



**UNIVERSITY OF THE PHILIPPINES**

**CITIZEN'S CHARTER**  
(2026, 1<sup>st</sup> Edition)



**UNIVERSITY OF THE PHILIPPINES  
SYSTEM ADMINISTRATION**

**CITIZEN'S CHARTER**  
(2026, 1<sup>st</sup> Edition)



## I. MANDATE

*Section 3 of the UP Charter of 2008 (Republic Act 9500) states that:*

As the national university, a public and secular institution of higher learning, and a community of scholars dedicated to the search for truth and knowledge as well as the development of future leaders, the University of the Philippines shall perform its unique and distinctive leadership in higher education and development.

The University shall:

- Lead in setting academic standards and initiating innovations in teaching, research, and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics, and technology; and maintain centers of excellence in these disciplines and professions.
- Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists, and professionals especially those who serve on the faculty of state and private colleges and universities.
- Serve as a research university in various fields of expertise and specialization by conducting basic and applied research, promoting research and development, and contributing to the dissemination and application of knowledge.
- Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence.
- Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel.
- Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions, and practice through academic and non-academic programs, including sports and enhancement of nationalism and national identity.
- Serve as a regional and global university in cooperation with international and scientific unions, networks of universities, scholarly and professional associations in the Asia Pacific Region and around the world.
- Provide democratic governance based on collegiality, representation, accountability, transparency, and active participation of its constituents; and promote the holding of fora for students, faculty, research, extension and professional staff (REPS), administrative staff, and alumni to discuss non-academic issues affecting the University.



## II. VISION

UP is envisioned to be:

“A national university dedicated to the formation of good citizens and leaders engaged in knowledge co-creation towards a just, equitable, and sustainable society.”

This vision is anchored on the UP’s core values of honor and excellence in service to the nation. The phrase “in the service of the nation” underscores the true purpose of UP’s commitment to honor and excellence. UP aspires to continue offering its best efforts so that both the Philippines and Filipinos, whether at home or abroad, may benefit from its endeavors.

## III. MISSION

The University of the Philippines System Administration, with its eight (8) Constituent Universities (CUs), is committed to serving the people by means of teaching, research, and public service, as well as quality health care through the UP Philippine General Hospital (UP PGH).

## IV. SERVICE PLEDGE

The UP System Administration (UPSA) strives to provide academic, administrative, and technical support services and leadership to the UP constituent units, autonomous units, and other key stakeholders. UPSA is committed to creating and sustaining a culture of providing quality service in all its processes aligned with the fulfillment of the UP’s vision, mission, and mandate, and conforming to ISO 9001, and other relevant local and international standards.

UPSA is dedicated to improving its Quality Management System continually in support of the UP System’s role as a national university, guided by the principles of “Honor and Excellence in the Service of the Nation.”





**CENTER FOR WOMEN'S AND GENDER  
STUDIES  
EXTERNAL SERVICES**



## 1. APPLICATION FOR DAY CARE SERVICES

Kalinga Day Care Center (KDCC) offers a year-long daycare service program that provides supplemental care and developmentally appropriate learning experiences for children ages 2-4.11 years old.

|                            |  |
|----------------------------|--|
| <b>Office or Division</b>  | Center for Women's and Gender Studies<br>Kalinga Day Care Center                             |
| <b>Classification</b>      | Complex  |
| <b>Type of Transaction</b> | G2G - Government to Citizen  |
| <b>Who may Avail</b>       | UP Students (System and Constituent Universities) with children ages 2-4.11 years old<br>All |

| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE   |
|---|---|
| 1. Recent 2"x 2" photo of child (1 Digital Copy, 1 Physical Copy)   | Requesting Party  |
| 2. Birth certificate of the child (1 Digital Copy, 1 Original Copy)   | Philippine Statistics Authority (PSA)                         |
| 3. Medical Certificate of the child (indicating that the child is physically fit) (1 Digital Copy, 1 Physical Copy) | Any Registered Medical Provider                               |
| 4. Proof of enrollment / Form 5 (1 photocopy), if parent is UP student  | UP College Secretary / Computerized Registration System (CRS) |
| 5. <a href="#">KDCC Online Application form</a> (Google form)   | Kalinga Day Care Center, Administrative Office                |
| 6. Statement of Account (SOA) (1 Copy)  | Kalinga Day Care Center, Administrative Office                |

