



UNIVERSITY OF THE PHILIPPINES
DILIMAN

CITIZEN'S CHARTER
2019 (1st Edition)



I. **Mandate:**

Through the Republic Act 9500, otherwise known as “the University of the Philippines Charter of 2008”, an act strengthening the University of the Philippines as a national university, a public and secular institution of higher learning and a community of scholars dedicated to the research for truth and knowledge as well as the development of future leaders. Mandated to perform its unique and distinctive leadership in higher education and development.”

The University of the Philippines 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 excellences in such discipline 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 and development, and promoting research in various colleges and universities, 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 the enhancement of nationalism and national identity;

Serve as a regional and global university in cooperation with international and scientific union networks of universities, scholarly and professional associations in the Asia Pacific Region and round the world; and

Provide democratic governance in the university based on collegiality representation, accountability, transparency and active participation of its constituents and promote the holding of fora for students, faculty and research, extension and professional staff (reps), administrative staff and alumni to discuss non-academic issues affecting the University.



II. **Vision:**

A great university, taking a leadership role in the development of a globally competitive Philippines.

Driven by:

Academic excellence and operational excellence;

Strong research and creative capability, supported by an expanded graduate program and geared to addressing the country's problems;

Excellent faculty and staff working in an environment conducive to outstanding performance and high productivity;

The best and brightest students from across the country prepared for successful careers and responsive citizenship;

Strong support from the alumni and other stakeholders;

High visibility and effective public service;

Modernized physical facilities and technological infrastructure for teaching, research and administration; and

Financial sustainability achieved by resource generation and administrative efficiency, while preserving its public character.

III. **Mission:**

Academic Freedom

UP has the right and responsibility to exercise academic freedom.

Academic Excellence

UP has the responsibility to maintain and enhance its high academic standards in the performance of its functions of instruction, research and extension, and public service.

Commitment to National Development

UP shall harness the expertise of the members of its community and other individuals to regularly study the state of the nation in relation to its quest for national development in the primary areas of politics and economics, among others.

UP shall identify key concerns, conduct research and formulate responsive policies regarding these concerns, give advice and recommendations to the President of the Philippines, Congress, the Supreme Court, the lower courts, other government agencies and instrumentalities.

Social Responsibility



UP is committed to serve the Filipino nation and humanity, and relate its activities to the needs of the Filipino people and their aspirations for social progress and transformation, and provide venues for student volunteerism.

Democratic Access

UP shall take affirmative steps, which may take the form of an alternative and equitable admissions process to enhance the access of disadvantaged students.

Sports

UP shall undertake and support comprehensive sports programs that promote physical education, uphold excellence and encourage competitive participation in sports activities, instill school identity and solidarity, cultivate pride, self-discipline and teamwork.

Institutional and Fiscal Autonomy

UP has the right to be treated in a manner consistent with its institutional requirements as the national university by the service-wide agencies in the exercise of their respective jurisdiction.

Taking into account national goals and priorities, UP shall exclusively determine its teaching, research and extension thrusts, plans, policies, programs and standards, and on the basis of such determination, shall recommend its annual budget to the President of the Republic of the Philippines and Congress.

IV. Service Pledge:

Honor, excellence and democratic governance guided in decision-making: collegiality, representation, accountability, transparency, and active participation of the university's constituents.

Accessibility and responsiveness, breaking down bureaucratic walls and ensuring an administration accessible and responsive to its stakeholders.

Innovativeness and creativity in making decisions, not bounded by traditional solutions. Up shall be prepared to pursue innovative approaches in solving the problems and issues that confront the university.

One university, guided by the spirit of oneness: common standards of excellence, harmonized systems, common and shared services across constituent universities, yet decentralized decision-making and execution.

All applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break shall be attended to.



**ASIAN CENTER
UNIVERSITY OF THE PHILIPPINES DILIMAN**



V. **Mandate:**

REPUBLIC ACT NO. 5334 - AN ACT PROVIDING FUNDS FOR BUILDINGS, EQUIPMENT, AND FACILITIES OF THE ASIAN CENTER OF THE UNIVERSITY OF THE PHILIPPINES, AND FOR OTHER PURPOSES

Section 1. It is hereby declared as a national policy to develop a closer and broader contact with or Asian neighbors in the field of learning and scholarship to attain knowledge of our national identity in relation to other Asian nations through profound studies on Asian cultures, histories, social forces and aspirations.

