

TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES

TAGUIG CAMPUS



CITIZEN'S CHARTER

2016



**Tup - Taguig Campus
CITIZEN'S CHARTER**

TUP TAGUIG CAMPUS

VISION

The Technological University of the Philippines – Taguig Campus shall be a center of excellence for technology and engineering education in the country.

MISSION

Provide continuous training, development and advancement of highly qualified and competent technical manpower for national and global socio-economic and industrial growth, progress and prosperity.

To pursue this mission, the TUP Taguig Campus shall:

1. Develop globally competitive technicians, engineers and technology oriented managers;
2. Conduct researches that will support technology and engineering education and enhance existing technical knowledge;
3. Provide quality extension services for the community and industry; and
4. Implement realistic resource generation.









UNIVERSITY CORE VALUES

1. Excellence
2. Professionalism
3. Commitment
4. Scholarship
5. Cooperation
6. Creativity and Resourcefulness
7. Hard Work
8. Team Work



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TUP OFFICES/UNITS/SECTIONS WHICH OFFERS FRONTLINE SERVICES

-  **Registration and Admission Section**
-  **Guidance Office/Office of the Student Affairs**
-  **Accounting Office**
-  **Collecting and Disbursing Office**
-  **Learning and Resource Center**
-  **Dental Clinic**
-  **Medical Clinic**
-  **Internet Facility**



**REGISTRATION & ADMISSION SECTION
(REGISTRAR'S OFFICE)**



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**Technological University of the Philippines
TAGUIG CAMPUS**

Western Bicutan, Km. 14 East Service Road, SS Highway, Taguig, Metro Manila

**REGISTRATION & ADMISSION SECTION
(REGISTRAR'S OFFICE)**

SERVICE : **ACCOMMODATION OF ADMISSION INQUIRIES**
 Schedule : 8:00 AM to 5:00 PM (No Noon Break)
 Clients / Customers : Parents / Graduating High School Students
 Requirements : for Senior HS: Filled up application form for Senior HS Photocopy of Form 138, NCAE, passport size pictures
 for HS Graduates: Filled up application form for admission test; certified copy of Form 138/ Form 137A, TOR/Cert. of grades from last school attended; passport size pictures
 Processing Time : 10 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	The Student submits necessary documents needed for admission	File application form for TUPT Admission test (TUPSTAT/HSH) a. For senior High School	2-10 minutes	Testing Fee: P400.00	Student Assistants J. Yu G. Usana M. Doctor	Filled up application form for Senior HS Photocopy of Form 138, NCAE, passport size pictures



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		b. HS Graduates/ Transferees	5-10 minutes	Testing Fee: P400.00	Student Assistants J. Yu G. Usana M. Doctor	Filled up application form for admission test; certified copy of Form 138/ Form 137A, TOR/Cert. of grades from last school attended; passport size pictures
2		Release of test permit with schedule of examination	5-10 minutes	None	Student Assistants J. Yu G. Usana M. Doctor	Official receipt (OR) of required fees
3		Prepare and mail of test result	2 weeks after receipt of test result from CEM	None	Student Assistants J. Yu G. Usana M. Doctor	Test result either passed or failed, waitlisted or failed
End of Transaction						



SERVICE : **ENROLLMENT/REGISTRATION OF NEW STUDENTS & TRANSFEREES**
 Schedule : 8:00 AM to 5:00 PM (No Noon Break)
 Clients / Customers : New Students & Transferees
 Requirements : Complete Enrollment requirements stated on the Notice of Admission
 Processing Time : 35 minutes (Under Normal Circumstances)

HOW TO AVAIL OF THE SERVICE:

For senior High School:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1		Inspect and validate enrolment requirements	5-10 mins.	Tuition & Misc. Fees assessed by Acctg office	Student Assistants J. Yu G. Usana M. Doctor	Enrolment requirements: Original copy of form138,NCAE, NSO BC, certificate of GMC and ID Pirtures
2		Issuance of certificate of enrolment and instruct to follow enrolment procedures	30 minutes to 1 hour		Student Assistants J. Yu G. Usana M. Doctor	Certificate of enrollment, copy of enrolment procedure
3		Enrollment, issue request for f137 and school calendar	5-10 minutes		Student Assistants J. Yu G. Usana M. Doctor	Student copy of COE, request for f127/School calendar
4		Inform enrollee about	2-3 minutes		Student	



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		orientation program and opening of classes			Assistants J. Yu G. Usana M. Doctor	
End of Transaction						

HS Graduate/Transferees:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1		Inspect and validate enrollment requirements	5-10 minutes		Student Assistants J. Yu G. Usana M. Doctor	Enrollment requirements: Original copy of form 138/ certified copy of form 137;
2		Report for interview			Student Assistants J. Yu G. Usana M. Doctor	Certificate of GMC, ID Pictures; Photocopy of NSO Birth Certificate;
3		Print Certificate of Enrolment			Student Assistants J. Yu G. Usana M. Doctor	TOR or Certification of grades; Interview form; Certificate of Enrolment
4		Issuance of Certificate of Enrolment & instruct student to follow the	30 min. - 1 hour if there is long cue	Tuition and Misc. assessed	Student Assistants J. Yu	Certificate of Enrolment



		enrolment procedures		by Acctg Office	G. Usana M. Doctor	
5		Enroll, issuance of class cards, request for F137 & School Calendar	5-10 mins.		Student Assistants J. Yu G. Usana M. Doctor	
6		Inform enrollee about orientation program and opening of classes	2-3 minutes		Student Assistants J. Yu G. Usana M. Doctor	School Calendar
End of Transaction						



SERVICE : **ENROLLMENT OF OLD STUDENTS**
 Schedule : 8:00 AM to 5:00 PM (No Noon Break)
 Clients / Customers : Students
 Requirements : Checklist of subjects taken/subject clearance; accomplished subjects to enroll form
 Processing Time : 18 minutes

HOW TO AVAIL OF THE SERVICE:

Note: Checklist of subjects taken was prepared prior to enrolment procedure.

