



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

**OFFICE OF THE UNIVERSITY REGISTRAR**  
**CITIZEN'S CHARTER**  
2024

## 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		
<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 (3) issues Assessment Slip.	None	5 mins	College Deans
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.

<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	School ID		PLP Multimedia Office		
2	Validated Withdrawal of Enrolment Form (for currently enrolled students <b>ONLY</b> )		Window 1, Registrar's Office		
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Office of the Registrar.	The personnel screens and receives the accomplished form.	None	1 min	Registrar's Office Personnel
4		Personnel records and processes Application for Withdrawal of Enrolment in UIS (For currently enrolled students <b>ONLY</b> ).	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.

<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	Latest Certificate of Registration		Registrar's Office		
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>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	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>CLASSIFICATION:</b>		SIMPLE			
<b>TYPE OF TRANSACTION:</b>		G2C GOVERNMENT TO CITIZENS			
<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		
<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 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>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	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>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>	
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>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	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	<b>5 mins</b>

### 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

<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	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		
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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	<b>EMAIL:</b> registrar@plpasig.edu.ph <b>TEL NO:</b> (362) 8628-1014 local 110



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

**FINANCE OFFICE**  
**CITIZEN'S CHARTER**  
2024

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

<b>OFFICE:</b>	FINANCE OFFICE
<b>CLASSIFICATION:</b>	SIMPLE
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT AND CITIZENS
<b>WHO MAY AVAIL:</b>	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	
<b>TOTAL</b>			<b>3 MINUTES</b>	

**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	
<b>TOTAL</b>			<b>5 MINUTES</b>	

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

B.1 Graduation Clearance - for graduates

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

<b>OFFICE:</b>	FINANCE OFFICE
<b>CLASSIFICATION:</b>	SIMPLE
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT AND CITIZENS
<b>WHO MAY AVAIL:</b>	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
<b>TOTAL</b>			<b>9 MINUTES</b>	

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

<b>OFFICE:</b>	FINANCE OFFICE
<b>CLASSIFICATION:</b>	SIMPLE
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT AND CITIZENS
<b>WHO MAY AVAIL:</b>	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	
<b>TOTAL</b>			<b>3 MINUTES</b>	

### 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	
<b>TOTAL</b>			<b>3 MINUTES</b>	

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

<b>OFFICE:</b>	FINANCE OFFICE
<b>CLASSIFICATION:</b>	SIMPLE
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT AND CITIZENS
<b>WHO MAY AVAIL:</b>	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	
<b>TOTAL</b>			<b>3 MINUTES</b>	

## 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	
<b>TOTAL</b>			<b>3 MINUTES</b>	



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

**HUMAN RESOURCE DEVELOPMENT OFFICE**  
**CITIZEN'S CHARTER**  
**2024**

**1. REQUEST FOR CERTIFICATE OF EMPLOYMENT**

The process for requesting the certificate of employment will require submission of an accomplished Request Form and relevant documents. In the event that the employee/former employee is unable to personally transact with the office due to certain circumstances, an authorization letter, valid ID of the employee/former employee and valid ID of the representative are needed for the request to be processed.

Submission of complete requirements will facilitate processing of the request in one to two working days from the date of application.

<b>Office or Division:</b>	Human Resource Development Office (HRDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Employees Former Employees of PLP Authorized Representative of the Employee/Formers Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished HRDO Request Form	HRD Office
2. Accomplished University Clearance Form (For Former Employees)	Requesting Party/Person Concerned
3. Authorization letter with the following attachments: <ul style="list-style-type: none"> <li>Valid Identification Card of Former Employee</li> <li>Valid Identification Card of Representative</li> </ul>	Requesting Party/Person Concerned

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure and Fill out the HRDO Request Form	Personnel in charge receives and checks carefully the accomplished form and attachments.	None	Five (5) minutes	Personnel-In-Charge
2	<b>For Current Employees</b> Fill out the Form and submit the required documents	<b>For Current Employees:</b> Upon receipt of the form and documents, Personnel-In Charge will prepare the certificate to be verified and	None		Personnel-In-Charge



#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><b>For Former Employees</b></p> <ol style="list-style-type: none"> <li>1. Accomplished University Clearance</li> <li>2. In case, the former employee is unable to personally request for the document, the following are needed:               <ol style="list-style-type: none"> <li>a. Authorization Letter</li> <li>b. Valid ID of the Employee and</li> <li>c. Authorized Representative</li> </ol> </li> </ol>	<p>checked by the HRDO Director.</p> <p><b>For Former Employees</b></p> <p>Personnel-in-charge verifies all the submitted documents namely:</p> <ol style="list-style-type: none"> <li>1. Accomplished University Clearance</li> <li>2. Authorization Letter</li> <li>3. Valid ID of Former Employee and Representative.</li> </ol>		30 minutes	

