TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES

TAGUIG CAMPUS

CITIZEN'S CHARTER 2021

(1St Edition)

I. MANDATE

The Technological University of the Philippines is mandated to provide higher and advanced vocational, technical, industrial, technological and professional education and training in the industries and technology, and practical arts leading to certificates, diplomas, and degrees; to provide progressive leadership in applied research, developmental studies in technical, industrial and technological fields and production using indigenous materials, effect technology transfer in the countryside; and to provide expertise in the development of small and medium scale industries in identified growth-centers.

II. VISION

TUP: A premier state university with recognized excellence in engineering and technology education at par with leading universities in the ASEAN region.

III. MISSION

The mission of TUP is stated in Section 2 of P.D. No. 1518 as follows:

The University shall provide higher and advanced vocational, technical, industrial, technological and professional education and training in industries and technology, and in practical arts leading to certificates, diplomas and degrees. It shall provide progressive leadership in applied research, developmental studies in technical, industrial, and technological fields and production using indigenous materials; effect technology transfer in the countryside; and assist in the development of small and medium scale industries in identified growth centers.

IV. SERVICE PLEDGE

We, the officials, faculty, and employees of the Technological University of the Philippines commit to:

Teach students the knowledge and skills in all technological fields with utmost sincerity and dedication to provide quality education.

Understand the emotional and sociological needs of students and provide them the personal and career guidance that will make them socially active and economically productive citizens of the Philippines.

Provide students with adequate facilities for instruction, qualified manpower to maximize their potentials in their chosen field of technology education.

Serve students promptly, efficiently, and with courtesy by authorized personnel from 8:00 am to 5:00 pm Monday to Friday and Saturday as maybe required.

Yield to valid request of students/parents for humanitarian reason without violation of any policy of the University.

Secure the safety of students by responding immediately to emergencies that may cause risk to live and loss of property.

Train students to become law abiding citizens and develop in them the right values and work attitudes to live harmoniously as a member of the organization and society in general.

Empower students to help themselves through students' organization to promote their own welfare and the interest of the University.

Monitor the efficient delivery of student services and respond promptly to complaints from the clientele and the general public.

LIST OF SERVICES

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ADMIN AND FINANCE SERVICES

ACCOUNTING OFFICE

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

The Accounting Office ensures that the amount due form the tenants are properly assessed in accordance with their contract and that students remaining balance are paid in full. This procedure applies to dormitory lodgers, stall and parking lessees, students with remaining balance of school fees and others.

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Dormitory Lodgers, Stall Lessees, University Facility Lessees			
Checklist of Requirements		**Where to Secure**		
One (1) valid ID		For Students: Library For Employees / other creditors: company or any government agency		
Billing Statement		Accounting Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student/ payor requests for a Payment Order before paying the amount due	1. Retrieves the Subsidiary Ledger of the client 1.1 Computes the amount due 1.2 Prepares the Payment Order For one-time transactions, client is requested to present his/her billing statement	None	5 minutes	*Administrative Aide IV Administrative Assistant II* Accounting Office
2. After payment to the Cashier, the client will present the Official receipt for posting/ recording in the Accounting Office	2. Checks the Official Receipt and posts/ records payment in the Client/Payor's Account Ledger	None	2 minutes	*Administrative Aide IV Administrative Assistant II* Accounting Office
	TOTAL	None	7 minutes	

2. ISSUANCE OF CERTIFICATION OF SCHOOL FEES

The Accounting Office ensures that the students are granted with their request of Certification of School Fees on time and in order. The certification of school fees is a verified document which indicates the total amount of school fees paid by requestor from records.

Office or Division	Accounting Office				
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	Enrollees/Authorized Representative				
Checklist of Requirements			**Where to Secure**		
Original Certificate of Registration (COR)			Registration and Admission Section		
Official Receipt			Collecting and Disbursing Office		
CLIENT STEPS	**AGENCY ACTION**		**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Enrollee will inform the Accounting Office that certification is needed for scholarship/sponsorship or other legal purpose	1.1 Require the students to present COR and pay the corresponding certification fee at the Cashier's Office 1.2 Verify the total school fees paid by the requestor from the records based from the COR presented		PhP 100	3 minutes	*Computer Programmer I Administrative Aide VI* Accounting Office
2. After payment to the Cashier, the enrollee presents his/her OR and COR to the Accounting Office	2. Prepare the certification signed by the Chief Accountant or Officer-in-Charge		None	5 minutes	*Computer Programmer I Administrative Aide VI* Accounting Office

3. Receives the requested certification and original OR for the paid certification fee	3. Release of Certification together with original official receipt Preparation of certification of fees may be done also on the following day only if the assigned staff administers other student during enrollment or the signatory is not available.	None	2 minutes	*Computer Programmer I Administrative Aide VI* Accounting Office
TOTAL		None	10 minutes	

3. ASSESSMENT OF ENROLLMENT FEES

The Accounting Office is responsible for processing the assessment of school fees during the enrollment period to ensure the efficient and quality service of the University to its clients. Breakdown of payment is indicated in the Assessment Form. This procedure applies to all students who passed the admission exams, and that Certificate of Enrollment is duly approved by the Assistant Director of Student Affairs.

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Enrollees/Authorized Representative			
Checklist of Requirements		**Where to Secure**		
Original Certificate of Registration		Registration and Admission Section		
Certificate of Scholarship/School Fee Discount Grant for the Applicable Term (1 original and 1 photocopy)		Office of the grantor of the scholarship		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Enrollee presents his/her Certificate of Registration (COR) duly assigned by the Dep't Head	1. 1 Retrieves enrollee's payment record to check unpaid fees	None	5 minutes	*Computer Programmer I Administrative*

and ADAA for assessment and documents required for Scholarship/ Discount	1.2 Evaluates applicable fees Applies scholarship discount (if applicable)			*Aide VI* Accounting Office
2. Enrollees will indicate the official receipt number and presents his/her OR and COR to the Accounting Office	2.1 Staff will check the amount in the OR and COR if match. 2.2 Returns the COR to the student but retains the COR green copy for recording/encoding purposes	None	2 minutes	*Computer Programmer I Administrative Aide VI* Accounting Office
TOTAL		None	7 minutes	

ADMIN AND FINANCE SERVICES

COLLECTING AND DISBURSING OFFICE

1. ISSUANCE AND RELEASING OF CHECKS/CASH

The Collecting and Disbursing Section is responsible for the issuance of cash/checks as payments to individual transactions of the University to various transacting entities. This procedure applies to payments in cash/checks that are needed for various payment claims from suppliers and creditors for labor, service, equipment, supplies and materials and other related account payables. Also, this procedure applies to individual claims of employees and other stakeholders in terms of salaries, wages, honoraria, school fees and the likes.

Office or Division	Collecting and Disbursing Office			
Classification	Simple			
Type of Transaction	G2C/G2B			
Who may Avail	Students, Parents, Guardians and Other Creditors			

Checklist of Requirements		Where to Secure		
One (1) valid ID		For Students: Library For Parents, Guardians and other creditors: company or any government agency		
Authorization Letter (1 original and 1 photocopy)		Student or Head of Company		
Other receipts to be issued (original)		Company		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CASH PAYMENT Inform the claimant or coordinator for the release of Check by presenting Valid ID In case of representative, authorization letter and IDs of claimant and representative are required	1. Validate IDs of Claimants/ representative and ensure that the payroll had been properly signed opposite their name 1.1 Release of claims	None	5 minutes	*Administrative Officer V Administrative Assistant I* Collecting and Disbursing Office

2. CHECKS PAYMENT Inform the Collecting and Disbursing personnel and present their valid IDs and authorization letter	2. Validate IDs of claimants/collectors/representative and issue the corresponding official receipt and have them signed the warrant register and disbursement voucher 2.1 Release checks	None	10 minutes	*Administrative Officer V Administrative Assistant I* Collecting and Disbursing Office
TOTAL		None	15 minutes	

2. COLLECTION OF SCHOOL FEES

The Collecting and Disbursing Office covers the process in the collection of school fees during the enrolment period. Students, parents of guardians must accomplish the assessment form at the Accounting Office before proceeding with their payment. School Fees that are collected by the office strictly depends on the amount written on the said form.

