



**PAMANTASAN NG LUNGSOD NG PASIG**  
(University of Pasig City)

**OFFICE OF THE UNIVERSITY REGISTRAR**  
**CITIZEN'S CHARTER**  
2023

## 1. SUBMISSION OF ENTRANCE CREDENTIALS

Successful admission qualifiers must submit entrance credentials to the Registrar's Office before they can be eligible for registration.

<b>OFFICE OR DIVISION:</b>		REGISTRAR'S OFFICE			
<b>CLASSIFICATION:</b>		SIMPLE			
<b>TYPE OF TRANSACTION:</b>		G2C GOVERNMENT TO CITIZENS			
<b>WHO MAY AVAIL:</b>		(1) ADMISSION QUALIFIERS (2) AUTHORIZED REPRESENTATIVE OF THE PARTY CONCERNED			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1	2 PCS 2X2 PICTURE (WHITE BACKGROUND)				
3	REPORT CARD (GRADE 12) Form 138		LAST SCHOOL ATTENDED		
4	PSA BIRTH CERTIFICATE (PHOTOCOPY)		PHILIPPINE STATISTICS AUTHORITY		
6	2 VALID ID OF PARENTS (PHOTOCOPY OF ANY OF THE FF:)				
	DRIVER'S LICENSE		LAND TRANSPORTATION OFFICE		
	PASSPORT		DEPARTMENT OF FOREIGN AFFAIRS		
	PRC LICENSE		PROFESSIONAL REGULATION COMMISSION		
	SSS ID		SOCIAL SECURITY SYSTEMS		
	GSIS UMID ID		GOVERNMENT SERVICE INSURANCE SYSTEM		
	VOTER'S ID		COMMISSION ON ELECTION		
	TAXPAYER'S ID		BUREAU OF INTERNAL REVENUE		
	COMPANY ID		REQUESTING PARTY'S COMPANY		
	POSTAL ID		PHILIPPINE POSTAL CORPORATION		
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	The student submits original documents together with the photocopy of the same to serve as receiving copy.	Personnel receives the original documents and stamps the photocopy of the same to serve as the student's receiving copy.	None	7 mins	Registrar's Office Personnel
2		Personnel issues Letter Request for Form 137/TOR and Enrollment Slip with Student Number	None	3 mins	Registrar's Office Personnel
<b>Estimated Processing Time</b>			None	<b>10 mins</b>	

## 2. ENROLMENT OF NEW STUDENT

Students have to register for the courses they will enroll before the start of every semester to be officially enlisted in classes.

<b>OFFICE OR DIVISION:</b>		REGISTRAR'S OFFICE			
<b>CLASSIFICATION:</b>		SIMPLE			
<b>TYPE OF TRANSACTION:</b>		G2C GOVERNMENT TO CITIZENS			
<b>WHO MAY AVAIL:</b>		(1) STUDENT (2) AUTHORIZED REPRESENTATIVE OF THE STUDENT			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1	Enrolment Slip issued upon submission of entrance credentials		PLP Registrar's Office		
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	The student proceeds to the Respective College for advising and assessment.	The College Dean: (1) Tags Curriculum; (2) Advises student of the subjects to be taken; and (3) Issues Assessment Slip.	None	5 mins	College Dean
2	The student proceeds to the Registrar's Office for registration.	Personnel prints and issues Certificate of Registration.	None	1 min	Registrar's Office Personnel
<b>Estimated Processing Time</b>			None	<b>6 mins</b>	

## 3. ENROLLMENT OF OLD STUDENT

Students have to register for the courses they will enroll before the start of every semester to be officially enlisted in classes.

<b>OFFICE OR DIVISION:</b>		REGISTRAR'S OFFICE			
<b>CLASSIFICATION:</b>		SIMPLE			
<b>TYPE OF TRANSACTION:</b>		G2C GOVERNMENT TO CITIZENS			
<b>WHO MAY AVAIL:</b>		(1) STUDENT (2) AUTHORIZED REPRESENTATIVE OF THE STUDENT			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1	Grade Report (Previous Semester)		Respective Colleges		
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	The student proceeds to the Respective College for advising and assessment.	The College Dean: (1) screens students who are eligible for enrollment; (2) advises student of subjects to be taken; and	None	5 mins	College Deans

		(3) issues Assessment Slip.			
2	The student secures clearance from the Finance Office (ONLY for students with balance and AB Psychology students).	Personnel: (1) collects Fees; (2) tags Payment in the University Information System (UIS).	Varies	10 mins	Finance Office Personnel
3	The student proceeds to the Registrar's Office for AB Psychology Students).	The personnel prints and issues Certificate of Registration.	None	1 min	Registrar's Office Personnel
<b>Estimated Processing Time</b>			Varies	<b>16 mins</b>	

#### 4. REQUEST FOR EXIT CLEARANCE

Students requesting for Transfer credentials need to secure Exit Clearance from key offices. Exit Clearance will determine if the student was able to comply with all accountabilities, whether academic or non-academic, before the issuance of Transfer credentials.