Sec. 2. Pursuant to this policy, there is hereby established an Asian Center in the University of the Philippines, which shall absorb the present Institute of Asian Studies, its personnel and facilities: Provided, That such center shall give primary emphasis on Philippine studies.

Sec. 3. There is hereby authorized to be appropriated, out of any funds in the National Treasury not otherwise appropriated, the sum of two million and five hundred thousand pesos, for the construction of the necessary buildings in the present site of the University of the Philippines, Diliman, Quezon City, and the purchase of equipment and other facilities needed for teaching, research and field work. Furthermore, there is hereby appropriated the additional sum of one hundred thousand pesos annually out of any funds in the National Treasury for continuous support to the Asian Center.

Sec. 4. The University of the Philippines may, for the purposes of teaching, research, field work, and other activities of the Asian Center, obtain the services of scholars and technical personnel of any agency of the Philippine Government to provide instruction, perform research or field work and other activities as may be needed. Such personnel may be given honorarium by the University of the Philippines upon recommendation of the Director of the Asian Center, any law to the contrary notwithstanding.

Sec. 5. This Act shall take effect upon its approval.

Approved: June 15, 1968.

VI. **Vision:**

To serve as a research hub for Asian Studies and Philippine Studies in the Philippines and help create a society aware of and appreciative of its Asian and Filipino heritage in ways that promote Filipino identity and its relations with its Asian neighbors.



VII. Mission:

To develop a closer and broader contact with our Asian neighbors in the field of learning and scholarship to attain knowledge of our national identity in relation to other Asian nations through profound studies on Asian cultures, histories, social forces and aspirations," *Republic Act 5334*.

VIII. Service Pledge:

Honor, excellence and democratic governance guided in decision-making: collegiality, representation, accountability, transparency, and active participation of the university's constituents.

Accessibility and responsiveness, breaking down bureaucratic walls and ensuring an administration accessible and responsive to its stakeholders.

Innovativeness and creativity in making decisions, not bounded by traditional solutions. Up shall be prepared to pursue innovative approaches in solving the problems and issues that confront the university.

One university, guided by the spirit of oneness: common standards of excellence, harmonized systems, common and shared services across constituent universities, yet decentralized decision-making and execution.

All applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break shall be attended to.



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ASIAN CENTER, UNIVERSITY OF THE PHILIPPINES DILIMAN

External Services



1. Comprehensive Examinations: MA

How to apply for the MA comprehensive exam (paperwork only, excluding the taking of and preparations for the exams)

Office or Division:	UP Asian Center, Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All students of the Asian Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of all coursework		Requesting Party		
2. Completion of language requirement				
3. Letter of intent-to-take Comprehensive Examination form (CE.01)		Asian Center website (www.ac.upd.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student/applicant will submit the completed forms (CE.01).	1. Process application, constitute comprehensive exam panel, obtain exam questions, and remind student of the schedule	None	20 Days	<i>Receiving Personnel</i> Office of the College Secretary
	TOTAL	None	20 Days	