Office or Division	Collecting and Disbursing Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students, Parents, Guardians			
Checklist of Requirements		**Where to Secure**		
Original Certificate of Registration		Registration and Admission Office		
Order of Payment		Accounting Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present duly accomplished certificate of registration/ adding form with proper assessment form the accounting office	1. Verify and review duly accomplished certificate of registration and issue the corresponding official receipt 1.1 Instruct students/guardians/parents to proceed to the accounting office for posting of or and to	TUITION FEE Lecture = 1 unit x PhP 150 Laboratory = 1 unit x 3.75 hrs x PhP 150 Misc. Fee	5 minutes	*Administrative Officer V Administrative Assistant I* Collecting and Disbursing Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
get their copy of certificate of registration		PhP 2,390 Prof. Fee PhP 7,000 OTHER FEES SIT = PhP 180		
2. Inform collecting and disbursing office for the availability of checks from industry (Industry Based Program)	2. Verifies and review duly accomplished billing and issue the corresponding official receipt		1 hour	*Administrative Officer V Administrative Assistant I* Collecting and Disbursing Office
TOTAL		As stated in the Assessment Form	1 hour and 5 minutes	

3. COLLECTION OF SCHOOL FEES FOR DOCUMENTS AND RENTAL FEES

Collecting and Disbursing Office ensures that the amount due from the student tenants, lodgers and other creditors of the university are properly collected within the prescribed period of time. This procedure applies to all students, graduates and other entities who have transactions with Technological University of the Philippines – Taguig Campus that require them to pay to the university.

Office or Division	Collecting and Disbursing Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students, Parents, Guardians, Stall Lessees, Employees, Dormitory Lodgers, Parking Space Occupants and other creditors			
Checklist of Requirements		**Where to Secure**		
Order of Payment		Registrar/Office of Student Affairs/ Learning Resource Center		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Present order of payment coming from the Registrar, OSA and Library Office	1. Verifies and review order of payment and issue the corresponding official receipt	Transcript of records - PhP 100/page Certification PhP 100/copy Testing fee PhP 600 School ID PhP 150/ID Graduation fee PhP 300 True copy of grades PhP 100/copy Transfer Credentials PhP 100/copy Authentication (CAV) PhP 100/doc Authentication of COR PhP 100/copy certificate of good moral character PhP 100/copy Course Curriculum PhP 100/copy Course Description PhP 70/subject	5 minutes	*Administrative Officer V Administrative Assistant I* Collecting and Disbursing Office

		Diploma PhP 150/copy		
		Program description PhP 100/copy		
		Term Grades PhP 60/copy		
		Admission/Entrance Fee PhP 750		
		Graduation Fee PhP 300		
2. Present order of payment coming from the accounting office	2. Verifies and review order of payment and issue the corresponding official receipt 2.1 Instruct student/creditors to proceed to the accounting office for posting of official receipt	Dorm PhP 700 Dorm with Electric Fan PhP 850 Dorm with Laptop PhP 1,000 Car/Motor Sticker PhP 200 Multi Media System PhP 2,000 (8 hrs) Overhead Projector PhP 1,000 (8 hrs) Parking (Faculty and Staff)	5 minutes	*Administrative Officer V Administrative Assistant I* Collecting and Disbursing Office

		PhP 1,500		
		Parking (Outsiders) PhP 3,000		
		Rentals: Auto Repair Shop PhP 11,025		
		Bastketball Court (day) PhP 300/hr		
		Bastketball Court (evening) PhP 500/hr		
		Booth PhP1,000/booth		
		Globe Telecom Inc. PhP 75,000		
		Business Commercial Stall PhP 128,344.23		
		Canteen PhP 5,500		
		Canteen (Big) PhP 7,500		
		Car Wash PhP 6,813.81		
		Chairs		

| | | PhP 15/pc (8 hrs)

Multi purpose stage (day) PhP 650

Multi purpose stage (evening) PhP 750

OMEGA PhP 68,397.89

Open Fields (day) PhP 550/hr

Open Fields (evening) PhP 650/hr

Photocopying PhP 20,771.49

Tables PhP 50/pc (8 hrs)

Volleyball Court (Day) PhP 300/hr

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Volleyball Court (Evening) PhP 500/hr

Sound System -PhP 1,000(8hrs) | | |
|---|---|---|---|---|
| | **TOTAL** | As stated in the Order Form | 10 minutes | |

4. ONLINE PAYMENT OF FEES

The Collecting and Disbursing Office accommodate online transactions in partnership with accredited bank/center. Online payment of fees is allowed to limit face to face transactions inside the university.

Office or Division	Collecting and Disbursing Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Enrollees/Authorized Representative			
Checklist of Requirements		Where to Secure		
Payment Details		Office of Student Affairs/ Registration and Admission Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will inform the concerned office regarding their request/payment.	1. The concerned office will send payment to the bank.	Online payment	2 minutes	*Instructor I* Office of the Student Affairs Or *Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
2. Client will pay their fees to the bank	2. Wait for notification online if the payment was already posted. 2.1 Issue official Receipt and wait for the clearing of the bank 2.2 give the OR to the concerned office	None	1 day	*Administrative Officer V* Collecting and Disbursing Office
3. client will be notified thru email regarding the release of their	3. after verifying that online payment has been made, the concerned office	None	5 to 10 working days	*Instructor I* Office of the

requested document	will process the requested document.			Student Affairs Or
	3.1 The concerned office will issue and appointment schedule for the release of the requested document via email			*Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
4. Claim their requested document	4. Release the document to the client	None	3 minutes	*Instructor I* Office of the Student Affairs Or *Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
	TOTAL	None	11 days and 5 minutes	

ADMIN AND FINANCE SERVICES

DENTAL CLINIC

1. DENTAL TREATMENT

The Dental Clinic provides preventive, curative and promotes dental health care to reduce the prevalence rate of dental caries and periodontal disease for employees and students at the university. This is to increase awareness of the importance of oral health to overall health and well-being. Dental treatment offered by the clinic are: (a) Extraction, (b) Permanent and Temporary Filling and (c) Oral Prophylaxis. Issuance of dental certificate for SIT students is also included in this procedure.

Office or Division	Dental Clinic				
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	Students, Faculty and Staff				
Checklist of Requirements		Where to Secure			
School ID		Library			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**		**PERSON RESPONSIBLE**
1. Message thru TUP Clinic Fb page for the appointment	1. Set an appointment for the client	None	1 minute		*Dentist II* Dental Clinic
2. Come to the clinic at the day/time of appointment and approach the Dental Aide	2. Check school ID & direct patient to see the Dentist	None	1 minute		*Dentist II* Dental Clinic
	2.1 Proceed inside the dental clinic for initial evaluation including oral examination & to know dental procedure needed to be done	None	4 minutes		*Dentist II* Dental Clinic
	2.2 If dental radiograph and medical clearance is / are required. Accomplish the needed pre procedure before proceeding to the next step	None	2 minutes		*Dentist II* Dental Clinic
3. Submit the results of required pre procedure for evaluation.	3. Evaluate the results submitted by the client	None	1 minute		*Dentist II* Dental Clinic

		None	Oral prohylaxis 30 minutes	*Dentist II* Dental Clinic
	3.1 Go inside the dental clinic for oral examination, charting, getting vital sign, signing of consent to care form & perform the dental procedure.	None	Tooth restoration 30 minutes	*Dentist II* Dental Clinic
			Tooth extraction 20 minutes	
	3.2 Listen to homecare instructions and gives available medicine.	None	5 mins	*Dentist II* Dental Clinic
4. Sign the logbook and fill out the TUP clinic survey form		None		
	TOTAL	None	Oral prohylaxis 44 minutes	*Dentist II* Dental Clinic
			Tooth restoration 44 minutes	
			Tooth extraction 34 minutes	

ADMIN AND FINANCE SERVICES

MEDICAL CLINIC

1. MEDICAL REQUIREMENTS & HEALTH EXAMINATION FOR NEW STUDENTS DURING ENROLMENT (POST-PANDEMIC/FACE-TO-FACE)

The Medical Clinic ensures that all students comply with the Medical Requirements for enrollment to evaluate their physical health status prior to enrolling in their chosen field of studies. The main purpose of the health examination is to screen incoming new enrollees to record pre-existing health problems, and to assess general physical and mental well-being.