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1		Submit enrollment requirements; accomplished subjects clearance & subject to enroll form	3-5 minutes		Student Assistants J. Yu G. Usana M. Doctor	Checklist of subjects taken/subject clearance; accomplished subjects to enroll form
2		Print certificate of enrolment			Student Assistants J. Yu G. Usana M. Doctor	
3		Issuance of certificate of enrolment and instruct to follow enrolment procedure	30 mins – 1 hr if there is long cue	Tuition and Misc assessed by Acctg Office	Student Assistants J. Yu G. Usana M. Doctor	Certificate of enrollment
4		Issue student copy of COE, class card and validate school ID	3-5 minutes			COE, Class Cards, Validation Sticker
End of Transaction						



SERVICE : **ISSUANCE OF DIPLOMA**
 Schedule : 8:00 AM to 5:00 PM (No Noon Break)
 Clients / Customers : Graduates / Authorized Representative
 Requirements : Student Clearance, Valid ID, Authorization letter with valid ID if needed
 (For second copy: accomplished request form, valid id and affidavit of loss, doc stamps, authorization letter with valid ID if needed)
 Processing Time : 30-45 days after graduation

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Graduate requests Diploma	Inquires about student data	5 minutes		Student Assistants J. Yu G. Usana M. Doctor	Student Clearance, Valid ID, Authorization letter with valid ID if needed
2		For 1980 to 2003 Graduates: Instructs accomplishment of Clearance	2 minutes		Student Assistants J. Yu G. Usana M. Doctor	(For second copy: accomplished request form, valid id and affidavit of loss, doc stamps, authorization letter with valid ID if needed)
3		Instructs requestor to pay at the Cashier's Office (1980 to 1999 Graduates)	3 minutes	P 150.00	Student Assistants J. Yu G. Usana	Payment Order Form



					M. Doctor	
4	Presents Official Receipt	Records O.R. number and instructs requestor to sign receiving copy	2 minutes		Student Assistants J. Yu G. Usana M. Doctor	Official Receipt
5		Issues Diploma	1 minute		Student Assistants J. Yu G. Usana M. Doctor	
End of Transaction						



SERVICE : APPLICATION FOR TRANSCRIPT OF RECORDS & TRUE COPY OF GRADES

Schedule : 8:00 AM to 5:00 PM (No Noon Break)

Clients / Customers : Graduates, Transferring Students, and Current Students

Requirements : Valid Identification Card / School I.D., Accomplished Clearance Form (1980 – 2003 Graduates)

Processing Time : 1 – 2 days

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Clients requests for Transcript of Records / True Copy of Grades	Instructs requestor to accomplish clearance (1980-2003 graduates and transferring students; 2004 and current graduates have Clearance Form on file)	3 minutes		Student Assistants J. Yu G. Usana M. Doctor	Clearance Form
2	Submits accomplished Clearance Form	Receives accomplished form and instructs requestor to pay fee at the Cashier's Office	2 minutes	P 100 per page	Student Assistants J. Yu G. Usana M. Doctor	Payment Order Form
3		Records Official Receipt Number and issues Claim Stub	2 minutes		Student Assistants J. Yu G. Usana M. Doctor	Official Receipt Clam Stub
End of Transaction						



SERVICE : **ISSUANCE OF CERTIFICATION/S FOR SCHOLARSHIP/EMPLOYMENT**
 Schedule : 8:00 AM to 5:00 PM (No Noon Break)
 Clients / Customers : Students, Graduates, Authorized Representative ,and Industry
 Requirements : Accomplished request form, valid ID, doc stamps if needed, authorization with valid ID if needed
 Processing Time : 15 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Requests for Certification	Inquires about specific request	2 minutes		Student Assistants J. Yu G. Usana M. Doctor	Request form
2		Verifies student's records	5 minutes		Student Assistants J. Yu G. Usana M. Doctor	
3		Instructs the requestor to pay at the Cashier's Office	1 minute	P 100.00 / doc	Student Assistants J. Yu G. Usana M. Doctor	
4		Prepares request	5 minutes		Student Assistants J. Yu G. Usana M. Doctor	
5	Presents Official Receipt	Records Official Receipt	1 minute		Student Assistants	



					J. Yu G. Usana M. Doctor	
		Instructs requestor to sign receiving copy			Student Assistants J. Yu G. Usana M. Doctor	
End of Transaction						



SERVICE : **ISSUANCE OF CERTIFICATION/ AUTHENTICATION/ VERIFICATION (FOR CHED/DFA, FOR EMPLOYMENT AGENCY/EMBASSY, FOR WES AND OTHER INTERNATIONAL COMPANY)**

Schedule : 8:00 AM to 5:00 PM (No Noon Break)

Clients / Customers : Students, Graduates, Authorized Representative, and Industry

Requirements : Accomplished request form, valid ID, doc stamps if needed, authorization with valid ID if needed