| CLIENT STEPS   | AGENCY ACTION                  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE        |
|--|--------------------------------|-----------------|-----------------|---------------------------|
| 1. Submit application form and requirements through the google form. | 1.1. Receive Application form. | None            | 5 Minutes       | <i>Director</i><br>UPCWGS |



| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID              | PROCESSING TIME | PERSON RESPONSIBLE  |
|---|--|------------------------------|-----------------|---------------------|
| 2. Submit physical copies of the requirements in a brown long envelope on the specified date at Kalinga Day Care Center, 50 Aglipay corner Agoncillo St., UP Campus Diliman, Quezon City. | 2.1 Release dates for Submission of Hard Copies  | None                         | 5 Minutes       | Director<br>UPCWGS  |
|   | 2.2 Evaluate if requirements are complete.   | None                         | 15 Minutes      | Director<br>UPCWGS  |
|   | 2.3 Check slot availability.   | None                         | 5 Minutes       | Director<br>UPCWGS  |
| 3. Receive information on application status  | 3.1.a If slot is not available, include client in waitlist and inform client   | None                         | 15 Minutes      | Director<br>UPCWGS  |
|   | 3.1.b If the slot is available, inform client of availability and ask for confirmation - proceed to step 4.1                       | None                         | 15 Minutes      | Director,<br>UPCWGS |
| 4. Receive SOA  | 4.1 Send a Statement of Account (SOA) with the applicable fees from the online system via email once the client confirms the slot. | Refer to table of fees below | 15 Minutes      | Director,<br>UPCWGS |



| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID                   | PROCESSING TIME                   | PERSON RESPONSIBLE  |
|---|---|-----------------------------------|-----------------------------------|---------------------|
| 5. Pay applicable fees at Diliman Cash Office, PNB Building, corner of G. Apacible St. and P. Valenzuela St. UP Campus Diliman, Quezon City | 5.1 Issue official receipt                            | Refer to the table of fees below. | 1 Day                             | Director<br>DCO     |
|   | 5.2 Check confirmation of payment in BULSA.           | None                              | 3 Days                            | Director,<br>UPCWGS |
| 6. Receive confirmation of admission  | 6.1 Provide parents with the schedule of orientation. | None                              | 15 Minutes                        | Director,<br>UPCWGS |
| <b>TOTAL</b>  |   | Refer to the table of fees below. | <b>4 Days, 1 Hour, 30 Minutes</b> |                     |

#### RATES FOR KALINGA DAY CARE CENTER SERVICES

| Rates for Non-UP          | Amount     | Rates for UP Dependents   | Amount     |
|---------------------------|------------|---------------------------|------------|
| <b>Half-Day Sessions</b>  |            | <b>Half-Day Sessions</b>  |            |
| Monthly                   | ₱3,400.00  | Monthly                   | ₱2,100.00  |
| Semestral                 | ₱16,500.00 | Semestral                 | ₱10,000.00 |
| <b>Whole-Day Sessions</b> |            | <b>Whole-Day Sessions</b> |            |
| Monthly                   | ₱4,360.00  | Monthly                   | ₱2,700.00  |
| Semestral                 | ₱21,300.00 | Semestral                 | ₱13,000.00 |



## 2. REQUEST FOR GENDER AND DEVELOPMENT TRAINING, TECHNICAL ASSISTANCE, AND/OR CONSULTANCY

Provision of gender-related training, technical assistance, and consultancy to strengthen clients' gender analysis capabilities, ensuring that their programs, projects, and research initiatives are gender-responsive and transformative.

