

# CAMP Citizen's Charter 2022

## Documentation Requests

### Onsite Requests

[Student certification \(e.g. Enrollment, GWA and Ranking, Completion\)](#)

[Recommendation letter](#)

[Hours of clinical internship/clinical rotation](#)

[True copy of grades](#)

[Student certification \(Good Moral Character\)](#)

[Alumni verification](#)

[Course description](#)

[Course syllabus](#)

### Online Requests

[Certificate of employment](#)

[Soft copy of student certification \(Enrollment, GWA and Ranking, Completion\)](#)

[Hard copy of student certification \(Enrollment, GWA, Ranking, Completion\)](#)

[Hard copy of recommendation letter](#)

[Hours of clinical internship/clinical rotation](#)

[Soft copy of true copy of grades](#)

[Hardcopy of student certification \(Good Moral Character\)](#)

[Alumni verification](#)

[Hard copy of course description](#)

[Course syllabus](#)

[Program of study](#)

## Clinic Services and Community-Based Rehabilitation Services

[Request for occupational, physical and speech therapy service](#)

[Process for occupational, physical and speech therapy management](#)

[Request for occupational, physical and speech therapy service](#)

[Process for occupational, physical and speech therapy management at the Clinic for Therapy Services](#)

[Request for certification on receipt of therapy in the Clinic for Therapy Services](#)

[Request for conduct of fieldwork activities in the Clinic for Therapy Services for non-CAMP affiliated clients](#)

[Request for conduct of fieldwork activities in the Clinic for Therapy Services for CAMP affiliated clients](#)

[Request for occupational, physical, and speech therapy outreach services](#)

### **Request for Use of Equipment or Space**

[Borrowing department equipment \(OT/PT/SP\) for UP-CAMP use](#)

[Borrowing department equipment \(OT/PT/SP\) for external Use](#)

[Returning borrowed department equipment \(OT/PT/SP\)](#)

[Conducting research at CAMP for non-UP CAMP researchers](#)

[Request for room use by a CAMP student organization for an activity](#)

[Request for room use by a non-CAMP student organization](#)

[Request for borrowing equipment or materials from the Clinic for Therapy Services](#)

[Returning borrowed equipment or materials from the Clinic for Therapy Services](#)

[Request for use of space in the Clinic for Therapy Services](#)

[Request to borrow equipment from the Community-based Rehabilitation Program](#)

[Returning borrowed equipment or materials from the Community-based Rehabilitation Program](#)

### **Other Requests (Student Services, Return Service Program)**

[Request for Financial Assistance: Scholarships](#)

[Request for Financial Assistance: Financial Loans](#)

[Request for certification of completion of return service obligation](#)

[Request for computation of financial penalty due for pre-termination of RSA](#)

[Request to be allowed to pay financial penalty due to pre-termination of RSA](#)

## 1. Borrowing department equipment (OT/PT/SP) for UP-CAMP use

Borrowing equipment from the OT/PT/SP Department for use within the UP-CAMP building

<b>Office or Division:</b>	Administration Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	Faculty, administrative staff and students of UP Manila			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Answer google form CAMP Borrower's/ Request Form (Supplies and Equipment)		<a href="#">CAMP Borrowers/ Request Form (Supplies and Equipment)</a> from the Administrative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Requesting party should fill out the CAMP Borrower's Request online or in hard copy at the Administrative Office Window 2	AO will forward the request to department equipment officer for the recommending approval of the Department Chair	None	1 hour	AO  Department equipment Officer  CAMP laboratory technician
AO will inform the requesting party of the approval/disapproval of request  Requesting party/administrative services officer in the department will answer the google form <a href="#">CAMP Borrowers/ Request Form (Supplies and Equipment)</a>	Administration Office will check the form, once encoded, AO will delegate the preparation of equipment to the CAMP laboratory technician	None	1-3 hours	CAMP laboratory technician
<b>TOTAL</b>		None	3 hours after approval and preparations	CAMP property custodian

## 2. Borrowing department equipment (OT/PT/SP) for external Use

Borrowing equipment from the OT/PT/SP Department for use outside of the UP-CAMP Building

<b>Office or Division:</b>	Administration Office Department of Physical Therapy, Department of Occupational Therapy, and Department of Speech Pathology			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	Faculty and students of UP Manila			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request address to the Dean thru Administrative Officer		Simple letter request by the requesting party		
Accomplished online form: CAMP Borrower's/ Request Form (Supplies and Equipment)		Administrative Officer <a href="#">CAMP Borrowers/ Request Form (Supplies and Equipment)</a>		
Gate Pass		CAMP property custodian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present a letter of request addressed to the Dean thru Administrative Officer (AO) indicating: list of materials requested, purpose, where materials/equipment will be used, and duration of use	AO will forward the request to department equipment officer who will recommend approval to the department chair  AO will inform the requesting party of the approval/disapproval of request and provide the requesting party with the link to the online form ( <a href="#">CAMP Borrowers/ Request Form (Supplies and Equipment)</a> )	None	maximum 1 hour	AO  Department equipment Officer
Requesting party will answer the google form <a href="#">CAMP Borrowers/ Request Form (Supplies and Equipment)</a>	AO will check the form, once encoded, AO will delegate the preparation of equipment to the CAMP property custodian	None	1-3 hours	AO  CAMP property custodian

	CAMP property custodian will prepare the equipment to be borrowed			
Requesting party will secure approved Gate pass from the CAMP property custodian	CAMP property custodian will prepare Gate pass and have it signed by the AO in behalf of the Dean	None	30 minutes	CAMP property custodian
Requesting party will present the approved Gate pass to the guard on duty	The guard on duty will check the make sure that the equipment for out is listed in the gate pass	None	1-5 minutes	Security guard on duty
<b>TOTAL</b>		None	4 hours and 35 minutes	

### 3. Returning borrowed department equipment (OT/PT/SP)

Returning borrowed equipment from the OT/PT/SP Department to the Administration Office

<b>Office or Division:</b>	Administration Office Department of Physical Therapy, Department of Occupational Therapy, and Department of Speech Pathology			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	Faculty and students of UP Manila			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copy of the approved Letter request		Present by the requesting party		
Approved Gate pass		CAMP property custodian		
Material/Equipment borrowed				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present the approved letter with the approved gate pass to the security guard on duty	Security guard on duty informs the Administration office thru the CAMP Property Custodian that a borrowed equipment/material will be returned	None	1-5 minutes	Security guard
Returns the borrowed equipment to the CAMP Property Custodian	CAMP Property Custodian to the documents and the check the status of the returned equipment/material (e.g. complete, no damage, good working condition)  CAMP Property Custodian will inform the AO of their appraisal of the returned equipment		5-10 minutes	CAMP property custodian
If there are no damages, the client signs a logbook documenting the return of the equipment	CAMP Property Custodian accepts the returned equipment and signs the logbook		1-5 minutes	CAMP property custodian
If borrowed item is damaged or lost,	Administration Office will charge an appropriate	Variable	Variable	CAMP Administrative

the client informs the Administration Office or CAMP Property Office	amount to the borrower the repair or for replacement of the equipment			Assistant in charge in procurement
<b>TOTAL</b>		None	7-20 minutes***	

\*\*\* if there are no damages

#### 4. Request for certificate of employment

Request for a Certificate of Employment by CAMP Employees (active and inactive employees)

