UNIVERSITY OF THE PHILIPPINES SYSTEM

CITIZEN'S CHARTER

2025 (1st Edition)

UNIVERSITY OF THE PHILIPPINES
Center for Women's and Gender Studies

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I. Mandate

Established in 1988, the University Center for Women's Studies (UCWS) evolved from the ideas and commitment to social justice, national development, and women's empowerment of a group of women faculty from the University of the Philippines (UP). Moved by their determined lobbying, Dr. Jose V. Abueva, then UP President, issued Administrative Order No. 83 in July 1988, creating a committee to study the establishment of a system-wide center for women's studies to address the concerns and issues involving women in our university and society.

On 8 December 1988, the UCWS was officially recognized by the Board of Regents (BOR) at its 1017th meeting paving the way for its operation in October 1989.

The rationale for the creation of the UCWS was conceptualized in relation to:

1. the 1987 Constitution which ensures the equality of men and women before the law and recognizes the role of women in nation-building (Article II, Section 14);
2. the Philippine commitment to the 1985 Nairobi Forward-Looking Strategies, and;
3. the United Nations (UN) Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW), to which the country is a signatory.

In 2015, the BOR at its 1309th meeting approved the Guidelines on Promoting Women's Empowerment and Gender Equality in the University of the Philippines and the renaming of the UCWS as the University of the Philippines Center for Women's and Gender Studies (UPCWGS) to reflect the complexity and intersectionality of women's issues, gender, sexuality, and the different systems of society. This reflects as well, the University's commitment to creating enabling mechanisms for enriching knowledge in these fields and advocating for and protecting the rights of all UP members regardless of sex, gender, sexual/gender orientation and identity. Under this new mandate, the UPCWGS shall address concerns and issues on women, gender, and sexuality in the University and in society, in consonance with the University's main tasks of teaching, research and extension and in support of the Magna Carta of Women (MCW).

It serves as the oversight body on women's/gender concerns, acts as catalyst for gender mainstreaming, authority on women's concerns, and lead advocate of women's empowerment, gender equity, and gender equality.

II. Vision

The University of the Philippines Center for Women's and Gender Studies (UPCWGS) as the lead research and policy advocacy hub for gender and women's studies in the country.

III. Mission

- To sharpen awareness about women's and gender issues in the University of the Philippines (UP) as well as in the larger society by developing cutting-edge instructional materials and publishing state of the art research
- To strengthen research and extension programs on gender and women's studies in the UP by conducting innovative studies and supporting gender research by the academic community
- To strengthen instructional and curricular development on gender and women's studies in the UP through gender mainstreaming and forward-looking course design
- To develop the next generation of academic leaders in gender and women's studies through collaboration and mentoring
- To provide an organizational umbrella for system-wide activities in women's and gender studies

IV. Service Pledge

We, the officers and staff of the UP Center for Women's and Gender Studies, pledge to provide gender-responsive, inclusive, and high-quality services to our stakeholders. Specifically, we commit to:

- actively advocate for policies, programs, and initiatives that uphold gender rights, eliminate discrimination, and foster inclusivity in all aspects of society.
- ensure that our programs and services are easily accessible, efficient, and responsive to the diverse needs of our community, providing timely and relevant support.
- maintain transparency, professionalism, and ethical conduct in all our engagements, continuously improving our services through research, collaboration, and public feedback.
- all applicants or requesting parties who are within the premises of the office concerned prior to the end of official working hours and during lunch break shall be attended to.

With these commitments, we dedicate ourselves to advancing gender justice and social transformation for a more equitable society.

V. List of Services

UP CENTER FOR WOMEN'S AND GENDER STUDIES

EXTERNAL SERVICES

1. APPLICATION FOR DAYCARE SERVICES

A year-long daycare service program to provide supplemental care and developmentally appropriate learning experiences for children age ranges from 2-4.11 years old

Office or Division	Kalinga Day Care Center - Administrative Office
Classification	Simple
Type of Transaction	G2C–Government to Citizen
Who may Avail	All (children age ranges from 2.0 to 4.11 years old)

Checklist of Requirements	Where to Secure
1. Long Brown Envelope	Client
2. KDCC Application form (Google Form)	Kalinga Day Care Center
3. Two recent 1" x 1" photos of child	Client
4. Photocopy of the original birth certificate of the child	Philippine Statistics Authority (PSA)
5. Medical certificate of the child (indicating the child is fit)	Client
6. Certification of Employment (For UP Personnel Only)	UP HRDO
7. Form 5/Registration (For UP Student Only)	UP Unit/College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire to administrative staff how to apply for regular daycare services	1.1 Inform client about the steps of the application form		5 minutes	Client, Administrative Staff, Kalinga Day Care Center
2. Submit application form and other requirements	2.1 Receives and evaluate application form and other requirements		15 minutes	Client, Administrative Staff, Kalinga Day Care Center
	2.2 Inform client about availability of slot		5 minutes	Client, Administrative Staff, Kalinga Day Care Center
	2.3 If there is available slot, provide statement of account		15 minutes	Client, Administrative Staff, Kalinga Day Care Center