The scope of this process starts with the receiving of requests and ends with the approval/referral of the requests.

|                            |   |
|----------------------------|---|
| <b>Office or Division</b>  | Center for Women's and Gender Studies<br>Training, Outreach, and Extension Program  |
| <b>Classification</b>      | Simple  |
| <b>Type of Transaction</b> | G2B - Government to Business<br>G2C - Government to Citizen<br>G2G - Government to Government   |
| <b>Who may Avail</b>       | UP Students<br>UP Student Organizations<br>State Universities and Colleges, Higher Education Institutions<br>National Government Agencies, Local Government Units, Other Government Offices and Instrumentalities<br>Non-Government Organizations<br>International Non-Government Organizations<br>People Organizations<br>Civil Society Groups<br>Individual and Group Researchers |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE  |
|--|------------------|
| 1. Request letter (1 digital copy) with necessary information: <ul style="list-style-type: none"> <li>• Venue</li> <li>• Date</li> <li>• Topic</li> <li>• Budget allotment</li> <li>• Transportation</li> <li>• Preferred resource person (if applicable)</li> </ul> | Requesting Party |
| 2. Training needs assessment (1 digital copy), if available  | Requesting Party |
| 3. Endorsement from adviser (1 copy), for students and student organizations   | Requesting Party |

| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME          | PERSON RESPONSIBLE                    |
|--|---|-----------------|--------------------------|---------------------------------------|
| 1. Send a request letter via training unit email: <a href="mailto:training.upcwgs@up.edu.ph">training.upcwgs@up.edu.ph</a> . | 1.1 Acknowledge receipt of the email.   | None            | 2 Minutes                | <i>Administrative Officer IV CWGS</i> |
|  | 1.2 Forward the request to the Deputy Director/Director.  | None            | 2 Minutes                | <i>Administrative Officer IV CWGS</i> |
|  | 1.3. Review of the request.   | None            | 1 Day                    | <i>Director CWGS</i>                  |
|  | 1.3.a If unable to accommodate, contact potential service provider(s). Proceed to step 2.1.2                            | None            | 1 Day                    | <i>Director CWGS</i>                  |
| 2. Receive decision on request.  | 2.1 Forward decision via email:   | None            | 2 Minutes                | <i>Administrative Officer IV CWGS</i> |
|  | 2.1a If approved, schedule a face-to-face or online meeting with the requesting party.                                  | None            |                          | <i>Administrative Officer IV CWGS</i> |
|  | 2.1b If for referral, send the contact details (email address and contact person) of the potential service provider(s). | None            |                          | <i>Administrative Officer IV CWGS</i> |
| <b>TOTAL</b>   |   | <b>None</b>     | <b>2 Days, 6 Minutes</b> |                                       |

### Rates of Honoraria for Provision of Training Assistance

(for Reference should the training program pushed through)

|  |           |
|--|-----------|
| Pre-training (Creation of Training Design) | Php 1,500 |
| Training Proper (Hourly rate per person)   | Php 2,500 |



### 3. REQUEST FOR GENDER SENSITIVE PSYCHOSOCIAL ASSISTANCE AND PEER COUNSELING SERVICES

The feminist and gender-sensitive peer counseling service offers free psycho-social support to the UP community—students, employees, residents, alumni, and external referrals (outside UP). It focuses on providing psychological first aid and peer counseling, particularly for women and LGBTQ+ individuals facing gender-based violence and other gender-related challenges.

|                            |   |
|----------------------------|---|
| <b>Office or Division</b>  | Center for Women’s and Gender Studies<br>Training, Outreach, and Extension Program  |
| <b>Classification</b>      | Simple  |
| <b>Type of Transaction</b> | G2C - Government to Citizen   |
| <b>Who may Avail</b>       | UP Community (Students, Residents)<br>All (Outside Referral by partner organizations)<br>*All <u>adult</u> victims-survivors of gender-based violence needing psycho-social assistance and those dealing with other gender-related difficulties |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE                       |
|--|---------------------------------------|
| 1. Referral Letter, if applicable<br>(1 Copy)  | From appropriate referring agency     |
| 2. Informed consent form (1 copy)<br>Note: To be submitted before actual intake and not before availing the service. | Center for Women’s and Gender Studies |

| CLIENT STEPS   | AGENCY ACTION                      | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE         |
|--|------------------------------------|-----------------|-----------------|----------------------------|
| 1. Send expression of interest in availing of psychosocial assistance/peer counseling through <a href="mailto:cws@up.edu.ph">cws@up.edu.ph</a> or <a href="mailto:psa.upcwgs@up.edu.ph">psa.upcwgs@up.edu.ph</a> or at UP Center for Women’s and Gender Studies Office, Magsaysay Avenue corner Ylanan St. UP Campus Diliman, Quezon City. | 1.1 Acknowledge request via email. | None            | 2 Minutes       | <i>Director<br/>UPCWGS</i> |



| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME                      | PERSON RESPONSIBLE   |
|---|--|-----------------|--------------------------------------|--|
|   | 1.1a If request is in-person, provide contact details of Psychosocial Assistant, otherwise, proceed to step 2. | None            | 5 Minutes                            | <i>Administrative Assistant II</i><br>Administrative Office,<br>UPCWGS |
| 2. Provide further information regarding the request through preferred communication channel. | 2.1 Evaluate information if case can be accommodated or must be referred to appropriate service provider       | None            | 1 Day                                | <i>Director</i><br>UPCWGS  |
|   | 2.1a If for referral, issue referral form  | None            | 10 Minutes                           | <i>Director</i><br>UPCWGS  |
|   | 2.1b If can accommodate, issue informed consent form   | None            | 10 Minutes                           | <i>Director</i><br>UPCWGS  |
| 3. Submit accomplished informed consent form.   | 3.1 Start the first counseling session.  | None            | 1 Hour                               | <i>Director</i><br>UPCWGS  |
|   | 3.1a If client request other dates, schedule the first counseling session                                      | None            | 5 Minutes                            | <i>Director</i><br>UPCWGS  |
| <b>TOTAL</b>  |  |                 | <b>1 Day, 1 Hour,<br/>32 Minutes</b> |  |



**CENTER FOR WOMEN'S AND GENDER  
STUDIES  
INTERNAL SERVICES**



## 1. APPLICATION FOR DAY CARE SERVICES

Kalinga Day Care Center (KDCC) offers a year-long daycare service program that provides supplemental care and developmentally appropriate learning experiences for children ages 2-4.11 years old.

|                            |   |
|----------------------------|---|
| <b>Office or Division</b>  | Center for Women's and Gender Studies<br>Kalinga Day Care Center                            |
| <b>Classification</b>      | Complex   |
| <b>Type of Transaction</b> | G2G - Government to Government  |
| <b>Who may Avail</b>       | UP Employees (System and Constituent Universities)<br>with children ages 2 - 4.11 years old |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE   |
|--|---|
| 1. Recent 2"x 2" photo of child<br>(1 Digital Copy, 1 Physical Copy)   | Requesting Party  |
| 2. Birth certificate of the child<br>(1 Digital Copy, 1 Original Copy)   | Philippine Statistics Authority (PSA)                                 |
| 3. Medical Certificate of the child<br>(indicating that the child is<br>physically fit) (1 Digital Copy, 1<br>Physical Copy) | University Health Service (UHS) or any<br>registered medical provider |
| 4. Certificate of Employment<br>(1 Digital Copy, 1 Photocopy)  | UP System HRDO or UPCU HRDO   |
| 5. <a href="#">KDCC Online Application form</a><br>(Google form)   | Kalinga Day Care Center, Administrative<br>Office                     |
| 6. Statement of Account (SOA)<br>(1 copy)  | Kalinga Day Care Center, Administrative<br>Office                     |

