



(1) NAME OF DEPARTMENT: University of the Philippines Mindanao (CSM - DMPCS)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: ☐ Yes ☐ No

(3) LIST OF ALL SERVICES AND CORRESPONDING LEGAL BASIS

| | Government Service | Legal Basis | | OFFICE/AGENCY REGULATIONS | | |
|----|---|--|--|---------------------------|---------------------|--|
| | | Governing Law(s) (Number and Short Title) ¹ | Specific Provision in the Governing Law(s) as Basis ² | Issuance/Policy Title | Date of Effectivity | Other Issuances/Policies it Effectively Repeals/Amends |
| 1. | Approval for University Clearance | | | | | |
| 2. | Validation exam/evaluation of application for transfer of course, program | | | | | |
| 3. | Approval for Lending of equipment, facilities and high-end computers | | | | | |
| 4. | Approval of Student Thesis Proposal/ Manuscript | | | | | |

¹ Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

² Cite section number and quote provision identified in the governing law



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| 5. | Approval of Travel Request | | | | | |
| 6. | Evaluation of Research Load | | | | | |
| 7. | Credit Application Evaluation of Renewal, Promotion, Tenure, Study Leave | | | | | |
| 8. | Job Application for Faculty and Staff positions | <p>RA 9500 An Act to Strengthen the University of the Philippines as the National University</p> <p>Civil Service Memorandum Circular No. 14, s. 2018 (2017)</p> | <p>Sec. 13 <i>Powers and Duties of the Board of Regents.</i>—The administration of the national university and the exercise of its corporate powers are vested in the Board of Regents.</p> <p>(k) To appoint faculty members and other officials and employees...</p> <p>Rule VII Publication of Posting of Vacant Position</p> | | 16 December 1994 | |



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|----|--|--|---|--|--|--|
| | | <p>Omnibus Rules on Appointment and Other Human Resource Actions, Revised July 2018)</p> <p>RA 7041: An Act Requiring Publication of Existing Vacant Positions in Government Offices, Appropriating Funds Therefore, and for other purposes.</p> | <p>Rule VIII Qualification Standards</p> <p>Sec. 3 publication of vacancies</p> | | | |
| 9. | Endorsement of Activity Designs from Projects | | | | | |



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| 10.. | Approval of Report of Grade for Completion or Removal | | | | | |
| 11. | Processing of Salary of Teaching Assistants, API personnel, etc. | | | | | |
| 12. | Answering of Inquiries | | | | | |



#1 Approval for University Clearance

University clearance at the department level is accomplished to ensure that the students have submitted all requirements and they have no pending obligation.

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|--------------------------------|---|------------------------|--------------------------|---|
| Office or Division: | DMPCS | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Students | | | |
| LIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| University clearance form | | | University registrar | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| (1) Submit to department admin | 1. Record the date of univ. clearance form | None | 1 minute | Admin Aide (currently Ms Brenda Fuentes) |
| | 2. Reviewing log book of the students borrowed some thesis/manuscript and if they submit already CD's in the office | None | 5 minutes and 30 seconds | Admin Aide (currently Ms Brenda Fuentes) |
| | 3. Department chair will sign the University Clearance | None | 1 minute and 30 seconds | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | 4. if approved, forward to admin aide for recording | None | 3 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| TOTAL | | | 11 minutes | |



#2 Validation exam/evaluation of application for transfer of course, program

As part of the graduation requirements a student has to submit first a thesis proposal and then the full manuscript. The department has to ensure that the proposal and thesis demonstrate that the student can satisfactorily do research independently.

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|---|--|------------------------|------------------------|--|
| Office or Division: | DMPCS | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Students | | | |
| LIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Transcript of records | | | | |
| Application letter | | | | |
| Validation form | | University registrar | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| (1) Report for the validation exam and/or interview | 1. Evaluate the merit of application if evaluated positively the student will be summoned for an interview and/or validation exam. | | | Department Chair and Program Head. Maybe delegated to the instruction committee. |
| | 2. Conduct the interview and/or validation exam | None | 4 hours | Instruction committee of the department |
| | 3. Provide feedback | | 2 days | Department Chair |
| | 4. Send recommendation to OUR | None | 4 hours | Department Chair |
| TOTAL | | | 2 days and 8 hours | |



#3 Approval for Lending of equipment, facilities and high-end computers

From time to time students may request to use facilities (e.g. computer lab, classroom) high-end computers, and other equipment (e.g. LCD projectors) for thesis defense, student activities, and to run computer simulations for thesis/special problem. The department permits the temporary use of equipment and facilities as long as it does not disrupt the normal operational use of the said equipment and facilities. The permit is entirely upon the discretion of the Department chair. The borrower has the responsibility to cover the cost of replacement or repair in case of damage.