	2.4 If there is no available slot, include client on waiting list, and wait for further updates		15 minutes	Client, Administrative Staff, Kalinga Day Care Center
3. Pay tuition fee at UP Cashier	3.1 Check BULSA to confirm payment of client		1-3 working days (depending on the mode of payment)	Client, Administrative Staff, Kalinga Day Care Center, UP Diliman Cashier Staff
	TOTAL		**3 days and 40 minutes**	

Rates for Kalinga Day Care Center Services

Rates for Non-UP	**Amount**	**Rates for UP Dependents**	**Amount**
Half-Day Sessions		**Half-Day Sessions**	
Monthly	₱3,400.00	Monthly	₱2,100.00
Semestral	₱16,500.00	Semestral	₱10,000.00
Whole-Day Sessions		**Whole-Day Sessions**	
Monthly	₱4,360.00	Monthly	₱2,900.00
Semestral	₱21,300.00	Semestral	₱14,000.00

2. GENDER-SENSITIVE PSYCHOSOCIAL ASSISTANCE AND PEER COUNSELING

The feminist and gender-sensitive peer counseling/psycho-social assistance service aims to address some of the psychosocial needs of members of the UP community – students, employees, campus residents, and alumni – as well as those who are referred from outside the University. In particular, the service is aimed at meeting the needs of women and LGBTQ+ persons who require psychological first aid and peer counseling for difficulties arising from gender-based violence and other gender-related issues.

Office or Division	Gender-Sensitive Psychosocial Assistance and Peer Counseling Service, Center for Women's and Gender Studies
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	All adult survivors of gender-based violence needing psycho-social assistance and those dealing with other gender-related difficulties.

Checklist of Requirements	**Where to Secure**
Expression of interest in availing of psychosocial assistance/peer counseling in person, through phone or online.	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Inquire about availing psychosocial assistance in person, through the phone or online.	1.1 Admin assistant refers inquiry to peer counselor. 1.2 Peer counselor acknowledges queries and obtains initial information.	N/A	2 working days	Administrative Assistant II, Administrative Office (through admin inquiries); Peer Counselor
2. Provide relevant information.	2.1 Based on information provided, the peer counselor determines if the request is appropriate (e.g. gender issues are given priority while other concerns may be referred to other services, if needed).	N/A	1 working day *(The actual appointment for the initial session will depend on the availability of the client and the peer counselor.)*	Peer counselor

	2.2 When applicable, the peer counselor schedules the initial session for the next available time, which can be either in person at the UP CWGS or online through video call.			
	2.3 For requests that may be best addressed by other services, the peer counselor explains fully the reason for referring and provides information for possible next steps.			
3. Meet with the peer counselor in-person or online	3.1 The peer counselor meets with the interested individuals for the first session as scheduled and orients them on the service including its limitations.		2 hours	Peer Counselor
	3.2 The peer counselor provides an overview of how the service may help the client. Written consent is obtained, and the next steps are determined together with the client.			
4. Follow the next steps as agreed with the peer counselor	4.1 Hold continuing sessions as scheduled and agreed with the client		1.5 hours per session	Peer Counselor

	4.2 In cases of suicide risk, consult with family members and support group.			
	4.3 Keep confidential notes of peer counseling sessions.			
5. Terminate psychosocial assistance/peer counseling sessions as desired or agreed upon with the peer counselor.	5.1 The peer counselor may suggest termination of psychosocial assistance at the appropriate time. Alternatively, the peer counseling relationship may also end at any time the client wishes to terminate it.		1.5 hours final session	Peer Counselor
6. Fill up client satisfaction form.	6.1 Address any issues or respond to suggestions in the client satisfaction form.			Peer Counselor
	TOTAL	**N/A**	**3 days, 2 hours 1.5 hours/ session**	

3. LIBRARY SERVICES

Use of Library and Resource Collection of UP CWGS
This refers to the use and access of all resources and facilities available in the library.