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<b>TYPE OF TRANSACTION:</b>		G2C GOVERNMENT TO CITIZENS			
<b>WHO MAY AVAIL:</b>		(1) STUDENT (2) AUTHORIZED REPRESENTATIVE OF THE STUDENT			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1	School ID	PLP Multimedia Office			
2	Validated Withdrawal of Enrolment Form (for currently enrolled students <b>ONLY</b> )	Window 1, Registrar's Office			
<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	The student-applicant secures Exit Clearance Form at Window 1.	Registrar's Office personnel issues Exit Clearance Form.	None	1 min	Registrar's Office Personnel
2	Student accomplishes the form and secures the signature of the respective administrative officers and Dean.	The Dean and Administrative Officers sign the form if the student has no pending obligation.	None	30 mins	College Dean
3	Student submits the Signed form to	The personnel screens and receives the	None	1 min	Registrar's Office Personnel

	the Office of the Registrar.	accomplished form.			
4		Personnel records and processes Application for Withdrawal of Enrolment in UIS (For currently enrolled students ONLY).	None	2 mins	Registrar's Office Personnel
5	The student receives a validated copy of Exit Clearance Form.	Personnel validates and issues Copy of Exit Clearance Form.	None	1 min	Registrar's Office Personnel
<b>Estimated Processing Time</b>			None	<b>35 mins</b>	

#### 5. ADJUSTMENT OF REGISTRATION

Students may add, delete, or change course or schedule within the first week from the start of classes.

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<b>WHO MAY AVAIL:</b>		(1) STUDENT (2) AUTHORIZED REPRESENTATIVE OF THE STUDENT			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1	Latest Certificate of Registration		Registrar's Office		
<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	The student-applicant secures Adjustment of Registration Form from Window 1 of Registrar's Office.	Personnel-in-charge issues Adjustment of Registration Form.	None	1 min	Registrar's Office Personnel
2	The student-applicant accomplishes the form and secures the signature of the respective professors and Dean.	Faculty and Administrative Officers sign the form.	None	30 mins	Faculty and Dean
3	The student submits the form to the Office of the Registrar.	Registrar's personnel screen and receives the accomplished Adjustment of Registration Form	None	1 min	Registrar's Office Personnel

4		Personnel records and processes Application for Adjustment of Registration in UIS.	None	1 min	Registrar's Office Personnel
5	The student receives a copy of the validated Adjustment of Registration Form.	Registrar personnel issues copy of validated Adjustment of Registration Form.	None	1 min	Registrar's Office Personnel
<b>Estimated Processing Time</b>			None	<b>34 mins</b>	

#### 6. RETRIEVAL OF SUBMITTED ENTRANCE CREDENTIALS

Freshmen students who never attended class and wish to withdraw from the list of officially enrolled students may do so by securing a copy of the Waiver for Cancellation of Enrollment. This should be done two weeks from the beginning of classes. Upon approval of the waiver, the student can retrieve the submitted enrollment credentials.

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<b>TYPE OF TRANSACTION:</b>		G2C GOVERNMENT TO CITIZENS			
<b>WHO MAY AVAIL:</b>		(1) STUDENT (2) AUTHORIZED REPRESENTATIVE OF THE STUDENT			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1	Receiving Copy of Submitted Documents		Registrar's Office		
2	Original Copy of Request Letter for Form 137		Registrar's Office		
3	Validated Withdrawal of Enrolment Form (For currently enrolled students only)		Registrar's Office		
4	Certificate of Registration (For currently enrolled students only)		Registrar's Office		
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Student requests for Cancellation of Enrolment at the Registrar's Office.	Personnel admin issues the Waiver for Cancellation of Enrolment Form.	None	5 mins	Registrar's Office Personnel
2	Student signs the Waiver and secures the requested entrance credentials.	Assigned personnel releases the needed documents and keeps in the file a copy of the validated waiver for cancellation of enrollment.	None	3 mins	Registrar's Office Personnel
<b>Estimated Processing Time</b>			None	<b>8 mins</b>	

## 7. DROPPING OF COURSES

Students who are officially enrolled in courses but failed to attend the classes may apply for dropping of courses. Application for Dropping of Course should be done at least two weeks before the scheduled midterm examination in order to obtain an *OD* Remark.

