



UNIVERSITY OF THE PHILIPPINES BAGUIO

CITIZEN'S CHARTER

2022 (4th 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 fora for students, faculty, research, extension and professional staff (REPS), administrative staff, and alumni to discuss non-academic issues affecting the University.



II. Vision

As a constituent university of the University of the Philippines System, U.P. Baguio will sustain its lead position in the delivery of tertiary education in the north. It will continue to nurture and develop innovative programs in the arts and sciences.

It will also continue to develop the niche it has created over the past decades in Cordillera Studies.

III. Mission

Our mission, therefore, as a unit of the U.P. System and as the leading institution of higher learning in Northern Luzon, is to spearhead the offering of the highest standard of education and to contribute to the overall upgrading of the quality of instruction in the region.

We seek to create an impact by informing our program with a regional perspective, at the same time that these are informed by a national and global outlook.

IV. Service Pledge

We, the UP Baguio Community, guided by the values for dignity of work, and accountability commit to the following:

1. Nurture the interest for the quest for knowledge by offering academic programs that are relevant and timely;
2. Actively engage in research endeavors and production of knowledge that is relevant to the region and the nation;
3. Continue strengthening and sustaining collaboration with the community and beyond;
4. Cultivate a client-centered attitude in rendering all services and to consider comments and suggestions as opportunities and channels for improvement;
5. Abide by the provisions of the Code of Conduct for Public Officials and Employees as stipulated in RA 6713 in the discharge of our duties and responsibilities.



Contents

College of Social Sciences	4
Office of the Secretary.....	4
External Services	4
1. Processing of Certifications	5
2. Issuance of University Clearance (if on-site)	6
3. Processing of Official Documents.....	7
4. Processing of applications for Admission, Re-admission, and Student Progress.....	9
5. Processing of Application for Shifting	11
6. Entertain student concerns including parent's and guardian's inquiries.....	12



College of Social Sciences
Office of the Secretary
External Services



1. Processing of Certifications

Issuance of certifications (GWA, Units Earned, Remaining Subjects and Year Level Standing) requested by students applying for further studies, scholarships, employment, transferring to other UP units/schools and other legal purposes)

Office or Division:	Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	1. UPB Undergraduate Students 2. UPB Graduate Students 3. Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		OCS counter/request thru email to css-ocs.upbaguio@up.edu.ph		
2. Official Receipt of payment		UPB Cash Office		
3. Authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative Note: Acceptable Valid IDs: BIR, Company, Driver's License, Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID		c/o requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip from the CSS-OCS and fill it out	1. Give instructions to client	None	5 minutes	College Secretary/SRE
2. Pay required fees at UPB Cash Office	2. Accept payment of request	P20.00 per copy of certification requested	10 minutes	Cashier on duty
3. Return to OCS and submit duly accomplished form and required attachments as specified on the request slip	3. Receive request form and check completeness of information and attachments	None	10 minutes	College Secretary/SRE



4. Wait for processing	4. Start processing request: 4.1 Retrieve student jacket, check record of student & compute grades (if necessary) 4.2 Encode and print certification 4.3 College Secretary signs the certification	None	35 minutes to 8 hours (NOTE: the processing time varies depending on the retrieval of archived records/availability of faculty adviser of the student requesting for the certification)	SRE
5. Claim certification	5. Release certification to client upon presentation of UP ID or authorization letter and valid ID of authorized person	None	Next working day after submission of request OR it may be released within the date of filing request (can also be released via email)	College Secretary/ SRE
TOTAL:		P20.00/copy of certification	1 hour to 8 hours	

2. Issuance of University Clearance (if on-site)

Checking deficiencies of student and signing of University Clearance (OR VIA ONLINE APPLICATION TO THE OFFICE OF THE UNIVERSITY REGISTRAR)

Office or Division:	Office of the College Secretary		
Classification:	Simple		
Type of Transaction:	G2C – Government to Client		
Who may avail:	1. UPB Undergraduate Students 2. UPB Graduate Students 3. Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. UPB ID		c/o client	
2. University clearance form		OCS counter	



3. Authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative Note: Acceptable Valid IDs: BIR, Company, Driver's License, Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID		c/o client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out University clearance form and present valid ID	1.1 Check for accountability/ies as specified in the student jacket 1.2 Stamp and initial the clearance 1.3 Instruct client to proceed to other offices	None	3 minutes and 10 seconds	SRE
TOTAL:		None	3 minutes and 10 seconds	

3. Processing of Official Documents

Issuance of official documents (Transfer Permits, Application for Cross Registration, Application for Extension of Graduate Maximum Residence Rule, Application for Leave of Absence, Completion/Removal Permit, UP Form 26, Application for Graduation) requested by students.