Processing Time : 5-10 minutes (1-2 days processing time)

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Requests for Certification	Inquires about specific request	2 minutes		Student Assistants J. Yu G. Usana M. Doctor	Request form
2		Verifies student's records	5 minutes		Student Assistants J. Yu G. Usana M. Doctor	
3		Instructs the requestor to pay at the Cashier's Office	1 minute	P 100.00 / doc	Student Assistants J. Yu G. Usana M. Doctor	
4		Prepares request	5 minutes		Student Assistants J. Yu G. Usana M. Doctor	



5	Presents Official Receipt	Records Official Receipt	1 minute		Student Assistants J. Yu G. Usana M. Doctor	
		Instructs requestor to sign receiving copy			Student Assistants J. Yu G. Usana M. Doctor	
End of Transaction						



SERVICE : **TRANSFER CREDENTIALS**
 Schedule : 8:00 AM to 5:00 PM (No Noon Break)
 Clients / Customers : Students, Graduates, Authorized Representative ,and Industry
 Requirements : Request letter of guardian (minor age); approved clearance and request for TC; Doc. Stamps, Valid ID and School request; authorization with valid ID if needed
 Processing Time : 15 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Requests for Transfer Credentials	Inquires about specific request	2 minutes		Student Assistants J. Yu G. Usana M. Doctor	Request form
2		Verifies student's records	5 minutes		Student Assistants J. Yu G. Usana M. Doctor	
3		Instructs the requestor to pay at the Cashier's Office	1 minute	P 100.00 / doc	Student Assistants J. Yu G. Usana M. Doctor	
4		Prepares request	5 minutes		Student Assistants J. Yu G. Usana M. Doctor	
5	Presents Official Receipt	Records Official Receipt	1 minute		Student Assistants	



					J. Yu G. Usana M. Doctor	
		Instructs requestor to sign receiving copy			Student Assistants J. Yu G. Usana M. Doctor	
End of Transaction						



SERVICE : **APPLICATION FOR GRADUATION**
 Schedule : 8:00 AM to 5:00 PM (No Noon Break)
 Clients / Customers : Graduating Students
 Requirements : Application for Graduation and Clearance; official receipt; doc stamps; passport size pictures
 Processing Time : 35 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Student applies for graduation	Check student academic records if qualified to apply, issue application for graduation and clearance	2-3 minutes		Student Assistants J. Yu G. Usana M. Doctor	Application for graduation/ Clearance
2	Student presents official receipts	Receive accomplished application for graduation, clearance and inspects official receipt	2-3 minutes	TOR P100/page Diploma P150 Grad fee – P300	Student Assistants J. Yu G. Usana M. Doctor	Clearance Form & Application for Graduation
3		Issue student's copy	1 minute		Student Assistants J. Yu G. Usana M. Doctor	Payment Order Form
End of Transaction						



SERVICE : **APPLICATION FOR TRANSCRIPT OF RECORDS (FOR EMPLOYMENT/TRANSFER)**
 Schedule : 8:00 AM to 5:00 PM (No Noon Break)
 Clients / Customers : non-graduates, Transferring Students, and Current Students
 Requirements : Accomplished request form; approved clearance; Valid ID, Doc stamps; authorization letter with
 Processing Time : 1 – 3 days

HOW TO AVAIL OF THE SERVICE:

Note: TOR/TC is subject for clearance

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Clients requests for Transcript of Records	Instructs requestor to accomplish clearance	3 minutes		Student Assistants J. Yu G. Usana M. Doctor	Clearance Form
2	Submits accomplished Form	Receives accomplished form and instructs requestor to pay fee at the Cashier's Office	2 minutes	P 100 per page	Student Assistants J. Yu G. Usana M. Doctor	Payment Order Form
3		Records Official Receipt Number and issues Claim Stub	2 minutes		Student Assistants J. Yu G. Usana M. Doctor	Official Receipt Clam Stub
End of Transaction						



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SERVICE : **APPLICATION FOR TRUE COPY OF SCHOLASTIC RECORDS/ TERM GRADES/ TRANSFER CREDENTIAL (FOR EMPLOYMENT/SCHOLARSHIP/TRANSFER)**

Schedule : 8:00 AM to 5:00 PM (No Noon Break)

Clients / Customers : non-graduates, Transferring Students, and Current Students

Requirements : Accomplished request form; approved clearance; Valid ID, Doc stamps; authorization letter with

Processing Time : 1 – 3 days

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Clients requests for scholastic records/term grades/ transfer credentials	Instructs requestor to accomplish clearance	3 minutes		Student Assistants J. Yu G. Usana M. Doctor	Clearance Form
2	Submits accomplished Form	Receives accomplished form and instructs requestor to pay fee at the Cashier's Office	2 minutes	P 100 per page	Student Assistants J. Yu G. Usana M. Doctor	Payment Order Form
3		Records Official Receipt Number and issues Claim Stub	2 minutes		Student Assistants J. Yu G. Usana M. Doctor	Official Receipt Clam Stub
End of Transaction						



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SERVICE : **ISSUANCE OF CERTIFICATION/S FOR SCHOLARSHIP/EMPLOYMENT/ TRANSFER**
 Schedule : 8:00 AM to 5:00 PM (No Noon Break)
 Clients / Customers : Students, Authorized Representative ,and Industry
 Requirements : Accomplished request form, valid ID, authorization with valid ID if needed
 Processing Time : 1-2 days

