



UNIVERSIDAD DE MANILA

CITIZEN'S CHARTER

2019 (1ST Edition)



I. MANDATE

It shall hereby be declared the policy of the City of Manila to be genuinely committed, in consonance with the policy of the State, in promoting the right of all citizens to quality education at all levels and to make such education accessible to all. Moreover, the City of Manila, aware of its obligations to give the poor but talented and gifted students of the City of Manila the opportunity to develop their potentialities, is committed to establish another tertiary school to accommodate graduates of secondary public schools to pursue college education. (City Ordinance #8120 Section 1)

II. VISION

Universidad de Manila is a paragon of learning, research, excellence and empowerment for the underprivileged youth of Manila.

III. MISSION

Universidad de Manila promotes free and quality tertiary education for unprivileged youth, relevant curricular and research programs and responsive extension service all these benefiting the City of Manila.

IV. SERVICE PLEDGE

Core Values

1. Quality and Excellent Education

This University scholars and young professionals are our clients. They deserve quality and excellent education along with relevant training and experiences which UDM is committed to provide a holistic manner.

2. Academic Freedom

In the pursuit of academic freedom excellence through quality learning, UDM recognizes, promote and support the right of its faculty members to exercise the highest standard of academic freedom.

3. Ethical Standard

UDM community adhere to the norms of conduct and professional ethics in their decisions and actions.

4. Empowerment

Members of the student body are empowered with authority and autonomy in conducting student related activities.

5. People Oriented

UDM shall function to effect social development that would benefit the majority of Manilenos to acquire free and high quality college education and in turn become an agent of change that would benefit not only the City but the country as well.



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University Registrar's Office



1. APPLYING FOR GRADUATES TRANSCRIPT OF RECORDS (TOR)

Office or Division:	Office of the Registrar										
Classification:	Simple										
Type of Transaction:	G2C Government to Citizen										
Who may avail:	1. Students who are applying for: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">a. Honorable Dismissal</td> <td style="width: 50%;">e. Employment</td> </tr> <tr> <td>b. Promotion</td> <td>f. Board Examinations</td> </tr> <tr> <td>c. Re-ranking</td> <td>g. Visa Application</td> </tr> <tr> <td>d. further Studies</td> <td>h. Verification/ Assessment</td> </tr> </table>			a. Honorable Dismissal	e. Employment	b. Promotion	f. Board Examinations	c. Re-ranking	g. Visa Application	d. further Studies	h. Verification/ Assessment
a. Honorable Dismissal	e. Employment										
b. Promotion	f. Board Examinations										
c. Re-ranking	g. Visa Application										
d. further Studies	h. Verification/ Assessment										
CHECKLIST REQUIREMENTS		FORMS TO FILL-UP									
1. Request letter 2. Duly accomplished request letter 3. Official receipt of payment made 4. I.D Picture (3 pcs.) 5. Documentary Stamps (3 pcs.)		Order of Payment Form									
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE								
1. Upon submission of the request letter, Clerk-in-charge will check the graduate's school record and issue an Order of Payment form to the student. 2. CIC will school the date of release of the TOR upon submission of the duplicate copy of the official receipt. 3. CIC will verify the graduate's record and draft the transcript of records(TOR) 4. Evaluation of the TOR 5. Printing of the TOR 6. Signing of the TOR 7. Issuance of the 2 nd copy of the TOR	P 200.00	10 minutes 3 minutes 10 days 10 minutes	Clerk-in-Charge Clerk-in-Charge Clerk-in-Charge School Credit Evaluator Clerk-in-Charge Registrar Clerk-in-Charge								



2. APPLICATION FOR COPY OF DIPLOMA

Office or Division:	Office of the Registrar		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	1. Graduate Students		
CHECKLIST REQUIREMENTS		FORMS TO FILL-UP	
1. Request letter for another copy of Diploma from the student 2. Affidavit of Loss(if necessary) 3. Duplicate copy of Official Receipt of Order of Payment		Order of Payment Form	
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon receipt of the letter, Clerk-in-charge will check the graduate's school record and issue an Order of Payment form to the student.	P 300.00	45 minutes	Clerk-in-Charge
2. CIC will school the date of release of the Diploma upon submission of the duplicate copy of the Official Receipt.		5 minutes	Clerk-in-Charge
3. CIC will verify the graduate's record		10 days	Clerk-in-Charge
4. Printing of the Diploma		10 minutes	Registrar
5. Endorsing the graduate's request to the Vice President for Academic Affairs.			VPAA
6. From the VPAA's Office to the Office of the President for signature			Clerk-in-Charge
7. Issuance of the 2 nd copy of Diploma			



4. APPLICATION FOR CERTIFICATION OF ENROLLMENT

Office or Division:	Office of the Registrar		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	<ol style="list-style-type: none"> 1. Students applying with the following <ol style="list-style-type: none"> a. Scholarship b. Employment 		
CHECKLIST REQUIREMENTS	FORMS TO FILL-UP		
<ol style="list-style-type: none"> 1. Request Letter from the student 2. Recent Registration Card 3. Documentary Stamp 			
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the request letter	None	5 minutes	Clerk-in-Charge
2. CIC will prepare the certificate of enrolment for signature		1 day	Clerk-in-Charge
3. Once signed, CIC will issue the certificate to the student		5 minutes	Clerk-in-Charge



