical or Dental Officer
	1.3 After evaluation Instructs and dispenses medications; carries out MO or DO orders to Nurse dispenses starter dose of prescribed medicines or applies treatment plan	None	10 minutes	Medical or Dental Officer (MO or DO) Nurse II
2. Receives from	2. Issues			



DO/MO (dental/medical certificate)	dental/medical certificate if necessary (UHS Form 20 or 22	None	5 minutes	Medical or Dental Officer
TOTAL:		None	28 minutes	

2. Pre-employment Physical Examinations of Newly Hired Faculty/Administrative Personnel

Facilitate the Pre-employment Physical Examination of Newly Hired Faculty/
Administrative Personnel

Office or Division:	University Health Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Newly Hired Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Civil Service Commission Form 211 Revised 2018 – Medical Certificate for Employment		HRDO		
2. Results of chest-x-ray with radiographic film, complete blood count, drug test for methamphetamine and tetrahydrocannabinol, urinalysis		Client		
3. ID picture with name tag		Client		
4. UHS Form No. 2 or 3 and 14		UHS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents for Physical Examination	1. Give medical referral for Physical examination		1 minute	Nurse
2. Present medical results for Physical Examination	2. Receives documents and hands over to client UHS Form 2 or Form 3 (Health Exam Record), CSC Form 211 and UHS Form 14(Dental Records)		1 minute	Nurse
3. Filled out form 2 or 3, CSC form 211 and form 14	3. Guides client for filling out forms and conduct Measures weight, height, blood pressure, pulse		15 minute	Nurse



	rate, temperature			
	3.1 Forwarded to Dental Officer for oral mouth exam; Records findings on UHS Form No. 14		5 minutes	Dental Officer
	3.2 Client forward to Medical Officer for general survey and physical exam; Records findings on UHS Form no. 2 or 3 and CSC Form No. 211		15 minutes	Medical Officer
TOTAL:		None	37 minutes	

3. Pre-Enrollment Physical Examinations

Facilitate Pre-Enrollment Physical Examinations of Qualified Freshmen

Office or Division:	University Health Services			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizens			
Who may avail:	All qualified freshmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Enrollment Procedure Form (EPF)		Student		
2. Results of Chest-x-ray and Complete blood count		From diagnostic clinic		
3. ID picture with name tag		Student		
4.. UHS Pre-enrollment form (UHS Form1)		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents for PE as scheduled	1. Provides number card	None	1 minute	Nurse II
2. Answers each given question in UHS Form No. 1 (Health Exam Record)	2. Guides client in filling out form; attaches ID picture; collates lab results	None	15 minutes	Nurse II
3. Presents for measurement of demographic data: weight, height and other vital signs	3. Measures weight, height, blood pressure, pulse rate, temperature	None	3 minutes	Nurse II or Nurse III
4. Presents for	4. Performs mouth			



Dental/Oral exam	exam; records findings in <u>UHS Form No. 14</u>	None	5 minutes	Dental Officer IV
5. Presents for physical exam	5a. Performs a general survey and physical exam; records findings in UHS Form No. 1	None	5 minutes	Medical Officer V
	5b. if abnormal chest Xray Requests for apicolordotic view; sputum AFB with Gene Expert to assess PTB	None	15 minutes	Medical Officer V
	5c. if Abnormal PE Findings Refers to specialists for cardio-pulmonary, or orthopedic or psychiatry or neurologic clearance	None	15 minutes	Medical Officer V
6. Receives EPF with clearance for enrollment	6. Signs and indicates fit to enrollment	None	3 minutes	Medical Officer V
TOTAL:		None	1 hour, 2 minutes	



Human Resource Development Office

External Services



1. Assessment of Administrative Applicants

Evaluates documents submitted by the administrative applicants.