2. Constitution of Thesis Committee and Panel: MA

How to apply for the MA Constitution of Thesis Committee

Office or Division:	UP Asian Center, Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All students of the Asian Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Constitution of thesis panel form (ACform-Th1), inclusive of Forms A, B, C, and D		Room 203, Asian Center, OCS or at the Asian Center website (downloadable form)		
2. Consultations with prospective panel members and thesis adviser		Via email		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and sign the thesis panel form	1. OCS guide the student in completing form	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>
2. Ask program adviser to sign the form	2. Program Adviser signs the form and OCS to assist and returns form to student	None	5 Days	<i>Program Adviser Receiving Personnel Office of the College Secretary</i>
3. Ask for the signature of his/her thesis adviser	3. Thesis adviser signs and OCS to assist and returns form to student	None	2 Days	<i>Thesis Adviser Receiving Personnel Office of the College Secretary</i>
4. Ask for signature of the dean for the forms A & B	4. Dean signs and instructs OCS to assist and return signed forms.	None	2 Days	<i>Dean Receiving Personnel Office of the College Secretary</i>
5. Ask thesis adviser to accomplish form letter C	5. Thesis adviser signs form C, OCS assists in returning form letter C to student	None	2 Days	<i>Thesis Panel Receiving Personnel Office of the College Secretary</i>
6. Ask the thesis adviser, reader-critic and member to sign the form letter D	6. Panel signs, OSC assists, returns form letter D to student	None	5 Days	<i>Thesis Panel Receiving Personnel Office of the College Secretary</i>
7. Ask for approval of the college dean for the forms C & D	7. Dean to sign forms CD and, OCS assists, and returns forms.	None	2 Days	<i>Dean Receiving Personnel Office of the College Secretary</i>
8. Students will submit the completed form	8. Receive the completed form with all required signatures.	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>
	TOTAL:	None	20 Days	

3. M.A. Programs: Applications

How to apply for the Asian Center's graduate programs



Office or Division:	UP Asian Center, Office of the College Secretary	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Fill online application form	Asian Center website (www.ac.upd.edu.ph)	
2. Formal letter of application addressed to the dean of the Asian Center. Please indicate full name.	Requesting Party	
3. One copy each of original AND photocopy of transcript of records of undergraduate degree.*	Registrar of university where applicant finished his/her BA or BS degree	
4. Duly accomplished Recommendation Form from 2 former professors (if non-working); and from 2 former professors and 1 employer (if working), to be submitted in sealed envelopes signed across the flap by the referee (see application forms tab)	Asian Center website; professor	
5. Application fee of PHP 100.00 for Filipino students and US\$25.00 for foreign applicants, to be paid at the UP Cashier	UP Cashier	
6. Two (2) passport-sized photos	Photo service	
7. One copy each of original AND photocopy of NSO Birth Certificate*	PSA and/or NSO	
8. One copy each of NSO Marriage Certificate (*for married female applicants)	PSA and/or NSO	
9. Aptitude examination (to be scheduled and announced after the application period)	Office of the College Secretary, Asian Center	
10. Receipt for aptitude examination fee of PHP 150.00 to be paid at the UP Cashier (OCG Trust Acct. No. 9773900-499-450)	UP Diliman Cashier's Office	
11. Two essays (to be written in-house at the UP Asian Center), one autobiographical and one on substantive issues	Office of the College Secretary, Asian Center	
12. Interview by the Asian Center Admissions Committee (for those who pass the aptitude examinations)	Office of the College Secretary, Asian Center	
13. One copy of certificate of Transfer Credentials (for Non-UP Diliman applicants)	Registrar of university where applicant finished his/her BA or BS degree	



14. Research Plan		Asian Center website (www.ac.upd.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to Room 203, Office of the College Secretary, which will be processed after the application period.	1. Inform applicants of schedule of examination	None	2 Days	<i>Student Records Evaluator or Admin. Assistant</i> Office of the College Secretary
2. Take aptitude and application exam (to be scheduled)	2. Check papers and notify applicant of results	None	9 Days	OCG Office of the College Secretary
3. Proceed for interview (to be scheduled if client passes exam)	3. Assess applicant's performance, notify applicant, and issue college Admission Slip	None	9 Days	AC Admission Committee
TOTAL:		None	20 Days	

4. M.A. Programs: Online Applications

How to apply for the Asian Center's graduate programs

Office or Division:	UP Asian Center, Office of the College Secretary	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	All qualified applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished online application form		Asian Center website (www.ac.upd.edu.ph)
2. Formal letter of application addressed to the dean of the Asian Center and PDF version thereof.		Requesting party