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Requests for Certification	Inquires about specific request	2 minutes		Student Assistants J. Yu G. Usana M. Doctor	Request form
2		Verifies student's records	5 minutes		Student Assistants J. Yu G. Usana M. Doctor	
3		Instructs the requestor to pay at the Cashier's Office	1 minute	P 100.00 / doc	Student Assistants J. Yu G. Usana M. Doctor	
4		Prepares request	5 minutes		Student Assistants J. Yu G. Usana M. Doctor	
5	Presents Official Receipt	Records Official Receipt	1 minute		Student Assistants J. Yu	



					G. Usana M. Doctor	
		Instructs requestor to sign receiving copy			Student Assistants J. Yu G. Usana M. Doctor	
End of Transaction						



SERVICE : **APPLICATION FOR DESCRIPTION OF GRADES**
 Clients / Customers : non-graduates, Transferring Students, and Current Students
 Requirements : Accomplished request form; Valid ID; authorization letter with valid ID if needed
 Processing Time : 1 – 2 days

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Clients requests for Description of subjects	Instructs requestor to accomplish clearance	3 minutes		Student Assistants J. Yu G. Usana M. Doctor	Clearance Form
2	Submits accomplished Form	Receives accomplished form and instructs requestor to pay fee at the Cashier's Office	2 minutes	P 100 per page	Student Assistants J. Yu G. Usana M. Doctor	Payment Order Form
3		Records Official Receipt Number and issues Claim Stub	2 minutes		Student Assistants J. Yu G. Usana M. Doctor	Official Receipt Clam Stub
End of Transaction						



**GUIDANCE OFFICE/
OFFICE OF THE STUDENT AFFAIRS**



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Western Bicutan, Km. 14 East Service Road, SS Highway, Taguig, Metro Manila

GUIDANCE OFFICE

SERVICE : REQUEST FOR GOOD MORAL CHARACTER CERTIFICATE

Schedule : 8:00 a.m.-6:30 p.m., Monday- Friday

Clients/ Customers : Students

Requirements : student clearance; accomplished Good Moral Form

Processing time : 3 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Present the Accomplished Student Clearance and Official receipt to the Guidance Office	Review the Student Clearance Form	1 minute	P 100.00	David James Enojas	Student Clearance Form
2	Fill up the Request for Good Moral Certificate	Verify the purpose of the Certification and check duration of student stay in the university. Pay the Good Moral Certificate Fee	1 minute	P100.00	David James Enojas	Accomplish the Good Moral Form; Official receipt
3	Return the Student Clearance Form and Official Receipt	Schedule the release of Good Moral Certificate in two (2) working days	1 minute		David James Enojas	



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4	Release of Good Moral Certification	Provide 2 copies of the certificate (1) original copy for the client and (1) copy for the Guidance File. Log in your name at the Log book to acknowledge the transaction	10 minutes			
End of Transaction						



SERVICE : **CONSULTATION HOUR WITH PARENT / GUARDIAN : Academic Status**
 Schedule : 8: 00 a.m. to 6:30 p.m. with no noon break, Monday - Friday
 Clients / Customers : Guardian
 Requirements : None
 Processing Time : 75 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Follow-up Academic Standing of their children	Get the information of the student; and verify the data to the Guidance Information Sheet	5 minutes	no fees required	David James Enojas	Consultation Clientele Log Book
2		Proceed to the Registrar Office for the Grade Records of the Student	10 minutes		David James Enojas	Evaluation Sheet of the Student / Grading Sheet
3	If the student has no academic problem	Advise parent/guardian for continuous follow-up	5 minutes		David James Enojas	
4	If the student has academic deficiencies	Verify the Schedule of the student concern and give referral to the Class Adviser / Technology Coordinator to verify the present class standing of the student.	10 minutes		David James Enojas	Guidance Referral Form
		If the adviser is not around, subject teacher who are	15 minutes		David James	Class Standing Verification Form



		present will be given class standing verification form to give the academic class standing of the student			Enojas	
End of transaction						



SERVICE : **REQUEST FOR STUDENT HANDBOOK**
 Schedule : 8:00 a.m.-6:30 p.m., Monday- Friday
 Clients/ Customers : Students
 Requirements : Specific Requirements:
 1) Copy of Student's Registration Form
 2) Official Receipt (Payment for Student Handbook)
 Processing Time : 75 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Get a payment order form from the Guidance Coordinator	Present a payment order form for the student	1 minute	P60.00	David James Enojas	Payment Order Form
	Pay for the handbook		2 minutes			
2	Present the Registration Form and Official receipt	Verify the registration form and the official receipt	1 minute		David James Enojas	
3	receive the student handbook and fills the details at the back	Gives the student a copy of the handbook and takes the information sheet at the back	2 minutes		David James Enojas	
End of Transaction						



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OFFICE OF THE STUDENT AFFAIRS

SERVICE : **REQUEST FOR ID (New Student) / REPLACEMENT OF LOSS /DAMAGED ID**
Schedule : 8:00 a.m.-6:30 p.m., Monday- Friday
Clients/ Customers : Students
Requirements : Specific Requirements:
1) Copy of Student's Registration Form
2) Official Receipt (Payment for ID)
3) Affidavit of Loss (Notarized)
Processing time : 3 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Present the Registration Form and Official Receipt to the ID Maker for New Student/ Notarized Affidavit of Loss for Loss ID Replacement/	Give the student the Request Form for ID	1 minute	P 150.00	Anna Abalajen/ David James Enojas	Request for ID Form