| CLIENT STEPS   | AGENCY ACTION                  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE        |
|--|--------------------------------|-----------------|-----------------|---------------------------|
| 1. Submit application form and requirements through the google form. | 1.1. Receive Application form. | None            | 5 Minutes       | <i>Director</i><br>UPCWGS |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID              | PROCESSING TIME | PERSON RESPONSIBLE        |
|--|--|------------------------------|-----------------|---------------------------|
| 2. Submit physical copies of the requirements in a brown long envelope on the specified date at Kalinga Day Care Center, 50 Aglipay corner Agoncillo St., UP Campus Diliman, Quezon City | 2.1 Release dates for Submission of Hard Copies  | None                         | 5 Minutes       | <i>Director</i><br>UPCWGS |
|  | 2.2 Evaluate if requirements are complete.   | None                         | 15 Minutes      | <i>Director</i><br>UPCWGS |
|  | 2.3 Check slot availability.   | None                         | 5 Minutes       | <i>Director</i><br>UPCWGS |
| 3. Receive information on application status   | 3.1.a If slot is not available, include client in waitlist and inform client   | None                         | 15 Minutes      | <i>Director</i><br>UPCWGS |
|  | 3.1.b If the slot is available, inform client of availability and ask for confirmation - proceed to step 4.1                       | None                         | 15 Minutes      | Director,<br>UPCWGS       |
| 4. Receive SOA.  | 4.1 Send a Statement of Account (SOA) with the applicable fees from the online system via email once the client confirms the slot. | Refer to table of fees below | 15 Minutes      | Director,<br>UPCWGS       |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID                   | PROCESSING TIME                   | PERSON RESPONSIBLE  |
|---|---|-----------------------------------|-----------------------------------|---------------------|
| 5. Pay applicable fees at Diliman Cash Office, PNB Building, corner of G. Apacible St. and P. Valenzuela St. UP Campus Diliman, Quezon City | 5.1 Issue official receipt                            | Refer to the table of fees below. | 1 Day                             | Director<br>DCO     |
|   | 5.2 Check confirmation of payment in BULSA.           | None                              | 3 Days                            | Director,<br>UPCWGS |
| 6. Receive confirmation of admission  | 6.1 Provide parents with the schedule of orientation. | None                              | 15 Minutes                        | Director,<br>UPCWGS |
| <b>TOTAL</b>  |   | Refer to the table of fees below. | <b>4 Days, 1 Hour, 30 Minutes</b> |                     |

#### RATES FOR KALINGA DAY CARE CENTER SERVICES

| Rates for Non-UP          | Amount     | Rates for UP Dependents   | Amount     |
|---------------------------|------------|---------------------------|------------|
| <b>Half-Day Sessions</b>  |            | <b>Half-Day Sessions</b>  |            |
| Monthly                   | ₱3,400.00  | Monthly                   | ₱2,100.00  |
| Semestral                 | ₱16,500.00 | Semestral                 | ₱10,000.00 |
| <b>Whole-Day Sessions</b> |            | <b>Whole-Day Sessions</b> |            |
| Monthly                   | ₱4,360.00  | Monthly                   | ₱2,700.00  |
| Semestral                 | ₱21,300.00 | Semestral                 | ₱13,000.00 |



## 2. REQUEST FOR GENDER AND DEVELOPMENT TRAINING, TECHNICAL ASSISTANCE, AND/OR CONSULTANCY

Provision of gender-related training, technical assistance, and consultancy to strengthen clients' gender analysis capabilities, ensuring that their programs, projects, and research initiatives are gender-responsive and transformative.

The scope of this process starts with the receiving of requests and ends with the approval/referral of the requests.

|                            |   |
|----------------------------|---|
| <b>Office or Division</b>  | Center for Women's and Gender Studies<br>Training, Outreach, and Extension Program  |
| <b>Classification</b>      | Simple  |
| <b>Type of Transaction</b> | G2G - GOVERNMENT TO CITIZEN<br>G2G - GOVERNMENT TO GOVERNMENT   |
| <b>Who may Avail</b>       | UP Faculty, UP Staff (Permanent, UP Contractual, Job Order, Contract of Service)<br>UP Constituent Universities<br>UP Philippine General Hospital |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE  |
|--|------------------|
| 1. Request letter (1 digital copy) with necessary information: <ul style="list-style-type: none"> <li>• Venue</li> <li>• Date</li> <li>• Topic</li> <li>• Budget allotment</li> <li>• Transportation</li> <li>• Preferred resource person (if applicable)</li> </ul> | Requesting Party |
| 2. Training needs assessment (1 digital copy), if available  | Requesting Party |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                       |
|--|--|-----------------|-----------------|--|
| 1. Send a request letter via training unit email: <a href="mailto:training.upcwgs@up.edu.ph">training.upcwgs@up.edu.ph</a> . | 1.1 Acknowledge receipt of the email.                    | None            | 2 Minutes       | <i>Administrative Officer IV</i><br>CWGS |
|  | 1.2 Forward the request to the Deputy Director/Director. | None            | 2 Minutes       | <i>Administrative Officer IV</i><br>CWGS |
|  | 1.3. Review of the request.                              | None            | 1 Day           | <i>Director</i><br>CWGS                  |
|  | 1.3.a If unable to accommodate,                          | None            | 1 Day           | <i>Director</i><br>CWGS                  |