Office or Division	UP System – Center for Women's and Gender Studies – Research, Publication, and Resource Collection Program
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UP Students and Employees, Students, Researchers

Checklist of Requirements	**Where to Secure**
1. UP, School, or Company ID and/or Letter of Endorsement	Faculty, researchers, and students

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and/or Letter of Endorsement from office or school and/ or office	1.1 Check ID	None	2 minutes	Library Staff (Administrative Aide III)
2. Provide or search for title or author or subject needed through the TUKLAS	2.1 Check TUKLAS for availability; 2.2 If available, get the book/research material then give it to the client for room use	None	15 minutes	Library Staff (Administrative Aide III)
3. Read and or study book/research material provided		None	1-2 hours	
4. Leave the book/ research material on the table or give to the library staff after use	4.1 Check the borrowed material then return to shelf	None	5 minutes	Library Staff (Administrative Aide III)
	TOTAL		**1 - 2 hours**	

4. REQUEST FOR GAD TRAINING, TECHNICAL ASSISTANCE, AND/OR CONSULTANCY

The Request for GAD Training, Technical Assistance, and/or Consultancy aims to assist SUCs and other HEIs in the implementation of CHED Memorandum Order No.1 Series of 2015 or the "Establishing the Policies and Guidelines on GAD in CHED and HEIs." Likewise, this also seeks to increase knowledge and sharpen the gender analysis of participants from government agencies, NGOs, POs, and other civil society groups and ensure their PPAs are gender-responsive and transformative.

The scope of this process starts with the receiving of requests and ends with the post-activity evaluation of the clients.

Office or Division	Training, Outreach, and Extension Program
Classification	Complex
Type of Transaction	G2G - GOVERNMENT TO CITIZEN, G2G - GOVERNMENT TO BUSINESS, G2G - GOVERNMENT TO GOVERNMENT
Who may Avail	UP Staff and Students, UP Constituents Universities, PGH, SUCs and other HEIs, LGUs, Government Offices and Instrumentalities, NGOs, POs, and other Civil Society Groups

Checklist of Requirements	**Where to Secure**
The service provider may request a letter indicating the type of service to be availed.	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiry and/or request letter via email.	1.1 If the client inquires via walk-in, phone call, or Facebook, require them to submit a request letter via email and inform them that the request will only be processed once CWGS has received the request letter.	None	1 working day	Administrative Officer IV

	1.2 The Deputy Director for the Training Unit and the Director will review the request for approval.	None	1 working day	Deputy Director for the Training Unit, Director
2. Schedule a meeting with CWGS and/or service provider/s.	2.1 Once approved, a face-to-face or online meeting with the client will be scheduled via email.	None	1 working day	Clients, Administrative Officer IV
	2.2 If unable to accommodate, the requesting party will be informed and, whenever possible, refer the request to potential service provider(s).	None		
3. Attend the preliminary meeting.	3.1 Consensus between CWGS and requesting party of scope and limitations of services requested.	None	1 working day	Clients, Training Unit, Service Provider/s
4. Identify the needs of the service requested, such as but not limited to resource person(s), logistics required (venue, food, equipment), and budgetary requirements.	4.1 Preparation for the service requested such as but not limited to: identification of resource person(s), identification of logistics required (venue, food, equipment), preparation of budgetary requirements or Line-Item Budget (LIB).	None	10 working days	Clients, Administrative Officer IV

5. Assess the specific needs and expectations of the participants to ensure the training is tailored to their objectives.	5.1 Conduct of training needs assessment for the participants.	None	1 working day	Service Provider/s, Administrative Officer IV
6. Assist the service provider/s in facilitating the training sessions, technical assistance, consultancy.	6.1 Conduct of training, technical assistance, and consultancy.	(Depends on the service provider/s and the service/s availed.)	1-3 working days	Clients, Training Unit/Service Provider/s
7. Gather feedback from participants.	7.1 Conduct feedback and/or evaluation of the training, technical assistance, and consultancy.	None	1 working day	Service Provider/s, Administrative Officer IV
	7.2 Request a copy of the attendance and feedback/evaluation forms from the clients if they conduct the post-assessment.	None	1 working day	
	TOTAL		**20 days**	

5. RESEARCH GRANT

The grant seeks to fund cutting-edge research on women and gender in the Philippines.

Office or Division	Research, Publication and Resource Collection Program
Classification	Multi-stage processing
Type of Transaction	G2C
Who may Avail	Researchers who are UP employees (regular and contractual), and non-UP employees if they team up with a UP employee

Checklist of Requirements	Where to Secure
Project Proposal Form	Research, Publication and Resource Collection Program
Project Proposal	From researcher
Ethics Checklist Form	Research, Publication and Resource Collection Program
Ethics Checklist answers	From researcher
Cover letter signifying interest and summarizing the project proposal	From researcher
Recommendation letter from the project leader's past or present supervisor	From project leader's past or present supervisor
Office Order/ Job Order Form	Administrative office
Accomplished Office Order/ Job Order Form	From researcher
Photo, scan, or xerox of Government issued id	Any government office that issues an identification card
Bank/Landbank account information	From any bank/Landbank
Tin number	From researcher
Curriculum Vitae	From researcher
Memorandum of Agreement	Research, Publication and Resource Collection Program
Accomplished Memorandum of Agreement	From researcher
Progress Report Guidelines	Research, Publication and Resource Collection Program
Progress Report (3)	From researcher