<b>Office or Division:</b>	Administration Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	Active and inactive Faculty, administrative staff			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Letter request address to the Dean thru Administrative Officer		Simple letter request by the requesting party		
Completed online form: CAMP Admin Request Form (Personnel Matters)		Administrative Assistant in charge in personnel matters <a href="#">CAMP Admin Request Form (Personnel Matters)</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Requesting party will answer the online form <a href="#">CAMP Admin Request Form (Personnel Matters)</a> and inform the administration office about their request via CAMP official email ( <a href="mailto:upm-camp@up.edu.ph">upm-camp@up.edu.ph</a> )	Administrative Assistant in-charge will check the form, check and validate the requesting party	None	maximum 1 hour	Administrative Assistant in charge in personnel matters at Administration Office
Requesting party will wait for the document to be processed	Administrative Assistant prepare draft Certificate of Employment for signature of department chair or the Dean	None	5-10 working days	Administrative Assistant in charge in Personnel matters
Requesting party will claim the original copy in CAMP Administration Office	Administrative Assistant will issue the original copy  Administrative Assistant may email a soft copy of the certificate to the requesting party upon request	None	1-5 minutes	Administrative Assistant in charge in Personnel matters



<b>TOTAL</b>	None	5-10 days and 5 minutes	Administrative Assistant in charge in Personnel matters
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## 5. Conducting research at CAMP for non-UP CAMP researchers

Request to conduct a study (Survey, FGD and other research related matters)

<b>Office or Division:</b>	CAMP Research Committee			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Non-CAMP researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Letter to Dean for permission to conduct study for relevant CAMP constituent		Written by the client		
- Ethics approval from UPM REB or other institutional review boards		UPM REB or institutional review boards		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the following to the office of the Dean: <ul style="list-style-type: none"> <li>- Letter to the Dean to conduct research at CAMP</li> <li>- Approval from recognized ethics review board</li> <li>- Short proposal</li> </ul>	Office of the Dean will forward the letter to the CRC.  CRC will evaluate the documents and make recommendations to the Dean	None	3 working days(?) upon the receipt of the letter	Office of the Dean  URA
Wait for approval of the Dean CAMP Research Committee approval letter to conduct a study	Office of the Dean will issue letter of approval (cc: CRC and relevant department/persons)		2	
Researcher coordinates with appropriate department/persons to conduct data collection	Relevant department/persons will facilitate data collection.		2	
<b>TOTAL</b>		None	7	

## 6. Onsite request for student certification (e.g. Enrollment, GWA and Ranking, Completion)

Request for student certification (e.g. Enrolment, GWA and Ranking, Completion)

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Request Form		CAMP Admin (Window 2)		
Original Receipt of payment		UPM Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure Request Form at CAMP Admin (Window 2)	OCS Staff will check the accomplished form and orient the students about the process	-	1-5 minutes	OCS Staff
Proceed to Cashier for payment	-NA-	Php 50.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request	-	3-5 working days	OCS Staff
Return the Request Form and present the OR at the CAMP (Window 2)	OCS Staff validate the form and OR  OCS Staff releases hard copy of the document	-	1-5 mins	OCS Staff
<b>TOTAL</b>			3-5 working days and 10 minutes	

## 7. Online request for soft copy of student certification (Enrollment, GWA and Ranking, Completion)

Request for student certification (Enrollment, GWA and Ranking, Completion)

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Response to the online request form		OCS Staff via email		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client emails OCS re steps of application	OCS staff orients the students re process including processing time via email; emails student the link to document request form online		1 working day upon receipt of email	OCS Staff
Client fills out the online request form	Send an email to the client confirming the request has been accepted; clarifies details if needed; asks for additional document/materials if needed		Within 3 working days upon receipt of request	OCS Staff
Wait for the processing of the documents	OCS staff to process the request		3-5 working days	OCS Staff
	OCS staff to email soft copy of email document to client		1-5 minutes	OCS staff
<b>TOTAL</b>			5-9 working days and 5 minutes	

## 8. Online request for hard copy of student certification (Enrollment, GWA, Ranking, Completion)

Request for student certification (Enrollment, GWA and Ranking, Completion)

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Response to the online request form		OCS Staff via email		
Proof of payment		Cashier's office or online payment portals		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client emails OCS re steps of application	OCS staff orients the students re process including processing time via email; emails student the link to document request form online		1 working day upon receipt of email	OCS Staff
Client fills out the online request form	Send an email to the client confirming the request has been accepted; clarifies details if needed; asks for additional document/materials if needed  OCS staff provides online billing slip to the the client and informs client of procedure for payment		Within 3 working days upon receipt of request	OCS Staff
Clients pays either online or onsite at the cashier's office	-NA-	PhP 50.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request and informs the student when they can pick up the document	-	3-5 working days	OCS Staff
Present the OR or any proof of payment at the CAMP (Window 2)	OCS Staff validate the form and OR	-	1-5 mins	OCS Staff

	OCS Staff releases hard copy of the document			
<b>TOTAL</b>			5-9 working days and 5 minutes	

## 9. Onsite request for recommendation letter

Request for student recommendation letter

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Student Request Form with signature of faculty whom they requested for recommendation		CAMP Admin (Window 2)		
Original Receipt of payment		UPM Cashier's Office		
RSA notarized letter ONLY IF the document is for medical school AND the clients has not yet been cleared of return service obligation		Return Service Program Committee of the College		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure Student Request Form at CAMP Admin (Window 2)	OCS Staff will check the accomplished form and orient the students about the process		1-5 minutes	OCS Staff
Coordinate with the RSA committee ONLY IF the document is for medical school AND the clients has not yet been cleared of return service obligation	-NA-			RSA Staff
Seek the approval of a faculty to write the recommendation letter (either face-to-face or via email)	-NA-		1-2 working days	Faculty of choice
Show proof of approval of faculty and RSA document (if necessary) to Window 2	OCS staff to check proof		1-5 minutes	OCS staff
Proceed to Cashier for payment with the request form	-NA-	PhP 100.00		Cashier's Staff
Wait for the processing of the documents	-NA- Faculty writes the recommendation and forwards letter to OCS staff for printing		10-15 working days <i>(subject change depending on faculty)</i>	Faculty of choice
Present the Request Form and the OR or any	OCS Staff validate the form and	-	1-5 mins	OCS Staff

proof or payment at the CAMP (Window 2)	OR/proof of payment  OCS Staff releases hard copy of the document			
<b>TOTAL</b>			11-17 working days and 15 minutes*	

*\* IF the document is for medical school AND the clients has not yet been cleared of return service obligation, will require additional days to coordinate with the RSA committee*



## 10. Online request for hard copy of recommendation letter

Request for student recommendation letter

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Response to the online request form		OCS Staff via email		
Proof of approval of faculty to write recommendation letter		Faculty they would like to write the letter		
Proof of payment		Cashier's office or online payment portals		
RSA notarized letter ONLY IF the document is for medical school AND the clients has not yet been cleared of return service obligation		Return Service Program Committee of the College		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client emails OCS re steps of application	OCS staff orients the students re process including processing time via email; emails student the link to document request form online		1 working day upon receipt of email	OCS Staff
Coordinate with the RSA committee ONLY IF the document is for medical school AND the clients has not yet been cleared of return service obligation	-NA-			RSA Staff
Students seeks the approval of a faculty to write the recommendation letter (either face-to-face or via email)	-NA-		1-2 working days	Faculty of choice
Client fills out the online request form including proof of approval of faculty of choice / RSA document (if necessary)	Send an email to the client confirming the request has been accepted; clarifies details if needed; asks for additional document/materials if needed  OCS staff provides online billing slip to the the client and informs client		Within 3 working days upon receipt of request	OCS Staff

	of procedure for payment			
Pay the fee either online or onsite at cashier's office	-NA-	PhP 100.00		Cashier's Staff
Wait for the processing of the documents	-NA- Faculty writes the recommendation and forwards letter to OCS staff for printing		10-15 working days <i>(subject change depending on faculty)</i>	Faculty of choice
Present the Request Form and the OR or any proof or payment at the CAMP (Window 2)	OCS Staff validate the form and OR/proof of payment  OCS Staff releases hard copy of the document	-	1-5 mins	OCS Staff
<b>TOTAL</b>			12-19 working days and 5 minutes*	