All new enrollees including returning students who have stopped for 1 year or equivalent to 3 terms for whatever reason will have to comply with the medical requirement and undergo health examination. This may include submission of any of the following documents:

1. Diagnostic laboratory test results: Chest X-Ray, complete blood count, random drug testing
2. Previous medical abstract if applicable
3. Medical Clearance from specialist/s if applicable
4. Other pertinent medical information (PWD ID, etc.)

Office or Division	Medical Clinic			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	New Students, Transferees and Returning Students			
Checklist of Requirements		**Where to Secure**		
Student's Health Record (Hard Copy)		tupt.clinic@tup.edu.ph / TUP Website		
Health Declaration Form (Google Form)		tupt.clinic@tup.edu.ph / TUP Website		
Diagnostic laboratory test results (original)		Diagnostic Laboratories outside TUP		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Enrollee will access the official website of TUP for online announcement of Medical Requirements for Enrollment	1.1. Clinic Staff will upload two forms namely: a. Student Health Record (downloadable & printable) b. Health Declaration Form (Google Form) 1. 2. Medical Officer will coordinate with the Registrars' Office before the scheduled dates/ period of Enrollment.	None	Preparation before Enrollment Period	*Medical Officer III* *Nurse II* Medical Clinic

2.1. Enrollee downloads, prints, and answers the Student's Health Record Form; must comply to all medical diagnostic tests then submits the hard copy to TUPT on day of physical health examination 2.2. Enrollee answers the Health Declaration Google Form online.	2.1. Nurse collects all hard copies and checks if the Student's Health Record Form is properly and filled up. 2.2. Nurse checks that the number of hard copies and the google form responses are equal.	None	2 to 5 minutes per enrollee	*Nurse II* Medical Clinic
3. Enrollee undergoes to face-to face physical health examination (announced/ by schedule)	3. Medical Officer announces the schedule for face-to-face physical health examination thru TUP Website, thru TUP-Taguig Clinic online & posted in bulletin board 3.1. During actual face-to face, the Nurse records BP, weight & height of enrollees 3.2. Medical Officer conducts physical examination	None	10 to 15 minutes per enrollee	*Medical Officer III* *Nurse II* Medical Clinic
4. Issuance of Medical Clearance for enrollment	4. Medical Officer issues medical clearance if student is found physically fit to enroll and proceed 4.1 For students with health problems, the Medical Officer requests for further medical tests or referral to specialist for clearance. Once this is complied, enrollee is reevaluated. 4.2. Medical Officer reserves the right to declare an enrollee whether "Physically Fit/Unfit for Enrollment for the __Term SY __"		If enrollee is Physically Fit, Medical Clearance is issued right after physical examination. If enrollee has medical problems pending further tests or clearances, the	*Medical Officer III* Medical Clinic

			process may vary depending on compliance and test results.	
	TOTAL	None	10 to 20 minutes per enrollee	

2. INTERIM MEDICAL REQUIREMENTS FOR ENROLMENT

The Medical Clinic ensures that all students comply with the Medical Requirements for enrollment to evaluate their health status for each Term of the School Year. The purpose of this interim medical requirement is to get updates on students' physical and mental well-being.

All student-enrollees, regular and irregular, are required to comply with this Medical Requirement for enrollment every Term enrollment. This includes the submission of medical diagnostic test results if this is warranted as case-to-case basis, such as but not limited to the following:

1. Diagnostic laboratory tests: Chest X-Ray, complete blood count, random drug testing
2. Previous medical records if applicable
3. Medical Clearance from a specialist if applicable.
   This procedure is applicable during the following situations:
   1. During pandemic, when imposed community quarantine/ mobility restrictions do not permit enrollees to come for face-to-face health examination.
   2. During Second and Third Term consecutive enrollment of students with existing active Student Health Record.

Office or Division	Medical Clinic
Classification	Simple
Type of Transaction	G2C
Who may Avail	New and Old Students, Transferees and Returning Students, All year level Regular & Irregular students

Checklist of Requirements	Where to Secure
Health Record Form (Hard Copy)	tupt.clinic@tup.edu.ph / TUP Website
Health Declaration Google Form (Hard Copy)	tupt.clinic@tup.edu.ph / TUP Website
Diagnostic laboratory test results	Diagnostic laboratories outside TUP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enrollee will access the official website of TUP for online announcement of Medical Requirements for Enrollment	1. Clinic Staff will upload the Student's Health Declaration Form (Google Form) and will ensure coordination with the Registrars' Office before the scheduled dates/ period of enrollment. For New students, a downloadable printable Student's Health Record Form will also be uploaded/ provided.	None	Preparation before Enrollment Period	*Medical Officer III* *Nurse II* Medical Clinic
2. For New enrollees and Transferees or Returning students, 2 types of Forms must be complied: 2.1. Student's Health Record Form. This must be downloaded, printed, and answered by handwriting. The hard copy of this must be submitted to the Medical Clinic. 2.2. Health Declaration Form (Google forms) must be answered and submitted online.	2. Nurse collects & checks completeness of all hard copies of the Student Health Record Form from New students and keeps these on file. Medical Officer checks & evaluates all the online Health Declaration Form (Google forms) submitted.	None	2 to 5 minutes per student	*Medical Officer III* *Nurse II* Medical Clinic
3. For Old students enrolled in the preceding term, must answer the Health Declaration Form (Google	3. Medical Officer evaluates all students' Health Declaration Forms (Google Form)	None	2 to 5 minutes per student	*Medical Officer III* Medical Clinic

Form), and submit this online				
4. Issuance of Medical Clearance for enrollment	4. Medical Officer issues medical clearance and submits directly to Registrars' Office 4.1 For students with health problems, the Medical Officer communicates to student via email or online to request further medical evaluation or submission of medical diagnostic tests. 4.2. The Medical Officer reserves the right to declare an enrollee if warranted, as "Physically Unfit for Enrollment for the ___Term SY ___"		If no medical problem: submission by batch within 3 days. If with medical problem or needs further medical evaluation: submission by batch within 5 to 10 working days	*Medical Officer III* Medical Clinic
	TOTAL	None	10 to 20 minutes	

3. TELECONSULTATIONS/ REMOTE MEDICAL SERVICES

During pandemic or even post-pandemic, the Medical Clinic personnel provides medical consultations and medical prescriptions thru online or remote platform to ensure the continuous provision of primary health care for students, faculty, and staff such as first aid treatment, promoting wellness and disease prevention, assisting referrals to hospital or specialist, and facilitating diagnostic laboratory tests. The various remote platform used are:

1. Email address: tupt.clinic@tup.edu.ph,
2. Online Chat via Messenger account name: TUP-Taguig Clinic
3. MS Teams Chat to the Medical Officer or Nurse
4. Facebook page: TUP-Taguig Clinic

Office or Division	Medical Clinic				
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	Students, Employees				
Checklist of Requirements			**Where to Secure**		
Official TUP email address			UITC		
CLIENT STEPS	**AGENCY ACTION**		**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student sends messages thru email or chat	1. Medical Officer answers all messages received online within 7AM to 7PM		None	5 to 10 minutes	*Medical Officer III* Medical Clinic
2. Students receives Medical advises and prescriptions thru Online Platform	2. Medical Officer sends photo of prescription, referral &/or medical advice to student. Nurse records all Teleconsultation in Logbook.		None	5 to 10 minutes	*Medical Officer III* *Nurse II* Medical Clinic
4. Student answers Customer Feedback/ Evaluation form	4. Nurses sends Online Google Form of the Customer Satisfaction Feedback Form to student after each Teleconsultation		None	3 minutes	*Nurse II* Medical Clinic
5. Follow-up Teleconsultation	5. Medical Officer revisits student thru online messaging after treatment advise or within 3 to 7 days		None	5 minutes	*Medical Officer III* Medical Clinic
		TOTAL	None	20 to 30 minutes	

4. MEDICAL CONSULTATION / PRIMARY HEALTH CARE SERVICES

The Medical Clinic provides primary health care services thru face-to-face medical consultations. This aims to provide basic medical care for students, faculty, and staff such as first aid treatment, promoting wellness and disease prevention, assisting referrals to hospital or specialist and facilitating diagnostic laboratory tests.