| CLIENT STEPS                    | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME          | PERSON RESPONSIBLE                    |
|---------------------------------|---|-----------------|--------------------------|---------------------------------------|
|                                 | contact potential service provider(s). Proceed to step 2.1.2  |                 |                          |                                       |
| 2. Receive decision on request. | 2.1 Forward decision via email:   | None            | 2 Minutes                | <i>Administrative Officer IV CWGS</i> |
|                                 | 2.1a If approved, schedule a face-to-face or online meeting with the requesting party.                                  | None            |                          | <i>Administrative Officer IV CWGS</i> |
|                                 | 2.1b If for referral, send the contact details (email address and contact person) of the potential service provider(s). | None            |                          | <i>Administrative Officer IV CWGS</i> |
| <b>TOTAL</b>                    |   | <b>None</b>     | <b>2 Days, 6 Minutes</b> |                                       |

**Rates of Honoraria for Provision of Training Assistance**  
(for Reference should the training program pushed through)

|  |           |
|--|-----------|
| Pre-training (Creation of Training Design) | Php 1,500 |
| Training Proper (Hourly rate per person)   | Php 2,500 |



### 3. REQUEST FOR GENDER SENSITIVE PSYCHOSOCIAL ASSISTANCE AND PEER COUNSELING SERVICES

The feminist and gender-sensitive peer counseling service offers free psycho-social support to the UP community—students, employees, residents, alumni, and external referrals (outside UP). It focuses on providing psychological first aid and peer counseling, particularly for women and LGBTQ+ individuals facing gender-based violence and other gender-related challenges.

|                            |   |
|----------------------------|---|
| <b>Office or Division</b>  | Center for Women’s and Gender Studies, Training, Outreach, and Extension Program  |
| <b>Classification</b>      | Simple  |
| <b>Type of Transaction</b> | G2G - Government to Government  |
| <b>Who may Avail</b>       | UP Employees (Faculty, Staff)<br>*All <u>adult</u> victims-survivors of gender-based violence needing psycho-social assistance and those dealing with other gender-related difficulties |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE                       |
|--|---------------------------------------|
| 1. Informed consent form (1 copy)<br>Note: To be submitted before actual intake and not before availing the service. | Center for Women’s and Gender Studies |

| CLIENT STEPS  | AGENCY ACTION                      | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|---|------------------------------------|-----------------|-----------------|--|
| 1. Send expression of interest in availing of psychosocial assistance/peer counseling through <a href="mailto:cws@up.edu.ph">cws@up.edu.ph</a> or <a href="mailto:psa.upcwgs@up.edu.ph">psa.upcwgs@up.edu.ph</a><br><br><i>Note: In-person request is accommodated at UP Center for Women’s and Gender Studies Office, Magsaysay Avenue corner Ylanan St. UP Campus Diliman, Quezon City.</i> | 1.1 Acknowledge request via email. | None            | 2 Minutes       | <i>Administrative Assistant II</i><br>Administrative Office, UPCWGS<br><br>or<br><i>Director</i><br>UPCWGS |



| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME                      | PERSON RESPONSIBLE   |
|---|--|-----------------|--------------------------------------|--|
|   | 1.1a If request is in-person, provide contact details of Psychosocial Assistant, otherwise, proceed to step 2. | None            | 5 Minutes                            | <i>Administrative Assistant II</i><br>Administrative Office,<br>UPCWGS |
| 2. Provide further information regarding the request through preferred communication channel. | 2.1 Evaluate information if case can be accommodated or must be referred to appropriate service provider       | None            | 1 Day                                | <i>Director</i><br>UPCWGS  |
|   | 2.1a If for referral, issue referral form  | None            | 10 Minutes                           | <i>Director</i><br>UPCWGS  |
|   | 2.1b If can accommodate, issue informed consent form   | None            | 10 Minutes                           | <i>Director</i><br>UPCWGS  |
| 3. Submit accomplished informed consent form.   | 3.1 Start the first counseling session.  | None            | 1 Hour                               | <i>Director</i><br>UPCWGS  |
|   | 3.1a If client request other dates, schedule the first counseling session                                      | None            | 5 Minutes                            | <i>Director</i><br>UPCWGS  |
| <b>TOTAL</b>  |  |                 | <b>1 Day, 1 Hour,<br/>32 Minutes</b> |  |



