



PAMANTASAN NG LUNGSOD NG PASIG
(University of Pasig City)

FINANCE OFFICE
CITIZEN'S CHARTER
2023

A. Payment of outstanding balances & documentary fees (i.e: Copy of Grades, TOR, Certificates, Honorable Dismissal, Diploma, Good Moral, CTC etc.)

OFFICE:	FINANCE OFFICE
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	GOVERNMENT AND CITIZENS
WHO MAY AVAIL:	All Students / Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Order of Payment (OP) Form	PLP Registrar's Office PLP Student Affairs Office PLP Finance Office

A.1. Confirmation of student's account / records if CLEARED or NOT CLEARED

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client presents the copy of order of payment from the Registrar's Office/S.A.S. Office/Account Validator.	Upon receipt of the order of payment, staff checks the account of the student (for balance).	It depends on the amount of the student's balance (if any) and the documents requested.	1 MINUTE	Window 3 - Finance Authorized Personnel / Account Validator
Client waits for the validated order of payment.	The staff validates the order of payment and instructs the client to go to Window 1 - Cashier to pay.	It depends on the amount stated in the order of payment.	2 MINUTES	
TOTAL			3 MINUTES	

A.2. Payment in Window 1 – Cashier

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The student presents the order of payment from the Registrar's Office/S.A.S. Office/Account Validator.	The cashier checks the order of payment and checks the remarks of the account validator (Available account status of balances).	It depends on the amount of the student's balance (if any) and the documents requested.	1 MINUTE	Window 1 - Cashier
The student pays the amount stated in the order of payment.	The staff receives the payment.	It depends on the amount stated in the order of payment.	2 MINUTES	
The client waits for the printed Official Receipt (O.R.) as proof of payment.	The staff issues the printed Official Receipt (O.R.).	None	2 MINUTES	
TOTAL			5 MINUTES	

B. Signing of the Students Clearance Form (Graduates / Undergrad.)

B.1 Graduation Clearance - for graduates

B. 2 Exit Clearance at Exit Interview Form - for undergrad.

OFFICE:	FINANCE OFFICE
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	GOVERNMENT AND CITIZENS
WHO MAY AVAIL:	All Students / Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Graduation Clearance	PLP Registrar's Office
Copy of Exit Clearance and Exit Interview Form	PLP Registrar's Office PLP Student Affairs Office
Copy of Order of Payment	PLP Registrar's Office PLP Student Affairs Office PLP Finance Office

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client presents the graduation clearance/exit clearance together with the exit interview form from the Registrar's Office/S.A.S. Office.	Office staff validates the student's record if there is a balance or not.	It depends on the amount of the student's balance (if any) and documents requested.	5 MINUTES	Window 3 - Finance Authorized Personnel / Account Validator
Client pays the amount stated in the order of payment.	The cashier receives the payment of the student.	It depends on the amount stated in the order of payment.	2 MINUTES	Window 1 - Cashier
The client presents the copy of the Official Receipt (O.R.) as proof of payment.	Account validator signs the form/s.	None	2 MINUTES	Window 3 - Account Validators
TOTAL			9 MINUTES	

C. Releasing of Salaries of the Faculty (Part-time Faculty / Temporary Full-time Faculty).

OFFICE:	FINANCE OFFICE
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	GOVERNMENT AND CITIZENS
WHO MAY AVAIL:	FACULTY (PART-TIME/TEMPORARY) AUTHORIZED REPRESENTATIVE OF THE FACULTY

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID of Faculty	From PLP Employees
Copy of the authorization letter and valid ID	From PLP Employees

C.1. Faculty

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The client presents a valid ID.	After conducting a validation procedure, the Disbursing Officer requests the concerned faculty to sign the payroll and log sheet.	None	2 MINUTES	Window 2 - Disbursing Officer
The client waits for the envelope containing the salary and counts its contents.	The disbursing officer gives the envelope containing the salary of the Faculty.	None	1 MINUTE	

TOTAL	3 MINUTES	
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C.2. Authorized Representative of the Faculty

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The authorized representative submits the authorization letter, copy of valid ID (both Faculty and the Authorized Person).	After a validation process, the officer requests the authorized representative to sign the payroll and log sheet.	None	2 MINUTES	Window 2 - Disbursing Officer
The authorized representative waits for the release of the envelope containing the money and counts its contents.	The disbursing officer releases the envelope with the salary of the Faculty.	None	1 MINUTE	
TOTAL			3 MINUTES	

D. Releasing of Connectivity / Load Allowance and T.E.S. / T.E.S. - T.D.P. Scholarship of the Students.

OFFICE:	FINANCE OFFICE
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	GOVERNMENT AND CITIZENS
WHO MAY AVAIL:	Student / Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID of the Student	From the Student / Authorized Representative
Copy of the authorization letter and valid ID	From the Student / Authorized Representative

D.1. Student

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The student submits a copy of the Certificate of Registration (COR) and a valid ID.	After conducting a validation procedure, the disbursing officer instructs the student to sign the receiving document and log sheet.	None	2 MINUTES	Window 2 - Disbursing Officer
The student waits for the release of the allowance.	The disbursing officer releases the allowance of the student.	None	1 MINUTE	

TOTAL	3 MINUTES	
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D.2. Authorized Representative of the Student

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The authorized representative submits the following: authorization letter, copy of Certificate of Registration (COR), and valid ID (both Student and the Authorized representative).	After checking the submitted requirements, the disbursing officer instructs the authorized representative to sign the receiving document and log sheet.	None	2 MINUTES	Window 2 - Disbursing Officer
The authorized representative waits for the release of the allowance.	The disbursing officer releases the allowance of the student.	None	1 MINUTE	
TOTAL			3 MINUTES	