Office or Division	Medical Clinic			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students, Employees			

Checklist of Requirements		Where to Secure		
Health Record		Medical Clinic		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student/ Employee may go to the campus clinic during official time	1. Nurse asks student's concern 1.1. Nurse retrieves individual Health Record on file 1.2 Nurse refers student to the Medical Officer 1.3 Nurse directs student to see the Medical Officer or instructs to wait for his turn in line	None	2 to 5 minutes	*Nurse II* Medical Clinic
2. Student/ Employee receives medical care face-to-face	2. Medical Officer interviews client, reviews the medical history & conducts physical examination. 2.1 Medical Officer gives prescription, referral &/or medical advice. 2.2 Nurse gives medicine (if available) or directs student to observation area for monitoring as instructed by the Medical Officer 2.3 Nurse records all consultation in Logbook.	None	5 to 10 minutes	*Medical Officer III* *Nurse II* Medical Clinic
3. Client answers the Customer Feedback and Evaluation forms	3. Nurse gives Customer Feedback Form to client after each consultation (either hard copy or google form)	None	3 minutes	*Nurse II* Medical Clinic
4. Client Follow-up	4. Medical Officer revisits client either face-to face or	None	5 minutes	*Medical Officer*

consultation	online messaging after treatment advise or within 3 to 7 days				*III* Medical Clinic
	TOTAL	None	20 to 30 minutes	

5. PRE-EMPLOYMENT MEDICAL REQUIREMENTS & HEALTH EXAMINATION

The Medical Clinic requires newly hired employees to undergo pre-employment health examination to assess their health status and screen their physical well-being. The employee's Medical Certificate must be submitted to the Human Resource Management Office prior to the confirmation of his/her employment status.

Medical Requirements includes but is not limited to:

1. Chest X-Ray (PA View)
2. Complete Blood Count (CBC & Platelet Count)
3. Blood Typing & Rh Typing
4. Random Drug Testing for Methamphetamine and Tetrahydrocannabinol
5. Routine Urinalysis
6. Fecalysis
7. 12-lead Electrocardiogram (applicable for age 35 and above and if with pre-existing co-morbidities)

Face-to-face Health Examination is strictly by appointment/ by schedule, and subject to Minimum Public Health & Safety Protocol compliance.

Office or Division	Medical Clinic	
Classification	Simple	
Type of Transaction	G2C	
Who may Avail	Newly Hired Employees	
Checklist of Requirements		**Where to Secure**
Schedule of Face-to-Face visit		tupt.clinic@tup.edu.ph
Medical Laboratory Test results		Medical Laboratories outside the University
CSC Form 211		CSC Website/Human Resource Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for list of Medical Requirements & schedule of Health Examination	1. HR coordinates with the Medical Clinic for the requirements and the scheduling	None	3 minutes	*Medical Officer III* *Nurse II* Medical Clinic
2. Client submits all requirement and undergoes health examination.	2. Medical Officer conducts health examination and evaluates diagnostic tests results (Face-to-Face)	None	15 - 20 minutes or more depending on the medical case	*Medical Officer III* Medical Clinic
3. Issuance of medical certificate (CSC Form 211) and submits this to HR Office	3. Medical Officer fills up CSC Form 211 and submits to HR Office	None	2 minutes	*Medical Officer III* Medical Clinic
	TOTAL	None	20 to 30 minutes (may vary for certain medical cases)	

6. ANNUAL HEALTH EXAMINATION FOR EMPLOYEES

The Medical Clinic promotes health and wellness as well as physical and mental fitness among TUP-Taguig employees by requiring them to undergo Annual Health Examination. This includes but is not limited to the following diagnostic laboratory tests: Chest X-Ray, complete blood count, and random drug test, urinalysis, fecalysis and ECG.

Office or Division	Medical Clinic			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Regular, Temporary and Causal Employees			
Checklist of Requirements		**Where to Secure**		
Medical Laboratory Test results		Medical Laboratories outside the University		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Employees are informed of the schedule for Annual	1. Medical Officer facilitates the diagnostic test by:	None	Preparation: 2 weeks search for	*Medical Officer III* *Nurse II*

Health Examination	a. searching for a qualified service provider b. seeking approval from the management		service provider 1 week posting of schedule	Medical Clinic
2. All employees undergo Annual Health Examination	2. Service provider conducts diagnostic laboratory tests 2.1 Medical Officer conducts health examination and evaluates diagnostic tests results.	None	Diagnostic test: 15-20 minutes per pax Health exam & evaluation: 15 - 20 minutes or more depending on the case	*Medical Officer III* Medical Clinic
3. All employees receive results of health exam	3. Medical Officer conducts consultation individually based on findings & gives necessary medical advises & prescription for medication	None	15 - 20 minutes or more depending on the case	*Medical Officer III* Medical Clinic
4. Completion of employees' health records	4. Medical Officer fills individual health record Nurse keeps all records in file	None	5 minutes	*Medical Officer III* *Nurse II* Medical Clinic
TOTAL		None	20 to 30 minutes (may vary depending on medical case)	

7. HEALTH EXAMINATION FOR SENIOR STUDENTS PRIOR TO SUPERVISED INDUSTRIAL TRAINING (SIT)

The Medical Clinic conducts health examination for senior students enrolled at the university. Issuance of medical certificate indicating that they are fit to work for their Supervised Industrial Training (S.I.T.) is done after the medical officer evaluates the result of their health examination.

Office or Division	Medical Clinic			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	SIT Students			
Checklist of Requirements		**Where to Secure**		
Medical Laboratory Test results		Medical Laboratories outside the University		
Enrolment Form		Registration and Admission		
Medical Certificate for SIT		TUP-Taguig Clinic		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Students will be informed of their schedule for health examination	1. Medical Officer requests for approval from the ADAA for the schedule of health examination. 1.1 Dissemination of information to Department Heads and SIT Coordinators.	None	From Preparation to Announcement : 1 month	*Medical Officer III Nurse II* Medical Clinic
2. Students get the request slip from Clinic for laboratory tests.	2. Clinic staff distribute request slips	None	Distribution: Daily (Mon to Fri)	*Nurse II* Medical Clinic
3. Student undergoes medical exam/laboratory tests	3. Clinic staff facilitates coordination with service provider for x-ray & other laboratory tests. 3.1 Upon release of laboratory results, the clinic staff will distribute them to students.	None	5-10 minutes or more depending on the case	*Medical Officer III Nurse II* Medical Clinic
4. Issuance of Medical Clearance	4. Medical Officer issues Medical Clearance &/or Medical Certificates for students who are Class A	None	5-10 minutes	*Medical Officer III* Medical Clinic

&/or Medical Certificates for SIT	physically fit for SIT 4.1 Medical Officer requests for further medical tests or refers to specialist if warranted and schedules for re-evaluation of student 4.2 Medical Officer advises a student with medical problems for medical treatment and issues medical certificate based on the following: • Class B Fitness means with minor or temporary health problems. • Class C Fitness means presence of chronic health problem that needs medication or safety precautions			
	TOTAL	None	20 to 30 minutes (may vary for certain medical cases)	

ACADEMIC RELATED SERVICES

REGISTRATION AND ADMISSION OFFICE

1. APPLICATION FOR ONLINE ADMISSION & ADMISSION TEST

All Senior High School graduating students, SHS High School graduates, High School Old Curriculum graduates, and college transferees may apply for admission online. In accordance with health protocols, the Registration and Admission Section allows students to download the application form to limit face-to-face transactions. The downloaded form and other required documents will be submitted thru a drop box located at the entrance gate of the campus.

