



CITIZEN'S CHARTER HANDBOOK  
(2024 Edition)



## I. **Mandate**

As the national university, a public and secular institution of higher learning, and a community of scholars dedicated to the search for truth and knowledge as well as the development of future leaders, the University of the Philippines shall perform its unique and distinctive leadership in higher education and development.

The University shall:

- Lead in setting academic standards and initiating innovations in teaching, research, and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics, and technology; and maintain centers of excellence in these disciplines and professions.
- Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists, and professionals especially those who serve on the faculty of state and private colleges and universities.
- Serve as a research university in various fields of expertise and specialization by conducting basic and applied research, promoting research and development, and contributing to the dissemination and application of knowledge.
- Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence.
- Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel.
- Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions, and practice through academic and non-academic programs, including sports and enhancement of nationalism and national identity.
- Serve as a regional and global university in cooperation with international and scientific unions, networks of universities, scholarly and professional associations in the Asia Pacific Region and around the world.
- Provide democratic governance based on collegiality, representation, accountability, transparency, and active participation of its constituents; and promote the holding of meetings and fora for students, faculty, research, extension, and professional staff (REPS), administrative staff, and alumni to discuss non-academic issues affecting the University.



## II. **Vision**

A lead university in pioneering research, creative design, ICT-driven innovation, responsible governance, and community service in Central Visayas and the global society.

## III. **Mission**

UP Cebu promotes scientific, socio-economic, cultural, and environmental progress in Central Visayas, in the nation and the world through creative instruction, research, intellectual productivity, and public service. The university:

- Offers accessible quality graduate, undergraduate, and continuing education that will produce innovative, critical, nationalist, ethical, gender-sensitive and socially responsible graduates who demonstrate high levels of academic pursuit;
- Conducts pioneering research, and develops novel and creative technologies through transdisciplinary collaboration;
- Applies products of knowledge generation, dissemination, and intellectual productivity to improve social welfare; and
- Ensures administrative efficiency in the delivery of excellent, responsible service in support of learning, research, intellectual productivity, and public service.

## IV. **Service Pledge**

We, the University of the Philippines Cebu (UPC) officials, faculty, REPS, and administrative employees, commit to extend to our clientele and stakeholders the quality service anchored on the following values and principles:

### 1. **Prompt and expeditious service**

We ensure that the needs of our stakeholders, who include the students, professionals, and the community, are addressed with efficiency, quality, and promptness. We deliver teaching, research, and extension work within the expected duration, and expedite services to maximize output and respond to other immediate needs and other equally important obligations.

### 2. **Commitment**

We are committed to deliver academic services to our stakeholders with a high sense of quality, especially in the fields of computer science, education, fine arts, industrial design, management, communication, mathematics, natural sciences, and social sciences. We strive to be the regional center for cultural, social, and human development, and to deliver programs that improve our stakeholders' quality of living.

### 3. **Just and Fair**

We endeavor to practice equitable and ethical decision making, upholding basic human and civil rights for the greater good, in the delivery of our academic services and scholarly learning activities, in the conduct of research and dissemination of research outputs, and in serving and working with our communities and partners in the alleviation of the quality of life.



#### 4. **Transparency**

We abide by the principle of transparency, carrying out the basic regulatory and mandated requirements, respecting the standards of check and balance, ensuring a balance between maintaining confidentiality whenever needed, and upholding openness where accountabilities are concerned for the greater good and advantage of the university and the country.

#### 5. **Efficiency**

We strive for ensuring that all our delivery of academic services, research and dissemination and community extension and all other academic support services are done within the expected and sound utilization of resources and equipment. We endeavor and observe zero waste and redundancy in pursuing the best possible alternative and innovative methods in optimizing delivery of all services.



## OFFICE OF THE UNIVERSITY REGISTRAR (OUR)

### ADMISSION

- ✓ New First Year, Undergraduate
- ✓ New First Year, Graduate
- ✓ Transferee
- ✓ Cross-Registration

### OTHER SERVICES

- ✓ Issuance of UP ID
- ✓ University Clearance for Students
- ✓ Request for Official Transcript of Records (OTR)
- ✓ Request for Certifications, etc.
- ✓ Issuance of Diploma
- ✓ Verification and Authentication of Student Records
- ✓ CHED Billing Report Preparations

### HOW TO AVAIL OF THE SERVICES

Office Hours : Monday to Friday 8:00 A.M – 5:00 P.M.

Key Person : University Registrar

Clientele : Students, Faculty, Alumni, Public, Government and Private Entities

### EXTERNAL SERVICES

1. **Admission – New First Year, Undergraduate**



The Office of the University Registrar processes all requests for admission into the University.