## 11. Onsite request of hours of clinical internship/clinical rotation

Request for clinical internship/clinical rotation

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Student Request Form		CAMP Admin (Window 2)		
Original Receipt of payment		UPM Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure Request Form at CAMP Admin (Window 2)	OCS Staff will check the accomplished form and orient the students about the process	-	1-5 minutes	OCS Staff
Proceed to Cashier for payment	-NA-	Php 50.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request	-	10 working days	OCS Staff
Present the Request Form and present the OR at the CAMP (Window 2)	OCS Staff validate the form and OR  OCS Staff releases hard copy of the document	-	1-5 mins	OCS Staff
<b>TOTAL</b>			10 Working Days and 10 minutes**	

*\*\*For new graduates, availability of the document depends on when the academic training coordinator will finish processing the clinic hours*

## 12. Online request of hours of clinical internship/clinical rotation

Request for clinical internship/clinical rotation

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Response to the online request form		CAMP Admin (Window 2)		
Original Receipt of payment		UPM Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client emails OCS re steps of application	OCS staff orients the students re process including processing time via email; emails student the link to document request form online		1 working day upon receipt of email	OCS Staff
Client fills out the online request form	Send an email to the client confirming the request has been accepted; clarifies details if needed; asks for additional document/materials if needed  OCS staff provides online billing slip to the the client and informs client of procedure for payment		Within 3 working days upon receipt of request	OCS Staff
Clients pays either online or onsite at the cashier's office	-NA-	PhP 50.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request	-	10 working days	OCS Staff
Present the Request Form, the OR or any proof of payment at the CAMP (Window 2)	OCS Staff validate the form and OR  OCS Staff releases hard copy of the document	-	1-5 mins	OCS Staff
<b>TOTAL</b>			12-14 working days and 5 minutes**	

\*\*For new graduates, availability of the document depends on when the academic training coordinator will finish processing the clinic hours

### 13. Onsite request of true copy of grades

Request of true copy of grades

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Student Request Form		CAMP Admin (Window 2)		
Letter request indicating the purpose of request		Client		
Original Receipt of payment		UPM Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish Request Form at CAMP Admin (Window 2) and attach a letter request indicating the purpose of request	OCS Staff will check the accomplished form and orient the students about the process	-	1-5 minutes	OCS Staff
Proceed to Cashier for payment <i>(for scholarship purposes no fees to be collected)</i>	-NA-	PhP 50.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request	-	3-5 working days	OCS Staff
Present the Request Form and present the OR at the CAMP (Window 2)	OCS Staff validate the form and OR  OCS Staff releases hard copy of the document	-	1-5 mins	OCS Staff
<b>TOTAL</b>			3-5 working days and 10 minutes	

## 14. Online request of soft copy of true copy of grades

Request of true copy of grades

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Response to the online request form		OCS Staff via email		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client emails OCS re steps of application	OCS staff orients the students re process including processing time via email; emails student the link to document request form online		1 working day upon receipt of email	OCS Staff
Client fills out the online request form	Send an email to the client confirming the request has been accepted; clarifies details if needed; asks for additional document/materials if needed  OCS staff provides online billing slip to the the client and informs client of procedure for payment		Within 3 working days upon receipt of request	OCS Staff
Wait for the processing of the documents	OCS staff to process the request		3-5 working days	OCS Staff
	OCS staff to soft copy of email document to the client		1-5 mins	OCS Staff
<b>TOTAL</b>			5-9 working days and 5 minutes	

## 15. Onsite request for student certification (Good Moral Character)

### Request for Student Certification (Good Moral Character)

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Student Request Form with signature of faculty whom they requested for good moral character		CAMP Admin (Window 2)		
Original Receipt of payment		UPM Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Request Form at CAMP Admin (Window 2)	OCS Staff will check the accomplished form and orient the students about the process		1-5 minutes	OCS Staff
Client seeks the approval of a faculty to sign the GMC certificate (either face-to-face or via email)	-NA-		1-2 working days	Faculty of choice
Show proof of approval of faculty to Window 2	OCS staff to check proof		1-5 minutes	OCS staff
Proceed to Cashier for payment with the request form	-NA-	PhP 100.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request	-	3-5 working days	OCS Staff
Present the Request Form and present the OR at the CAMP (Window 2)	OCS Staff validate the form and OR  OCS Staff releases hard copy of the document	-	1-5 mins	OCS Staff
<b>TOTAL</b>			4-7 working days and 15 minutes	

## 16. Online request for hardcopy of student certification (Good Moral Character)

Request for student certification (Good Moral Character)

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Response to the online request form		OCS Staff via email		
Proof of approval of faculty to sign GMC Cert		Faculty		
Proof of payment		Cashier's office or online payment portals		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client emails OCS re steps of application	OCS staff orients the students re process including processing time via email; emails student the link to document request form online		1 working day upon receipt of email	OCS Staff
Client seeks the approval of a faculty to sign GMC cert (either face-to-face or via email)	NA		1-2 working days	Faculty of choice
Client fills out the online request form	Send an email to the student confirming the request has been accepted		Within 3 working days upon receipt of request	OCS Staff
Client shows proof of approval of faculty via email	OCS staff to check proof  OCS staff provides online billing slip to the student/alumni		1-5 minutes	OCS staff
Pay the fee either online or onsite at cashier's office	-NA-	PhP 100.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request	-	3-5 working days	OCS Staff
Present the Request Form and present the OR at the CAMP (Window 2)	OCS Staff validate the form and OR  OCS Staff releases hard copy of the document (except requested otherwise)	-	1-5 minutes	OCS Staff



<b>TOTAL</b>		6-11 working days and 10 minutes	
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## 17. Onsite request for alumni verification

Request for verification of program details for credentialing purposes

<b>Office or Division:</b>	CAMP Office of the College Secretary
<b>Classification:</b>	Technical
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Request Form	CAMP Admin (Window 2)
Photocopy of Transcript of Record	OUR
Signed verification form from the agency	Agency requiring verification
Original Receipt of payment	UPM Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Request Form at CAMP Admin (Window 2) and provide other necessary documents (e.g. photocopy of transcript of record, verification form from the agency)	OCS Staff will check the accomplished form and orient the students about the process		1-5 minutes	OCS Staff
Proceed to Cashier for payment	-NA-	PhP 100.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request	-	10 working days	OCS Staff
Present the Request Form and present the OR at the CAMP (Window 2)	OCS Staff validate the form and OR  OCS Staff releases hard copy of the document (except otherwise requested)	-	1-5 minutes	OCS Staff
<b>TOTAL</b>			10 working days and 10 minutes	

## 18. Online request for alumni verification

Request for verification of program details for credentialing purposes

<b>Office or Division:</b>	CAMP Office of the College Secretary
<b>Classification:</b>	Technical
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Student Request Form	CAMP Admin (Window 2)
Verification form required by their verification	Agency that requires verification
Photocopy of Transcript of Record	OUR
Original Receipt of payment	UPM Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client emails OCS re steps of application	OCS staff orients the students re process including processing time via email; emails student the link to document request form online		1 working day upon receipt of email	OCS Staff
Client fills out the online request form and provide other necessary documents (e.g. photocopy of transcript of record, verification form from the agency)	Send an email to the student confirming the request has been accepted  OCS staff provides online billing slip to the the client	PhP 100.00	Within 3 working days upon receipt of request	OCS Staff
Pay the fee either online or onsite at cashier's office	-NA-	PhP 100.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request	-	10 working days	OCS Staff
Present the Request Form and present the OR or proof of payment at the CAMP (Window 2)	OCS Staff validate the form and OR  OCS Staff releases hard copy of the document (except requested otherwise)	-	1-5 mins	OCS Staff
<b>TOTAL</b>			12-14 working days and 5 minutes	

## 19. Onsite request for course description

Request for description of all the courses taken at the College for credentialing purposes