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	If replacement for damaged ID' present the damaged ID					
2	Fill up the Request for ID	Verify the data given by the student; to double check the spelling of name, address, contact number and guardian of the student	1 minute		Anna Abalajen/ David James Enojas	
3	Take the Picture and Signature of the Student	Save the Picture and Signature of the Students; and Encode the data needed in the ID	5 minutes		Anna Abalajen	
4	Return the Registration Form and Official Receipt to the Student Present the Registration Form and Official Receipt to claim the ID	Process the ID using the ID machine program and ID Printer Inform the student to claim the ID at the Registrar Bring the Student ID to the Registrar Office for Validation	5 minutes		Anna Abalajen David James Enojas	
End of Transaction						



ACCOUNTING OFFICE



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ACCOUNTING OFFICE

SERVICE : **ASSESSMENT OF ENROLLMENT OF FEES FOR SENIOR HIGH SCHOOL STUDENTS**
 Schedule : 8:00 a.m. - 5:00 p.m., Monday – Friday (No noon break)
 Clients/Customers : Enrollees and authorized representatives
 Requirements : Certificate of Registration (COR); School ID with Learner’s reference Number (LRN)/ESC
 Certificate/ QVR Certificate
 Processing Time :10 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Enrollee presents his/her Certificate of Registration (COR) duly signed by the Dept. Head and ADAA for assessment and documents required.	<ul style="list-style-type: none"> Require the students to provide school ID with LRN for grade 10 completers from PUBLIC SCHOOLS; or Require the students to provide ESC Certificate for grade 10 completers from PRIVATE SCHOOLS 	4 minutes		Clarissa Diongzon/ Ernesto Paradero Jr.	



		<p>(ESC Grantees); or</p> <ul style="list-style-type: none"> • Require the students to provide QVR Certificate for grade 10 completers from PRIVATE SCHOOLS (non ESC grantees) • Evaluate applicable fees, the voucher amount covers the tuition fees and other school fees. If the total school fees exceed the voucher amount; the beneficiary is expected to shoulder the top-up. 				
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2	Enrollee presents his/her COR and payment to the Cashier for payment of the Top-up	Issues an Official receipt (OR) only when the school fees exceeded the voucher amount	2 minutes		Ms. Corazon Dela Rosa/ Illuminada Millanes	
3	Enrollee presents his/her OR and COR to the Accounting Office	<ul style="list-style-type: none"> • Checks amount in the OR and COR, indicates the OR number, amount paid and date in the COR • Returns the COR to the student but retains the COR green copy for recording/encoding purposes 	2 minutes		Clarissa Diongzon/ Ernesto Paradero Jr.	
End of Transaction						



SERVICE : PAYMENT OF MONTHLY FEES (DORMITORY, STALLS AND PARKING), REMAINING BALANCE OF TUITION FEES AND OTHER RENTAL FEES

Schedule : 8:00 a.m. - 12:00 noon; 1:00 - 5:00 p.m., Monday – Friday (NO noon break)

Clients/Customers : Dormitory Lodgers, Stall Lessees, University Facility Lessees

Requirements : ID or a copy of Billing Statement

Processing Time :7 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Student/ payor requests for a Payment Order before paying the amount due	Retrieves the Subsidiary Ledger of the client, computes the amount due and prepares the Payment Order For one time transactions, client is requested to present his/her billing statement	2 minutes		Clarissa Diongzon	
2	Presents duly accomplished Payment Order together with the payment to the Cashier	Cashier issues an official receipt: Copy 1: to the Student/Payor Copy 2:retained as file copy Copy 3: accounting copy with the Payment Order duly attached	3 minutes		Clarissa Diongzon	



3	Presents the Official receipt for posting/ recording in the Accounting Office	Checks the Official Receipt and posts/ records payment in the Client/Payor's Account Ledger	2 minutes		Clarissa Diongzon	
End of Transaction						



SERVICE : **ISSUANCE OF CERTIFICATION FOR SCHOOL FEES**
 Schedule : 8:00 a.m. - 5:00 p.m., Monday – Friday (No noon break)
 Clients/Customers : Enrollees/Authorized representatives
 Requirements : Accomplished Certificate of Registration (COR) and Official receipt (OR) for Certification Fee
 Processing Time :10 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Enrollee will inform the Accounting Office that certification is needed for scholarship/sponsorship or other legal purpose	<ul style="list-style-type: none"> Require the students to present COR and pay the corresponding certification fee at the Cashier's Office Verify the total school fees paid by the requestor from the records based from the COR presented 	4 minutes		Ernesto Paradero Jr.	
2	Enrollee presents his/her COR and payment to the Cashier	Issues Official Receipt (OR) based on the approved amount by the BOR	2 minutes		Ernesto Paradero Jr.	