<b>Office or Division:</b>	Office of the University Registrar
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Incoming first year undergraduate students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>If UPCAT Qualifier,</i> UPCAT Admissions Notice, containing ID and PIN; <i>If UPCAT Appellant,</i> UP Cebu OUR email confirming admission (through online submission);  <i>If Certificate of Fine Arts high school graduate,</i> Certification of Admission to the Fine Arts Program; <i>If Iskolar ng Bayan grantee,</i> Admission Notice from the Office of Student Affairs; <i>If Transferee from other schools,</i> Approved Application for Transfer (Form 3.1) (1 original);	UP Office of Admissions  UP Cebu Office of the University Registrar  College of Communication, Art, and Design  Office of Student Affairs  UP Cebu Office of the University Registrar
Medical certificate that student is fit to enroll, bearing the signature of the school's physician (1 original)	UP Cebu Health Services Unit
2x2 ID picture with name and signature at the back (1 recent, colored, original photo)	Varied sources
Official Secondary Permanent Records or Form 137 from Grade 7 to 12 bearing the date of graduation, signature of the principal, with school seal, and the remark "Copy for UP Cebu" (1 original)	High School of student
High School Report Card or Form 138 bearing the signature of the principal and the remark "Graduated and eligible for admission to college" (1 original)	High School of student
Certificate of Good Moral Character bearing the signature of the principal or guidance counselor (1 original)	High School of the student
Philippine Statistics Authority (PSA) Birth Certificate (in case name cannot be read on the certificate, attach a copy issued by the Local	Philippine Statistics Authority



Civil Registrar; if there is a difference between the name used in the report card and in the birth certificate, the name on the latter will be used). <i>Notarized Affidavit of two disinterested persons in case of discrepancy of name.</i> (1 original, 1 photocopy and scanned copy through online submission)				
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
<i>If applying for the Fine Arts Program,</i> Talent Test result (1 original)		UP Cebu College of Communication, Art, and Design – Fine Arts Program		
<i>If voluntarily opting out from the Free Higher Education privilege,</i> Accomplished Voluntary Opt-out Form (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required documents.  Get one's University Admission Slip.	1. Receives the required documents and check for completeness. 1.1 Issues University Admission Slip.		3-5 minutes	<i>Window 1 (Angel Kris C. Negro)</i> <i>Lyn G. Desucatan</i> Office of the University Registrar
2. Checks the accuracy and completeness of one's personal data and information in the Student Academic Information System (SAIS).	2. Takes note of accuracy of information in SAIS.		5 -10 minutes	<i>(Camille E. Caputol)</i> Office of the University Registrar
3. Have one's photo and signature taken for the School ID.	3. Takes photo and signature of student for the School ID.		5 -10 minutes	<i>(Godfrey B. Español)</i> ITC
4. Have one's courses enlisted. Get your UP Form 5A.	4. Enlists courses for the student. 4.1 Issues UP Form 5A.			Office of the College Secretary of respective college
5. Accomplishes Student Information Sheet.	5. Receives the accomplished form.			Office of Student Affairs



6. Have one's scholarship/s, privilege/s, and/or grant/s tagged in SAIS.	6. Tags student's scholarship/s, privilege/s, and/or grant/s in SAIS. 6.1 Indicates re-assessment of fees in Form 5A.			Office of Student Affairs
7. <i>For students who are not eligible for Free Higher Education or voluntarily opting out from this privilege</i> pays tuition and other school fees. Gets official Form 5 eOR.  <i>For students who are eligible for Free Higher Education,</i> goes directly to the next step.	7. Accepts payment of tuition based on Form 5A.  7.1 Issues Official Form 5 eOR (electronic Official Receipt).	₱1,000/unit tuition + ₱1,711.50 other school fees + laboratory and computer laboratory fees  None		Office of the College Secretary of the respective college  Cash Office
8. Have one's enrollment validated.	8. Stamp "PROVISIONAL" if lack entrance credentials. 9. Tags student as "Officially Enrolled" and release Form 5 to student..			Office of the College Secretary of respective college
	<b>TOTAL</b>	₱1,000/unit tuition + ₱1,711.50 other school fees + laboratory fees	3 working days	