<b>Office or Division:</b>	CAMP Office of the College Secretary
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Student Request Form	CAMP Admin (Window 2)
Photocopy of Transcript of Record	OUR
Original Receipt of payment	UPM Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Request Form at CAMP Admin (Window 2)	OCS Staff will check the accomplished form and orient the students about the process		1-5 minutes	OCS Staff
Proceed to Cashier for payment with the request form	-NA-	PhP 200.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request	-	7 working days	OCS Staff
Present the Request Form and present the OR at the CAMP (Window 2)	OCS Staff validate the form and OR  OCS Staff releases hard copy of the document (except when requested otherwise)	-	1-5 minutes	OCS Staff
<b>TOTAL</b>			7 working days and 10 minutes	

## 20. Online request for hard copy of course description

Request for description of all the courses taken at the College for credentialing purposes

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Request Form		CAMP Admin (Window 2)		
Photocopy of Transcript of Record		OUR		
Original Receipt of payment		UPM Cashier's Office/Online payment		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client emails OCS re steps of application	OCS staff orients the students re process including processing time via email; emails student the link to document request form online		1 working day upon receipt of email	OCS Staff
Client fills out the online request form and provide other necessary documents (e.g. photocopy of transcript of record)	Send an email to the student confirming the request has been accepted  OCS staff provides online billing slip to the the client		Within 3 working days upon receipt of request	OCS Staff
Pay the fee either online or onsite at cashier's office	-NA-	PhP 200.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request	-	7 working days	OCS Staff
Present the Request Form and present the OR or proof of payment at the CAMP (Window 2)	OCS Staff validate the form and OR  OCS Staff releases hard copy of the document (except when requested otherwise)	-	1-5 minutes	OCS Staff

<b>TOTAL</b>		9-11 working days and 10 minutes	
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## 21. Onsite request for course syllabus

Request for syllabus of all the courses taken at the College for credentialing purposes

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Student Request Form		CAMP Admin (Window 2)		
Photocopy of Transcript of Record		OUR		
Original Receipt of payment		UPM Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure Request Form at CAMP Admin (Window 2) and provide other necessary documents (e.g. photocopy of transcript of record)	OCS Staff will check the accomplished form and orient the students about the process		1-5 minutes	OCS Staff
Proceed to Cashier for payment with the request form	-NA-	Php 500.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request	-	20-30 working days	OCS Staff
Present the Request Form and present the OR at the CAMP (Window 2)	OCS Staff validate the form and OR  OCS Staff releases hard copy of the document (except when requested otherwise)	-	1-5 minutes	OCS Staff
<b>TOTAL</b>			20-30 working days and 10 minutes	

## 22. Online request for course syllabus

Request for syllabus of all the courses taken at the College for credentialing purposes

<b>Office or Division:</b>	CAMP Office of the College Secretary			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Student Request Form		CAMP Admin (Window 2)		
Photocopy of Transcript of Record		OUR		
Original Receipt of payment		UPM Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client emails OCS re steps of application	OCS staff orients the students re process including processing time via email; emails student the link to document request form online		1 working day upon receipt of email	OCS Staff
Client fills out the online request form and provide other necessary documents (e.g. photocopy of transcript of record)	Send an email to the student confirming the request has been accepted  OCS staff provides online billing slip to the the client		Within 3 working days upon receipt of request	OCS Staff
Pay the fee either online or onsite at cashier's office	-NA-	PhP 500.00		Cashier's Staff
Wait for the processing of the documents	OCS staff to process the request	-	20-30 working days	OCS Staff
Present the Request Form and present the OR or proof of payment at the CAMP (Window 2)	OCS Staff validate the form and OR  OCS Staff releases hard copy of the document (except when requested otherwise)	-	1-5 minutes	OCS Staff
<b>TOTAL</b>			22-34 working days and 10 minutes	



### 23. Request for program of study

Request for program of study

<b>Office or Division:</b>	Graduate Programs Committee			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	Graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completed courses and grades (print out)		SAIS		
Plan your courses with program adviser		Program adviser		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present letter of request for program of study to the CAMP Graduate Programs Coordinator	Accepts the request		1-5 minutes	Grad Programs Clerk
Wait for the document to be processed	Process the request: <ul style="list-style-type: none"> <li>- Get the agreed upon plan of program of study</li> <li>- Type up program of study for student based on agreed plan</li> <li>- Program adviser signs</li> <li>- Graduate Program Head signs</li> </ul>		3 working days	Grad Programs Clerk
	Release the document to the student		1-5 mins	Grad Programs Clerk
<b>TOTAL</b>			3 working days and 10 minutes	

## 24. Request for room use by a CAMP student organization for an activity

Request for room use for activities headed by CAMP organizations

**Office or Division:** Office of Student Relations

**Classification:** Simple

**Type of Transaction:** Government to citizen

**Who may avail:** Students

### CHECKLIST OF REQUIREMENTS

### WHERE TO SECURE

Activity permit or letter of request including CAMP faculty adviser endorsement

Written by the requesting party

#### CLIENT STEPS

#### AGENCY ACTION

#### FEES TO BE PAID

#### PROCESSING TIME

#### PERSON RESPONSIBLE

Student organizations submits an activity permit endorsed by their faculty adviser

Office of the Dean to receive the activity permit  
Clerk of the Office of the Dean forwards activity permit is forwarded to SRO

none

1-5 minutes

Administrative staff at the office of the Dean

Client waits for the request to be reviewed

SRO to review the activity permit details  
  
If the there are details that needs to be clarified or the proposal needs to be revised, the SRO returns the documents to the student

none

1 working day

SRO

Organization representative to retrieve the activity permit from the Dean's Office for any revisions

Dean's administrative staff returns the document to the clients for any revisions

none

1-5 minutes

Dean's administrative staff

Organization representative to revises the document as needed

-NA-

variable

Client

Student organizations submits revised activity permit

Office of the Dean to receive the activity permit  
Clerk of the Office of the Dean forwards

none

1-5 minutes

Administrative staff at the office of the Dean

	activity permit is forwarded to SRO			
Client waits for the request to be processed	<p>If there are no (more) revisions needed, the request will be processed:</p> <ul style="list-style-type: none"> <li>- SRO to review availability of room, and to ensure regular classes before, during, and after will not be affected</li> <li>- SRO forward the activity permit to Dean's administrative staff</li> <li>- Dean's administrative staff to log the activity permit and to forward to AO</li> <li>- AO to take note of the room and other needs, and coordinate with administrative staff regarding room use specifications</li> <li>- AO to return permit to Dean's administrative staff</li> <li>- Dean's administrative staff to forward to Dean thru the OCS for approval of activity</li> <li>- OCS approves the request and forwards the document to the Dean's administrative staff</li> </ul>		1-2 working days	<p>SRO</p> <p>AO</p> <p>Dean's administrative staff</p>

Organization representative to retrieve the activity permit from the Dean's Office	Dean's administrative staff informs the student of the results of the request	none	1-5 minutes	Dean's administrative staff
<b>TOTAL</b>		None	2-3 working days and 20 minutes****	

\*\*\*\* If there are no revisions needed to the documents

## 25. Request for room use by a non-CAMP student organization

Request for room use for activities headed by non-CAMP organization or office

<b>Office or Division:</b>	Office of Student Relations			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Activity permit or letter of request		OSR		
CAMP faculty to endorse and oversee the activity for non CAMP organizations		assisted by SRO in identifying faculty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Organization or office submits an activity permit endorsed by their faculty adviser	Office of the Dean to receive the activity permit	none		Administrative staff at the office of the Dean
none	Activity permit is forwarded to SRO	none		Administrative staff at the office of the Dean
	SRO to review the activity permit details: clarification of information; identification of CAMP faculty who will oversee the event if after hours	none	1-3 days	SRO and Organization head/CAMP representative
	SRO to review availability of room, and to ensure regular classes before, during, and after will not be affected	none	20 minutes day	SRO
Organization representative to retrieve the activity permit for revision	If activity permit needs to be revised due to time/date/activity details, SRO to place it in the Folder "Activity permits"	none	3 minutes	SRO
	If for endorsement: SRO endorse for approval and to forward the activity permit to Dean's administrative staff	none	3 minutes	SRO
	Dean's administrative staff to log the activity	none		Dean's administrative staff

	permit and to forward to AO			
	AO to coordinate with administrative staff regarding room use specifications and calculation of room use fees	depends on the length of activity		AO
	AO to return permit to Dean's administrative staff	none		AO
	Dean's administrative staff to forward to OCS or Dean for approval of activity	none		Dean's administrative staff
Organization representative to retrieve the activity permit from the designated folder	Dean's administrative staff will place activity permits at the Folder "Activity Permits" at the reception's desk	none		
<b>TOTAL</b>		None	# Days	