3	Enrollee presents his/her OR and COR to the Accounting Office	Prepare the certification signed by the Chief Accountant or Officer-in-Charge	2 minutes		Ernesto Paradero Jr.	
4	Receives the requested certification and original OR for the paid certification fee	<ul style="list-style-type: none"> • Release of Certification together with original official receipt • Release of certification maybe done also on the following day only if the assigned staff administers other student during enrollment 	2 minutes		Ernesto Paradero Jr.	
End of Transaction						



SERVICE : ASSESSMENT OF ENROLLMENT OF FEES

Schedule : 8:00 a.m. - 5:00 p.m., Monday – Friday (No noon break)

Clients/Customers : Enrollees and Authorized Representative

Requirements : Certificate of Registration (COR), Certificate of Scholarship/School Fee Discount Grant for the applicable term

Processing Time : 8 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Enrollee presents his/her Certificate of Registration (COR) duly assigned by the Dep't Head and ADAA for assessment and documents required for Scholarship/Discount	<ul style="list-style-type: none"> Retrieves enrollee's payment record to check unpaid fees Evaluates applicable fees Applies scholarship discount (if applicable) 	4 minutes		Clarissa Diongzon/ Ernesto Paradero Jr.	
2	Enrollee presents his/her COR and payment to the Cashier	Issues an Official Receipt (OR) based on the net amount indicated in the COR	2 minutes		Clarissa Diongzon/ Ernesto Paradero Jr.	
3	Enrollee presents his/her OR and COR to the Accounting Office	<ul style="list-style-type: none"> Checks amount in the OR and COR, indicates the OR number, amount paid and date in the OR Returns the COR to 	2 minutes		Clarissa Diongzon/ Ernesto Paradero Jr.	



		the student but retains the COR green copy for recording/encoding purposes				
End of Transaction						



COLLECTING AND DISBURSING OFFICE



**Tup - Taguig Campus
CITIZEN'S CHARTER**

**Technological University of the Philippines
TAGUIG CAMPUS**

Western Bicutan, Km. 14 East Service Road, SS Highway, Taguig, Metro Manila

COLLECTING AND DISBURSING OFFICE

SERVICE : **ISSUANCE AND RELEASING OF CHECKS/CASH**
 Schedule : 8:00 am - 5:00 pm with no noon break, Monday - Friday
 Clients/Service : Students, Parents, Guardians and other creditors
 Requirement : Identification Card, Authorization Letter and other receipts to be issued
 Duration : 5-10 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	<p>CASH PAYMENT</p> <p>Inform the claimant or coordinator for the release of Check by presenting Valid ID</p> <p>In case of representative, authorization letter and IDs of claimant and representative are required</p>	<p>Validate IDs of Claimants/representative and ensure that the payroll had been properly signed opposite their name</p> <p>Release of claims</p>	5 minutes	Salaries, wages, honoraria, Professor's fee, allowances, school fee refund and other claims	C. Dela Rosa I.L Millanes	payroll



2	CHECKS PAYMENT Inform the Collecting and Disbursing personnel and present their valid IDs	Validate IDs of claimants/collectors/representative and issue the corresponding official receipt and have them signed the warrant register and disbursement voucher Release checks	5-10 minutes	Equipment, supplies and materials, services, wages, honoraria, school fee refund, allowances and other claims	C. Dela Rosa I.L Millanes	Check Disbursement Voucher
End of Transaction						



SERVICE : COLLECTION OF SCHOOL FEES

Schedule : 8:00 am - 5:00 pm with no noon break, Monday - Friday

Clients/Service : Students, Parents, Guardians and other clients

Requirement : Order of Payment

: 5 minutes

Duration

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Present duly accomplished certificate of registration/adding form with proper assessment form the accounting office	Verify and review duly accomplished certificate of registration and issue the corresponding official receipt Instruct students/guardians/parents to proceed to the accounting office for posting of or and to get their copy of certificate of registration	5 minutes	Tuition fee, misc fee, lab fee and other fees	C. Dela Rosa I.L Millanes	Official Receipt (OR) Certificate of registration
2	Inform collecting and disbursing office for the availability of checks from industry (Industry Based Program)	Verifies and review duly accomplished billing and issue the corresponding official receipt	1 hour	Tuition fee, misc. fee, lab. Fee, professor's fee of admin staff and other fees	C. Dela Rosa I.L Millanes	Official receipt
End of Transaction						



SERVICE : COLLECTION OF SCHOOL FEES FOR DOCUMENTS AND RENTAL FEES

Schedule : 8:00 am - 5:00 pm with no noon break, Monday - Friday

Clients/Service : students, parents, guardians, stall lessees, employees, dormitory lodgers, parking space occupants and other creditors

Requirement : Registration Card

Duration : 5 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Present order of payment coming from the Registrar, OSA and Library Office	Verifies and review order of payment and issue the corresponding official receipt	5 minutes	Transcript of records, certification, classcard, testing fee, school ID, graduation fee, true copy of grades, certificate of registration, hand book, transfer credentials, authentication, certificate of good moral character, graduation venue, overdue books and other school fees	C. Dela Rosa I.L Millanes	Official receipt



2	Present order of payment coming from the accounting office	Verifies and review order of payment and issue the corresponding official receipt Instruct student/creditors to proceed to the accounting office for posting of official receipt	5 minutes	Dormitory fee, rental fee, bid documents, bid bond, car and motor sticker, parking fee, water and electricity bills, maintenance fee, laboratory manual and other fees	C. Dela Rosa I.L Millanes	Official receipt
End of Transaction						



LEARNING RESOURCE CENTER



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Western Bicutan, Km. 14 East Service Road, SS Highway, Taguig, Metro Manila

LEARNING RESOURCE CENTER

SERVICE : BORROWING / RETURNING OF BOOKS AND OTHER LIBRARY MATERIALS

Schedule : 7:00 am - 7:00 pm without noon break

Clients / Customers : Bonafide students of TUPT

Requirements : School ID

Processing time : 5 Minutes

Duration : Whole day use

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Library attendance	Upon entering the LRC, scan school ID (for students) at the computer located at the entrance door			Leilani G. Oledan/ Anna Abalajen	
2	Searching for books/library collections and borrowing of books	Consult OPAC Write the call number of the book at the piece of paper provided near the OPAC	4 minutes		Leilani G. Oledan/ Anna Abalajen	



