



CITIZEN'S CHARTER
Frontline Services

1. APPLICATION FOR STUDENT LOAN BOARD

Schedule of Availability of Service : Available during the entire enrollment period ; Monday to Friday (8:00AM to 5:00PM) except non-working holidays
 Who May Avail of the Service : Any bonafide UP Manila student
 What are the Requirements : Duly accomplished application form and promissory note,
 I.D. Picture Identification card with specimen signature and photo of the co-maker
 Duration : 15 to 20 minutes
 How to Avail of the Service :

Step	Applicant	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1.	Submits to OSA the accomplished / completed form downloaded from osa.upm.edu.ph and photocopy of co-maker's identification card	Verifies the completeness of the application form and computes the loanable amount	5 minutes	Junior Scholarship Affairs Officer	-	Application form and Promissory Note
		Signs the application form for approval	3 minutes	OSA Director or Designated staff	-	Application Form and Promissory Note
2.		Applies loan voucher item type to the student account in SAIS	2 minutes	Junior Scholarship Affairs Officer	-	Application form and Promissory Note
4.		Issues SLB Form No.1-A to the applicant	2 minutes	Junior Scholarship Affairs Officer	-	SLB Form No. 1-A
5.	Presents the SLB Form No. 1-A to the Cashier and pay	Accepts the SLB Form No.1-A and payment of the student and issues an e-Official Receipt	3 to 5 minutes	Cashier	Total Fees less approved loan	SLB Form No. 1-A
6.	Accepts/Receives the Official Receipt					

2. APPLICATION FOR UP MANILA CAR STICKER (STUDENT)

Schedule of Availability of Service : Monday to Friday (8:00AM to 5:00PM) except non-working holidays
 Who May Avail of the Service : UP Manila students
 What are the Requirements : Students latest Registration Form; Photocopy of Vehicle Certificate of Registration ; Photocopy of LTO latest official receipt
 Letter of Request/Authorization from the company(if company car);
 Letter of Request from parent/guardian/registered owner of the vehicle
 Duration : 4 minutes and 35 seconds
 How to Avail of the Service :

Step	Applicant	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submits to OSA the accomplished downloaded application form from osa.upm.edu.ph together with the requirements	Accepts and verifies the fully accomplished form	5 seconds	Student Records Evaluator		Application form for Car Sticker & Documents submitted
2		Signs/Approves the application form	30 seconds	OSA Director or Designated Staff	- 0 -	Application form for Car Sticker
3		Upon approval of application form for car sticker, prepares Order of Payment Form for OSA Director approval	30 seconds	Student Records Evaluator	- 0 -	Order of payment
4	Receives the order of payment and pays to the Cashier			Applicant	P300.00 for 1st car, P500.00 for the 2nd and succeeding application	Order of payment
5		Accepts payment and issues an official receipt	1 minute	Cashier		Official receipt
6	Receives the official receipt and returns to OSA	Receives the official receipt and issues the car sticker to the applicant	1 minute	Student Records Evaluator	-0-	Official receipt
7		Gives instruction to the Guard on Duty to stick the car sticker	30 seconds	Student Records Evaluator	-0-	
8		Sticks the car sticker	1 minute	Applicant and Guard on Duty	-0-	

3. APPLICATION FOR GOVERNMENT/PRIVATE FUNDED SCHOLARSHIP

Schedule of Availability of Service : Monday to Friday (8:00AM to 5:00PM) except non-working holidays
 Who May Avail of the Service : Any bonafide UP Manila student
 What are the Requirements : One (1) "2 x 2" photo ; ITR or BIR Certificate of Exemption of parents ; Income Statement, if income is derived from business
 Current Form 5; TCG/SAIS printout ; Certification of Year Level Standing from college ; Certification of GMC from college and OSA ; Birth Certificate ; Certification from college indicating the remaining units; Letter of financial support ;
 3 Letters of Recommendation from former professors ;
 *Additional Requirements for Graduate Students :
 Transcript of Records ; Program of Study ; Notice of Admission (if new graduate student)
 Recommendation / Certificate of GMC from current employer, if employed
 *Additional Requirement for Presidential Leadership
 List of accomplishments duly authenticated by the appropriate authority
 Duration : 14 minutes
 How to Avail of the Service :

Step	Applicant	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Student files scholarship application form downloaded from osa.upm.edu.ph and other requirements	Receives application Verifies entries and completeness of the application form and the attached documents	5 minutes	Junior Scholarship Affairs Officer		
2		Submits received application and complete documents to OSSS, UP Diliman	1 minute	Junior Scholarship Affairs Officer		
3		Receives and evaluate application form	1 minutes	OSSS Staff		
4		Deliberates Selects applicant for each CU	2 minutes	University Committee on Student Affairs, UP System		
5		Prepares Letter of Award	3 minutes	OSSS Staff		
6		Contacts grantee and issues the Letter of Award	1 minute	Junior Scholarship Affairs Officer		
7	Student reports to OSA	Grantee receives the Letter of Award	1 minute	Junior Scholarship Affairs Officer		

4. COUNSELLING*

Schedule of Availability of Service : Monday to Friday (8:00AM to 5:00PM) except non-working holidays
 Who May Avail of the Service : UP Manila students
 What are the Requirements : None
 Duration : 30 minutes to 3 hours/per session
 How to Avail of the Service :

*Counseling with client can be conducted in just 1 or up to 4 sessions depending on the case.

Step	Client	Service Provider	Duration	Person-in-charge	Fees	Form
Appointment/Walk-in	Sets appointment/Client walks in for counseling	Sets date and time of counseling/Attends to the client	5 minutes		None	
Interview, assessment and problem conceptualization	Client shares information, responds to assessment / testing procedures	Interviews, administers tests and other assessment procedures, analyze the problem	1 hour to 2.5 hours	Counselor	None	
Counseling interventions		Sets counseling goals and start to conduct first counseling session	30 min to 3 hours	Counselor	None	
Counseling session or termination of counseling		Conducts counseling session	30 min to 3 hours	Counselor	None	
Follow-up		Counselor calls or text the client for follow-up session	30 minutes	Counselor	None	

Please help us to serve you better by taking time to.....

- Talk to our Officer of the Day at the Public Assistance and Complaints Desk
- Accomplish our Customer Feedback Form
- Contact us :

Email Address : osa@post.upm.edu.ph
Landline : 526 2274 ; 523-1641