## 26. Request for Financial Assistance: Scholarships

Request for scholarship applications

<b>Office or Division:</b>	Office of Student Relations			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Financial Aid Application form		OSR		
Letter indicating reasons for application		Applicant		
Good moral character		Admin		
TCG		Admin		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client to present accomplished financial aid form to the SRO with the other documents (e.g. GMC certificate, TCG)	SRO receives the form and check for completeness	none	5 minutes	SRO
Client waits for the request to be process	SRO to forward request to appropriate institutional body (CAMP Foundation, Mayuga, ALRES)	none	1 working day	SRO
Client will wait for the documents to be processed	Institutional body and SRO to coordinate to set a date to interview student  SRO will inform the client of the interview date	none	Within 1-2 weeks depending on availability of foundation/ scholarship representative	SRO and CAMP Foundation/Mayuga/ ALRES
Attend the interview	Institutional body and SRO to interview		1-2 hours	SRO and CAMP Foundation/Mayuga/ ALRES
Client will wait for the result of the interview	Institutional body will decide which if the scholarship will be awarded  The SRO will inform the		1-2 days after the interview. If there are multiple interviewees, 1-2 days after the interview of the last interviewee	Institutional body

	client about the results of the interview			
If the scholarship is awarded, the client will coordinate directly with the institutional body from drafting the contract until the awarding of the scholarship				
	<b>TOTAL</b>	None	# Days	



## 27. Request for Financial Assistance: Financial Loan

Request for a financial loan

<b>Office or Division:</b>	Office of Student Relations			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Financial Aid Application form		OSR		
Good moral character		Admin		
TCG		Admin		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client to present accomplished financial aid form to the SRO with the other documents (e.g. GMC certificate, TCG)	SRO receives the form and check for completeness	none	3-5 minutes	SRO
Client waits for the request to be process	SRO appraises the submission of the client  SRO to determine appropriate and available funds from the existing emergency loan funds	none	1 working day	SRO
Client returns to the SRO	If the request is approved, SRO to provide emergency loan to student with contract signing for terms of payment  If the request is not approved, the SRO will provide the client with other potential alternatives	none	30-60 minutes	SRO
<b>TOTAL</b>		None	1 working day and 65 minutes	

## 28. Request for certification of completion of return service obligation

Request for certification of completion of return service obligation

<b>Office or Division:</b>	CAMP Return Service Agreement			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	CAMP Alumni who signed a Return Service Agreement (RSA), have graduated from CAMP and who believe they have completed their Return Service Obligation to the college			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Template can be downloaded from: <a href="#">Request for Certificate of Clearance COPY/DOWNLOAD - Google Docs</a>		
Complete report of his/her return service activities since graduation, using the online form provided by CAMP (n.b. It is recommended that this form be accomplished annually from the time of graduation, updating any and all previously submitted information)		Link to online form: <a href="#">CAMP RSA Monitoring</a>		
Certificates of employment showing period worked, job description, work schedule, clientele served, etc		Employer		
Proof of Service Rendered form with a number of hours, signed by the employer ( <i>when adequate certificate of employment is not available</i> )		Template can be downloaded from: <a href="#">UPM CAMP RSA TEMPLATE _Proof of Service Rendered _copy or download - Google Docs</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish proof of service rendered form then scan and submit via online form: <a href="#">CAMP RSA Monitoring</a> . (n.b. It is recommended that this form be accomplished annually from the time of graduation, updating any and all previously submitted information)	Periodic tasks - Review online folder containing alumni submissions; extract new submissions - Encode hours/service rendered in database - Transfer files submitted via online form: <a href="#">CAMP RSA Monitoring</a> to corresponding file folders		- 10 minutes per form submission for encoding and organizing submissions - note that at present, between 600-700 alumni are expected to submit every year; actual submissions are	CAMP RSP Staff

	- Summarize database		approximately 500/year	
Submit letter addressed to CAMP Dean of thru CAMP RSP Coordinator requesting release from Return Service Obligation; email to CAMP RSP Staff	Receive letter; acknowledge receipt via email; encode in document tracking system.		1 day	CAMP RSP staff
	Prepare summary of hours rendered based on submissions of alumnus/a to online form: <a href="#">CAMP RSA Monitoring</a> .		5 days	CAMP RSP staff
	Screen summary and submissions to determine if criteria for fulfillment of RSO have been met. 1. If all is in order, endorse to the CAMP RSP Coordinator 2. <i>If not, refer to CAMP RSP Coordinator for review</i>			
	If all is in order, prepare letter to OC requesting student release from Return Service Obligation completion			
	Transmit letter and summary to CAMP RSP Coordinator for review.			
	Review documents 1. If all is in order,		5 days	CAMP RSP Coordinator

	<p>endorse documents and transmit to CAMP RSP Staff to be forwarded to OC</p> <p>2. <i>If not, return to RSA Staff for further processing</i></p>			
	Transmit necessary documents to CAMP Dean		1 day	CAMP RSP staff
	Sign and return to CAMP RSP Staff		2 days	Dean's Office
	Print documents; encode in document tracking systems (internal to CAMP and of UP Manila). Transmit to UPM OAR		1 day	CAMP RSP staff
	<p>Review documents</p> <p>1. If all is in order, endorse to the Office of the Chancellor thru the UPM Legal Office</p> <p>2. <i>If not, return to CAMP for further processing</i></p>		5 days	UPM OAR
	Review documents; if all is in order, prepare a Memorandum of Return Service Obligation Completion and forward to the Office of the Vice Chancellor of Academic Affairs for review/endorsement		5 days	UPM Legal Office

	Reviews documents; if all is in order, initials/endorsees and forwards documents for signature to the Office of the Chancellor		5 days	OVCAA
	Sign the Memorandum and return to CAMP Dean		5 days	OC
	Annotate Memorandum to signify it has been released		1 day	CAMP Dean's Office
	Receive annotated Memorandum; scan and prepare version to be certified true copy by the RSP coordinator; transmit to RSP Coordinator for signature		1 day	CAMP RSP staff
	Sign certified true copy (CTC) of Memorandum		5 days	RSP Coordinator
	Receive CTC; disseminate to pertinent UP Manila Offices/Units with a link to the online summary of service rendered and request for RSO Completion Certificate for OUR reference		1 day	CAMP RSP staff
	Inform alumnus/a via email that hard copy is available; send soft copy of CTC to alumnus/as			
Claim hard copy of CTC from CAMP RSP Staff;	Encode in document tracking system		10 mins	Alumnus/a

sign to indicate receipt				
<b>TOTAL</b>		None	43 days and 10 mins	

## 29. Request for computation of financial penalty due for pre-termination of RSA

Request for computation of financial penalty due for pre-termination of RSA

<b>Office or Division:</b>	CAMP Return Service Program
<b>Classification:</b>	Highly technical
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	CAMP Alumni who signed a Return Service Agreement (RSA); this includes both those who have enrolled graduated from CAMP, or who enrolled in CAMP undergraduate courses and did not or have not yet graduated