Office or Division	Registration and Admission				
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	Parents/ Graduating high School Students				
Checklist of Requirements		**Where to Secure**			
For Senior HS/Graduate of HS Old Curriculum: Filled up application form, Scanned copy of form 138		Application Form – Registration and Admission Form 138 – Old School			
For Transferees: Scanned copy of Transcript of Records		Old School			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Applicant can apply online by logging in to: **ers.tup.edu.ph/aims/applicants** Applicants fill out the online admission application; complete all required information, upload recent 2x2 pictures on plain white background. Accomplish & submit google form for the grade requirements	1.1 Checks accomplished application form for admission 1.2 Download the accomplished google form for evaluation & assessment	None	By Batch 5-10 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION	
2. After evaluation, applicants can check Application Status in their ERS application account to print the TEST Permit. Test Permit will be available on the Specified date or 1 week before the Schedule of Exam.	2.1 Evaluates grades requirements and Schedule the applicants for Admission Test	None	2-3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATIO	

				2-3 hours	N AND ADMISSION
3. Take Admission Test on Scheduled Date 4. Checks Admission Test Result posted	3.1 Facilitate the conduct of Admission Test 4.1 Release & Post Admission Test Result			2-3 hours	*Registrar III* *Registrar I* *Admin Assistant I* *Admin Aide VI* REGISTRATION AND ADMISSION
		TOTAL	None	10 minutes	

2. ADMISSION OF NEW STUDENTS

All Senior High School graduating students, SHS High School graduates, High School Old Curriculum graduates, and college transferees who meet the requirements of the University may apply for admission. TUP Admission procedure includes:
  a. Evaluation and assessment of grade requirements
  b. Take & Pass the Admission Test
  c. Pass the Interview of the Section/Department Head
  d. Submit & accomplish Student Health Declaration for Medical/Physical Examination

The Registration and Admission Section will issue Notice of Admission and the schedule of enlistment/enrollment to those students who have passed the procedure stated above.

Office or Division	Registration and Admission
Classification	Simple
Type of Transaction	G2C
Who may Avail	Parents/ Graduates/Graduating High School Students
Checklist of Requirements	**Where to Secure**
Original SHS Card (SF9)	From Last School Attended

Original Certificate of Good Moral Character	From Last School Attended
Notice of Admission	Issued by The Registration & Admission Section
Student Health Declaration (Hard Copy)	(Online Google Form – c/o TUPT Medical Clinic)
Birth Certificate (1 photocopy)	From PSA office
Affidavit for Incomplete Requirements	Issued by The Registration & Admission Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant checks the Result of the Admission Test posted at the applicants respective ERS account or at fb page of the Registration & Admission section	1.1 Posts Admission Test Result	None	Online 3-4 weeks weeks after Admission Test	*Registrar III Registrar I Admin Assistant I* REGISTRATION AND ADMISSION
2. Submission of Enrolment requirements thru drop box.	2.1 Accepts & collates enrolment requirements 2.2 Prepare List of Applicants for interview 2.3 Inform applicants/qualifiers thru email of their schedule of interview			
3. Attend Interview of Students based on their scheduled	a. Facilitate the interview per Section/Department b. Prepare the final list for Enrolment	None	Online via zoom app	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
	TOTAL	None	10 minutes	

3. ONLINE ENLISTMENT/ENROLMENT OF NEW STUDENTS

The Registration and Admission cater to online enlistment/enrolment of new students since the pandemic. Instead of going to the Campus, New students can now do online enlistment/enrolment by using their ERS (Enrolment Registration System) account. This procedure applies to all High School graduates or college transferees who passed TUP-Taguig's Admission process.

Office or Division	Registration and Admission				
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	New Students				
Checklist of Requirements			**Where to Secure**		
Interview Passer			ERS Account		
CLIENT STEPS	**AGENCY ACTION**		**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The Section/ Department Head shall enlist the New students	1. Registrar's Staff Checks and confirm the enrolment of the enlisted students		None	2.-3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
2. Once confirmed, Students can check enrolled subjects in the ERS within 48 hours after enlistment	2. Inform students to check their ERS account thru email and post information at FB page of the Registration & Admission Section		None	2-3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
		TOTAL	None	10 minutes	

4.ONLINE ENLISTMENT/ENROLMENT OF OLD STUDENTS (TUP-WEB ERS)

The Registration and Admission caters online enlistment/enrolment of old students (higher years) since School Year SY 2019 – 2020. Instead of going to the Campus, old students can now do online enlistment/enrolment by using their ERS (Enrolment Registration System) account.

Office or Division	Registration and Admission				
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	Students				
Checklist of Requirements			**Where to Secure**		
Last Term Grades			Registration and Admission Section		
CLIENT STEPS	**AGENCY ACTION**		**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. The student must:
  a. Log-in to ERS account ers.tup.edu.ph/aims/students
  b. Click Enrolment Menu. A window will appear showing subjects available for enrolment.
  c. Select Section at the upper right corner.
  d. Click buttons of the desired subjects for enrolment. (Enlist only regular subjects offered for the Term. **(Pls ask the assistance of DH/SH for the enlistment of back subject/s)**
  e. After you have selected all your desired subjects for enrolment, click the Full payment & Enlist Button, Then Click SUBMIT.
	Checks enlisted students to confirm enrolment		None	2.-3 mins	*Registrar III*
					Registrar I
					Admin Assistant I
					Admin Aide VI
					REGISTRATION AND ADMISSION

Check enlisted subjects, class schedule & professor in ERS account within 48 hrs after enlistment.	Assists students if they have queries in the ERS	None	2-3 min	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
	TOTAL	None	2-3 Minutes under normal circumstances	

5. ISSUANCE OF 2ND COPY OF DIPLOMA

The Registration and Admission office attends to those who needed a 2nd copy of their diploma since the ORIGINAL DIPLOMA is issued only once. The client can either send their request online or fill out a request form and submit it to the office.

Office or Division	Registration and Admission			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Graduates/Authorized representative			
Checklist of Requirements		**Where to Secure**		
Last Term Grades		Registration and Admission Section		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. For Online requests: Graduates may send an email request to: tupt_registrar@tup.edu.ph Re: request for 2nd copy of Diploma	1. For Online Request: Registrar staff inform the graduate/alumni thru email the requirements to be submitted and let them pay at www.landbank.com and send the payment transaction receipt	2nd Copy of Diploma P150.00	3.-5 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION

For Walk-in: Fill out and submit a request for academic records: Re: Issuance of 2nd copy of Diploma	For Walk-in: Provide requirements to be submitted for the issuance of 2nd copy of Diploma, provide payment order & let them pay at Cashier's Office and Issue claim stub for the schedule of release.			
	1.1 Processing Period: 5-6 days under normal condition	None	5-6 processing working days under normal condition	*Registrar III Registrar I* REGISTRATION AND ADMISSION
2. Present claim stub	2. Issues 2nd copy of Diploma	None	2-3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
TOTAL		2nd Copy of Diploma P150.00	5-6 working days	

6. APPLICATION FOR TRANSCRIPT OF RECORDS (2ND COPY)

The Registration and Admission office entertains students/graduates who wanted a 2nd copy of their Transcript of Records. The client can either send their request online or fill out a request form and submit it to the office.