3. Original, photocopy, and PDF of transcript of records of undergraduate degree.*	Registrar of university where applicant finished his/her BA or BS degree
4. Duly accomplished Recommendation Form from 2 former professors (if non-working); and from 2 former professors and 1 employer (if working), to be submitted in sealed envelopes signed across the flap by the referee (see application forms tab)	Asian Center website; professor and employer
5. PDF of proof of payment of application fee of PHP 100.00 for Filipino students and US\$25.00 for foreign applicants.	Online payment platform
6. Two (2) passport-sized photos and PDF/JPG/PNG versions thereof	Photo service
7. Original, photocopy and PDF version of NSO Birth Certificate*	PSA and/or NSO
8. NSO Marriage Certificate (for married female applicants)* and PDF version thereof	PSA and/or NSO
9. Aptitude examination – <i>Suspended due to COVID-19</i>	Asian Center
10 PDF of proof of payment for aptitude examination fee of PHP 150.00 to be paid at the UP Cashier (OCG Trust Acct. No. 9773900-499-450) – <i>Suspended due to COVID-19</i>	Online payment platform
11. Two essays (to be written in-house at the UP Asian Center), one autobiographical and one on substantive issues – <i>Suspended due to COVID-19</i>	Office of the College Secretary, Asian Center
12. Interview via Zoom by the Asian Center Admissions Committee (for those who pass the aptitude examinations)	Office of the College Secretary, Asian Center
13. Certificate of Transfer Credentials (for Non-UP Diliman applicants) and PDF version thereof	Registrar of university where applicant finished his/her BA or BS degree
14. Research Plan and Word version thereof	Asian Center website (www.ac.upd.edu.ph)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all soft copy of requirements to the Office of the College Secretary: <i>acsec.upd@up.edu.ph</i>	1. Process applications and inform applicants of result: either rejection or the schedule of examination	None	5 Days	<i>Student Records Evaluator or Admin. Assistant</i> Office of the College Secretary
2. Proceed for interview (to be scheduled if client passes exam)	2. Assess applicant's performance, notify applicant, and issue college Admission Slip	None	15 Days	<i>Student Records Evaluator or Admin. Assistant</i> Office of the College Secretary AC Admission Committee
TOTAL:		None	20 Days	

5. Thesis Defense: MA

How to apply for and schedule the oral defense of the MA Thesis (excluding the actual presentation, writing, and preparation for the defense)

Office or Division:	UP Asian Center, Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All students of the Asian Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MA Thesis Final Defense Form (Th.04)		Room 203, Asian Center, OCS		
2. Thesis (actual) and MS PowerPoint presentation		Student		
3. Endorsement of thesis and consultations with adviser and panel members re: schedule		Email		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the completed final defense form	2. Process the form, confirm schedule with panel and adviser, and notify student	None	7 Days	<i>Student Records Evaluator or Admin. Assistant</i> Office of the College Secretary



	TOTAL:	None	7 Days	
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6. Thesis Proposal Defense: MA

How to apply for and schedule the MA thesis proposal defense (excluding the actual presentation, writing, and preparation for the defense)

Office or Division:	UP Asian Center – Office of the College Secretary
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	All students of the Asian Center

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MA Thesis Proposal Defense Form (Th.02)		Room 203, Asian Center, OCS		
2. Thesis Proposal and presentation		Student		
3. Endorsement of proposal and consultations with adviser and panel members re: schedule		Email		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the completed form (Th 02)	1. Receive and process application documents after application period and inform the students of the OCS-confirmed/dean-approved schedule of defense	None	7 Days	<i>Student Records Evaluator or Admin. Assistant</i> Office of the College Secretary
	TOTAL:	None	7 Days	

7. Purchase of 'Asian Studies' (Print-on-Demand)

Purchase print-on-demand issues of Asian Studies

Office or Division:	Publications Office, Asian Center, University of the Philippines
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Payment	Room 205, Asian Center



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email <i>asianstudies@up.edu.ph</i> to indicate order (issue and number of copies)	1. Inform client of price	None	4 Hours	<i>Publications Staff</i> Publications Office
2. Go to Room 205 and pay	2. Receive payment, issue acknowledgment receipt, and send for printing	Varies	5 Days	<i>Publications Staff</i> Publications Office
3. Pick-up order	3. Issue payment slip and give directions to UP Cashier	Varies	4 Hours	<i>Publications Staff</i> Publications Office
TOTAL:		None	6 Days	