## 2. Admission – New First Year, Graduate

The Office of the University Registrar processes all requests for admission into the University.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Incoming first year graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Qualification for Admission to the Program (NQA) from the Graduate Program (1 original)		Respective College (CS, CSS, SoM)		
Medical certificate that student is fit to enroll, bearing the signature of the school's physician (1 original)		UP Cebu Health Services Unit		
2x2 ID picture with name and signature at the back (1 recent, colored, original photo)		Various sources		
Certificate of Transfer Credentials or Honorable Dismissal (original)		Previous school of student		
Transcript of Records from last school attended with school seal (for transfer or evaluation purposes) (1 original)		Previous school of student		
Philippine Statistics Authority (PSA) Birth Certificate (in case name cannot be read on the certificate, attach a copy issued by the Local Civil Registrar; if there is a difference between the name used in the report card and in the birth certificate, the name on the latter will be used). <i>Notarized Affidavit of two disinterested persons in case of discrepancy of name.</i> (1 original, 1 photocopy and scanned copy through online submission)		Philippine Statistics Authority		
PSA Marriage Certificate, <i>for married female applicants only</i> (1 photocopy)		Philippine Statistics Authority		
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits all the required documents.  Gets one's University Admission Slip.	1. Receives the required documents and check for completeness. 1.1 Issues University Admission Slip.		3-5 minutes	Window 1 (Angel Kris C. Negro) Office of the University Registrar
2. Checks the accuracy and completeness of one's personal data and information in the Student Academic Information System (SAIS).	2. Takes note of accuracy of information in SAIS.		5-10 minutes	(Camille E. Caputol) Office of the University Registrar
3. Have one's photo and signature taken for the School ID.	3. Takes photo and signature of student for the School ID.		5-10 minutes	(Godfrey B. Español) ITC
4. Have one's courses enlisted. Gets UP Form 5A.	4. Enlists courses for the student. 4.1 Issues UP Form 5A.			Adviser Of the course/program of respective college  Office of the College Secretary of respective college
5. Accomplishes Student Information Sheet.	5. Receives the accomplished form.			Office of Student Affairs
6. Have one's scholarship/s, privilege/s, and/or grant/s tagged in SAIS.	6. Tags student's scholarship/s, privilege/s, and/or grant/s in SAIS. 6.1 Indicates re-assessment of fees in Form 5A.			Office of Student Affairs
7. Pays tuition and other school fees.  Gets official Form 5 eOR.	7. Accepts payment of tuition based on Form 5A. 7.1 Issues Official Form 5 eOR (electronic Official Receipt).	MSCS ₱1,200/unit + ₱1,301.50; MSES ₱600/unit + ₱1,301.50; M.Ed.		Cash Office



		₱600/unit + ₱1,201.50; <u>MBA</u> ₱1,200/unit + ₱1,201.50		
8. Have one's enrollment validated.	8. Stamp "PROVISIONAL" if lack entrance credentials. 9. Tags student as "Officially Enrolled" and release Form 5 to student.			Office of the College Secretary of respective college
	<b>TOTAL</b>	<u>MSCS</u> ₱1,200/unit + ₱1,301.50; <u>MSES</u> ₱600/unit + ₱1,301.50; <u>M.Ed.</u> ₱600/unit + ₱1,201.50; <u>MBA</u> ₱1,200/unit + ₱1,201.50	3 Working Days	

\* MSCS – Master of Science in Computer Science  
 MSES – Master of Science in Environmental Science;  
 M.Ed. – Master of Education  
 MBA – Master of Business Administration



### 3. Admission – Transferee

The Office of the University Registrar processes all requests for admission into the University.

<b>Office or Division:</b>	Office of the University Registrar	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Incoming transfer students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>For All Transfer Applicants, Local and Foreign</b>		
FORM 3.1 Application for Transfer from Other School(s)/ Other UP Unit(s)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>
Medical certificate that student is fit to enroll, bearing the signature of the school's physician (1 original)		UP Cebu Health Services Unit
2x2 ID picture with name and signature at the back (1 recent, colored, original photo)		Varied sources
Certificate of Transfer Credentials (CTC) or Honorable Dismissal (HD) (1 original), <i>to be processed and submitted only after acceptance into a program</i> Permit to Transfer (PTT) with sems left if from other UP unit, <i>to be processed and submitted only after acceptance into a program</i> Certification of Semesters Left if from SUC outside UP under Free Higher Education (FHE) subsidy		Previous school of student
Transcript of Records from last school attended with remarks for transfer or evaluation purposes attached to CTC or HD (1 original) True Copy of Grades from last UP unit attended attached to PTT (1 original)		Previous school of student
Certificate of Good Moral Character bearing the signature of authorized official (1 original)		Last school attended
Philippine Statistics Authority (PSA) Birth Certificate (in case name cannot be read on the certificate, attach a copy issued by the Local		Philippine Statistics Authority