#### 4. REQUEST FOR USE OF CWGS SPECIAL COLLECTIONS LIBRARY

The **CWGS Special Collections Library** service preserves, organizes, and provides responsible on-site access to its unique materials. It ensures the integrity, accessibility, and continued relevance of gender and women’s studies resources through standardized cataloging and careful maintenance. Use of the collection is guided by room-use monitoring to promote a secure and supportive research environment.

|                            |   |
|----------------------------|---|
| <b>Office or Division</b>  | Center for Women’s and Gender Studies, Research, Publication, and Resource Collection |
| <b>Classification</b>      | G2G - Government to Government  |
| <b>Type of Transaction</b> | Simple  |
| <b>Who may Avail</b>       | UP Employees (Faculty and Staff)  |

| CHECKLIST OF REQUIREMENTS                          | WHERE TO SECURE                               |
|--|---|
| 1. UP Identification Card                          | Requesting Party                              |
| 2. Endorsement from office/college (if applicable) | Requesting Party’s Office                     |
| 3. Visitor information log form                    | Center for Women’s and Gender Studies Library |

| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|--|---|-----------------|-----------------|---|
| 1. Present Valid UP ID and Endorsement letter (if applicable) at the receiving desk of the CWGS Special Collections Library at Center for Women’s and Gender Studies, Magsaysay Avenue, Corner Ylanan Street, UP Diliman, Quezon City. | 1.1 Check ID and endorsement letter.                        | None            | 2 Minutes       | <i>Deputy Director for Research, Publication, and Resource Collection</i><br>UPCWGS |
|  | 1.2 Ask the client to fill out the Visitor Information Log. | None            | 2 Minutes       | <i>Deputy Director for Research, Publication, and Resource Collection</i><br>UPCWGS |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE  |
|---|---|-----------------|-------------------|---|
|   | 1.2a If the client knows how to use TUKLAS, ask the client to directly search in TUKLAS using the library computer. | None            | 5 Minutes         | <i>Deputy Director for Research, Publication, and Resource Collection</i><br>UPCWGS |
|   | 1.2b If unfamiliar with TUKLAS, assist the client in how to use TUKLAS, otherwise proceed to step 2.                | None            | 5 Minutes         | <i>Deputy Director for Research, Publication, and Resource Collection</i><br>UPCWGS |
| 2. Provide information about resource material (book, magazine, etc.) needed. | 2.1 Receive information of resource needed  | None            | 1 Minute          | <i>Deputy Director for Research, Publication, and Resource Collection</i><br>UPCWGS |
|   | 2.2 Retrieve the resource material requested .  | None            | 5 Minutes         | <i>Deputy Director for Research, Publication, and Resource Collection</i><br>UPCWGS |
|   | 2.2a If the resource material is available, hand it over to the client for room use.                                | None            | 1 Minute          | <i>Deputy Director for Research, Publication, and Resource Collection</i><br>UPCWGS |
|   | 2.2b If the resource material is unavailable, inform the client   | None            | 1 Minute          | <i>Deputy Director for Research, Publication, and Resource Collection</i><br>UPCWGS |
| <b>TOTAL</b>  |   | <b>None</b>     | <b>22 Minutes</b> |   |



## 5. RESERVATION OF CWGS CONFERENCE ROOM

The UP CWGS Conference Room is a flexible space for meetings, research forums, and small conferences, with a capacity of 30 participants. Reservations are on a first-come, first-served basis and should be made at least five Days in advance, prioritizing activities aligned with the Center's advocacy.

A maintenance fee applies for reservations by external clients or other offices. Additional fees will be charged for activities outside regular Hours, including weekends and holidays, to cover overtime for staff and equipment operators. Equipment fees (TV/projector, sound system) are billed separately by the UPCWS Foundation, Inc.