#	CLIENT STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3		After careful examination of all information and relevant documents needed, the personnel-in-charge prepares the request.	None	One (1) day	Personnel-in-Charge
4.		The HRD Director checks the correctness of entries with the submitted document/s. If deemed correct, the director signs it and gives it to the personnel in charge of releasing the documents.	None	30 Minutes	HRD Head Personnel-In-Charge
		The Personnel-In Charge informs the requesting party that the document is available for pick up/release through text or call.	None	Five (5) minutes	Personnel-In-Charge
6	<p><b>For Current Employees:</b></p> <p>Employee should present a Valid ID</p> <p><b>For Former Employees:</b></p> <p>The former employee must present a Valid ID if the document will be claimed personally; or</p>	<p>After conducting a verification process, Personnel-in-charge releases the Certificate.</p>	None	Five (5) minutes	Personnel-In-Charge

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Representative must present the following: <ul style="list-style-type: none"> <li>a. Valid ID of former employee</li> <li>b. Valid ID of representative</li> <li>c. Authorization Letter</li> </ul>				
<b>Estimated Processing Time</b>			None	<b>One to Two 1-2 days</b>	

**IMPORTANT REMINDERS:**

For Former Employees:

For your other requests (Service Record and the like), kindly coordinate with the City Human Resource Development Office.

Thank you very much.



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

**UNIVERSITY LIBRARY  
CITIZEN'S CHARTER  
2024**

## 1. CHARGING SERVICE

Free charging of students' cellular phones, tablets and laptops. Those gadgets are needed in their studies.

<b>Office or Division:</b>	Pamantasan ng Lungsod ng Pasig
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pamantasan ng Lungsod ng Pasig students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Library ID	PLP Library

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ask for assistance from the library personnel when charging gadgets.	Assist the client.	None	1 minute	Client, University Librarian or Library Staff
2	Submit your library ID. Log into the log sheet for the charging of gadgets.	The Library Personnel receive the library ID from the student. Present the log sheet for charging.	None	2 minutes	Client, University Librarian or Library Staff
3	Claim the library ID from the library personnel.	The library ID will be returned to the student after charging.	None	1 minute	Client, University Librarian or Library Staff
<b>TOTAL:</b>				<b>4 minutes</b>	

## 2. REFERENCE AND CIRCULATION SERVICES

The Reference and Information service provides personal assistance to every library customer to be able to meet his information needs. For the circulation service, it is checking in and checking out of books to be borrowed by clients. Recording of loan transactions of all kinds including statistics of use.

<b>Office or Division:</b>	Pamantasan ng Lungsod ng Pasig
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pamantasan ng Lungsod ng Pasig students, faculty members and administrative personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Library ID and Borrower's card	PLP Library

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Clients need to log-in to the attendance log sheet or to the attendance monitoring system		None	1 minute	Client
2	Students, faculty members, and administrative personnel will ask personally for their queries, or clients may search the OPAC of the library for their needed information.	Library personnel will entertain the queries of the clients by verifying the request if it is available in our collections by searching to our library system (KOHA ILS).	None	3 minutes	Client, University Library or Library Staff
3	The bag of the client is not allowed inside the circulation section; therefore, it should be given to a trusted friend or classmate. The client will log in to the	If the book is available in our KOHA ILS the assigned personnel will search for the physical book on its right location OR the client may enter the circulation	None	5 minute	Client, University Library or Library Staff

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	attendance sheet of the section.	section and look for the book.			
4	The client will give their Library ID and Borrower's card to the assigned library personnel.	The Librarian or Library Staff will receive the Library ID and Borrower's card.	None	1 minute	Client, University Library or Library Staff
5	The client may enter the circulation section and look for the book	The Librarian or Library Staff will assist the client.	None	5 minutes	Client, University Library or Library Staff
6	Once the book was searched, the card found at the back of the book must be signed by the client. The Borrower's card must also signed by the client.	Once the book was searched, the card found at the back of the book must be signed by the client. The Librarian or Library Staff will stamp borrowing privilege to the Borrower's card. The Borrower's card will give to the client.	None	1 minute	Client, University Library or Library Staff
7	The client will choose for the type of borrowing privileges (library use, photocopy use or overnight use)  Library use – 1 hour use  Photocopy use - 30 minutes Only  Overnight use – Borrow at 3:00 pm and must return 8:00 am the following day.	The Librarian or library staff will stamp the chosen borrowing privilege of the client to the borrower's card and to the book card.	None	1 minute	Client, University Library or Library Staff
8	The client will return the borrowed book to the Librarian or Library Personnel. If the client failed to return the borrowed book according to the borrowing privilege he/she chose, the client will have a penalty:  For every 30 minutes late returned, the client will render library	The library personnel will receive the returned book from the client and the library personnel will stamp "returned" to the book card.	None	2 minutes	Client, University Library or Library Staff