Revised Progress report/s when requested	From researcher
Journal Article Guidelines	Research, Publication and Resource Collection Program
Journal Article	From researcher
Revision of journal article according to review process of Review of Women's Studies	From researcher
RWS Contributor Checklist	Research, Publication and Resource Collection Program
Accomplished RWS Contributor Checklist	From researchers
Copyright Transfer Agreement	Research, Publication and Resource Collection Program
Accomplished Copyright Transfer Agreement	From researcher
Policy Brief	From researcher
Matrix for information about dissemination opportunities for PBB (repeatedly until three years after receipt of grant)	Research, Publication and Resource Collection Program
Accomplished Matrix for information about dissemination opportunities for PBB (repeatedly until three years after receipt of grant)	From researcher
Revisions and additional info for PBB	From researcher
Attendance at orientation	By researcher
Attendance and presentation at Review of Women's Studies launch or any other event organized or co-organized by the Center when invited	By researcher
In the event of non-compliance, return the funds	From researcher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Call for Submissions				
	1. Post call for applications	None	1 day	University Research Associate 1
Subtotal			*1 day*	
B. Submission of applications				
1. Submit application in response to call	1. Receive applications	None	14 days	University Research Associate 1
Subtotal			*14 days*	
C. Selection of grantees				
	1. Review applications	None	21 days	Deputy Director for Research,

	and selection of grantees			Publication and Resource Collection Program, Director
	2. Announce grant awardees	None	1 day	University Research Associate 1
Subtotal			*22 days*	
D. Processing of accepted applications				
1. Submit administrative requirements	1. Receive and process administrative requirements	None	14 days	University Research Associate 1, Administrative Officer II
2. Attend orientation	1. Conduct orientation	None	1 day	University Research Associate 1
3. Submit requirements for contract	1. Receive requirements	None	1 day	University Research Associate 1
	2. Get MOA/RGA signed by Deputy Director for Research, Publication and Resource Collection Program, Director	None	3 days	University Research Associate 1
	3. Get MOA/RGA notarized	None	66 days	Administrative Officer II, lawyer
Subtotal			*85 days*	
E. Submission and review of progress reports				
1. Submit Progress report (1)	1. Receive report	None	1 day	University Research Associate 1
	2. Review report	None	7 days	Deputy Director for Research, Publication and Resource Collection Program

2. Submits revisions (if necessary)	1. Receives revisions	None	1 day	University Research Associate 1
	2. Reviews revisions	None	7 days	Deputy Director for Research, Publication and Resource Collection Program
3. Submit Progress report (2)	1. Receive report	None	1 day	University Research Associate 1
	2. Review report	None	7 days	Deputy Director for Research, Publication and Resource Collection Program
4. Submits revisions (if necessary)	1. Receives revisions	None	1 day	University Research Associate 1
	2. Reviews revisions	None	7 days	Deputy Director for Research, Publication and Resource Collection Program
5. Submit Progress report (3)	3. Receive report	None	1 day	University Research Associate 1
	4. Review report	None	7 days	Deputy Director for Research, Publication and Resource Collection Program
6. Submits revisions (if necessary)	3. Receives revisions	None	1 day	University Research Associate 1
Subtotal			*41 days*	
F. Journal article and Policy Brief Requirements				
1. Submit journal article and Policy Brief	1. Receive journal article and policy	None	1 day	University Research Associate 1

	brief. Submit journal article to Review of Women's Studies			
	2. Article undergoes RWS process until Step D	Process revisions	116 days	RWS editorial team
2. Submit RWS Contributor Checklist and Copyright Transfer Agreement for Review of Women's Studies	Receive requirements	None	1 day	University Researcher I
Subtotal			*118 days*	
G. Submit PBB requirements				
1. Submit information about dissemination opportunities for PBB (repeatedly until three years after receipt of grant)	Process information	None	22 days	University Research Associate 1, Publication Production Chief I
2. Accomplish revisions and submit additional information for PBB	Process information	None	22 days	University Research Associate 1, Publication Production Chief I
Subtotal			*44 days*	
H. Presentations				
1. Make presentation for Review of Women's Studies launch and any event organized or co-organized	1. Prepares for event	None	22 days	University Research Associate 1 for Center events, University Researcher I for Review of Women's