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
True Copy of Grades	CAMP SRE
Accomplished Letter of Request	Link to template: <a href="#">Request for Computation of Financial Pen...</a>
Tuition Fee Calculation	CAMP SRE
Letter to Budget Requesting Computation of Payback	CAMP RSP Staff
RSA Information Sheet for RSA Payback	CAMP RSP Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit signed letter of request together with CAMP RSP Staff via email	Receives letter and encodes in document tracking system	none	1 day	RSP Staff
	Email SRE to request TCG and computation of tuition fees per term student was enrolled in			RSP Staff
	Transmit tuition fee computation to RSP Staff		2 days	SRE Staff
	<ul style="list-style-type: none"> <li>- Receive tuition fee computation</li> <li>- Draft letter to Budget office requesting for computation of penalty</li> <li>- Prepare Information Sheet for RSA Payback</li> </ul>		1 day	RSP Staff

	- Transmit to RSP Coordinator for review and signature			
	Review above documents 1) If all is in order, sign and return to RSP Staff to be forwarded 2) <i>If not, return for editing or correction</i>		5 days	RSP Coordinator and the Dean
	Forward signed documents to the Budget Office; encode in data tracking systems; file receiving copy in corresponding folders		1 day	RSP Coordinator
	Process RSA Payback Computation; transmit to college		4 months	Budget Office Staff and Accounting Office
	Receive computation; communicate total amount and mechanisms for payment to alumnus/a; set a meeting between alumnus and RSP Committee members as needed		1 day	RSP Staff
<b>TOTAL</b>			4 months and 11 days	

### 30. Request to be allowed to pay financial penalty due to pre-termination of RSA

Alumni who pre-terminate their Return Service Agreement incur a financial penalty which they need to pay the University. Unless they pay the penalty, they are subject to legal action for breach of contract; in addition, selected university documents may not be released to them. Alumni who intend to pay the penalty in full can follow the process below in order to do so.

<b>Office or Division:</b>	CAMP Return Service Program
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	CAMP Alumni who signed a Return Service Agreement (RSA) are decided on pre-termination and intent to pay the corresponding

	financial penalty; this includes both those who have enrolled graduated from CAMP, or who enrolled in CAMP undergraduate courses and did not or have not yet graduated			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Letter of Request		Link to template: <a href="#">Request for Order of Payment _ COPY/D...</a>		
RSA Payback Computation		See <a href="#">Request for Computation of Financial Pe...</a>		
Letter informing alumnus/a of penalty amount due		CAMP RSP Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter of request	RSP staff receives and reviews letter; encodes in document tracking; files in appropriate folder		1 day	RSP Staff
	Draft a letter to OC Recommending Payback, with RSA Payback Computation attached. Transmits to RSP Coordinator and Dean for signature			RSP Staff
	Reviews documents; if all is in order, sign and return to RSP staff		5 days	RSP Coordinator and CAMP Dean
	Receive signed document and forward to OAR		1 day	RSP Staff
	Review; if all is in order, recommend approval and forward to Legal Office		2 days	OAR
	Review; if all is in order, recommend approval and forward to OVCA for countersigning		2 days	Legal Office
	OVCA reviews; if all is in order, countersigns and forwards to OC		2 days	OVCA



	OC reviews; if all is in order, signs and returns to college		2 days	OC
	Receives approved request; encodes in document tracking system; files copy in folder of alumnus. Emails request for order of payment to the Accounting Office, attaching <ul style="list-style-type: none"> <li>- Approval from OC</li> <li>- Computation of penalty from Budget Office</li> <li>- Letter of request from student</li> </ul>		1 day	RSP Staff
	Receive and process order of payment		2 days	Accounting Office
	Receive and email order of payment to the alumnus/a		1 day	RSP Staff
Make payment via chosen mechanism <ul style="list-style-type: none"> <li>- DBP bank or</li> <li>- On campus at the cashier's office</li> </ul>		Amount varies per alumnus/a. May reach several hundred thousand pesos.		UPM Cashier's Office
Submit proof of payment (official receipt or deposit slip) to RSP staff	Receive official receipt or deposit slip.		1 day	RSP Staff
	<i>If deposit slip is received: submit to UPM Cashier's office for validation</i>			
	<i>Review records of UPM Cashier's office to validate that payment was received. Once validated, send official receipt to CAMP RSP Staff.</i>		5 days	UPM Cash Office

	<i>Scan official receipt and email to alumnus</i>		1 day	RSP Staff
	File scanned official receipt in corresponding folder.			
Alumnus may now begin the process to process clearance. Please see: <a href="#">Request for Return ...</a>				Alumnus
<b>TOTAL</b>			<b>26 days</b>	

### 31. Request for occupational, physical and speech therapy service

Request for therapy services at the University Health Service Therapy Clinic

<b>Office or Division:</b>	University Health Service Therapy Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	adult and adolescent population (discount given to UP Diliman students, employees, relatives of employee, senior citizens, PWDs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Recent referral for OT/PT/SP service		Any physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present doctor's referral at the University Health Service Therapy Clinic	Clinic staff will check if the document is recent (at least within 6 months) and has the phrase "for physical therapy/for occupational therapy/for speech therapy treatment"		5 minutes	Clinic staff
Client will select therapist to set the appointment  * consultant (licensed OT, PT, certified SP) or * student clinician (interns)	Clinic staff will check availability of chosen therapist  If the therapist of choice is available, the clerk will provide the client with an appointment  Clinic staff will orient the client about the policies of the clinic		5-15 minutes	Clinic staff

Client leaves the clinic and will return on the schedule of their therapy session				
<b>TOTAL</b>			10-20 minutes	

### 32. Process for occupational, physical and speech therapy management

Request for therapy services at the University Health Service Therapy Clinic

<b>Office or Division:</b>	University Health Service Therapy Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	adult and adolescent population (discount given to UP Diliman students, employees, relatives of employee, senior citizens, PWDs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original copy of recent and pertinent tests and ancillary procedures		Any licensed physician and health care professional		
Valid ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client will return to the clinic on the day and time of appointment.  Client will present a valid ID (to know if they can avail discounted rates)	Administrative staff receives the patient/client and inform the therapist in charge	None	1-5 minutes	Clinic staff
Client will proceed to the therapy area	Provides assessment / treatment to the client		1 hour	Therapist of choice
Client pays for the therapy service rendered	Clinic staff will give acknowledgement receipt	rates vary to affiliation/category <sup>1</sup>  Minimum - PHP 300 Maximum - PHP 700	1-5 minutes	Clinic staff
<b>TOTAL</b>			70 minutes	

### 33. Request for occupational, physical and speech therapy service

Request for physical, occupational and speech therapy services by persons with and without disabilities for habilitation, rehabilitation, and health and wellness promotion at the UP CAMP Clinic for Therapy Services

<b>Office or Division:</b>	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	Persons with disability, persons without disability, UP administrative and faculty staff, students, alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original recent referral form for physical occupational, or speech therapy		Any licensed physician		
Photocopy of recent referral form for physical occupational, or speech therapy		Any photocopy service center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present original and photocopy of referral for occupational therapy, physical therapy, or speech therapy at the CTS Clinic	<p>CTS administrative staff will check the referral form</p> <ul style="list-style-type: none"> <li>- signed by a physician</li> <li>- within the past 6 months</li> <li>- explicit statement of need and referral to OT, PT, SP</li> <li>- correct patient's/client's contact details.</li> </ul> <p>CTS administrative staff will return the original referral form to the client, and file the photocopy of the referral form</p>		5-10 minutes	CTS administrative staff

Client asks availability of preferred schedule for the therapy sessions	CTS administrative staff checks availability of the client's preferred and available day and time with available therapy session schedules in the clinic  If there is an available schedule, CTS sets the day and time of therapy of the patient/client in the clinic and informs the client.		5-10 minutes	CTS administrative staff
Client leaves the clinic and will return on the schedule of their therapy session				
<b>TOTAL</b>		None	10-20 minutes****	

\*\*\*\* If a there's an available schedule

### 34. Process for occupational, physical and speech therapy management at the Clinic for Therapy Services

Request for physical, occupational and speech therapy services by persons with and without disabilities for habilitation, rehabilitation, and health and wellness promotion at the UP CAMP Clinic for Therapy Services