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	community service for 30 minutes and so on.				
9	The client will get the Library ID and Borrower's card.	The library personnel will return the library ID and Borrower's card of the client.	None	1 minute	Client, University Library or Library Staff
10		The library personnel will return the book to its proper location.	None	5 minutes	University Library or Library Staff
<b>TOTAL:</b>				<b>25 minutes</b>	



### 3. INTERNAL/IN-HOUSE ONLINE PUBLIC ACCESS CATALOG (OPAC) SERVICE

A type of library service wherein PLP community can access the bibliographic details of the library's collections.

<b>Office or Division:</b>	Pamantasan ng Lungsod ng Pasig
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pamantasan ng Lungsod ng Pasig students, faculty members and administrative personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Clients need to log-in to the attendance log sheet or to the attendance monitoring system		None	1 minute	Client
2	Clients may ask assistance from the Library personnel on how to use the OPAC or	Clients will assist by the Library Personnel on how to use the OPAC.	None	1 minute	Client and Librarian or Library Staff
3	Clients may use the OPAC without assistance from the Library Personnel.		None	1 minute	Client
<b>TOTAL:</b>				<b>3 minutes</b>	

#### 4. PERIODICAL AND INFORMATION FILE MATERIALS SERVICE

These include borrowing journals, magazines, clippings, pamphlets, brochures, and booklets which are arranged in alphabetical order by subject. You will find these materials in the Periodical Section.

<b>Office or Division:</b>	Pamantasan ng Lungsod ng Pasig
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pamantasan ng Lungsod ng Pasig faculty members, students and administrative personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Library ID and Borrower's card	PLP Library

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Students, faculty members, and administrative personnel will ask personally for their queries to the assigned library personnel, or clients may search the OPAC of the library for their needed information.	1. Library personnel will entertain the queries of the clients by verifying the request if it is available in our collections by searching the library system (KOHA ILS).	None	3 minutes	Client, University Librarian, Library Staff
2	The bag of the client is not allowed inside the periodical and information file section. It should be put in the assigned area for bags in the section. The client will log in to the attendance sheet of the section. The client will give their Library ID to the assigned library personnel. The client may enter the periodical and information file section and look for the needed periodical material/s.	If the periodical material is available in our KOHA ILS the assigned personnel will search for the physical material on its right location OR the client may enter the periodical section and look for the material.	None	5 minutes	Client, University Librarian, Library Staff

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Once the periodical materials were searched, the card found at the back of the material must be signed by the client	Once the periodical material/s was searched, the card found at the back of the periodical material/s must be signed by the client.	None	5 minutes	Client, University Librarian, Library Staff
4	The client will return the periodical material/s and will get his/her library ID.	The library personnel will receive the returned periodical material/s from the client and the library personnel will stamp returned to the periodical material card and Borrower's card.	None	2 minutes	Client, University Librarian, Library Staff
5	The client will get the library ID and Borrower's card.	The library personnel will return the library ID and Borrower's card of the client.	None	1 minute	Client, University Librarian, Library Staff
6		The library personnel will return the periodical material/s to their proper location.	None	5 minutes	University Librarian or Library Staff
<b>TOTAL:</b>				<b>21 minutes</b>	

## 5. READER'S SERVICES

A service wherein students, faculty members and administrative personnel may come to study and make assignments, lesson plans and the like.

<b>Office or Division:</b>	Pamantasan ng Lungsod ng Pasig
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pamantasan ng Lungsod ng Pasig students, faculty members and administrative personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Library ID	PLP Library

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	The students, faculty members and administrative personnel should sign the attendance log sheet at the attendance monitoring area or log in their library ID number to the assigned computer for attendance.		None	1 minute	Client
2	Choose table and chair at their convenient place.		None	1 minute	Client
<b>TOTAL:</b>				<b>2 minutes</b>	

## 6. RESEARCH MATERIALS SERVICE

These include borrowing of thesis and feasibility studies of undergraduate students of PLP. Some thesis and dissertations of PLP faculty members and from master's students of other colleges and universities.