Office or Division:	Human Resource Development Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter		Applicant		
2. Notarized Personal Data Sheet		Applicant		
3. Work Experience Sheet (if applicable)		Applicant		
4. Transcript of Records		Applicant		
5. Diploma		Applicant		
6. Certificates of Trainings/Seminars		Applicant		
7. Authenticated copy of PRC License/CSC Eligibility (if applicable)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in and online applicants submits application to the HRD Office.	1. HRDO acknowledge the application thru email or text and checks the documents submitted.	None	1 day	RSP Head/ HRMO IV (Recruitment Selection and Placement Section)
	1.1 The HRDO evaluates the application with complete documents based on the CSC Qualification Standard on the position applied for.	None	1 day	RSP Head/ HRMO IV (Recruitment Selection and Placement Section)
	1.2 The documents of qualified applicants will endorse to the office concerned where the vacancy exist for further evaluation/comments	None	1 day	RSP Head/ HRMO IV (Recruitment Selection and Placement Section) Office/College concerned
	1.3 Upon review, the Office	None	1 day	Head of the Unit/College



	concerned shall return the documents to the HRDO			concerned
	1.4 The HRDO will set a schedule for Personnel Selection Board	None	1 day	RSP Head/ HRMO IV (Recruitment Selection and Placement Section)
	1.5 The HRDO will inform the qualified applicant/s, the Head of the Unit and the PSB Committee of the schedule of the meeting.	None	1 day	RSP Head/ HRMO IV (Recruitment Selection and Placement Section)
TOTAL:		None	6 days	

2. Assessment of Training Proposal from Private Training Providers

Assessment of training proposals from Private Training Providers

Office or Division:	Human Resource Development Office			
Classification:	Complex			
Type of Transaction:	G2B- Government to Business			
Who may avail:	PLM Administrative Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation letter (includes training proposal and fees)		Private Training Provider		
2. Company Profile		Private Training Provider		
3. Curriculum Vitae (CV) of Resource Speakers		Private Training Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The training provider/ organizing agency will submit a training proposal or invitation to PLM.	1. HRDO receives, assesses and evaluates the training proposal prior to endorsement to the HRDO Chief.	None	1 day	Section Head/ Training Specialist III (Training and Development Section)
	1.1. If the HRDO Chief finds the		1 day	HRDO Chief



	training proposal applicable and relevant, the HRDO invites the concerned training providers to present the submitted training proposal.	None		Section Head/ Training Specialist III (Training and Development Section)
2. Private training provider will present the training proposal program	2.The Training Team evaluates the presented proposal and discuss possible customization of training in order to address the training needs of the employees.	None	2 days	HRDO Chief Section Head/ Training Specialist III (Training and Development Section)
3. The training provider shall prepare and submit a new or customized training proposal based on the training needs or requirements of PLM.	3. Once the submitted revised proposal suffices the training needs of PLM, the Training Team endorses and recommends the customized training proposal to HRDO Chief for training implementation.	None	2 days	Section Head/ Training Specialist III (Training and Development Section)
	3.1 Once approved by the HRDO Chief, the proposed training is subject for implementation. If not applicable and relevant, the HRDO will notify the training provider via email that the proposal is subject for future reference.	None	1 day	- HRDO Chief Section Head/ Training Specialist III (Training and Development Section)
TOTAL		None	7 days	



3. Employment Verification

Facilitates employment verification of active or inactive employees

Office or Division:	Human Resource Development Office			
Classification:	Simple (for Walk-In Employment Verification) / Complex (for Written Assessment)			
Type of Transaction:	G2B-Government to Business and (G2G) Government to Government			
Who may avail:	Private and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Employee ID of the Background Checker		Requesting Party		
2. Employment Verification Request Form/Letter which includes purpose of request and specific information needed.		Requesting Party		
3. Consent Letter with at least one valid ID of the concerned employee		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for employment verification together with the following: <ul style="list-style-type: none"> Valid ID of the Background checker Consent letter of the employee concerned 	1. Receives and checks authorization letter and attachments If through e-mail, personnel-in-charge acknowledges receipt of request.	None	10 minutes	HRMO I (Personnel Documentation and Records Management Section)
	1.1 Personnel-In-Charge verifies record of employee and provides information requested.		30 minutes	HRMO I/ HRMO IV (Personnel Documentation and Records Management Section)
	1.2.If employment verification needs the assessment of the immediate supervisor, Personnel-In-Charge forwards request to the concerned		2 days	Head of concerned unit