		Give call number to the attending librarian at the Circulation counter				
		Present school ID for verification and processing of books				
3	Photocopying of books are allowed only for 15 minutes	Lend books for Photocopy service / research		Private	Private	
4	For overnight use of books	Books can be borrowed for overnight			Leilani G. Oledan/ Anna A. Abalajen/ Roy J. Garbin	
		Return books on or before 9am the following day				
5	Payment for overdue of books	Overdue books shall be penalized		10 pesos / day / book	Corazon Dela Roza/Illuminada Millanes	Overdue form
6	Returning of books	Return books at the Circulation counter provided with school ID for verification	1 minute		Leilani G. Oledan/ Anna A. Abalajen/ Roy J. Garbin	
End of Transaction						



SERVICE : **SCHOOL / LIBRARY ID APPLICATION / ISSUANCE**
 Schedule : 8:00 am - 5:00pm without noon break during enrolment period
 Clients / Customers : All enrolled TUPT students
 Requirements : A
 I pproved enrollment form (COR), application form
 Processing time : 5 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Present Certificate of Enrolment for current enrolled student	Give client application form	1 minute	P150	Leilani G. Oledan/ Anna A. Abalajen/ Roy J. Garbin	Application for ID
2	Fill up application form	Encode applicant information to Ateilla system, capture photo and affix signature	2 minutes			
3	Check information data on previews School ID.	Printing of ID	1 minute		Leilani G. Oledan/ Anna A. Abalajen/ Roy J. Garbin	
4	Sign on record book	Releasing of school ID	1 minute			
End of Transaction						



DENTAL CLINIC



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Western Bicutan, Km. 14 East Service Road, SS Highway, Taguig, Metro Manila

DENTAL CLINIC

SERVICE : **DENTAL TREATMENT (Extraction, Permanent Filling, Oral Prophylaxis)**
 Schedule : 8:00 a.m.- 12:00 noon, 1:00 – 5:00 pm Monday – Friday
 Client/Customers : Students, Faculty and Staff
 Requirements : School ID
 Processing : 1 hour and 5 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Sees the Dental Aide	Checks school ID and directs patient to see the Dentist	2 minutes	none	Dr. Normita Mata	None
2	Sees the Dentist	Locates Dental Records and interviews the patient for complaints. Conducts examination, treatment, records results and gives advice. Prescribes medicine and directs patients to see the nurse	1 hour	none	Dr. Normita Mata	Dental Record



3	Goes back to the Dental Aide	Checks prescription for initial dose and gives available medicines Records issuance of medicines	3 minutes	none	Leonila Corbito	None
4	Receives medicines and signs logbook					
End of Transaction						



SERVICE : **DENTAL HEALTH EXAMINATION**
 Schedule : 8:00 a.m.- 12:00 noon, 1:00 – 5:00 pm Monday – Friday
 Client/Customers : Students, Faculty and Staff
 Requirements : School ID
 Processing : 15 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Sees the dental aide	Checks School ID and directs student to fill up Dental Health Card	3 minutes	none	Leonila Corbito	Dental Record
2	Accomplishes Dental Health Card and return to dental aide	Checks entries in the Dental Health Card and directs student to see Dentist	2 minutes	None	Leonila Corbito	Dental Record
3	Sees the Dentist	Conducts examination and record findings Gives advice and referral, if needed Issues Dental Certificate	10 minutes	None	Dr. Normita Mata	Dental Record Dental Certificate
4	Receives copy of the Dental certificate					
End of Transaction						

SERVICE : **DENTAL CONSULTATION**
 Schedule : 8:00 a.m.- 12:00 noon, 1:00 – 5:00 pm Monday – Friday



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Client/Customers : Students, Faculty and Staff
 Requirements : School ID
 Processing : 10 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Sees the Dental Aide	Checks School ID and directs patient to see the Dentist	2 minutes	none	Leonila Corbito	none
2	Sees the Dentist	Locates Dental Record and interviews the patient for complaints Conducts examination, records findings and gives advice or referral, if needed Prescribes medicine and directs patient to see the dental aide	5 minutes	none	Dr. Normita Mata	Dental Record
3	Goes back to the dental aide	Checks prescription for initial dose and gives available medicines	3 minutes	None	Leonila Corbito	none
4	Receives medicines and signs logbook					
End of Transaction						



MEDICAL CLINIC

Technological University of the Philippines
TAGUIG CAMPUS



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Western Bicutan, Km. 14 East Service Road, SS Highway, Taguig, Metro Manila

MEDICAL CLINIC

SERVICE : **MEDICAL HEALTH EXAMINATION FOR NEW STUDENTS DURING ENROLLMENT**
Schedule : 8:00 AM – 5:00 PM (Mondays to Fridays) No Noon Break
Client/Customers : New Students, Transferees and Returning Students
Requirements : Medical Laboratory Test Results and Enrollment Form
Processing Time : 15 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Enrollee gets list of medical requirements and schedule of Health Examination	Medical staff disseminates information to students about the medical requirements and schedule of medical health examination before enrollment period	1-2 weeks	none	M.C. Silvino V.T. Pangan	Information attached with Notice of Admission
2	Student brings all the medical requirements on said schedule	Medical staff checks the completeness of the medical requirements	1-2 minutes	none	M.C. Silvino V.T. Pangan	
3	Student undergoes physical examination on said schedule	1. Nurse takes & records student's anthropometric measurements (weight and height)& blood	5-10 minutes depending on the case	None	M.C. Silvino V.T. Pangan	Student's Health Record