by the Center when invited				Studies launch, or partner organizations for other events
	2. Creates publication materials	None	22 days	University Research Associate 1 for Center events, University Researcher I for Review of Women's Studies launch, or partner organizations for other events
	3. Promotes event	None	22 days	University Research Associate 1 for Center events, University Researcher I for Review of Women's Studies launch, or partner organizations for other events
2. Attend and present at the Review of Women's Studies launch and any event organized or co-organized by the Center when invited	1. Conducts event	None	1 day	University Research Associate 1 for Center events, University Researcher I for Review of Women's Studies launch, or partner organizations for other events
3. Answer feedback form/s about grant and	1. Sends and receives form	None	1 day	University Research Associate 1

events invited to				
Subtotal			*68 days*	
I. Non-compliance				
1. If non-compliant, return the funds	1. Looks for documentation of funds	None	22 days	University Research Associate 1
	2. Writes letter and makes director and Deputy Director for Research, Publication and Resource Collection Program sign	None	14 days	University Research Associate 1
	3. Emails researcher the letter	None	1 day	University Research Associate 1
2. If remains non-compliant, an administrative/civil complaint will be filed	1. Filing of complaint	None	14 days	University Research Associate 1
	1. Preliminary investigation	None	132 days	Legal Office of the Constituent University
	2. A formal charge shall be filed upon a finding of prima facie case	None	14 days	Legal Office of the Constituent University
	3. Formal investigation	None	132 days	Legal Office of the Constituent University
	4. Decision release	None	1 day	Legal Office of the Constituent University
3. (optional) Grantee can appeal	Process appeal	None	132 days	Legal Office of the Constituent University
Subtotal			*462 days*	
	TOTAL		855 days	

6. *REVIEW OF WOMEN'S STUDIES* PUBLICATION PROCESS

Processing of submissions for publication in the *Review of Women's Studies* journal.

Office or Division	UP System – Center for Women's and Gender Studies – Research, Publication, and Resource Collection Program
Classification	Multi-stage processing
Type of Transaction	G2C – Government to Citizen
Who may Avail	All faculty, researchers, and students

Checklist of Requirements	**Where to Secure**
1. Manuscript Guidelines	Guidelines can be accessed at https://cws.up.edu.ph/?page_id=445
2. Contributor Checklist	All forms can be downloaded from https://cws.up.edu.ph/?page_id=445
3. Copyright Transfer Agreement	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Post call for submissions	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	SUBTOTAL	**None**	**1 day**	
A. Submission of Work				

1. Submit work for consideration	1. Receive work from contributor and send to editor-in-chief for review	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	2. Preliminary review of work	None	14 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
2. Receive preliminary review If decision is for revision, revise work then resubmit	3. Inform contributor of result of preliminary review *Decision may be: (a) accepted for peer review without revision, (b) for revision, or (c) rejected* If decision is accepted for peer review without revision, proceed to next step	None	14 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	4. Send works to editorial board for confirmation	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)

	5. Review and confirm works for peer review	None	14 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	SUBTOTAL	**None**	**44 days**	
B. Peer Review of Work				
	1. Identify two peer reviewers and send work for evaluation	None	7 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	2. Peer review of work	None	14 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	3. Receive evaluation from peer reviewer and send to editor-in-chief	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	SUBTOTAL	**None**	**22 days**	
C. Revision of Work				

1. Receive evaluation of peer reviewers and revise accordingly If decision is accepted with minor/major revision, revise work then resubmit If decision is (1) accepted without revision or accepted with minor/major revision and (2) rejected, revise work then resubmit. Work will go through a third peer reviewer	1. Inform contributor of evaluation of peer reviewers *Decision may be: (a) accepted without revision, (b) accepted with minor revision, (c) accepted with major revision, or (d) rejected*	None	21 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
2. Submit revised work	2. Receive revised work from contributor and send to editor-in-chief for review	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	3. Review revised work	None	14 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)

3. Receive review of editor-in-chief If decision is for revision, revise work then resubmit	4. Inform contributor of result of review *Decision may be: (a) accepted for technical editing without revision, (b) for revision, or (c) rejected* If decision is accepted for technical editing without revision, proceed to next step	None	14 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	SUBTOTAL	**None**	**50 days**	
D. Technical Editing of Work/s				
	1. Identify copy editor and send works for editing	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	2. Copy editing of works	None	14 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
1. Receive edited work and approve/revise accordingly	3. Send edited work to contributor for final revision/approval	None	7 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)

2. Submit final version of work	4. Receive final version of work from contributor	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	5. Identify style editor and send works for editing	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	6. Style editing of works	None	14 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	7. Send final version of works to editorial board for confirmation	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	8. Review and confirm works for publication	None	14 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	SUBTOTAL:	**None**	**53 days**	
E. Layouting of Journal				