Civil Registrar; if there is a difference between the name used in the report card and in the birth certificate, the name on the latter will be used). <i>Notarized Affidavit of two disinterested persons in case of discrepancy of name.</i> (1 original, 1 photocopy and scanned copy through online submission)				
PSA Marriage Certificate, <i>for married female applicants only</i> (1 photocopy)		Philippine Statistics Authority		
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
<i>If applying for the Fine Arts Program,</i> Talent Test result (1 original)		UP Cebu College of Communication, Art, and Design – Fine Arts Program		
Additional requirement like interview and letter of intent may be required by the College		Respective College (CCAD, CS, CSS, SoM)		
<b>For Foreign Transfer Applicants only</b>				
Biopage of valid passport (1 copy)		Applicant		
Alien Certificate of Registration (ACR) for 9(f), 9(g), and 47(a)(2) visa holders (1 copy), <i>upon acceptance into a program</i>		Bureau of Immigration		
Special Study Permit (1 copy), <i>upon acceptance into a program</i>		Bureau of Immigration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required documents.	1. Receives the required documents and checks for completeness.		2-5 minutes	Window 1 (Angel Kris C. Negro) Office of the University Registrar
2. <i>For students who are not eligible for Free Higher Education</i> , pays a non-refundable application fee.	2. Accepts payment. 2.1 Issues official receipt.	₱100, <i>for Filipinos</i> ₱250, <i>for resident foreign applicants</i> USD30, <i>for non-resident foreign applicants</i>	10-15 minutes	Cash Office
3. Returns to the OUR for the processing of your application.	3. Receives the application and processes the request. 3.1 Evaluates the GWA and units earned of the applicant.		1 working day	Window 1 (Angel Kris C. Negro) Office of the University Registrar



	3.2 Forwards the application to the concerned college for deliberation and approval.			College offering the course/program of the applicant
4. Accomplishes other requirements set by the college such as interview, talent test, written or oral examination.	4. Accepts the application and deliberates based on set criteria. 4.1 Dean approves or disapproves. 4.2 Returns the application form to the OUR.		7 working days	College (CCAD, CS, CSS, SoM)
5. Gets one's Notice of Acceptance (NOA) or Non-Acceptance.	5. Issues the Notice of Acceptance (NOA) or Non-Acceptance to the applicant.		1 working day	<i>Window 1 (Angel Kris C. Negro) Office of the University Registrar</i>
6. Proceeds with the Admission process (as with New First Years).				<i>Adviser College of the student</i>
	<b>TOTAL</b>	₱100, for <i>Filipinos</i> ₱250, for <i>resident foreign applicants</i> USD 30, for <i>non-resident foreign applicants</i>	9-10 Working Days	



#### 4. **Cross-Registration and Special Students, Incoming**

Cross-registrants are students who enroll in UP Cebu for a specific period of time but are primarily enrolled in another UP Constituent University or in another institution of higher learning. Such enrolment is subject to the approval of the Deans of the home and the accepting units/colleges. [UP Code Art. 333–334]

*Exchange students are also classified as cross-registrants.*

A special student is one who is not earning formal academic credit for his/her work. [UP Code Art. 337c]

<b>Office or Division:</b>	Office of the University Registrar
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Incoming Cross-registrants and Special Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<b>For Cross-registrants from <u>within</u> UP</b>	
FORM Request to Cross-Register, with home unit approval	Home UP unit
Official copy of grades from the previous semester (1 original)	Home UP unit
Completed University Clearance (1 original or 1 photocopy)	Home UP unit
Supporting documents for reason/s of cross-registration, e.g. medical certificate, adviser's certification re: remaining deficiencies for graduating students (1 original)	Applicant
<b>For Cross-registrants from <u>outside</u> UP or Special Students</b>	
FORM 3.5A Application for Cross-Registrants or Special Students	UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>
Passport picture with name and signature at the back (1 recent, colored original photo)	Varied sources
Permit to cross-enroll (1 original)	Dean or authorized official of home College or University
Medical certificate that student is fit to enroll, bearing the signature of the school's physician (1 original)	UP Cebu Health Services Unit
Official copy of grades from each college attended signed by the Registrar or an authorized representative; or Official Transcript of Records with remarks "for evaluation purposes only" (1 original)	Home school of student



Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
<b>Additional Requirements for Filipino Special Students only</b>				
Philippine Statistics Authority (PSA) Birth Certificate (1 photocopy)		Philippine Statistics Authority		
PSA Marriage Certificate, <i>for married female applicants only</i> (1 photocopy)		Philippine Statistics Authority		
<b>Additional Requirements for Foreign Cross-Registrants or Special Students only</b>				
Biopage of valid passport (1 copy)		Applicant		
Alien Certificate of Registration (ACR) for 9(f), 9(g), and 47(a)(2) visa holders (1 copy), <i>upon acceptance into a program</i>		Bureau of Immigration		
Special Study Permit (1 copy), <i>upon acceptance into a program</i>		Bureau of Immigration		
Certification from a reputable bank in the applicant's country about their capability to finance the travel, educational, personal, and other expenses that may be incurred in relation to their studies in the Philippines; or Statement of Funding Support (2 copies).		Bank in the applicant's country		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required documents.	1. Receives the required documents and checks for completeness.		5 -10 minutes	Vena D. Tomayao Office of the University Registrar
2. Pays a non-refundable application fee.  <i>Exchange students with MOA (Memorandum of Agreement) with UP are exempted from payment of the application fee.</i>	2. Accepts payment. 2.1 Issues official receipt.	<u>Within UP</u> ₱40, <i>paid at the home unit</i>  <u>Outside UP</u> ₱100, <i>for Filipinos</i> ₱250, <i>for resident foreign applicants</i> US\$30, <i>for non-resident foreign applicants</i>		Cash Office