|                            |  |
|----------------------------|--|
| <b>Office or Division</b>  | Center for Women’s and Gender Studies, Administrative Office |
| <b>Classification</b>      | Simple   |
| <b>Type of Transaction</b> | G2G - Government to Government                               |
| <b>Who may Avail</b>       | CWGS Units and UP Offices                                    |

| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE  |
|---|--|
| 1. Letter of request with Program (1 electronic copy)                         | Requesting Party / Client                                    |
| 2. <a href="#">Online Reservation form</a>                                    | Center for Women’s and Gender Studies, Administrative Office |
| 3. Printed Reservation form (1 printed copy)                                  | Center for Women’s and Gender Studies, Administrative Office |
| 4. Acknowledgement Receipt for applicable fees for personnel (1 printed copy) | Center for Women’s and Gender Studies, Administrative Office |
| 5. Official Receipt for equipment use (1 printed copy)                        | UP Center for Women’s Foundation, Inc.                       |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|--|--|-----------------|-----------------|---|
| 1. Submit request through the Online Reservation Form. | 1.1 Receive reservation request.   | None            | 15 Minutes      | <i>Administrative Officer II</i><br>Administrative Office, UPCWGS |
|  | 1.2 Evaluate completeness of details and check schedule of availability. | None            | 1 Day           | <i>Administrative Officer II</i><br>Administrative Office, UPCWGS |

| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>            | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
|--|--|-----------------------------------|------------------------|---|
| 2. Receive the decision on request.                        | 2.1 Send the decision on the request.  | None                              | 15 Minutes             | <i>Administrative Officer II</i><br>Administrative Office, UPCWGS |
|  | 2.1a If conference room is unavailable on the requested date, inform client of alternative schedules, otherwise cancel the reservation request | None                              |                        | <i>Administrative Officer II</i><br>Administrative Office, UPCWGS |
|  | 2.1b If conference room is available, proceed to step 3  | None                              |                        | <i>Administrative Officer II</i><br>Administrative Office, UPCWGS |
| 3. Finalize the booking details                            | 3.1 Finalize schedule and send the google calendar invite to client  | Refer to the table of fees below. | 15 Minutes             | <i>Administrative Officer II</i><br>Administrative Office, UPCWGS |
|  | 3.2 Generate and print approved reservation form.  | None                              |                        | <i>Administrative Officer II</i><br>Administrative Office, UPCWGS |
|  | 3.3 Issue acknowledgement receipt signed by staff receiving payment.   | None                              |                        | <i>Administrative Officer II</i><br>Administrative Office, UPCWGS |
| 4. Pay for the applicable fees on the day of the activity. | 4.1 Receive payment from the client.   | Refer to the table of fees below. | 15 Minutes             | <i>Administrative Officer II</i><br>Administrative Office, UPCWGS |



| CLIENT STEPS | AGENCY ACTION   | FEES TO BE PAID                   | PROCESSING TIME                  | PERSON RESPONSIBLE   |
|--------------|---|-----------------------------------|----------------------------------|--|
|              | 4.2 Issue an official receipt for use of equipment (such as Television and Sound system), if applicable | Refer to the table of fees below. | 15 Minutes                       | <i>Administrative Officer II</i><br>Administrative Office,<br>UPCWGS |
| <b>TOTAL</b> |   | Refer to the table of fees below. | <b>1 Day, 1 Hour, 15 Minutes</b> |  |

#### Conference Room Applicable Fees

| Category   | Rate Per Hour (PHP) |
|--|---------------------|
| <b>Janitorial Staff*</b>                                       |                     |
| Regular Hours (Basic Monthly Rate / 22 Working Days / 8 Hours) | 80.00               |
| Regular Overtime (Hourly rate + 20%)                           | 100.00              |
| HoliDay Overtime (Hourly rate + 30%)                           | 105.00              |
| <b>Audio Technician*</b>                                       |                     |
| Regular Hours (Basic Monthly Rate / 22 Working Days / 8 Hours) | 80.00               |
| Regular Overtime (Hourly rate + 20%)                           | 100.00              |
| HoliDay Overtime (Hourly rate + 30%)                           | 105.00              |
| <b>Building Administrator*</b>                                 |                     |
| Regular Overtime (Hourly rate + 20%)                           | 100.00              |
| HoliDay Overtime (Hourly rate + 30%)                           | 105.00              |
| <b>Equipment (to be billed by UPCWSFI)</b>                     |                     |
| Sound System (Hourly rate)                                     | 200.00              |
| Television / Projector (Hourly rate)                           | 200.00              |

\* Subject to change in accordance with prevailing wage laws