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<b>WHO MAY AVAIL:</b>		(1) STUDENTS (2) AUTHORIZED REPRESENTATIVE OF THE STUDENT			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1	Certificate of Registration		Registrar's Office		
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Student secures a Dropping Form from the Registrar's Office.	Personnel issues Dropping Form to student	None	5 mins	Registrar's Office Personnel
2	Student accomplishes the form & secures the signature of the respective professor and dean.	Professors and Dean sign the Dropping Form.	None	30 mins	Faculty and Dean
3	The student submits the approved form to the Office of the Registrar together with the old Certificate of Registration (COR).	Personnel receives and screens the accomplished form and endorses it to the Grade Processing Officer (GPO) for processing.	None	1 min	Registrar's Office Personnel
4		Personnel records and processes applications in UIS.	None	1 min	Registrar's Office Personnel
5	The student receives a copy of the Revised Certificate of Registration and Validated Dropping Form.	Personnel prints and issues Revised Certificate of Registration and Validated Dropping Form.	None	1 min	Registrar's Office Personnel
<b>Estimated Processing Time</b>			None	<b>38 mins</b>	

## 8. COMPLETION OF GRADE

Removal of the “Inc” grade must be done two weeks after the submission of semestral grades. After which the student shall be given a final grade based on his/her overall performance.

Semestral

grade shall be based on the combined midterm grade and completion/final grade. The INC remarks

will no longer be reflected in student's scholastic records once completed.

Failure to remove the INC remarks will incur a grade of 5.0 or Failure.

A grade of INC is a provisional rating, thus, the Semestral Grade obtained from the submission of the missed requirement/examination/project and the student's performance for the semester will be reflected in the student's scholastic record.

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<b>WHO MAY AVAIL:</b>		(1) STUDENT (2) AUTHORIZED REPRESENTATIVE OF THE STUDENT			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1	Completion Form (Attachment: Issued Grade Report)		Registrar's Office		
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	The student submits the completion form (attached in the issued Grade Report) to the faculty concerned upon completion of the requirements for the subject.	Faculty must sign and provide the Semestral Grade of the student. The College Dean signs the completion form.	None	15 mins	Faculty-In-Charge College Dean
2	The student submits the accomplished Completion form to the Registrar's Office.	Personnel stamps and endorses the approved Completion Form to the Grades Processing Officer (GPO).	None	2 mins	Registrar's Office Personnel
3		Registrar staff records and processes Application in UIS.	None	2 mins	Registrar's Office Personnel
4	Student secures Revised copy of Grade Report.	Assigned personnel prints and issues Revised Grade Report to student together with the Validated Completion form.	None	1 min	Registrar's Office Personnel
<b>Estimated Processing Time</b>			None	<b>20 mins</b>	



## 9. LEAVE OF ABSENCE

*A student may apply to withdraw from all courses or not enroll for a specified semester(s) by filing a leave of absence to be approved by the respective dean. Leave of Absence may be granted to a student only for a maximum of one academic year but may be renewed upon re-application by the student. Each student may be granted a maximum of only two (2) LOAs. A student who is officially under Leave of Absence is not allowed to enroll in any other Higher Educational Institution.*

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<b>TYPE OF TRANSACTION:</b>	G2C GOVERNMENT TO CITIZENS			
<b>WHO MAY AVAIL:</b>	(1) STUDENT (2) AUTHORIZED REPRESENTATIVE OF THE STUDENT			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Certificate of Registration of last semester attended			Registrar's Office	
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME
1	Student secures Application for Leave of Absence Form.	Personnel issues Leave of Absence Form.	None	1 min
2	Student presents Accomplished LOA form to the College Secretary.	Personnel-In-Charge examines Assessment of grade and students' case.	None	5 mins
3	Student secures the approval of the following offices: Guidance Office, DSA, and Medical Officer.	SAS Director interviews the student and signs the form.	None	30 mins
4	Student-applicant secures approval from the Dean.	College Dean signs the student's application form.	None	1 min
5	Applicant submits approved LOA form to the Registrar's Office.	Personnel stamps and receives the accomplished form and deactivates the account of the student.	None	5 mins
<b>Estimated Processing Time</b>			None	<b>42 mins</b>

## 10. APPLICATION FOR READMISSION

The student-returnee must present the approved LOA form upon enrolment. The University has the right to refuse enrolment of students who wish to return but was not able to file his leave prior to his absence. However, if the reason for not filing is deemed meritorious, the student will be allowed for readmission the following semester.