	1. Identify layout artist, cover art artist, and cover design artist and send works for layout	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	2. Layout works and design journal cover	None	14 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	3. Receive soft copy of journal and journal cover studies (at least 2 cover studies) from layout artist/cover design artist and send to editor-in-chief for review/approval	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	4. Review journal cover studies	None	7 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	5. Inform layout artist/cover design artist of result of review	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)

	6. Revise journal cover design	None	7 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	7. Receive final version of journal cover design from layout artist/cover design artist	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	SUBTOTAL	**None**	**32 days**	
F. Proofreading of Journal				
	1. Identify proofreader and send soft copy of journal for proofreading	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	2. Proofread soft copy of journal (at least 2 rounds)	None	14 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	3. Receive proofread soft copy of journal from proofreader and send to layout artist for editing	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)

	4. Edit layout of journal (at least 2 rounds)	None	7 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	5. Receive final version of soft copy of journal from layout artist	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	SUBTOTAL	**None**	**24 days**	
G. Printing of Journal				
	1. Post printing specifications of the journal on the Philippine Government Electronic. Procurement System (PhilGEPS) website for bidding	None	75 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	2. Send soft copy of journal to printing press	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	3. Production of journal dummy	None	30 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)

	4. Receive journal dummy from printing press and send to editor-in-chief for review/approval	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	5. Review journal dummy	None	7 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	6. Inform printing press of result of review of journal dummy If journal dummy is approved for printing, proceed to next step	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	7. Printing of journal	None	30 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	8. Receive printed journal from printing press	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	SUBTOTAL		**146 days**	
H. Online Posting of Journal				

	1. Post soft copy of journal on the UPCWGS and UP Diliman Journals Online websites	None	3 days	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	SUBTOTAL	**None**	**3 days**	
I. Claiming of Journal Copy				
1. Claim complimentary copies of journal	1. Inform contributor of publication of work in journal	None	1 day	Deputy Director for Research, Publication, and Resource Collection (UP System – Center for Women's and Gender Studies)
	SUBTOTAL	**None**	**1 day**	
	TOTAL	**None**	**376 days**	

INTERNAL SERVICES

1. BORROWING OF EQUIPMENT OR FURNITURE

Some equipment and furniture at CWGS are available for the internal units for borrowing to support the official activities. This manual provides structured and transparent procedure for borrowing equipment or furniture, ensuring accountability, proper documentation, and efficient utilization of resources. Requests must be made five (5) days before the activity or event.

Office or Division	Administrative Office, Center for Women's and Gender Studies
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UPSA Offices

Checklist of Requirements	**Where to Secure**
1. Borrowing of Equipment Request Form (google form)	(Access Link) Administrative Office, Center for Women's and Gender Studies
2. Borrowing of Equipment Request Form (Printed)	Administrative Office, Center for Women's and Gender Studies
3. Letter of Intent, Activity Plan, or Program of Activities to justify purpose of request (Electronic)	Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire how to borrow the furniture or equipment either in person or email	1.1 Give google form to the requesting party	None	15 Minutes	Administrative Aide IV (REMO II) Or Receiving Staff, Administrative Office
2. Submit a request through the google form provided. *Make sure to submit with supporting documents and click submit to ensure receipt of request.*	2.1 Receives and evaluates request	None	30 minutes	Administrative Aide IV, Administrative Office
	2.2 If the request is valid, prints the request form and forwards it to Admin Officer for decision.	None	30 minutes	Administrative Aide IV, Administrative Office
	2.3 Reviews and evaluates request	None	30 minutes	Administrative Officer II, Administrative Office
	2.4 Relay decision to the Administrative Aide	None	10 minutes	Administrative Officer II, Administrative Office

	2.5 If request is disapproved, inform the requesting party of the decision	None	10 minutes	Administrative Aide IV (REMO II), Administrative Office
	2.6 If the request is approved,	None	30 minutes	Administrative Aide IV (REMO II), Administrative Office
	2.6.1 coordinate the pick-up of the equipment or furniture		1 hour	Administrative Aide IV (REMO II), Administrative Office
3. Returns the equipment or furniture after the activity or event	3.1 Assesses the borrowed equipment for any damages	None	1 day	Administrative Aide IV (REMO II), Administrative Office
	3.2 Relays to requesting party any repair requirement for appropriate action	None	1 day	Administrative Aide IV (REMO II), Administrative Office
	TOTAL	**None**	**2 days 3 hours and 35 minutes**	

3. BORROWING OF OFFICIAL VEHICLE

The official vehicle is designated primarily for the use of the Director in representing the organization at official functions, meetings, and events. It ensures efficient transportation for activities related to the Director's duties and responsibilities. CWGS Office Staff and other UPSA offices may request to

borrow the vehicle and driver, provided the vehicle is available and not in use for the Director's official functions.

Requests must be submitted to the office at least three (3) working days prior usage. All requests are subject to approval, and priority will be given to the Director's schedule.