<b>Office or Division:</b>	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	Persons with disability, persons without disability, UP administrative and faculty staff, students, alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original copy of recent and pertinent tests and ancillary procedures		Any licensed physician and health care professional		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Go to the clinic during their schedule	CTS administrative staff receives the patients and informs them where to wait  CTS administrative staff informs the therapist-in-charge		5-10 minutes	CTS administrative staff

	CTS administrative staff gives the client the billing form with indicated services and amount to be paid			
Client pays the fees at the UP Manila Cashier	-NA-	50.00 PhP initial document processing (one-time only)  90.00 PhP OT, PT, or SP for initial evaluation session  50.00 PhP OT, PT, or SP for re-evaluation or/and treatment sessions		UP Manila Cashier
Client presents the receipt to the CTS administrative staff	Patient/client receives validated billing form and official receipt from cashier  CTS administrative staff validates and keeps billing form  CTS administrative staff encodes official receipt number in clinic logbook		5-10 minutes	CTS administrative staff
Proceed to occupational therapy, physical therapy, or speech therapy sessions	Provides appropriate treatment/assessment to the client		30-60 minutes	Therapist-in-charge
<b>TOTAL</b>		50.00 PhP initial document processing (one-time only)  90.00 PhP OT, PT, or SP for initial evaluation session  50.00 PhP	40-80 minutes	

	OT, PT, or SP for re-evaluation or/and treatment sessions		
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### 35. Request for borrowing equipment or materials from the Clinic for Therapy Services

Request for borrowing of physical, occupational and speech therapy equipment and materials from the UP CAMP Clinic for Therapy Services

<b>Office or Division:</b>	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	UP administrative and faculty staff, students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal letter of request, including list of clinic equipment and materials that will be borrowed, addressed to CTS Program Head		Borrower of clinic equipment and materials		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit formal letter of request, including list of clinic equipment and materials that will be borrowed, addressed to CTS Program Head	CTS clerks receives the request and forwards it to the CTS Program Head	None	1-5 minutes	CTS administrative staff

<p>Client waits for the decision regarding the request</p>	<p>CTS Program Head deliberates and approves/disapproves the request</p> <p>CTS Program Head will inform the CTS administrative staff about the decision regarding the request</p> <p>CTS administrative staff informs the client of the decision regarding the request and when to pick the equipment/material if approved</p> <p>If approved,</p> <ul style="list-style-type: none"> <li>- CTS administrative staff checks availability of requested equipment/materials</li> <li>- documents request in the clinic logbook</li> <li>- administrative staff prepares requested clinic equipment and materials for pick-up of client</li> </ul>	<p>None</p>	<p>1 working day</p>	<p>CTS</p>
<p>Client signs in the logbook</p>	<p>CTS administrative clerk verifies client signature on logbook</p>	<p>None</p>	<p>2 minutes</p>	<p>CTS administrative staff</p>
<p>Client picks-up the requested clinic equipment and materials at the clinic</p>	<p>CTS administrative staff gives the gate pass and the requested clinic equipment and materials to client</p>	<p>None</p>	<p>5 minutes</p>	<p>CTS administrative staff</p>
<p><b>TOTAL</b></p>		<p>None</p>	<p>1 day and 12 minutes</p>	



### 36. Returning borrowed equipment or materials from the Clinic for Therapy Services

Request for borrowing of physical, occupational and speech therapy equipment and materials from the UP CAMP Clinic for Therapy Services

<b>Office or Division:</b>	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	UP administrative and faculty staff, students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal letter of request, including list of clinic equipment and materials that will be borrowed, addressed to CTS Program Head		Borrower of clinic equipment and materials		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client returns borrowed clinic equipment and materials to CTS administrative clerk	<p>CTS administrative clerk receives returned clinic equipment and materials</p> <p>CTS administrative clerk confirms correctness and completeness of returned clinic equipment and materials with documentation on clinic logbook</p> <p>CTS administrative clerk inspects clinic equipment and materials for any damages</p>	None	5-10 minutes	CTS administrative clerk
If the there are no damages, the client signs a logbook documenting the return of the equipment	CTS administrative clerk verifies client signature and countersigns documentation of returned clinic equipment and materials on clinic logbook	None	1-5 minutes	CTS administrative clerk

If borrowed item is damaged or lost, the client informs the Administration Office or CAMP Property Office	CTS administrative clerk informs the CTS program head  CTS program head will charge an appropriate amount to the borrower for the repair or for replacement of the equipment	Variable	Variable	CTS administrative clerk  CTS program head
<b>TOTAL</b>		None***	6-15 minutes***	

\*\*\* if there are no damages

### 37. Request for use of space in the Clinic for Therapy Services

Request for use of room and space in the UP CAMP Clinic for Therapy Services

<b>Office or Division:</b>	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	UP administrative and faculty staff, students, alumni, non-UP-affiliated individuals and groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal letter of request, including details of use of clinic space, addressed to CTS Program Head		Borrower of clinic space		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit formal letter of request, including details of use of clinic space, addressed to CTS Program Head	Receives the request  Informs the client when they can expect the results  Orients the client about the use of the space (focusing on the process of reservation)	None	5-10 minutes	CTS administrative staff
Wait for the results of the request	Process the request:  CTS administrative staff - checks availability for use of the requested space - documents and schedule requested use of	None	Maximum 1 working day	

	<p>clinic space on clinic logbook</p> <ul style="list-style-type: none"> <li>- confirms scheduled use of clinic space to CTS Program Head</li> </ul> <p>CTS Program Head informs UP CAMP AO about approved request</p> <p>UP CAMP AO takes note of use of clinic space on indicated schedule of use</p> <p>CTS administrative staff informs the client about the decision</p>			
Client returns to the clinic to settle rent of the space <i>(for non-CAMP-affiliated individuals and groups)</i>	CTS administrative staff gives accomplished billing form, with indicated amount to be paid, to client	None	5-10 minutes	CTS administrative staff
Pay rental fee for use of clinic space <i>(for non-CAMP-affiliated individuals and groups)</i>	-NA-	Variable		Cashier's Office
Client gives the proof of payment to the clinic	<p>CTS administrative staff receives proof of payment.</p> <p>CTS administrative staff encodes official receipt number in clinic logbook</p> <p>Orients the client about the use of the space</p>	None	10-20 minutes	CTS administrative staff
Client returns on the agreed upon schedule to uses requested space				

<b>TOTAL</b>	Variable	1 working day and 40 minutes	
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### 38. Request for certification on receipt of therapy in the Clinic for Therapy Services

Request for certification on receipt of physical therapy, occupational therapy, and speech and language therapy services at the UP CAMP Clinic for Therapy Services

<b>Office or Division:</b>	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to citizen
<b>Who may avail:</b>	Former or current clients of the clinic

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal letter of request, including details of patient/client and purpose, addressed to CTS Program Head		Patient/client requesting for certification		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit formal letter of request, including details of patient/client and purpose, addressed to CTS Program Head	CTS administrative staff receives the request, and informs the CTS head  Orients the client about the process including when the document can be received	None	1-5 minutes	CTS administrative staff
Wait for the clinic to process the request	Process the request - CTS administrative staff confirms patient/client information in clinic database system - CTS administrative staff writes the certification - CTS Program Head signs certification	None	Maximum 1 working day	CTS administrative staff  CTS Program Head
Claim the document at the clinic	CTS administrative staff gives signed certification to patient/client		1-5 minutes	CTS administrative staff
<b>TOTAL</b>		None	1 working day and 10 minutes	

### 39. Request for conduct of fieldwork activities in the Clinic for Therapy Services for non-CAMP affiliated clients

Request for conduct of fieldwork activities in physical therapy, occupational therapy, and speech and language therapy at the UP CAMP Clinic for Therapy Services