8. Purchase of Asian Studies (Hard Copies)

Purchase of hard copies of Asian Studies

Office or Division:	Publications Office, Asian Center, University of the Philippines
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Payment	Room 205, Asian Center
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Determine availability and price of chosen publication by sending an email to <i>asianstudies@up.edu.ph</i>	1. Inform client of price and availability	None	4 Hours	<i>Publications Staff</i> Publications Office
2. Go to Room 205 to secure invoice/billing statement	2. Issue payment slip	Varies	1 Day	<i>Publications Staff</i> Publications Office



3. Bring payment slip and pay at UP Cash Office	3. Issue OR	Varies	1 Day	Receiving Personnel UP Cash Office
4. Show Official Receipt and schedule pick-up	4. Prepare issue for pick-up and coordinate with client as necessary	Varies	4 Hours	Publications Staff Publications Office
TOTAL:		None	3 Days	

9. Purchase of Publications (Hard Copies)

Purchase of Asian Center Publications

Office or Division:	Publications Office, Asian Center, University of the Philippines			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment		Room 205, Asian Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Determine availability and price of chosen publication	1. Inform client of price and availability	None	4 Hours	Publications Staff Publications Office
2. Go to the Publications Office, Asian Center	2. Issue payment slip	None	4 Hours	Publications Staff Publications Office
3. Go to UP Cash Office and pay	3. Issue OR	Varies	1 Day	Receiving Personnel UP Cash Office
4. Present OR and schedule pick-up	4. Prepare issue for pick-up and coordinate with client as necessary	Varies	1 Day	Publications Staff Publications Office
TOTAL:		None	3 Days	

10. Rentals of Facilities



How to rent auditorium, seminar room, exhibition halls

Office or Division:	Administration Office, Asian Center, University of the Philippines			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation Form		Room 105, UP Asian Center or <i>www.ac.upd.edu.ph</i>		
2. Reservation Fee		UP Cashier's Office		
3. Full Payment		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out reservation form and send to <i>acrentals@up.edu.ph</i> or drop it off in Room 105, UP Asian Center.	1. Obtain signature of ADAPA and the Dean	None	3 Days	Rentals personnel and Assistant to the Dean for Administration and Public Affairs (ADAPA)
2. Once reservation is approved, pay reservation fee at UP Cashier.	2. Give payment slip and directions to UP Cash Office	PHP 3,000.00	1 Day	<i>Rentals Personnel</i> ADAPA <i>Receiving Personnel</i> UP Cash Office
3. Get billing statement for balance	3. Calculate full cost of rentals and issue billing statement	Varies	1 Day	<i>Rentals Personnel</i> ADAPA
4. Pay balance	4. UP Cash Office issues OR	None	1 Day	<i>Receiving Personnel</i> UP Cash Office
5. Send copy of Official Receipt to Room 105 or to <i>acrentals@up.edu.ph</i>	5. Coordinate with client and finalize arrangements	None	1 Day	<i>Rentals Personnel</i> ADAPA
TOTAL:		PHP 3,000.00	7 Days	



TRI-COLLEGE PHD PHILIPPINE STUDIES PROGRAM (SECRETARIAT) EXTERNAL SERVICES



1. Applications: Tri-College PhD Philippine Studies Program

How to apply for the PhD in Philippine Studies program

Office or Division:	Tri-College PhD Philippine Studies Program	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. MA or MS degree from a recognized institution of learning	Origin University of applicant	
2. Grade weighted average of 1.75 or better	Applicant	
3. Letter of application for admission addressed to the Chair, Philippine Studies Council, UP Diliman		
4. Original AND Photocopy of transcript of records (TOR) of undergraduate and graduate studies.	From registrar where client obtained his/her BS/BA and MA/MS degrees.	
5. Three (3) letters of recommendation from former professors or experts from the applicant's discipline(s) /areas(s) of study	From former professors and experts	
6. Duly accomplished Personal Data Form	Tri-College PhD Program website (<i>philippinestudies.upd.edu.ph</i>)	
7. A two-page description of the proposed dissertation with a multi-disciplinary orientation	Applicant	
8. Application fee of PHP 100.00 for Filipino Students and US\$ 25.00 for foreign applicants, to be paid at the UP Cashier	UP Diliman Cashier's Office	
9. Two (2) passport-size photos	Photo printing service	
10. One copy each of original and photocopy of NSO Birth Certificate	PSA/NSO	