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		pressure 2. Medical Officer does physical check-up and evaluates the submitted laboratory tests				
4	Issuance of medical report	Issuance of medical Clearance if physically fit to proceed to enrolment process If there is a health problem noted, student will undergo further medical test or referral to specialist If unfit for enrollment due to serious health problem, student will be advised to undergo medical treatment	2-3 minutes	None	M.C. Silvino V.T. Pangan	Student's health record
End of Transaction						

SERVICE : **HEALTH SERVICE FOR INJURIES AND OTHER MEDICAL EMERGENCIES**
Schedule : 8:00 AM – 5:00 PM (Mondays to Fridays) No Noon Break



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Client/Customers : Students, Employees
 Requirements : School ID
 Processing Time : 10-15 MINUTES

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Either patient is brought to clinic or medical staff is called to site where patient is located	<ol style="list-style-type: none"> 1. Medical staff checks vital signs and gathers data relevant to the case 2. Medical staff stabilizes the patient and transports to clinic once deemed safe 	5-10 minutes depending on the case	none	M.C. Silvino V.T. Pangan	Health record
2	Patient receives first aid treatment	<ol style="list-style-type: none"> 1. Medical officer provides necessary initial medical care based on physical findings 2. Medical officer informs the parent/guardian/relative as necessary 3. Referral or transport to nearest hospital as the case warrants 	5-10 depending on the case	none	M.C. Silvino V.T. Pangan	Health record
3	Patient is discharged from the	Medical Staff records all	1-2 minutes	None	M.C. Silvino	Health record



	clinic, either allowed to go home or referred to a hospital	data and medical treatment in the health record and logbook			V.T. Pangan	
End of Transaction						

SERVICE : **MEDICAL CONSULTATION/CHECK UP FOR NON-EMERGENCY HEALTH PROBLEMS**
Schedule : 8:00 AM – 5:00 PM (Mondays to Fridays) No Noon Break



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Client/Customers : Students, Employees
 Requirements : School ID
 Processing Time : 14-15 minutes (May vary for certain medical cases)

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Patients voluntary approaches any medical staff	<ol style="list-style-type: none"> 1. Nurse interviews patient's health problem 2. Nurse retrieves health record on file 3. Nurse gives initial nursing care and gets vital signs as necessary 4. Nurse directs the patient to see the Medical Officer if needed 	1-2 minutes	None	V.T. Pangan M.C. Silvino	Health record
2	Patient undergoes check-up and receives medical treatment	<ol style="list-style-type: none"> 1. Medical Officer interviews the patient's history of present illness, related past medical history and performs physical examination 2. Medical officer provides necessary medical care based 	5-10 minutes depending on case	None	V.T. Pangan M.C. Silvino	Health record



		on findings 3. Medical Officer gives prescription, medicines, referral or medical advise				
3	Patient is discharged from the clinic, either back to classroom or allowed to go home	1. Medical officer records all medical treatment in the health record 2. Nurse records the medical consultation in the logbook	1-2 minutes	None	V.T. Pangan M.C. Silvino	Health record and log book
End of Transaction						



INTERNET FACILITY

Technological University of the Philippines
TAGUIG CAMPUS



Tup - Taguig Campus
CITIZEN'S CHARTER

Western Bicutan, Km. 14 East Service Road, SS Highway, Taguig, Metro Manila

INTERNET FACILITY

SERVICE : **AVAILMENT OF INTERNET SERVICE**
 Schedule : 8:00 – 12:00 a.m., 1:00 – 5:00p.m., 5:00pm-8:30pm, Monday – Friday, 8:00am-5pm, Saturday
 Clients/Customer : Students
 Requirements : School ID, Internet Card
 Processing Time : 1 hour

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Present school ID and Internet Card to avail of the Internet Service.	Check school ID, requires student to log in the logbook Informs the student of the internet service policies	1 Minute 1 Minute	None None	Rogen Hallarsis	None
2	Log in at the logbook, proceed to the internet room	Monitor the Internet users.	58 Minutes	None	Rogen Hallarsis	None
3	1. After the 1 hour time, all students must leave and give way to other to avail the service. If there's no available unit, waits to avail the service 2. Follows Step 2					

End of Transaction



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RECORDS OFFICE

Technological University of the Philippines
TAGUIG CAMPUS



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CITIZEN'S CHARTER

Western Bicutan, Km. 14 East Service Road, SS Highway, Taguig, Metro Manila

RECORDS OFFICE

SERVICE : **RELEASING OF MAILES AND PACKAGES**
SCHEDULE : 8: 00 a.m. to 5:00 p.m. with no noon break,Monday - Friday
CLIENTS/CUSTOMERS : Students, Faculty, Staff and Service Providers
REQUIREMENTS : I.D.
PROCESSING TIME : 2 minutes

HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER / CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Presents I. D. to claim mails/packages	Checks I.D. and requires student, faculty, staff and service providers to sign in the control list	1 minute	none	Luz Ricohermoso	none
		Releases mail/packages	1 minute	none	Luz Ricohermoso	
2	Acknowledges receipt of mails/packages in the control list					
End of Transaction						



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