<b>Office or Division:</b>	Pamanatasan ng Lungsod ng Pasig
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pamantasan ng Lungsod ng Pasig faculty members, students and administrative personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Library ID and Borrower's card	PLP Library

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Students, faculty members, and administrative personnel will ask personally for their queries to the assigned library personnel, or clients may search the OPAC of the library for their needed information	Library personnel will entertain the queries of the clients by verifying the request if it is available in our collections by searching the library system (KOHA ILS). 5.	None	3 minutes	Client, University Librarian or Library Staff
2	The bag of the client is not allowed inside the circulation section; therefore, it should be given to a trusted friend or classmate. The client will log in to the attendance sheet of the section.	6. If the research material/s is available in our KOHA ILS the assigned personnel will search for the physical material on its right location or the client may enter the thesis section and look for the material.	None	1 minute	Client, University Librarian or Library Staff
3	The client will sign the attendance log sheet at the entrance of the section	.	None	1 minute	Client, University Librarian or Library Staff

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	The client will give their Library ID and Borrower's card to the assigned library personnel.	The Librarian or Library Staff will receive the Library ID and Borrower's card.	None	1 minute	University Librarian or Library Staff
5	The client may enter the section and look for the research material.	7. The Librarian or Library Staff will assist the client.	None	5 minutes	Client, University Librarian or Library Staff
6	Once the research material was searched, the card found at the back of the research material must be signed by the client. The Borrower's card must also be signed by the client.	Once the book was searched, the card found at the back of the book must be signed by the client. The Librarian or Library Staff will stamp borrowing privilege to the Borrower's card. The Borrower's card will give to the client.	None	1 minute	Client, University Librarian or Library Staff
7	The client will return the research material.	The library personnel will receive the returned research material from the client and the library personnel will stamp "returned" to the card.	None	2 Minute	Client, University Librarian or Library Staff
8	The client will get the Library ID and Borrower's card.	The library personnel will return the library ID and Borrower's card of the client.	None	2 minutes	Client, University Librarian or Library Staff
9		The library personnel will return the research material to its proper location.	None	5 minutes	University Librarian or Library Staff
TOTAL:				21 minutes	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Suggestions can be made through the following methods:</p> <ul style="list-style-type: none"> <li>A. Fill out the Suggestion and Feedback Form found in the office windows and drop it in the Suggestion Box</li> <li>B. You can send a message to the PLP FB page <a href="https://www.facebook.com/Pamantasan-ng-Lungsod-ng-Pasig-108294641685841">https://www.facebook.com/Pamantasan-ng-Lungsod-ng-Pasig-108294641685841</a> or to the e-mail address <a href="mailto:inquiry@plpasig.edu.ph">inquiry@plpasig.edu.ph</a></li> <li>C. Call the PLP Land Line 628-1014 from Monday to Friday 8:00 AM to 5:00 PM</li> </ul>
How feedback is processed	It is taken from the drop box and collected by the Communications Office every day and communicated to the concerned offices or offices so that appropriate action can be taken to better serve the people.
How to file a complaint	<p>Complaints can be made in the following ways:</p> <ul style="list-style-type: none"> <li>A. Fill out the Complaint Form found in the office windows and put it in the Suggestion Box</li> <li>B. You can send a message to the PLP FB page <a href="https://www.facebook.com/Pamantasan-ng-Lungsod-ng-Pasig-108294641685841">https://www.facebook.com/Pamantasan-ng-Lungsod-ng-Pasig-108294641685841</a> or s E-mail address <a href="mailto:inquiry@plpasig.edu.ph">inquiry@plpasig.edu.ph</a></li> <li>C. Call the PLP Land Line 628-1014</li> <li>D. Head to the Communications Office, Ground Floor, PLP Building from Monday to Friday 8:00 AM to 5:00 PM</li> </ul>
How complaints are processed	<ol style="list-style-type: none"> <li>1. The Communications Office gathers the complaints daily to determine the type of complaint and give it appropriate action</li> <li>2. Informing the concerned offices or offices to take appropriate action or method that does not exceed three days</li> <li>3. The action taken may be communicated by letter or a personal conversation between the complainant and the person complained of.</li> <li>4. The complainant will submit a feedback form in which he will indicate his approval or disapproval, satisfaction or dissatisfaction with</li> </ol>

	<p>the decision or action of the person or office complained of.</p> <p>5. The complained office will submit a report to the Communications Office containing the action and agreement</p>
Contact Information	Landline: 86424100
	Email Address: <a href="mailto:inquiry@plpasig.edu.ph">inquiry@plpasig.edu.ph</a>
	FB Page: <a href="https://www.facebook.com/Pamantasan-ng-Lungsod-ng-Pasig-108294641685841">www.facebook.com/Pamantasan-ng-Lungsod-ng-Pasig-108294641685841</a>