	department for accomplishment.			
	1.3 HRD Chief signs and approves accomplished form if any and forwards it to the Personnel-In-Charge of releasing the document.		1 day	Chief, HRDO
2. Client receives the document	2. Personnel-In-Charge releases the document or send through e-mail		1 day	Clerk-InCharge
TOTAL:		None	40 minutes for walk-in employment verification 5 days and 40 minutes for transaction with written assessment	



4. Hiring of Job Order Personnel (Utility Worker and Security Guard)

Processing of request for hiring of Job Order Personnel

Office or Division:	Recruitment, Selection and Promotion Section- Human Resource Development Office (RSP-HRDO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Job Order Personnel/Requesting Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover Memo		From the requesting office/unit		
2. Letter of Intent		From the applicant		
3. Notarized Personal Data Sheet (PDS)		CSC Form downloadable		
4. NBI Clearance		From the applicant to secure from NBI		
5. Medical Certificate		From the University Health Services		
6. For Security Guards: Latest Security Guard License		From the applicant to secure from SOSIA		
7. High School Diploma		From the applicant		
8. Job Order Contract of Service		From HRDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant to submit Letter of Intent and other requirements	1.The requesting unit shall prepare a cover memo requesting for hiring job order personnel with the required attachment to HRDO.	None		Office/Unit Concern
	1.1HRDO checks completeness of documents		1 day	HRMO IV
	1.2.Budget Office to certify funds availability		1 day	Budget Office
	1.3.HRDO prepares the Job Order Contract of Service for signature of HRDO Chief		1 day	HRMO IV
	1.4.Job Order Contract for signature of the VPFM		1 day	OVPFM



	1.5.Cover memo and Job Order Contract for signature of the VPA		1 day	OVPA
	1.6.Cover memo and Job Order Contract of Service for signature of the President		3 days	Office of the President



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Appointee receives the copy of the JO Contract of Service	2. Once the Job Order Contract is approved, the said contract will be photocopied and shall be certified as true copy and will be disseminated to the following: Contract is approved, the said contract will be photocopied and shall be certified as true copy and will be disseminated to the following: •Office of the Appointee •Accounting Office •Budget Office •Treasurer's Office •IAO •COA •PAYROLL •201 file		1 day	HRMO IV Administrative Assistant VI
	2.1 Documents to be forwarded to the HRDO-Records Section		1 day	Computer Operator III/ Executive Assistant II
TOTAL:			10 days	



5. Invitation from Government Agencies

Receives and assess all Invitation for Training from Government Agencies subject for consideration of the University

Office or Division:	Human Resource Development Office			
Classification:	Highly technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PLM Academic and Non-Academic Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation letter		Government Agency		
2. Endorsement from Office of the President and or Executive Offices		PLM Executive Offices		
3. Endorsement Letter of List of Participants		Offices/Colleges		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The government agency submits training /seminar invitation to PLM through executive office.	1. HRDO receives the invitation from Executive Offices for compliance.	None	1 day	Section Head/ Training Specialist III/ Computer Operator IV (Training and Development Section)
	1.1. The HRDO prepares communication through Office Order or Announcement Memo for approval by the HRDO Chief and endorse to the Vice President for Administration for notation.	None	1 day	HRDO Chief Section Head/ Training Specialist III/ Computer Operator IV (Training and Development Section)
	1.2 Upon notation of the Vice President for Administration, the document will be endorsed to the HRDO for appropriate action.	None	1 day	Vice President for Administration