Office or Division	Registration and Admission	
Classification	Simple	
Type of Transaction	G2C	
Who may Avail	Graduates, Transferring Students and Current Students	
Checklist of Requirements		**Where to Secure**
One (1) valid ID		Any Government Office/ Private Company/ School

Accomplished Clearance Form		Registration and Admission		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requestors/ Clients send an email requests to tupt_registrar@tup.edu.ph or grace_usana@tup.edu.h Provide us with the following information: Name, Course Taken, Year graduated, Contact number & Scanned copy of valid ID	1. For online requests: Instructs requestor to pay online at www.landbank.com For Walk-in: Instruct the requestor to pay at Cashier's Office	P100 per page	2-3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
2. For Online/Walk-in Request: Pay at the Cashiers Office/online thru Landbank & Submit/send a copy of the payment transaction receipt or Official Receipt for the payments made	2. Wait for the OR that will be issued by the Cashiers office Records Official Receipt Number and issues Claim Stub	None	2-3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
	2.1 Processing time: 5-6 working days for online payment; 8-10 working days for walk-in, under normal circumstances	None	5-6 processing working days under normal condition	*Registrar III Registrar I* REGISTRATION AND ADMISSION
3. To claim: Presents claim stub & Valid ID	3. Issued requested document/s Instructs the requestor to sign the receiving copy/logbook	None	2-3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION

	TOTAL	P100 per page	5-6 working days for online; 8-10 working days for walk-in	

7. ISSUANCE OF AUTHENTICATED COR, TERM GRADES, TCG FOR SCHOLARSHIP

Since the majority of the students of TUP-Taguig are applying for scholarships. the Registration and Admission Section issues Authenticated COR, Term Grades, and TCG needed for their application.

Office or Division	Registration and Admission			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students, Graduates, Authorized Representative and Industry Representative			
Checklist of Requirements		**Where to Secure**		
Accomplished Request from		Client		
One (1) Valid ID		School		
Documentary Stamps (If needed)		Post Office		
Authorization with Valid Id (if needed)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OSA office submit the list of students with the request together with the Official receipt for the payments made issued by the Cashiers Office. Stating what kind of documents has been paid	1. Accept requests & verify student records	None	2-3 minutes	*Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
	2. Prepare the documents 2-3 working days	None	2-3 working days	*Registrar I Admin Assistant I Admin Aide VI*

				REGISTRATION AND ADMISSION
	3. Let the Registrar sign all prepared/requested documents 3.1 Dry seal all requested documents	None	2-3 minutes	*Registrar III* *Registrar I* *Admin Assistant I* *Admin Aide VI* REGISTRATION AND ADMISSION
	4. Record in the logbook and issue all requested document/s to OSA Office		2-3 minutes	*Registrar I* *Admin Assistant I* *Admin Aide VI* REGISTRATION AND ADMISSION
	TOTAL	None	5-6 working days for online; 8-10 working days for walk-in	

8. ISSUANCE OF CERTIFICATION/ AUTHENTICATION/ VERIFICATION

This procedure is for the issuance of Registration and Admission of Certification/Authentication/Verification document. These documents are submitted by students, graduates, authorized representative and industry representative as a requirement to be submitted to CHED/DFA, Employment Agency, WES and other international company.

Office or Division	Registration and Admission
Classification	Simple
Type of Transaction	G2C
Who may Avail	Students, Graduates, Authorized Representative and Industry Representative
Checklist of Requirements	**Where to Secure**
Accomplished Request from	Client
TOR and Diploma for Authentication (1 photocopy each)	TOR & Diploma – Registration and Admission Office

One (1) Valid ID	School
Documentary Stamps (If needed)	Post Office
Authorization with Valid Id (if needed)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for Certification, Authentication & Verification (CAV) Requirements to be submitted Photocopy of Diploma & TOR for authentication	1. Walk-in: Accomplish the request form and issues payment order and pay at Cashiers Office Verifies records	P100/doc	2-3 minutes	*Registrar I* *Admin Assistant I* *Admin Aide VI* REGISTRATION AND ADMISSION
2. Presents Official Receipt	2. Records OR & Issues Claim stub with specific issuance date		2-3 minutes	*Registrar I* *Admin Assistant I* *Admin Aide VI* REGISTRATION AND ADMISSION
	3. Processing of requested documents 5-6 working days for payments made online; 8-10 working days for walk-in			*Registrar I* *Admin Assistant I* REGISTRATION AND ADMISSION
4. To Claim: Presents claim stub & valid ID	4. Issues the requested documents; Instructs requestor to sign receiving copy		2-3 minutes	*Registrar I* *Admin Assistant I* *Admin Aide VI* REGISTRATION AND ADMISSION
	TOTAL	P100/ doc	5-6 working days for online; 8-10 working days for walk-in	

9. ISSUANCE OF TRANSFER CREDENTIALS

Honorable Dismissal/Transfer Credentials is another document issued by the Registration and Admission Office. It can only be given to students with no pending accountabilities in the university and can now transfer to another institution.

Office or Division	Registration and Admission				
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	Students, Graduates, Authorized Representative and Industry Representative				
Checklist of Requirements		**Where to Secure**			
Accomplish request for issuance of Transfer Credential		Registration & admission			
Approved Student Clearance		Registration and Admission			
Documentary Stamps		BIR Office/ City hall			
One (1) Valid ID		Any government agency, company or student ID			
Authorization letter with valid id (if needed)		From Alumni/student			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**		**PERSON RESPONSIBLE**
1. Requests for Transfer Credentials 1.1 Accomplish/ submit Student Clearance	1. Verifies student's records 1.1 Instruct requestor to pay at the Cashiers Office for walk-in applicants For Online payment: www.landbank.com	P100/doc	2-3 minutes		*Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
2. For walk-in: Presents Official Receipt For online payment Email the Payment Transaction Receipt for the payments made to	2. Records Official Receipt 2.1 Issues Claim Stub with issuance date, advise to bring documentary stamps on scheduled date		2-3 minutes		*Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION

grace_usana@tup.edu.ph				
	3. Processing Time: 5-6 working days if paid online 8-10 days if walk-in			*Registrar I* *Admin Assistant I* REGISTRATION AND ADMISSION
3. To claim: Presents Claim stub Authorization Letter with valid ID if authorized representative	3. Issues Transfer Credential Instructs the requestor to sign the receiving copy		2-3 minutes	*Registrar I* *Admin Assistant I* *Admin Aide VI* REGISTRATION AND ADMISSION
	TOTAL	P100/doc	5-6 working days for online; 8-10 working days for walk-in	

10. APPLICATION FOR GRADUATION

A student's application for graduation signifies that the student is ready to complete their program. All coursework/requirements for their degree must be completed prior to the end of the graduation term. This procedure covers only students who are academically cleared and are free from all monetary and property accountabilities of the university.

Office or Division	Registration and Admission
Classification	Simple
Type of Transaction	G2C
Who may Avail	Students, Graduates, Authorized Representative and Industry Representative

Checklist of Requirements	Where to Secure
Application for Graduation and Clearance	Registration and Admission Section
Official Receipt	Collecting and Disbursing Office

| Documentary Stamps | BIR Office/City hall |
| Passport Size pictures | Student |

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The student applies for graduation	Students Academic Records evaluation before the application period. Issues application for Graduation & Clearance	None	2-3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
Student seek for clearance for property and financially from Dept & other offices	Sign & get a copy the application for graduation; clearance	Free TOR/Diploma/Certification for graduation TOR for Board exam – P100/page	2-3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
Student submits to the Registrar's office the accomplished application for graduation with official receipts, doc stamps & passport size picture	Issue student's copy of the application for graduation and clearance;	None	2-3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
	Posting of the List of Candidates for Graduation; Submit the List for approval of the Academic Council	None	On Scheduled date	*Registrar III Registrar I Admin Assistant I Admin Aide VI*

					REGISTRATION AND ADMISSION
	Submit confirmation of the Candidates for Graduation to BOR				
	TOTAL	Free TOR/Diploma/Certification for graduation TOR for Board exam – P100/page	35 minutes		

11. APPLICATION FOR THE TRUE COPY OF SCHOLASTIC RECORDS/ TERM GRADES/ CERTIFICATION

A true copy of Scholastic Records/Term Grades/Certification was issued by the Registration and Admission Office to non-graduates, transferring students, and current students. The Registration and Admission certify that the scholastic records of the student are true and correct and may be used for admission to another course/university.