11. Original and photocopy of NSO Marriage Certificate (for married female applicants)		PSA/NSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to Room 203	1. Receive and process application documents after application period; inform applicant of results, and as applicable, notify applicant of interview schedule	PHP 100.00 (Application Fee) or USD 25.00 for international applicants	10 Days	Tri-College Secretariat Staff
2. Attend interview	2. Give results and issue college Admission Slip for successful applicants	None	10 Days	Tri-College Secretariat Staff Admissions Committee
TOTAL:		PHP 100.00 (Application Fee) or USD 25.00 for international applicants	20 Days	

2. Applications for Tri-College PhD Philippine Studies Program (Online)

How to apply for the PhD in Philippine Studies program

Office or Division:	Tri-College PhD Philippine Studies Program
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Anyone who meets the requirements
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. MA or MS degree from a recognized institution of learning and PDF thereof	Origin University of applicant
2. Grade weighted average of 1.75 or better	Applicant
2. Letter of application for admission addressed to the Chair, Philippine Studies Council, UP Diliman, and PDF thereof	



3. One copy each Original, Photocopy, and PDF of transcript of records (TOR) of undergraduate and graduate studies.	From registrar where client obtained his/her BS/BA and MA/MS degrees.
4. Three (3) letters of recommendation from former professors or experts from the applicant's discipline(s) /areas(s) of study	From former professors and experts
5. Duly accomplished Personal Data Form	Tri-College PhD Program website (philippinestudies.upd.edu.ph)
6. A two-page description of the proposed dissertation with a multi-disciplinal orientation	Applicant
7. Application fee of PHP 100.00 for Filipino Students and US\$ 25.00 for foreign applicants, to be paid at the UP Cashier	UP Diliman Cashier's Office
8. Two (2) passport-size photos	Photo printing service
9. One copy each of original and photocopy of NSO Birth Certificate	PSA/NSO
10. One copy each of original and photocopy of NSO Marriage Certificate (for married female applicants)	PSA/NSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all soft copy of requirements to jsdelapaz2@up.edu.ph	1. Receive and process application documents after application period; inform applicant of results, and as applicable, notify applicant of interview schedule	PHP 100.00 (Application Fee) or USD 25.00 for international applicants	10 Days	Tri-College Secretariat Staff
2. Attend interview	1. Give results and issue college Admission Slip	None	10 Days	Tri-College Secretariat Staff Admissions Committee
TOTAL:		PHP 100.00 (Application Fee) or USD 25.00 for international applicants	20 Days	



3. Dissertation Defense

How to apply for PhD dissertation defense (paperwork only, excluding the preparations for the actual defense)

Office or Division:	Tri-College PhD Philippine Studies Program			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Tri-College students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of all academic requirements (coursework and comprehensive exams)		Applicant		
2. Email/Letter of request to set up oral defense				
3. Appointment of two additional members to the panel		Tri-College Chair		
4. Endorsements of dissertation by the adviser and consultations with the same, and with the panel members regarding schedule		From the dissertation adviser and reader-critics; Tri-College Chair		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends formal written request for oral defense	1. Forward the accomplished form D to the Tri-Col chair for approval; facilitate appointment of Dean's rep; release the appointment of the dissertation committee; confirm date/venue of defense, send online guidelines	None	20 Days	<i>Tri-College Secretariat Staff</i>
TOTAL:		None	20 Days	

4. Dissertation Proposal Defense

How to apply for PhD dissertation proposal defense (paperwork only, excluding writing and submission of dissertation proposal and the preparations for the actual defense)