**5. APPLICATION FOR CERTIFICATE RELATED TO THE FOLLOWING:
(GRADUATION, GRADUATE WITH HONORS, ENGLISH AS A MEDIUM OF INSTRUCTION, ENGLISH TRANSLATION OF DIPLOMA)**

Office or Division:	Office of the Registrar		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Student Concern		
CHECKLIST REQUIREMENTS		FORMS TO FILL-UP	
1. Request Letter indicating purpose from the student 2. Documentary Stamp			
CLIENT STEPS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the request letter 2. CIC will verify records and prepare the certification needed for signature 3. Once signed, CIC will issue certificate to the student	None		Clerk-in-Charge



6. APPLICATION FOR CROSS-ENROLLMENT OF SUBJECT/S

Office or Division:	Office of the Registrar		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	1. Student Concern		
CHECKLIST REQUIREMENTS		FORMS TO FILL-UP	
1. Request letter for Cross-enrollment with the College Dean's and Registrar's recommendation for approval of the VPAA and the president			
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon submission of the letter, CIC will check student's total number of units enrolled, curriculum checklist and other university's course description of subject/s	None	45 minutes	Clerk-in-Charge
2. Once completed, CIC will prepare the permit for cross-enrollment and issue it to the student		20 minutes	Clerk-in-Charge



7. APPLICATION FOR CHED AUTHENTICATION OF SCHOOL RECORDS (CAV)

Office or Division:	Office of the Registrar		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Graduate Students		
CHECKLIST REQUIREMENTS	FORMS TO FILL-UP		
<ol style="list-style-type: none"> 1. Original copy of TOR and/or DIPLOMA 2. Photocopy of TOR and/or DIPLOMA 3. Documentary stamp 4. P40.00 CHED authentication fee- (O.R will be issued by CHED-NCR) 5. Accomplished Endorsement Form 	Authentication Endorsement Form		
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Upon accomplishing the Authentication Request Form from the Registrar's Office, CIC will verify the graduate's record on file and advise the student to come back on scheduled date of release LOCAL EMPLOYMENT – 2 weeks ABROAD EMPLOYMENT – 3 weeks (DFA ribbon claim stub) 2. Liason Officer will bring the school records to CHED – NCR for authentication every Tuesday 	P40.00	45 minutes 2weeks 3weeks	Clerk-in-Charge UDM Liason Officer and CHED - NCR



8. APPLICATION FOR HONORABLE DISMISSAL

Office or Division:	Office of the Registrar		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	1. Students who are transferring to other school		
CHECKLIST REQUIREMENTS	FORMS TO FILL-UP		
<ol style="list-style-type: none"> 1. Request Letter 2. Signed Clearance Form 3. University ID 4. Form 137 5. Documentary stamp 6. ID Picture 	Clearance Form Request Form for F-137		
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Upon submission of the Request Letter, CIC will check the student's permanent record, provide the clearance form and request form for F-137, issue an Order of Payment form and inform the student of the other requirements. 2. Upon submission of the requirements, CIC will advise the student to come back on the scheduled date of release 3. CIC will prepare the transfer credentials for evaluation 4. Evaluation and checking of the student's transfer credential 5. Signing of the transfer credential 6. Once signed, CIC will issue the transfer credential to the student 	None	1 hour 5 minutes 3 days 10 minutes	Clerk-in-Charge Clerk-in-Charge Clerk-in-Charge School Credit Evaluator Registrar Clerk-in-Charge



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Write feedback on a piece of paper and drop it at the designated drop box in front of the Office of the President.</p> <p>Post message through the official facebook account of the University.</p>
How feedbacks are processed	<p>Every Friday, the Records Officer opens the drop box and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned offices for reply within three (3) working days upon receipt of the feedback. The concerned office will relay the answer to the citizen.</p>
How to file a complaint	<p>Student's complaint are filed to the Office of the Student Affairs. Faculty and Employees' complaint are filed to the University Grievance Committee.</p>
How complaints are processed	<p>For student's complaint, the Dean of the Student Affairs shall conduct the necessary action and submit a report to the University President for appropriate action.</p> <p>For faculty and employees' complaint, the grievance committee shall conduct the necessary action and submit a report to the University President through the Vice President for Administration and Finance or Vice President for Academic Affairs for appropriate action.</p> <p>The Dean of the Student Affairs or the VP for Administration and Finance/Academic Affairs shall give feedback to the client.</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>



LIST OF OFFICES

Office	Contact Number
University President	336-6554 / 336-6551
University Secretary and of the Board of Regents	
Vice President for Administration and Finance	336-8966
Vice President for Academic Affairs	336-6590
Administrative Officer	336-8960
College of Arts and Sciences	336-6556
College of Accountancy and Economics	336-6552
College of Business and Entrepreneurship	336-8966
College of Criminology	336-6552
College of Education	336-6552
College of Engineering and Technology	
College of Industrial Technology	336-8709
College of Health Services	
College of Human Kinetics	336-6552
College of Law	336-6552
College of Mass Communication	336-6556
College of Public Administration	336-8966
Graduate School	336-8956
Senior High School	
National Service Training Program	
Student Affairs	
University Registrar	336-6582
University Library	336-5548
Medical Dental Clinic	336-5362
Building and Maintenance Office	336-8935
Security Office	336-6559
Guidance and Admission Office	336-6553
Facilities, Grounds, and Janitorial Services	
Accounting	
Budget	
Records	336-6590
Personnel	336-8956
Supply and Equipment	336-6558
FEPEDO	336-6590