3. Returns to the OUR for the processing of your application.	3. Receives the application and process the request. 3.1 Evaluates the application. 3.2 University Registrar endorses the application. 3.3 Forwards the application to the concerned college for deliberation and approval. 3.3 Dean of Host College approves.		2 working days	Window 1 (Angel Kris C. Negro) Office of the University Registrar  University Registrar Office of the University Registrar  Dean of host college
4. Get one's Application for Cross-Registrants or Special Students.	4. Issues the Application for Cross-Registrants or Special Students to the applicant.		1 day	Vena D. Tomayao (University Registrar) Office of the University Registrar
5. Proceeds with the Registration process.		<b>Educational Development Fund (EDF) for Foreign Students</b> <u>Non-Resident</u> \$300 per semester; \$120 for the midyear term <u>Resident</u> \$150 per semester; \$60 for the midyear term		
	<b>TOTAL</b>	<u>Within UP</u> ₱40, paid at the home unit  <u>Outside UP</u> ₱100, for Filipinos ₱250, for resident foreign applicants US\$20, for non-resident foreign applicants	3 Working Days	



		<b>Educational Development Fund (EDF) for <u>Foreign Students</u></b> <u>Non-Resident</u> \$300 per semester; \$120 for the midyear term <u>Resident</u> \$150 per semester; \$60 for the midyear term		
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## 5. Cross-Registration, Outgoing

Cross-registrants are students who enroll in another UP Constituent University or in another institution of higher learning for a specific period of time but are primarily enrolled in UP Cebu. Such enrolment is subject to the approval of the Deans of the home and the accepting units/colleges. [UP Code Art. 333–334]

*Exchange students are also classified as cross-registrants.*

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Outgoing cross-registrants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FORM Request to Cross-Register		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
Official copy of grades from the previous semester (1 original)		Home college		
Completed University Clearance (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
Supporting documents for reason/s of cross-registration, e.g. medical certificate, adviser's certification re: remaining deficiencies for graduating students (1 original)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the Request to Cross-Register Form, in two copies.			Within the day	Student
2. Requests for validation of subjects to cross-register from your Program Adviser.	1. Validates subjects of student to be cross-registered.		Within the day	Program Adviser
3. Submits the duly signed form for action of the Dean and the University Registrar.  <i>For cross-registration outside the UP System, submit the</i>	2. Dean of the College approves the request. 3.1 University Registrar signs the request. 3.2 OUR staff tags student in SAIS.		2 working days	Dean of the College  <i>University Registrar</i> Office of the University Registrar  <i>Camille E. Caputol</i>



form for action of the Vice Chancellor for Academic Affairs (VCAA).	3.3 <i>For cross-registration outside the UP System</i> , Vice Chancellor for Academic Affairs (VCAA) approves.			Office of the University Registrar  Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
4. Upon approval, pays the registration fee. Gets one's official receipt. <i>Exchange students to Universities with MOA (Memorandum of Agreement) with UP are exempted from payment of the registration fee.</i>	3. Accepts payment.  4.1 Issues official receipt.	₱40	5-15 minutes	Cash Office
5. Submits duly paid form to the host unit for their approval. <i>One copy for the host unit and one copy to be returned to the home unit.</i>	4. Receives cross-registration form and approves the request.			Host Unit
6. Returns the host unit-approved form to the OUR, together with your Form 5, at the end of the term.	5. Receives the form, together with the Form 5.		2 minutes	Vena D. Tomayao Office of the University Registrar
<b>TOTAL</b>		₱40	3 Working Days	



## 6. Issuance of UP ID, Student

The Office of the University Registrar issues the Identification Card for all types of students and prints the Identification Card for other members of the academic community. Processing of ID is by batch of 100.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For re-issuance</b> <i>First ID is issued upon admission.</i>				
UP FORM 5 (1 original)		UP Cebu Office of the College Secretary		
Affidavit of Loss, duly notarized (1 original), <i>if applicable</i>		Lawyer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays the ID Fee (for paying students). Get official receipt.	1. Accepts payment. 1.1 Issues official receipt.	₱130	5-15 minutes	Cash Office
2. Presents UP Form 5, affidavit of loss (if applicable), and official receipt (OR) prior to ID picture-taking.	2. Checks the required documents.		5 minutes	Lyn G. Desucatan Office of the University Registrar
3. Have photo and signature taken for the School ID.	3. Takes photo and signature of student for the School ID.		5-20 minutes	ITC
	4. Batch editing (per 100) 5. Batch sending to supplier (per 100)		3 - 5 weeks	Lyn G. Desucatan Office of the University Registrar
	6. Production of ID		1 - 4 months	Supplier
4. Claims School ID, when available.	4. Releases School ID to student.		5 minutes	Lyn G. Desucatan Office of the University Registrar
<b>TOTAL</b>		₱130	2 - 6 months	