Office or Division:	Tri-College PhD Philippine Studies Program			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Tri-College students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of all coursework		Student		
2. Actual dissertation proposal				
3. Panel constitution form signed by adviser (Form D.02)		Tri-College PhD. Program website (<i>philippinestudies.upd.edu.ph</i>)		
4. Endorsements of proposal from the dissertation adviser and critic, and consultations with the same regarding schedule		From the dissertation adviser and members		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accomplishes Form D.02 and submits to Tri-College Secretariat	1. Confirm schedule and send reminders/guidelines	None	7 Days	<i>Tri-College Chair</i> <i>Tri-College Secretariat Staff</i>
TOTAL:		None	7 Days	

5. Qualifying and Comprehensive Exams

How to apply for PhD qualifying and comprehensive exams (paperwork only, excluding the taking of and preparation for the actual exam)

Office or Division:	Tri-College PhD Philippine Studies Program			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Tri-College students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of all core courses (qualifying exam)		Student		
2. Completion of all coursework (comprehensive exam)				
3. Letter of Intent/(Comprehensive Exam/Qualifying Exam Form)		Tri-College PhD. Program website (<i>philippinestudies.upd.edu.ph</i>)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Student accomplishes the letter of intent and submits it to the Secretariat	1. Process the application of the student, draft the appointment of examiners & proctors, collect the exam questions; and confirm schedule with the student	None	20 Days	Tri-College Secretariat Staff
TOTAL:		None	20 Days	

6. Thesis Adviser and Constitution of Dissertation Committee

How to request for a dissertation adviser/ committee

Office or Division:	UP Asian Center – Tri-College Secretariat			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Tri-College students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of all coursework		Student		
2. Comprehensive examination (Pass)				
3. Letter of request for dissertation adviser addressed to the Head Secretariat				
4. Panel constitution form (Form D01)		Tri-College PhD. Program website (philippinestudies.upd.edu.ph)		
5. Consultations with prospective adviser, Tri-College Secretariat staff		Via Email		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Form D.01	1. Adviser completes the form; Tri-College Chair acts upon it; Secretariat informs student; Tri-College Chair appoints dissertation committee	None	7 Days	Tri-College Secretariat Staff
TOTAL:		None	7 Days	



2. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at the designated box in every unit/office
How feedback is processed	<p>Every Friday, the Unit Anti Red Tape Focal Person of each unit/office opens the drop box and complies and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to Head of Units/Colleges and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen copy furnished the UP Diliman ARTC.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: 8-981-8500 local 4451 or 4452</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in every unit/office.</p> <p>Complaints can also be field via telephone. Make sure to provide the following information</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-up, clients may contact the following telephone number: 8-981-8500 local 4451 or 4452</p>
How complaints are processed	<p>The Unit Anti Red Tape Focal Person opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the UARTEFP shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The UARTEFP will create report after the investigation and shall submit it to the Office of the Chancellor through the UP Diliman ARTC.</p> <p>The UARTEFP will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8-981-8500 local 4451 or 4452</p>
Contact Information of Anti Red Tape Committee (ARTC)	<p>UP Diliman Anti Red Tape Committee (UPD-ARTC)</p> <p>Email address: artc.upd@up.edu.ph</p> <p>Telephone Number: 8-981-8500 local 2570</p>



University of the Philippines Diliman
CLIENT FEEDBACK FORM

Unit: _____
 Service Requested: _____

Instruction: Please encircle the number that corresponds to you rating.

- A. How would you rate our service/s in term of quality?
 1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent
- B. How would you rate our service/s in terms of timeliness?
 1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent
- C. Overall, how would you rate your experience with our service/s?
 1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent

Any suggestion/s on how we can improve our service delivery?



CLIENT COMPLAINT FORM

Unit: _____
Service Requested: _____

A. Name of Person being complaint: _____

B. Incident: _____

C. Evidence _____

Contact Information of Complainant

In order for us to give feedback on the action taken relative to your complaint, kindly provide us the following information:

A. Name of Complainant: _____
B. Telephone Number: _____
Email Address: _____



3. List of Offices

Office	Address	Contact Information
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