Office or Division	Administrative Office, Center for Women's and Gender Studies
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	CWGS Staff and UPSA Offices

Checklist of Requirements	**Where to Secure**
1. Borrowing of Official Vehicle Request Form (online link)	(Access Link) Administrative Office, Center for Women's and Gender Studies
2. Borrowing of official Vehicle Request Form (printed)	Administrative Office, Center for Women's and Gender Studies
3. Letter of Intent, Travel Order, or Invitation to justify purpose of request (electronic)	Requesting Party
4. Trip Ticket and Annex (printed)	Administrative Office, Center for Women's and Gender Studies

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire how to borrow the official vehicle via in-person visit, or email	1. Give the requesting party access to the request form	None	15 Minutes	Administrative Officer II Or Receiving Staff, Administrative Office
2. Submit a request through the google form provided. *Make sure to submit with supporting documents and click submit to ensure receipt of request by admin office.*	2.1 Receives and evaluates request; checks availability of vehicle against the director's schedule.	None	30 minutes	Administrative Officer II, Administrative Office
	2.2 If request is valid, prints request form and forwards to director for decision.	None	30 minutes	Administrative Officer II, Administrative Office

	2.3 Reviews and evaluates request: final checking of availability of vehicle for use	None	30 minutes	Director, Office of the Director
	2.4 Relay decision to the Administrative Officer	None	10 minutes	Director, Office of the Director
	2.5 If request is disapproved, inform the requesting party of the decision	None	10 minutes	Administrative Officer II, Administrative Office
	2.6 If the request is approved, prepare the Trip Ticket for the official use of vehicle and inform requesting party	None	30 minutes	Administrative Officer II, Administrative Office
3. Requesting party signs the Trip ticket on the day of the trip and uses the vehicle as scheduled and follows the agreed-upon terms and duration.	3.1 Drives the official vehicle as scheduled	None	1 day	Administrative Aide (Driver II), Administrative Office
4. Requesting party also fills out the Vehicle & Driver Satisfaction form after the Trip.	4.1 Completes the Trip ticket details after the official trip.		1 day	Administrative Aide (Driver II), Administrative Office
	3.2 Submits Trip Ticket and Annex to the Administrative Officer II for filing.	None		Administrative Aide (Driver II), Administrative Office
4. When applicable, requesting party can request original copy of Trip Ticket for reimbursement of expenses related to the trip.	4.1 Issues the Original Trip Ticket and Annex to Requesting Party.	None	1 day	Administrative Officer II, Administrative Office
	TOTAL	**None**	**3 days, 2 hours 35 minutes**	

4. RESERVATION AND USE OF CONFERENCE ROOM

The UP CWGS Conference Room is a versatile space designed for activities, meetings, research dissemination forums, and small conferences, with a seating capacity of up to 30 participants. It is available for use by UP offices, staff, faculty, students, and other organizations. Reservations are handled on a first-come, first-served basis and are encouraged for activities that align with the Center's advocacy. Requests must be made at least five (5) days before the event or activity.

A Maintenance fee shall be charged for reservations made by other offices and external clients, as cleaning and maintenance are additional responsibilities beyond regular duties of Janitorial Staff. Furthermore, activities that extend beyond regular hours, including weekends and holidays, will incur additional fees for both the building administrator and janitorial overtime, in accordance with prevailing wage laws. Fees for the operation and maintenance of equipment such as the TV/projector and sound system, however, are billed separately by the UP CWGS Foundation, Inc. (UPCWSFI), as they are the owner of the equipment.

Office or Division	Administrative Office, Center for Women's and Gender Studies
Classification	Simple
Type of Transaction	G2G – Government to Government G2C – Government to Public
Who may Avail	UPSA offices, Government Units, Partner Organizations

Checklist of Requirements	**Where to Secure**
1. Reservation Form	(Access Link) Administrative Office, Center for Women's and Gender Studies
2. Conference Room Calendar	(Access Link) Administrative Office, Center for Women's and Gender Studies
3. Letter of Request or Activity Plan or Program of Activity (Electronic)	Requesting Party
4. Reservation Form (Printed)	Administrative Office, Administrative Office, Center for Women's and Gender Studies
5. Acknowledgement Receipt for applicable fees for personnel (Printed)	Administrative Office, Administrative Office, Center for Women's and Gender Studies or Requesting Party
6. Official Receipt for Equipment Use (Printed)	UP Center for Women's Foundation, Inc.