## Paperless University Clearance for Students

A University Clearance is required from students for processing requests related to their exit from the University.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. out and submit the University Clearance online form. one copy.	1.	None		
2. Settle accountabilities (if applicable).	2. Approve the clearance, if no more accountabilities. 3. Disapprove if with accountabilities.		5 –12 working days*  <i>*Assuming no accountabilities.</i>	Concerned offices Laboratory, Academic Adviser, Department/Program (Laboratory), OCS, Financials (Accounting, Library, Dorm, etc), OSA, OUR
3.	4.			
4. Receive a copy of your University Clearance	5. Give a copy of the University Clearance to the student.		1 day	Office of the University Registrar
<b>TOTAL</b>		None	13 Working Days	



## 7. Request for Official Transcript of Records (OTR)

The Transcript of Records is an inventory of the courses taken and grades earned of a student throughout their stay in the University of the Philippines Cebu, including transferred credits from other schools.

The Transcript of Records is official (with school seal and signature of the University Registrar) and may be issued as requested, regardless of frequency and number of copies.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UPC OTR Online Request Form		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
Completed University Clearance		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
2x2 picture with name and signature at the back (1 recent, colored, original photo)		Varied sources		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill out the online request slip. (clearance is required)			15 minutes	
2. Pay the fee. Get the official receipt.	1. Accepts payment. 2.1 Issues official receipt.	Initial payment: ₱150* - inactive (undergraduate students enrolled for at most 3 semesters) ₱200** - others (undergraduate and graduate students)  * 3 pages	15 minutes	Cash Office



		<p><b>** 4 pages</b></p> <p>Miscellaneous:          ₱20 - admin cost          ₱10 - envelope/set          for hard copy          requests          ₱120 - mailing (if          requested)</p> <p>Additional:          ₱50 - per page for          extra pages</p>		
3.	<p>2. Receives the required documents and checks for completeness.</p> <p>3.1 Processes the transcript of records of the student.</p> <p>3.2 Checks and verifies the accuracy and completeness of the OTR.</p> <p>3.3 University Registrar signs the OTR.</p>		2 days	<p><i>Window 2 (Jhin C. Caballero)</i>            Office of the University Registrar</p> <p><i>Window 2 (Jermydel T. Omolon &amp; Jhin C. Caballero)</i>            Office of the University Registrar</p> <p><i>University Registrar</i>            Office of the University Registrar</p>
4. Claims Official Transcript of Records, when available.	3. Releases OTR to student or alumnus.		15 minutes	<i>Window 2 (Jermydel T. Omolon &amp; Jhin C. Caballero)</i> Office of the University Registrar
<b>TOTAL</b>		<p>Initial payment:          ₱150* - inactive          (undergraduate          students enrolled for          at most 3 semesters)</p>	<p>2 Days, 45          Minutes*</p> <p><i>*Note: 33 days          if during peak          season, which</i></p>	





	<p>₱200** - others (undergraduate and graduate students)</p> <p>* 3 pages ** 4 pages</p> <p>Miscellaneous: ₱20 - admin cost ₱10 - envelope/set for hard copy requests ₱120 - mailing (if requested)</p> <p>Additional: ₱50 - per page for extra pages</p>	<p><i>includes both processing and waiting times . (Page 31 <a href="https://arta.gov.ph/wp-content/uploads/2020/07/Reference_B_-_Citizen_s_Charter_Handbook_Template_with_Instructions_-_Accepted_Changes.pdf">https://arta.gov. ph/wp-content/u ploads/2020/07/ Reference_B_-_ Citizen_s_Chart er_Handbook_T emplate_with_In structions - Ac cepted_Change s.pdf</a>)</i></p>	
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Request for Official Transcript of Records (OTR) qualified for **multi-stage processing**.