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<b>WHO MAY AVAIL:</b>		(1) STUDENT (2) AUTHORIZED REPRESENTATIVE OF THE STUDENT			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1	Re admission Slip (Issued during filing of LOA)			Registrar's Office	
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	
1	Returning student presents issued Readmission Slip (Issued during filing of LOA) to the Registrar's Office.	Personnel activates the account of the student.	None	5 mins	
<b>Estimated Processing Time</b>			None	5 mins	

## 11. CHANGE OF PERSONAL DATA

Students with correction in Birth Certificate Entries or change in address may apply for Change of Personal Data at the Registrar's Office.

<b>OFFICE OR DIVISION:</b>		REGISTRAR'S OFFICE			
<b>CLASSIFICATION:</b>		SIMPLE			
<b>TYPE OF TRANSACTION:</b>		G2C			
<b>WHO MAY AVAIL:</b>		(1) STUDENT (2) AUTHORIZED REPRESENTATIVE OF THE STUDENT			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1	University ID				
2	Certificate of Registration			PLP Registrar's Office	
3	Corrected PSA Birth Certificate (for students changing BC entries)			PSA Office	
4	Barangay Clearance (for students applying for change of address)			Respective Brgy	
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1	Student-applicant secures a Correction/ Change of Birth Certificate Entries Form.	Personnel issues Correction/ Change of Birth Certificate Entries Form.	None	5 mins	Registrar's Office Personnel
2	Student-Applicant submits the Accomplished Form with the attached PSA Birth Certificate/Brgy Clearance (whichever applies).	Personnel validates the documents and endorses it to the University Registrar for approval of the request.	None	15 mins	
3		Personnel records and processes the application in UIS.	None	2 mins	
4	Student-applicant secures a copy of the Validated Application Form and New Copy of Certificate of Registration.	Personnel issues copy of the Validated Application Form and New Copy of Certificate of Registration.	None	1 min	
<b>Estimated Processing Time</b>			None	<b>23 mins</b>	

## 12. REQUEST FOR STUDENT RECORDS

Students may secure a copy of their credentials from the Registrar's Office

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<b>WHO MAY AVAIL:</b>		(1) STUDENT (2) AUTHORIZED REPRESENTATIVE OF THE STUDENT			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1	Lacking Entrance Credentials		varies		
2	Authorization Letter and ID (if requested by authorized representative)		requesting student		
3	Validated Clearance (for transferring students)		Registrar's Office		
<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Student secures a copy of the Application for Student Records Form.	Personnel issues Application for Student Records Form	None	1 min	Registrar's Office Personnel

2	Student proceed to assigned personnel for evaluation of record and assessment of fees	Personnel evaluates the student's record and assesses the fees to be paid. After which, the request is endorsed to the Finance Office.	None	5 mins	Registrar's Office Personnel
3	Pay fees at the Cashier's Office	Personnel collects relevant fees and issues the official receipt.		5 mins	Finance Office Personnel
	Transcript of Record		100/page	5 days-Graduates and 10 days - Undergrad	
	Copy of Grades		50/page	10 days	
	Honorable Dismissal		100.00	5 days-Graduates and 10 days - Undergrad	
	Certificate		50.00	5 days	
	Permanent Record		50/pg	10 days	
	Authentication of Documents		100/PG	1 day	
	CAV Endorsement		80	1 day	
4	Present receipt to the Registrar's Office and secure claim slip	Personnel receives the Accomplished Form and issues the claim slip.	none	5 mins	Registrar's Office Personnel
<b>Estimated Processing Time</b>			Varies	<b>Varies</b>	

### 13. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedbacks and Suggestions are highly encouraged through the placement of the Suggestion Box situated at the Windows of the Registrar's Office. It can also be sent through email at email address: <a href="mailto:registrar@plpasig.edu.ph">registrar@plpasig.edu.ph</a>
How feedback is processed	<ol style="list-style-type: none"> <li>1. Acknowledgement of Feedback and Suggestion</li> <li>2. Convey feedback to concerned personnel</li> <li>3. Deliberation of Feedbacks and Suggestions that may be adopted/Find possible solution for negative feedbacks</li> </ol>

	4. Informs sender of the response and/or proposed plan of action on the raised concern or issue.
How to file a complaint	Complaints must be sent in writing to the Registrar's Office either via snail mail, email or personally submitted to the office.
How complaints are processed	<ol style="list-style-type: none"> <li>1. Acknowledgement of Written Complaint</li> <li>2. Validation of Complaint/Investigation</li> <li>3. Respond with written solution/decision/ action taken within 48 hours from receipt of complaint</li> </ol>
Contact Information	<p><b>EMAIL:</b> registrar@plpasig.edu.ph</p> <p><b>TEL NO:</b> (362) 8628-1014 local 110</p>