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requesting Party inquires how to reserve a timeslot for the use of a conference room via in-person/ocular visit, or email.	1.1. Gives google form and access to the Office Calendar to the requesting party	None	15 Minutes	Administrative Officer II or Building Administrator, Administrative Office

2. Requesting Party submits a request through the google form provided. **Make sure to attach supporting documents and click submit to ensure receipt of request.*	2.1. Review request and evaluate completeness of the request	None	1 day	Administrative Officer II or Building Administrator, Administrative Office
	2.2 If complete, prints reservation form and prepares computation of fees	None	30 minutes	Administrative Officer II or Building Administrator, Administrative Office
	2.3 Issues reservation form with applicable fees and relays approval of reservation through provided contact details	None	30 minutes	Administrative Officer II or Building Administrator, Administrative Office
3. Requesting party pays the fees on the day of the reservation and uses the facility as scheduled and follows the agreed-upon terms and duration.	3.1. Admin Officer Issues an acknowledgement receipt for the fee OR uses and signs acknowledgement receipt from the requesting party.	Additional fees	15 minutes	Administrative Officer II or Building Administrator, Administrative Office
	3.2. Inspects the facility after the activity or event	None	1 hour	Administrative Officer II or Building Administrator, Administrative Office
	3.3. Relays to requesting party any repair or replacement requirement for appropriate action.	None	1 day	Administrative Officer II or Building Administrator, Administrative Office
	TOTAL		**2 day 2 hours 30 minutes**	

Rates for Conference Room Fees

Category	Rate Per Hour (PHP)
Janitorial Staff*	
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
Audio Technician*	
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
Building Administrator*	
Regular Overtime (Hourly rate + 20%)	100.00
Holiday Overtime (Hourly rate + 30%)	105.00
Equipment (to be billed by UPCWSFI)	
Sound System	200.00
Television / Projector	200.00

** Subject to change in accordance with prevailing wage laws.*

VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Feedback Form through the access link or QR code at the offices.

How feedback is processed	All feedback submitted are compiled and recorded. Feedback requiring answers are forwarded to concerned unit and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-up, clients may contact the office where the form is submitted.
How to file a complaint	Accomplish the Feedback Form through QR code at the CWGS or directly send their complaint to admin.upcwgs@up.edu.ph For inquiries and follow-up, clients may contact us at admin.upcwgs@up.edu.ph
How complaints are processed	The Administrative Office Staff checks the submissions daily. The office concerned and employee shall be notified of the complaint. Investigation shall be conducted regarding the incident. The complainant shall be notified of any developments/updates through the contact details provided in the Complaints Form. The Head of Unit shall be provided a report following the completion of investigation, for appropriate action on the complaint.
Contact information of ARTA, PCC, and CCB	**ANTI-RED TAPE AUTHORITY (ARTA)** Website: arta.gov.ph Email: complaints@arta.gov.ph, info@arta.gov.ph Tel. No: 1-ARTA (2782) (02) 8246-79406:15 PM

	PRESIDENTIAL COMPLAINT CENTER (PCC) Website: 8888.gov.ph Email: pcc@malacanang.gov.ph Hotline: 8888 Tel. Nos. 8736–8645, 8736–8603, 8736–8606, 8736–8629, 8736–8621 **CONTACT CENTER NG BAYAN (CCB)** Website: contactcenterngbayan.gov.ph/ Email: email@contactcenterngbayan.gov.ph SMS: 0908–881–6565

VII. LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
UP Trunkline		**(+632) 8981-8500 to 99**
Office of the Vice President for Administration (OVPA)	**Quezon Hall, University Avenue, Quezon City**	**(+632) 8925-0984 (+632) 8981-8500 local 2525 to 2527 ovpa@up.edu.ph**

Office of the Vice President for Academic Affairs (OVPAA)		**(+632) 8962-6345 (+632) 8981-8500 local 2528 ovpaa@up.edu.ph**
UP Center for Women's and Gender Studies (UPCWGS)	**Magsaysay Avenue Corner Ylanan Street, UP Campus, Quezon City**	**(+632) 8920-6950 (+632) 8981-8500 local 4226 (+632) 8981-8500 local 4231 cws@up.edu.ph**
Office of the Director, UPCWGS		**director.cwgs@up.edu.ph**
Administrative Office, UPCWGS		**admin.upcwgs@up.edu.ph**
Gender-Sensitive Psychosocial Assistance and Peer Counseling, UPCWGS		**psa.upcwgs@up.edu.ph**
Research, Publication and Resource Collection Program, UPCWGS		**(+632) 8981-8500 local 4230 research.cwgs@up.edu.ph**
Training, Outreach, and Extension Program, UPCWGS		**(+632) 8981-8500 local 4228 training.upcwgs@up.edu.ph**
Library Services, UPCWGS		**(+632) 8981-8500 local 4229 library.cwgs@up.edu.ph**
Kalinga Day Care Center, UPCWGS		**(+632) 7000-8210 kdcc.upcwgs@up.edu.ph**