## 8. Request for Certifications

The Office of the University Registrar issues various types of Certifications. These include Certification of:

- Enrollment
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- Candidacy for Graduation/Academic Completion
- Graduation/Graduation with Honors
- Permit to Transfer
- Transfer Credentials (formerly referred to as “Honorable Dismissal”)
- English as medium of instruction
- Course description
- English Translation of Diploma
- Non-issuance of ID/Special Order/Diploma
- UP grade system or equivalent
- Special Certification
- Letter of No Objection
- 

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UPC Certification Online Request Form University Clearance (applicable only for certificates of graduation and transfer credentials) Clearance - Accounting (applicable only for letter of no objection)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill out the online request slip.				
2. Pay the fee. Get official receipt.	1. Accepts payment. 2.1 Issues official receipt.	₱50/page	15 minutes	Cash Office



		₱50 for Course Description ₱100 for CAV		
	2. Receives the required documents and checks for completeness. 2.1 Processes the certification of the student. 2.2 Checks and verifies the accuracy and completeness of the certification. 2.3 University Registrar signs the certification.		7 days	<i>Window 2 (Jhin C. Caballero)</i> Office of the University Registrar  <i>Window 2 (Jermydel T. Omolon &amp; Jhin C. Caballero)</i> Office of the University Registrar  <i>University Registrar</i> Office of the University Registrar
3. Claims requested certification, when available.	3. Releases certification to the student or alumnus.		15 minutes	<i>Window 2 (Jermydel T. Omolon &amp; Jhin C. Caballero)</i> Office of the University Registrar
<b>TOTAL</b>		₱50/page ₱60 for Certificate of Graduation ₱50 for Course Description ₱100 for CAV	7 Days, 30 minutes	



## 9. Issuance of Diploma

The Diploma is a legal document that certifies the completion of a degree program. The President, the Secretary of the University, the Chancellor, and the Dean sign the Diploma.

The ORIGINAL DIPLOMA is issued only once. However, an English translation of the diploma or a certified true copy of the original, signed by the University Registrar, on behalf of the original signatories, may be requested.

Diploma will be available six (6) months from the date of the commencement exercises. The graduate will be notified when it is already available.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UP Cebu Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completed University Clearance (1 original)		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
Present Valid ID (1 original copy)		Applicant		
<i>If to be claimed by an authorized person,</i> Printed Signed Authorization Letter (1 original copy) Valid ID of Student (1 photocopy) Valid ID of Authorized Person (1 photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present a copy of one's University clearance and valid ID(s) and authorization letter, if applicable.	1. Check the required documents.	None	5 minutes	Window 2 (Jermydel T. Omolon & Jhin C. Caballero) Office of the University Registrar
2. Receive your diploma.	2. Release diploma.		10 minutes	Window 2 (Jermydel T. Omolon & Jhin C. Caballero) Office of the University Registrar



TOTAL	None	15 minutes	
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## 10. Verification of Student Records (Domestic & International)

The Office of the University Registrar processes verification of student records.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students, Alumni, Employers and Verifying Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed letter of consent by the student whose records are being verified		Student, Alumnus, Employer or Verifying Agency		
Valid ID (1)		Requester		
Signed Undertaking by Requesting Agency		Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request via email or through the office.	1. Receives the request. 1.1 Indicates amount to be paid.		5 minutes	<i>Lyn Desucatan</i> Office of the University Registrar
2. Pays the fee. Gets official receipt.	2. Accepts payment. 2.1 Issues official receipt.	International Verifier or Purpose: \$30 per student Domestic Verifier & Purpose: ₱100 per student  Exclusive of mailing fee.	International: 4 days Domestic: 15 minutes	Cash Office
3. Submits the official receipt (OR) together with the request.	3. Processes the request. 3.1 University Registrar signs the certification.		2 days	<i>Lyn Desucatan</i> Office of the University Registrar  University Registrar



				Office of the University Registrar
4. Claims requested verification, when available.	4. Releases verification.		10 minutes	<i>Lyn Desucatan</i> Office of the University Registrar
<b>TOTAL</b>		International Verifier or Purpose: \$30 per student Domestic Verifier & Purpose: ₱100 per student  Exclusive of mailing fee.	6 days, 30 minutes	



## 11. Authentication of Student Records

The Office of the University Registrar processes authentication of records of students who attended, and graduated from the University of the Philippines Cebu, and/or of documents submitted by students, whether for employment or for further studies, purportedly issued by our University.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
Scanned or original copy of the document to authenticate		Requester		
Valid ID (1)		Requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the request.	1. Receives the request. 1.1 Indicates amount to be paid.		5 minutes	Window 2 (Jhin Caballero and Jermydel Omolon)) Office of the University Registrar
2. Pays the fee. Gets official receipt.	2. Accepts payment. 2.1 Issues official receipt.	₱40 per page	15 minutes	Cash Office
3. Submits the official receipt (OR) together with request.	3. Processes the request. 3.1 University Registrar signs the certification.		5 days	Window 2 (Jhin Caballero and Jermydel Omolon) Office of the University Registrar  University Registrar Office of the University Registrar
4. Claims requested authentication, when available.	4. Releases authentication.		5 minutes	Window 2 (Jhin Caballero) Office of the University Registrar





TOTAL	₱40 per page	5 days, 25 minutes	
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## 12. Certificate of Authentication and Verification (CAV)