<b>Office or Division:</b>	Clinic for Therapy Services of the College of Allied Medical Professions, University of the Philippines Manila			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	Alumni, non-UP-affiliated students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal letter of request, including details of fieldwork activity, addressed to CTS Program Head		Client requesting to conduct fieldwork activity in CTS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit formal letter of request, including details of fieldwork activity, addressed to CTS Program Head	<p>CTS administrative staff receives the letter, and informs CTS head of the request</p> <p>CTS administrative staff orients the client of the necessary information including when they will receive the decision.</p>	None	5-10 minutes	CTS administrative staff
Client waits for the decision regarding the request	<p>Process the request:</p> <p>CTS administrative staff checks for any possible conflict in schedule with other clinic activities</p> <p>CTS administrative staff contacts relevant persons (i.e. patients/clients, caregivers, etc.), as necessary</p> <p>CTS administrative staff confirms</p>	None	Maximum 1 working day	<p>CTS administrative staff</p> <p>CTS Program Head</p>

	fieldwork activity schedule with CTS Program Head  CTS Program Head approves the conduct of fieldwork activity			
Client calls or visits the clinic	CTS administrative staff informs the client about approved conduct and schedule of fieldwork activity.  CTS administrative staff orients the client of the policies of the clinic	None	10-20 minutes	CTS administrative staff
<b>TOTAL</b>		None	1 working day and 30 minutes	

#### 40. Request for conduct of fieldwork activities in the Clinic for Therapy Services for CAMP affiliated clients

Request for conduct of fieldwork activities in physical therapy, occupational therapy, and speech and language therapy at the UP CAMP Clinic for Therapy Services

<b>Office or Division:</b>	Clinic for Therapy Services of the College of Allied Medical Professions, University of the Philippines Manila			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to citizen			
<b>Who may avail:</b>	UP undergraduate and graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal letter of request, including details of fieldwork activity, addressed to CTS Program Head		Client requesting to conduct fieldwork activity in CTS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit formal letter of request, including details of fieldwork activity, addressed to CTS Program Head	CTS head receives the request	None	5 minutes	CTS administrative staff
Client waits for the decision regarding the request	Process the request:  CTS head checks for any possible conflict in schedule	None	Maximum 1 working day	CTS administrative staff  CTS Program Head

	with other clinic activities  CTS administrative staff contacts relevant persons (i.e. patients/clients, caregivers, etc.), as necessary  CTS administrative staff confirms fieldwork activity schedule with CTS Program Head  CTS Program Head approves the conduct of fieldwork activity			
Client contacts and visits the clinic	CTS Head informs the client about approved conduct and schedule of fieldwork activity.	None	5 minutes	CTS administrative staff
<b>TOTAL</b>		None	1 working day and 10 minutes	

#### 41. Request for occupational, physical, and speech therapy outreach services

Request for physical, occupational, speech therapy and audiological outreach services for habilitation, rehabilitation, and health and wellness promotion in communities

<b>Office or Division:</b>	Community-Based Rehabilitation Program College of Allied Medical Professions University of the Philippines Manila			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to citizen; Government to Government			
<b>Who may avail:</b>	Students, Alumni, Schools, NGOs, GOs, LGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal Letter of request from organization/institution/government unit addressed to the Dean of the College thru CBR Program head indicating purpose of activity, target number of recipients, venue, date and logistical support of organization/institution/government unit		Legally recognized organization/institution or Government unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>Formal letter of request is submitted to the dean</p>	<p>Office of the Dean administrative staff receives the request.</p> <p>Informs the client when they can expect the response of the College</p> <p>Dean forwards the request to the CBR team.</p>	<p>None</p>	<p>5-10 minutes</p>	<p>Office of the Dean administrative staff</p>
<p>Client waits for the decision regarding the request</p>	<p>Dean and the CBR head deliberates and decides about the request.</p> <p>CBR head informs the client of the response of the College re the request (approval, defer activity or referral out to other organizations).</p> <p>If activity is approved, CBR head orients the client regarding the logistical preparations needed prior to outreach mission</p>	<p>None</p>	<p>5 to 10 working days</p>	<p>Dean CBR Program Head</p>
<p>Client makes logistical preparations and coordinates with the CBR team until the day of the actual program</p>	<p>CBR head, coordinates with CBR faculty and/or CAMP alumni to organize a team to be sent on agreed day and time for the outreach activity</p> <p>CBR head orients volunteer CBR faculty and/or alumni on the activity details and the roles of the volunteers</p> <p>CBR head coordinates with the</p>	<p>None</p>	<p>Variable depending on the context/details of the project</p>	<p>CBR Program Head</p>



	client regarding logistical needs			
<b>TOTAL</b>		None	At least 5-10 working days and 10 minutes	

## 42. Request to borrow equipment from the Community-based Rehabilitation Program

Request for borrowing of equipment and materials from the UP CAMP Community Based Rehabilitation Program

<b>Office or Division:</b>	Community-Based Rehabilitation Program College of Allied Medical Professions University of the Philippines Manila
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to citizen
<b>Who may avail:</b>	UP administrative and faculty staff, students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal letter of request, including list of equipment and materials that will be borrowed, addressed to CBR Program Head		Borrower of clinic equipment and materials		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit formal letter of request, including list of clinic equipment and materials that will be borrowed, addressed to CBR Program Head	CBR administrative staff or CBR faculty receives the letter of request and informs the CBR program head about the request  Client is oriented about relevant information re borrowing equipment and informed of when to expect the response.	None	10-15 minutes	CBR administrative staff
Client waits for the decision regarding the request	CBR Program Head deliberates and approves/disapproves the request  CBR Program Head informs CBR administrative staff and UP CAMP	None	1 working day	CBR administrative staff

	<p>Administrative officer about approval of request and list of equipment and materials for lending</p> <p>If approved,</p> <ul style="list-style-type: none"> <li>- CBR administrative staff checks availability of requested equipment/ materials</li> <li>- documents request in the logbook</li> <li>- administrative staff prepares requested equipment and materials for pick-up of client</li> </ul> <p>CBR administrative staff informs the client of the decision regarding the request and when to pick the equipment/ material if approved</p>			
<p>Client picks-up the requested equipment and materials at the College or CBR site</p> <p>Client signs in the logbook</p>	<p>CBR administrative clerk verifies client signature on logbook</p> <p>CBR administrative staff gives requested clinic equipment and materials to client</p> <p>Client is reminded about relevant information re borrowing equipment</p>	None	5-10 minutes	CBR administrative staff

<b>TOTAL</b>	None	1 working day and 25 minutes	
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### 43. Returning borrowed equipment or materials from the Community-based Rehabilitation Program

Returning borrowed equipment and materials from the Community-based Rehabilitation Program

<b>Office or Division:</b>	Community-Based Rehabilitation Program College of Allied Medical Professions University of the Philippines Manila
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to citizen
<b>Who may avail:</b>	UP administrative and faculty staff, students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Borrowed equipment	borrowed from CBR
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Client returns borrowed clinic equipment and materials to CBR administrative clerk	<p>CBR administrative clerk receives returned clinic equipment and materials</p> <p>CBR administrative clerk confirms correctness and completeness of returned clinic equipment and materials with documentation on clinic logbook</p> <p>CBR administrative clerk inspects clinic equipment and materials for any damages</p>	None	5-10 minutes	CBR administrative clerk
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If the there are no damages, the client signs a logbook documenting the return of the equipment	CBR administrative clerk verifies client signature and countersigns documentation of returned clinic equipment and materials on clinic logbook	None	1-5 minutes	CBR administrative clerk
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If borrowed item is damaged or lost, the client informs the Administration Office or CAMP Property Office	<p>CBR administrative clerk informs the CBR program head</p> <p>CBR program head will charge an appropriate amount to the borrower for the repair or for replacement of the equipment</p>	Variable	Variable	<p>CBR administrative clerk</p> <p>CBR program head</p>
<b>TOTAL</b>		None***	6-15 minutes***	

\*\*\* if there are no damages