	1.3. HRDO will disseminate the office order to offices/colleges and or posting in the HRDO bulletin board.	None	1 day	Section Head/ Training Specialist III/ Computer Officer IV (Training and Development Section) Administrative Assistant VI
	1.3. The concerned offices/colleges will submit the list of participant/s to the HRDO as necessary.	None	2 days	Concerned Offices/Colleges
	1.4. The HRDO will consolidate and identify the submitted list of participants.	None	1 day	Section Head/ Training Specialist III/ Computer Officer IV (Training and Development Section)
	1.5. The HRDO will prepare a transmittal letter of participants subject for approval of Vice President for Administration and clearance from the Office of the President.	None	3 days	Section Head/ Training Specialist III/ Computer Officer IV (Training and Development Section) HRDO Chief Vice President for Administration Head of Agency
	1.6. Upon clearance from the Office of the President, HRDO will transmit the letter to the concerned government agency.	None	1 day	Administrative Assistant VI/ Clerk III (Personnel Documentation & Records Management Section)
TOTAL:		None	11 days	



6. Issuance of Certificate of Employment, Service Record and Other Documents

Facilitates request for issuance of Certificate of Employment, Service Record and other documents of active and inactive employees.

Office or Division:	Human Resource Development Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Active and Inactive Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HRDO Request Form		HRDO		
2. University Clearance (For inactive employees)		HRDO		
3. Authorization letter together with the following attachments: Valid Identification Card of owner Valid Identification Card of requestor		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the HRDO Request Form	1. Receives and checks the HRDO request form and attachments.	None	<i>5 minutes</i>	HRMO I Utility Worker II Clerk III (Personnel Documentation and Records Management Office)
	1.1 Personnel In-Charge verifies the request as follows: 1.1.1 For active personnel: 1.1.1.1 Personnel-In-Charge prepares the document for checking of the immediate supervisor. 1.1.2 For inactive personnel:		<i>1 day</i>	HRMO I (Personnel Documentation and Records Management Office)



	1.1.2.1 Personnel-in-Charge checks if employee has an approved University Clearance			
	1.1.2.2. If not yet cleared, personnel-in-charge advises the client to process the University Clearance (Refer to process flow for University Clearance) 1.1.2.3 If with University clearance, Personnel-In-Charge prepares the document for checking of the immediate supervisor.		1 day	HRMO I (Personnel Documentation and Records Management Office)
	1.2. Immediate supervisor checks the document for signature and forwards it to the Chief, HRDO if found in order.		2 days	HRMO IV (Personnel Documentation and Records Management Office)
	1.3 Chief, HRDO, approves and signs the certificates and forwards it to the personnel-in-charge for releasing of documents.		1 day	Chief, HRDO (Personnel Documentation and Records Management Office)



3. Present Authorization letter and valid identification cards to receive the requested documents.	3. Personnel-In-Charge releases document to client.		10 minutes	HRMO I Utility Worker II Clerk III (Personnel Documentation and Records Management Office)
TOTAL:			5 days and 15 minutes	



7. Issuance of Certified True Copy of Individual Performance Commitment and Review (IPCR)

Issuance of certified true copy of IPCR request for active and inactive PLM employees

Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Active and Inactive PLM Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requesting Party		
Additional Requirements for Inactive Employee: 1. Authorization letter 2. Valid Identification Card of Owner and representative		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter for certified true copy of IPCR	1. HRDO receives the request and endorse to the HRDO Chief for approval.	None	1 day	Training Specialist III/ Computer Operator IV (Training and Development Section)
	1.1 Upon approval, retrieval of original copy for preparation of certified true copy of IPCR.	None	1 day	Training Specialist III/ Computer Operator IV (Training and Development Section)
2. Client receives the Certified True Copy	2. Issuance of Certified true copy For Active Employees: Issuance of certified true copy of IPCR to the requestor through his/her college/office	None	1 day	Training Specialist III/ Computer Operator IV (Training and Development Section)



	For Inactive Employees: Issuance of certified true copy of IPCR directly to the requestor/ representative.			
TOTAL:		None	3 days	

8. University Clearance

Facilitates processing of University Clearance for inactive employees.