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	1. UPB Undergraduate Students 2. UPB Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip and Official Forms		OCS counter/request thru email to css-ocs.upbaguio@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Get and fill out request slip/official forms	1. Give instructions to client on how to accomplish the request slip/official forms	None	5 minutes	College Secretary/SRE
2. Pay required fees at UPB Cash Office	2. Accept payment of request	P20.00 per copy (Transfer Permit) P150.00 per application (LOA) P20.00 per removal exam per subject P10.00 per unit (Drooping) P300.00 (Application for Graduation) P300.00 (Alumni membership fee)	10 minutes	Cashier on duty/via bank transfer
3. Secure required signatures in the forms	3. Receive request/forms and check completeness of signatures and attachments	None	5 minutes	College Secretary/SRE
4. Wait for processing	4.1 Start processing request: 4.2 Retrieve student jacket, check record of	None	40 minutes to 8 hours	SRE



	student & compute (if necessary) 4.3 OCS and Dean to sign request/form			
5. Claim request	5. Release official form to client upon presentation of UP ID or authorization letter and valid ID of authorized person	None	Next working day after submission of request OR it maybe released within the day of filing request	College Secretary/SRE
TOTAL:			1 hour to 8 hours	

4. Processing of applications for Admission, Re-admission, and Student Progress

Acceptance, collation, evaluation of Admission/Re-admission Documents [Application letter, UP Form 3.1, PSA, Aptitude Test Result, Updated True Copy of Grade(plus Grading System if transferee, CSS action template]

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	1. UPB Undergraduate Students and transfer applicant from other Universities/Colleges 2. UPB Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of appeal from student		c/o client		
2. Updated TCG (plus Grading System if transferee)		OUR/Current School of transfer applicant		
3. UP Form 3.1 for transferee		OUR/OCS		
4. Guidance and Counselling Office testing and interview (for undergraduate students)		OCG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter of appeal for re-	1. Receive letter and give	None	15 minutes	College Secretary/SRE



admission or transfer addressed to the CARSP	instructions to the client			
2. Pay required fees at the UPB Cash Office	2. Receive payment	P20.00/page (TCG) P100.00 (Request to transfer)	15 minutes	Cashier on duty
3. Secure and check all attachments for the application for admission/ re-admission	3. Receive request form and check completeness of information and attachments	None	30 minutes	College Secretary/SRE
4. Wait for Processing	4.1 Start processing request: 4.2 Request for Part 1 from the OCG and Check TCG and compute for GWA, total no. of units, total no. of semesters 4.3 Encode form for routing to the departments 4.4 Encode recommendations from Adviser and Department Chair 4.5 Request for Part 2 from OCG 4.6 CARSP meeting 4.7 Encode summary of recommendations up to the CARSP meeting 4.8 Submit summary of	None	20 days	College Secretary/SRE



	recommendations to the Dean			
5. Claim result of appeal	5. Release result to the applicant	None		Office of the Chancellor
TOTAL:			20 days and 1 hour	

5. Processing of Application for Shifting

Posting of notice for shifting; collecting application for shifting, releasing of results of shifting; encoding of results

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	CU Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Shifting Form		OCS counter/request thru email to css-ocs.upbagoio@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for announcement for the schedule of accepting and processing of shifting	1. Posting of notice for the schedule of acceptance and release of shifting forms	None	10 minutes	SRE
2. Secure and accomplish Shifting Form	2. Give instructions to client	None	10 minutes	College Secretary/SRE
3. Submit Shifting form to OCS	3. Receive and check Shifting form and check all signatures and attachments	None	5 minutes	College Secretary/SRE
4. Wait for processing	4.1 Start processing request 4.2 Submit request to the respective	None	15 days	College Secretary and SRE



	Department Chairs 4.3 Collect and collate processed forms from Department Chairs			
5. Claim result of request	5. Release student copy of the processed request/send to students via email	None	5 mins	College Secretary/SRE
TOTAL:			15 days and 30 minutes	

6. Entertain student concerns including parent's and guardian's inquiries

e.g. Conflicts in schedule, courses needed offered/not offered, etc.

Office or Division:	Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	1. CSS Graduate and Undergraduate Students 2. Parents 3. Guardians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Rules and documents pertinent to inquiries		OCS/thru email to css-ocs.upbaguio@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the office landline, send an email to the official account of the OCS or personally visit the Office of the College Secretary for concerns/queries	1.1 Answer promptly in accordance to the rules and documents pertinent to concerns/queries of the client 1.2 Consult pertinent office/personnel if warranted	None	2 days per issue	College Secretary/SRE



	1.3 Decision making on the issue			
2. Follow up for the action on issue	2. Transmit decision on/ resolution of issue		30 minutes	College Secretary
TOTAL:		NA	2 days and 30 minutes per issue	