Office or Division	Registration and Admission			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Non-Graduates, Transferring Students and Current Students			
Checklist of Requirements		**Where to Secure**		
Accomplished form Request for Academic Request		Registration & Admission Section		
One (1) Valid ID		Any government agency, company or student ID		
Documentary Stamps		Post Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Clients requests for scholastic records/term grades	1. Advise the requestor to accomplish request form for academic records	None	2 - 3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI*

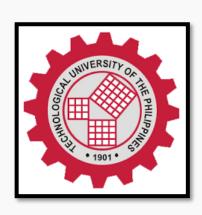|				REGISTRATION AND ADMISSION
2. Submits accomplished request form	2. Receives accomplished form and instructs requestor to pay at www.landbank.com for online and the Cashier's Office for walk-in	P 100 per page	2 - 3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
3. Submit Official receipt for the payment made for walk-in; 3.1 Email the payment transaction receipt for online payment	3. Records Official Receipt Number and issues Claim Stub with the specific date of issuance Processing time: 5-6 working days for payments made online and 8-10 days for walk	None	2 - 3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
4. To claim: Presents claim stub & Valid ID	4. Issues requested document/s Instructs the requestor to sign logbook.	None	2 - 3 minutes	*Registrar III Registrar I Admin Assistant I Admin Aide VI* REGISTRATION AND ADMISSION
	TOTAL	P 100 per page	5-10 minutes; Processing time: 2-3 days	

12. APPLICATION FOR SUBJECT DESCRIPTION

Subject Description provides a brief summary of the subject matter, approach, and applicability of the course. The Registration and Admission issues subject description to give other Universities/Employers what is the course all about.

Office or Division	Registration and Admission
Classification	Simple
Type of Transaction	G2C

Who may Avail	Non-Graduates, Transferring Students and Current Students			
Checklist of Requirements	**Where to Secure**			
Accomplished Request Form for Academic Records	Registration & Admission Section			
One (1) Valid ID	Any government agency, company or student ID			
Documentary Stamps	Post Office			
Authorization Letter with Valid ID	Student/Alumni			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Clients send requests for Description of subjects; Send a request to tupt_registrar@tup.edu.ph Accomplish form for walk-in applicants	Check the student records. Instruct the requestor pay at the Cashiers Office for walk-in applicants Pay at www.landbank.com for online request	P70 per subject	2- 3 minutes	*Registrar III* *Registrar I* *Admin Assistant I* *Admin Aide VI* REGISTRATION AND ADMISSION
Present Official receipt for the payment made for walk in For Online Payment Send Payment Transaction receipt for the payments made	Records Official Receipt No; and issues Claim Stub with specific date of issuance Email requestor for the date of Issuance /claim stub	none	2-3 minutes	*Registrar III* *Registrar I* *Admin Assistant I* *Admin Aide VI* REGISTRATION AND ADMISSION
To Claim: Presents Claim stub & valid ID	Issues requested document and instruct the requestor to sign The receiving copy	none	2-3 minutes	*Registrar III* *Registrar I* *Admin Assistant I* *Admin Aide VI* REGISTRATION AND ADMISSION
TOTAL		P70 per subject	5-10 minutes; Processing time: 2-3 days	

ACADEMIC RELATED SERVICES

GUIDANCE OFFICE

1. ISSUANCE OF ADMISSION SLIP

The Guidance Office ensures the proper and efficient issuance of admission slip to students in the university. This procedure applies only to students with tardiness and absences in their respective classes due to habitual lateness/absences, personal reason, health problem with medical certificate, health problem but did not consult the medical officer. This is applicable on both online or face to face transaction.

Office or Division	Guidance Office				
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	Students				
Checklist of Requirements		**Where to Secure**			
Excuse Letter		Client			
Parent/Guardian's Valid ID with signature (1 photocopy)		Client's Parent/Guardian			
Medical Certificate (if Applicable)		Medical Clinic			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Present the requirements needed	1. Check/verify the requirements submitted	None	1 minute	*Instructor I* Guidance Office	
2. Fill up the Admission Slip Form (2 copies)	2. Review filled-up Admission Slip Form	None	1 minute	*Instructor I* Guidance Office	
	2.1 Sign Admission Slip Form	None	1 minute	*Instructor I* Guidance Office	
3. Submit Accomplished Admission Slip Form with attachments to respective Faculty for signature		None			
3.1 Return accomplished Admission Slip Form to Guidance Office	3. Review/Verify accomplished Admission Slip Form with signature of Faculty Concerned and give Student's copy	None	1 minute	*Instructor I* Guidance Office	
	TOTAL	None	4 minutes		

ACADEMIC RELATED SERVICES

OFFICE OF THE STUDENT AFFAIRS

1. REQUEST FOR SCHOLARSHIP REQUIREMENT DOCUMENTS

Requesting for scholarship requirement documents can now be done online. These documents are: authenticated COR, Term Grades, Good Moral Certificate, Course Curriculum and True Copy of Scholastics Grade.

Office or Division	Office of the Student Affairs			
Classification	Complex			
Type of Transaction	G2C			
Who may Avail	Students			
Checklist of Requirements		**Where to Secure**		
Accomplished Scholarship Google Form (Hard Copy)		TUP-Taguig Office of the Student Affairs | Facebook		
Online Payment (LBP Link Biz Portal)		TUP-Taguig Office of the Student Affairs | Facebook		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request thru google form accessible from TUPT OSA fb page. TUP-Taguig Office of the Student Affairs | Facebook	1. Validate requests for any record of violations/offenses.	None	1 day	*Instructor I* Office of the Student Affairs
2. Pay online thru Landbank Link Biz Portal. Welcome to Land Bank of the Philippines | Land Bank of the Philippines (lbp-eservices.com)	2. Issue TUPT Official Receipt to OSA	Document fee + online payment service fee	3-7 working days (depending of payment center)	*Administrative Officer V* Collecting and Disbursing Office
3. Wait for notification to claim thru email for pick-up of documents.	3.1 Verify OR payment against Google Form Prepare GMC (if any) 3.2 Prepare requested documents	None	2 – 3 days	3.1 *Instructor I* Office of the Student Affairs 3.2 *Admin Assistant*

				1 Registration & Admission
4. Wait for notification to claim thru email	6. Email students for pick-up of documents as scheduled	None	1 day	*Instructor I* Office of the Student Affairs
7. Claim of document: Present TUPT Student ID, receive documents, sign in receiving logbook.	7. Issue documents	None	1-2 days	*Instructor I* Office of the Student Affairs
	TOTAL	Document fee + online payment service fee	7 to 14 Working Days (maximum of 80 students per batch)	

2. REQUEST FOR GOOD MORAL CHARACTER CERTIFICATE (non-scholarship)

The Office of the Student Affairs ensures the proper and smooth system of the issuance of good moral certificate for students and graduate of this university.

This procedure applies to transferring students and graduates requesting for Good Moral Certificate for whatever legal purpose it may serve. The issuance of Good Moral Certificate is based on the students' disciplinary records, and this only covers the students' duration of their stay in the university. Also, those who are cleared from any financial obligation will be issued with the said certificate.

Office or Division	Office of the Student Affairs
Classification	Simple
Type of Transaction	G2C
Who may Avail	Alumni / Transferring Students (To other school)

Checklist of Requirements	**Where to Secure**
Student Clearance	Client (Student's Copy from Registration & Admission)

One (1) Valid ID		Client		
GMC Request Form		Office of Student Affairs		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present student clearance and any valid ID at OSA	1. Verify clearance and identity. Issue GMC Request Form	None	1 minute	*Instructor I* Office of the Student Affairs
2. Present filled up GMC Request Form and pay the fee at the Cashier Office	2. Issue official receipt	P100.00	1 minute	*Administrative Officer V* Collecting and Disbursing Office
3. Present GMC Request Form and official receipt at OSA	3. Issue GMC	None	2 minutes	*Assoc. Prof. I* Office of the Student Affairs
4. TUPT Seal in the GMC at Registrar Office	4. Seal the GMC and issue to student	None	1 minute	*Admin Assistant I* REGISTRATION AND ADMISSION
	TOTAL	P100.00	5 minutes	

3. REPLACEMENT OF LOST/DAMAGED ID

The Office of Student Affairs ensures the smooth transaction of students with other offices for replacement of lost/damaged Identification Cards. Only students who are currently enrolled at the University can avail the replacement.