Office or Division:	Human Resource Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Inactive employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Requesting personnel		
2. University Clearance		HRDO		
3. Approved Resignation / Retirement/Expiration of Appointment / Dropped from the Rolls (for active employees)		HRDO		
4. Service Record		HRDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting personnel shall submit a letter request for University Clearance	1. HRDO receives the request.	None	5 minutes	Receiving Staff/ Clerk III (Personnel Documentation and Records Management Office) Sr. Administrative Assistant II (Compensation and Benefits Section)
	1.1 Personnel-in-Charge checks on 201 file if employee had previous	None	1 day	HRMO I (Personnel Documentation and Records Management)



	approved University Clearance			Office)
	1.2 If no University Clearance on file, the HRDO will prepare a University Clearance with cover memo for approval of the President	None	1 day	Sr. Administrative Assistant II / Section Head (Compensation and Benefits Section)
2. Person concern will sign the note of undertaking on the University Clearance	2.HRDO will endorse the Univ. Clearance to the office concern for signature of the Head of Office	None	1 day	Concerned Head of Office Sr. Administrative Assistant II (Compensation and Benefits Section)
	2.1 Upon signature of the concerned Head of office, the university clearance will be forwarded to the following offices for signature: a. Property and Supplies Office b. HRD Office c. University Library d. Accounting Office e. Office of the Vice	None	7 days	Concerned Head of Office Head, Property and Supplies Office Head, HRD Office Head, University Library Head, Accounting Office Vice President's concerned Vice President for Legal Affairs



	President's concerned f. Office of the University Legal Counsel			
	2.2 Legal Office will endorse the University Clearance to the HRDO	None	1 day	Sr. Admin. Asst. II (Compensation and Benefits Section)
	2.3 HRDO will endorse the University Clearance and cover memo to the President for approval	None	1 day	Sr. Admin. Asst. II (Compensation and Benefits Section) Chief, HRDO Head of Agency
	2.4 The approved University Clearance will be forwarded to the HRDO.	None	1 day	Sr. Admin. Asst. II (Compensation and Benefits Section)
TOTAL:		None	13 days and 5 minutes	



Property and Supplies Office

External Services



1. Request for Refund of Performance Bond

Facilitate the processing of all requests for refund of Performance Bond.

Office or Division:	Property and Supplies Office			
Classification:	COMPLEX			
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS			
Who may avail:	ALL BUSINESS ENTITY WHO ARE MEMBERS OF PHILGEPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request – For Refund				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Business entity upon receipt of letter request for refund shall coordinate with the Supply Officer RE Refund	Preparation of complete basic documentary requirements with Certification of Complete Staff Word and forwarding the document to Vice President concerned	None	2 days	Supply Officer Concerned
	For approval on the letter of refund by the Vice President Concerned	None	2 days	Vice President Concerned
	Upon receipt of approved letter refund and complete basic documentary requirements, processing of Disbursement Voucher and forwarding the document to Accounting Office	None	1 day	Administrative Staff
TOTAL:		None	5 days	



2. Request for Refund of Retention Bond

Facilitate the processing of all requests for refund of Retention Bond.

Office or Division:	Property and Supplies Office			
Classification:	COMPLEX			
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS			
Who may avail:	ALL BUSINESS ENTITY WHO ARE MEMBERS OF PHILGEPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request – For Refund				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Business entity upon receipt of letter request for refund shall coordinate with the Supply Officer RE Retention Bond	Preparation of complete basic documentary requirements with Certification of Complete Staff Word and forwarding the document to Vice President concerned or Head of the Procuring Entity (HOPE)	None	2 days	Supply Officer Concerned
	For approval on the letter of refund regarding retention bond: <ul style="list-style-type: none"> For Five Hundred Thousand and below: Vice President Concerned For Five Hundred Thousand and above: HOPE 	None	1 day 3 days	Vice President Concerned or HOPE
	Upon receipt of approved letter refund and complete basic documentary requirements, processing of	None	1 day	Administrative Staff