The Office of the University Registrar processes certification of authenticated and verified records of students who attended, and graduated from the University of the Philippines Cebu, and/or of documents submitted by students, whether for employment, further studies or other legal purpose, purportedly issued by our University.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		UP Cebu Office of the University Registrar <a href="http://our.upcebu.edu.ph/">http://our.upcebu.edu.ph/</a>		
Scanned or original copy of the document to authenticate		Requester		
Valid ID (1)		Requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the filled-up request slip via email or through the office.	1. Receives the request. 1.1 Indicates amount to be paid.		5 minutes	Window 2 (Jhin Caballero and Jermydel Omolon)) or 3 Office of the University Registrar
2. Pays the fee. Gets official receipt.	2. Accepts payment. 2.1 Issues official receipt.	₱40 per page for authentication ₱100 per certification	15 minutes	Cash Office
3. Submits the official receipt (OR) together with the request.	3. Processes the request. 3.1 University Registrar signs the certification.		5 days	Window 2 (Jhin Caballero and Jermydel Omolon) Office of the University Registrar  University Registrar Office of the University Registrar



4. Claims requested CAV, when available.	4. Releases CAV.		5 minutes	Window 2 (Jhin Caballero) Office of the University Registrar
<b>TOTAL</b>		₱40 per page for authentication ₱100 per certification	5 days, 25 minutes	

### 13. CHED Billing Report

The Office of the University Registrar consolidates and prepares reports for submission to CHED (Commission on Higher Education) in compliance with RA 10931, Universal Access to Quality Tertiary Education Act, and its IRR. All reports will be submitted both in soft and hard copies. However, COR and Form 5 EOR's will be submitted in soft copies only.

<b>Office or Division:</b>	Office of the University Registrar			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Commission on Higher Education (CHED) Through UP System OSDS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Email Request from OSDS</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for CHED Billing Reports, through the UP System.	1. Consolidates, prepares, checks, verifies and submits the CHED Billing Report for the collection of tuition and other school fees, covered by RA 10931.	None	20 Days	OUR Staff Office of the University Registrar  Office of the College Secretary of respective college  Accounting Office  Office of the Chancellor
	FORM 1 Billing Statement Summary (2 copies)			



	FORM 2 Billing Details (2 copies)		
	COR Data Elements Report (1 soft copy)		
	Certification of the UR and Chancellor re: Billing Details (notarized, 2 copies)		
	Certification of the UR re: Form 5 True and Correct (notarized, 2 copies)		
	Certification of the UR re: COR Data Elements (notarized, 2 copies)		
	Certification of UR re: Insurance (2 copies)		
	Masterlist of Students Covered by Insurance (2 copies)		
	Graduation Fee ( <i>if applicable</i> , 2 copies): <ul style="list-style-type: none"> <li>• Certification of UR (notarized)</li> <li>• Form 1 Billing Statement</li> <li>• Form 2 Billing Details</li> <li>• Masterlist of Students who Graduated</li> </ul>		
	Transfer Application Fee (if applicable, 2 copies): <ul style="list-style-type: none"> <li>• Form 3 Admission/ Entrance (Transfer Application Fee)</li> <li>• Certification of UR</li> <li>• Masterlist of Transfer Applicants</li> <li>• Application for Transfer Forms, <i>in pdf</i></li> </ul>		
	Form 5 EORs of all students, <i>in pdf</i>		
	TOTAL	20 Days	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the Office of the University Registrar.</p> <p>Contact info: +63 (32) 232 8187 loc 120 <a href="mailto:our.upcebu@up.edu.ph">our.upcebu@up.edu.ph</a></p>
How feedbacks are processed	<p>One of the OUR staff opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices for their response. The answer of the office is then relayed to the client.</p>
How to file a complaint	<p>Answer the client feedback form and drop it at the designated drop box in front of the Office of the University Registrar.</p> <p>Complaints may also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none"><li>- Name of person being complained</li><li>- Incident</li><li>- Evidence</li></ul> <p>For inquiries and follow-ups: +63 (32) 232 8187 loc 120 <a href="mailto:our.upcebu@up.edu.ph">our.upcebu@up.edu.ph</a></p>
How complaints are processed	<p>One of the OUR staff opens the drop box and compiles and records all feedback submitted, including complaints.</p> <p>If the complaint is found to have merit, it is forwarded to the Grievance Committee for further investigation.</p>



Contact Information of OUR, UP Cebu	Office of the University Registrar: +63 (32) 232 8187 loc 120 <a href="mailto:our.upcebu@up.edu.ph">our.upcebu@up.edu.ph</a>  University of the Philippines Cebu: +63 (32) 232 8187 <a href="mailto:oc.upcebu@up.edu.ph">oc.upcebu@up.edu.ph</a>
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