Office or Division	Office of the Student Affairs	
Classification	Simple	
Type of Transaction	G2C	
Who may Avail	Students	
Checklist of Requirements		**Where to Secure**
Copy of Student's Computer Generated COR		ERS Student Account

ID Request Form	Office of the Student Affairs			
Official Receipt	Collecting and Disbursing Office			
Affidavit of Loss (Notarized)/Damaged ID	Client			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Computer generated COR and Notarized Affidavit of Loss for Loss ID or the damaged ID at OSA	1. Issue the ID Request Form	None	1 minute	*Instructor 1* Office of the Student Affairs
2. Present the Affidavit of Loss, Computer Generated COR and Filled up the ID Request form.	2. Verify the data given by the student; to double check the entries in the COR and Affidavit such as name, address, contact number and guardian of the student. Then sign the ID request form	None	1 minute	*Assoc. Prof. I* Office of the Student Affairs
3. Pay the fee at the Cashier Office	3. Issue TUPT Official Receipt	None	1 minute	*Administrative Officer V* Collecting and Disbursing Office
4. Present current computer generated COR, Official Receipt, ID Request Form and affidavit of loss (or damaged ID) at the Library (LRC) 4.1 Take the Picture and Signature of the Student 4.2 Secure back COR and Official receipt	4. Save the Picture and Signature of the Students; and Encode the data needed in the ID Process the ID using the ID machine program and ID Printer Issue the new printed ID to Student and inform to go back to the OSA for ID validation.	None	8 minutes	*Librarian I* Learning Resource Center

5. Present the COR, and newly printed ID	5. Validate the Student ID (validation sticker)	None	1 minute	*Instructor I* Office of the Student Affairs
	TOTAL	None	12 minutes	

4. REQUEST FOR NEW ID (ONLINE)

The Office of Student Affairs ensures the smooth transaction of students with other offices for issuance of Identification Card of new students. This procedure is implemented since having ID card is indispensable in an academic institution, if a student is to avail of all the privileges that is accorded to him/her as a TUP-Taguig student.

Office or Division	Office of the Student Affairs				
Classification	Complex				
Type of Transaction	G2C				
Who may Avail	First Year Students				
Checklist of Requirements		**Where to Secure**			
Copy of Student's Computer Generated COR		ERS Student Account			
ID Picture and E-Signature		Client			
ID Application		Google Form (lrc.tupt@tup.edu.ph)			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Wait for an email notification from Learning Resource Center Lrc.tupt@tup.edu.ph	1.1 Final Lists of enrolled Students 1.2 Generate and verify Students' TUP email accounts and provide LRC the list of verified email addresses 1.3 Send ID application google form thru e-mail to Students per section to those with verified email address.	None	22 days (whole batch)	1.1 *Admin Assistant I* REGISTRATION AND ADMISSION 1.2 UITC	

					Coordinator
					1.3 *Librarian* Learning Resource Center
Fill up the Request for ID application google form Provie ID picture and e-signature according to specification	Verify the data given by the student; to double check the spelling of name, address, contact number and guardian of the student Validate the ID picture and e-signature if within specifications.	None	22 days (whole batch)		*Librarian* Learning Resource Center
Wait for an email notification from OSA to claim ID	Edit the Picture and e-signature of the Students; Encode the data needed in the ID; Process the ID using the ID machine program and ID Printer Turn-over to OSA printed new IDs with list of names	None	44 days (whole batch)		*Librarian* Learning Resource Center
Claiming of new TUPT Student ID: Present computer-generated COR Sign in the logbook received	Issue the validated ID (validation sticker)	None	22 days (whole batch)		*Instructor 1* Office of Student Affairs
	TOTAL		66 days (1 term)		

ACADEMIC RELATED SERVICES

LEARNING RESOURCE CENTER

1. BORROWING/RETURNING BOOKS AND OTHER LIBRARY MATERIALS

Employees and students currently employed/enrolled in Technological University of the Philippines – Taguig Campus can borrow materials from Learning Resource Center during office hours. Students can approach the librarians for assistance.

Office or Division	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students currently enrolled in TUPT, employees			
Checklist of Requirements		**Where to Secure**		
Student ID		Learning Resource Center		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Upon entering, student must go to the Librarian for their Attendance	1. scan school ID (for students) at the computer located at the entrance door	None		*Librarian III* *Librarian II* *Librarian I* Learning Resource Center
2. Search for books/library collections and borrowing of books	2.1 Consult OPAC 2.2 Write the call number of the book at the piece of paper provided near the OPAC 2.3 Give call number to the attending librarian at the Circulation counter 2.4 Present school ID for verification and processing for loaning of books	None	4 minutes	*Librarian III* *Librarian II* *Librarian I* Learning Resource Center
3. Photocopying of books are allowed only for 15 minutes	3. Lend books for Photocopy service / research	None		*Librarian III* *Librarian II* *Librarian I* Learning Resource Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. For overnight use of books	4. Books can be borrowed for overnight Return books on or before 9am the following day			*Librarian III* *Librarian II* *Librarian I* Learning Resource Center
5. Payment for overdue of books	5. Overdue books shall be penalized	PhP 10/day/book		*Librarian III* *Librarian II* *Librarian I* Learning Resource Center
6. Returning of books	6. Return books at the Circulation counter provided with school ID for verification	None	1 minute	*Librarian III* *Librarian II* *Librarian I* Learning Resource Center
	TOTAL	PhP 10/day/book		

2. ONLINE LIBRARY COLLECTIONS REQUEST

During the Pandemic, the librarians assist students by providing them scanned copy of their requested article. Students can send their queries to the email provided.

Office or Division	Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students currently enrolled in TUPT			
Checklist of Requirements		**Where to Secure**		
Student ID		Learning Resource Center		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Online library query /	1. Send TUP-Taguig Online Borrowing Form	None		*Librarian III*

				Librarian II
request				*Librarian I* Learning Resource Center
2. Fill up online borrowing form	2. Scanned topic requested by client	None	4 minutes	*Librarian III* *Librarian II* *Librarian I* Learning Resource Center
3. Received scanned copy	3. Send customer emoji and feedback form	None	1 minute	*Librarian III* *Librarian II* *Librarian I* Learning Resource Center
TOTAL		None	5 minutes	

3.ISSUANCE OF CLEARANCE

The Learning Resource Center strictly implements this procedure to ensure that library users have no accountabilities whatsoever before they go on vacation, leave and separate from the university.

This procedure applies to all students who are required to execute a library clearance; every term for each student and every end of school year for faculty members; and for each transferring/graduating student and resigning/retiring faculty and staff.

Office or Division	Learning Resource Center				
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	Students currently enrolled in TUPT				
Checklist of Requirements			**Where to Secure**		
Student ID			Learning Resource Center		
CLIENT STEPS	**AGENCY ACTION**		**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The students' present TUPT school ID. The students' present clearance duly signed by the officials concerned.	1. Checking and updating of students' record 1.1. Signing of clearance		None	4 minutes	*Librarian III Librarian II Librarian I* Learning Resource Center
2. The students received the duly signed clearance.	2. Release the clearance		None	1 minute	*Librarian III Librarian II Librarian I* Learning Resource Center
		TOTAL	None	3 minutes	

4. ISSUANCE OF REFERRAL LETTER

The Learning Resource Center issues a referral letter for currently enrolled students who wish to conduct research to other libraries, research agencies or universities. The request form submitted by the student indicates the reason for their research.

Office or Division	Learning Resource Center
Classification	Simple
Type of Transaction	G2C
Who may Avail	Students currently enrolled in TUPT

Checklist of Requirements	Where to Secure
Student ID	Learning Resource Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student requests for referral letter. He/ she present his/her school I.D.	1. Issue request form for referral letter.	None	3 minutes	*Librarian III* *Librarian II* *Librarian I* Learning Resource Center
2. The student submits the accomplished request form.	2. Prepare and sign referral letter.	None	2 minutes	*Librarian III* *Librarian II* *Librarian I* Learning Resource Center
3. The student receives the referral letter.	3. Issue the referral letter.	None	1 minute	*Librarian III* *Librarian II* *Librarian I* Learning Resource Center
	TOTAL	None	6 minutes	