	Disbursement Voucher and forwarding the document to Accounting Office			
TOTAL:		None	7 days	



Physical Facilities Management Office

External Services



1. Computation of Electrical Consumption

Computation of electrical consumption for student activities

Office or Division:	PFMO – Electrical Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student Organization / Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Power Consumption Form		PFMO		
2. Quotation		Equipment/Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Power consumption form w/ attached quotation from supplier (<i>if applicable</i>)	1. Receive power consumption form and forward to Electrical Section Head	None	5 minutes	PFMO personnel
	1.1 Checked Power Consumption Form for computation of electric consumption. Identify items rented.	None	10 minutes	Head, Electrical Section
	1.2 Compute for the total power consumption. Indicate the cost of Electric consumption.	None	10 minutes	Head, Electrical Section
	1.3 Forward the power Consumption Form to the PFMO chief for signature.	None	5 minutes	Head, Electrical Section
TOTAL:		None	30 minutes	



University Security Office

External Services



1. Issuance of Visitor's ID

Provide assistance and proper screening of incoming guests/visitors of PLM

Office or Division:	University Security Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Guest/s and Visitor/s of PLM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID	1. Validate & Receive Valid ID. Request Guest/s /Visitors to fill-up in the visitor form.	None	2 minutes	USO personnel assigned at the Information Desk.
2. Receive Visitor ID Pass	2. Issue Visitor ID Pass	None	1 minute	USO personnel assigned at the Information Desk.
TOTAL:		None	3 minutes	

2. Security Orientation (Newly hired employees & Freshmen students)

Provide Security Awareness to all newly hired employees and freshmen students of PLM

Office or Division:	University Security Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	New Employees & Freshmen Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved schedule of orientation (freshmen students)		OSDS		
2. Approved schedule of orientation (New Employees)		HRDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	Presentation and discussion of PLM University Rules and Regulations through a powerpoint presentation.	None	15-30 minutes	Acting Chief - USO
TOTAL:		None	15-30 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop boxes across PLM campus or you may access the Official PLM Website and send in any and all suggestions, compliments and/or complaints that you may have thru <u>www.plm.edu.ph/feedback</u></p> <p>Contact Info: Tel. No.: 8643-2500 or E-mail: artacommittee@plm.edu.ph</p>
How feedbacks are processed	<p>Every Friday or last working day of the week, the assigned ARTA Secretariat opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of upon receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the PLM's trunkline: 8643-2500.</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop boxes across PLM campus.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the PLM's trunkline: 8643-2500.</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to</p>



	<p>the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the PLM's trunkline: 8643-2500.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Office	Address	Contact Information
Office of the Vice President for Administration	3 rd Floor GEE Bldg., PLM	8643-2514
Office of the Vice President for Public Affairs	3 rd Floor, Executive Bldg., PLM	8643-2500 local 18
Office of the University Registrar	Ground Floor, Gusaling Katipunan, PLM	8643-2500 local 66 or 67
Office of the Student Development and Services	Ground Floor, Gusaling Corazon Aquino, PLM	8643-2500 local 62
Office of Guidance and Testing Services	Ground Floor, Gusaling Villegas, PLM	8643-2500 local 61
Information and Communications Technology Office	Ground Floor, MVP Bldg., PLM	8643-2500
Accounting Office	Ground Floor, GEE Bldg., PLM	8643-2500 local 20
University Health Services	Ground Floor, Gusaling Villegas, PLM	8643-2500 local 73
Human Resource Development Office		8643-2500 local 52 or 53
Property and Supplies Office	Ground Floor, Executive Bldg., PLM	8643-2500 local 50
Physical Facilities Management Office	Basement, Gusaling Katipunan	8643-2500 local 69
University Security Office	Ground Floor, GEE BLdg. PLM	8643-2500 local 75