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|--|---|---------------------------------------|------------------------|--|
| Office or Division: | DMPCS | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Students and faculty members | | | |
| LIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of request addressed to the department chair. | | From the client. | | |
| Signed application form. | | The department will provide the form. | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| (1) Prepare letter request for using, borrowing of equipment, facilities and high-end computers and submit to department admin (DMPCS) | | None | 3 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| (2) Accomplish the application form. | 1. Record the date of submission 1.1 Check for the completeness of information, Letter request includes date of request, approval of adviser, nos. of days and | | 5 minutes | Admin Aide (currently Ms Brenda Fuentes) |



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| | hours to use the equipment and application form. | | | |
| (3) Submit to department chair | 2. Forward to the department chair | None | 1 minute | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | 3. Department chair will sign the letter request | None | 1 day | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | 4. if approved, forward to admin. Aide 4.1 Gate pass form with signature of requester, adviser and Dept. Chair 4.2 Releases the approve request to the students 4.3 Have the log book sign the claimant | None | 10 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| TOTAL | | | 1 day and 19 minutes | |



#4 Approval of Student Thesis Proposal/ Manuscript

As part of the graduation requirements a student has to submit first a thesis proposal and then the full manuscript. The department has to ensure that the proposal and thesis demonstrate that the student can satisfactorily do research independently.

| Office or Division: | DMPCS | | | |
|---|--|-----------------|-------------------------------|---|
| Classification: | Complex | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Students | | | |
| LIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Proposal /manuscript approved by adviser, co-adviser and panelists. | | From the client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| (1) Submit to department admin | 1. Record the date of submission and provide a submission stab | None | 2 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| | 2. Forward to the department chair | None | 1 minute | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | 3. Department chair reviews the thesis proposal/ full manuscript | None | 5 days, 1 hour and 20 minutes | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | 4. Department chair will sign the proposal/thesis if approved, otherwise, it will be returned to the student (with comments) | None | 3 minutes | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | (4.1) if approved, forward to admin aide for recording and releasing | None | 3 minutes | Admin aide (currently Ms Brenda Fuentes) |



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| | (4.1) if not yet approved, forward to admin aide for recording and releasing | | | |
| (2) claim the thesis/proposal | 5. resubmit if not approved. Go back to Action 1. | | | |
| TOTAL | | | 5 days, 1 hour, 29 minutes | |



#5 Approval of Travel Request

Faculties sometimes have to leave the university premises to go on official travel. As such they need to apply for travel request if the trip is within office hours.

| Office or Division: | DMPCS | | | |
|---|--|---------------------------------------|-----------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Faculty | | | |
| LIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Travel request forms | | The department will provide the form. | | |
| Travel order forms | | The department will provide the form. | | |
| Itinerary including budget forms | | The department will provide the form. | | |
| If classes will be affected, furnish student conformed, syllabus, and faculty conformé. | | From the client | | |
| Supporting docs (e.g. letter of invitation) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| (1) Prepare travel documents and submit to department admin (DMPCS) | 1. Record the date of submission | None | 1 minute | Admin Aide (currently Ms Brenda Fuentes) |
| | 1.2 Check for the completeness of information (travel request must include fund request, address to whom, total expense, class plan) | None | 5 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| (1) Submit to department chair | 2. Forward to the department chair | None | 1 minute | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | 2.1 Department chair will sign the travel request | None | 2 hours | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |



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| | 2.2 if approved, forward to admin aide for recording and forward to Office of the Dean | None | 3 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| | 2.3 if not approved, missing documents will be requested from the applicant | | | |
| TOTAL | | | 2 hours and 10 minutes | |



#6 Evaluation of RLC

Service Information: Evaluate Research Load Credit (RLC) applications of DMPCS faculty members

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|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | DMPCS | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | DMPCS faculty members | | | |
| LIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Cover letter | | From the client | | |
| OR Forms 4 | | Office of research | | |
| OR form 5 or accomplishment report | | Office of research | | |
| other required attachments | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| (1) Submit documents to DMPCS-RDE Committee | 1. DMPCS-RDE Committee endorses application to CSM-RDE Comm. and Dean | None | 7days | Faculty/Dept. Chair |
| TOTAL | | | 7 days | |



#7 Evaluation of Renewal, Promotion, Tenure, Study Leave

Service Information: Evaluate applications of DMPCS faculty members

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|-------------------------------------|--|------------------------|------------------------|---------------------------|
| Office or Division: | DMPCS | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | DMPCS faculty members | | | |
| LIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Cover letter | | From the client | | |
| other required attachments | | From the client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| (1) Submit documents to DMPCS Chair | 1. Department APC endorses application | None | 7days | Faculty/Dept. Chair |
| TOTAL | | | 7 days | |



#8 Job Application for Faculty and Staff positions

Job application refers to an applicant applying for a position in the department namely teaching, research, staff or admin positions.

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| | Office or Division: | DMPCS | | | |
| | Classification: | Highly Technical | | | |
| | Type of Transaction: | G2C | | | |
| | Who may avail? | External | | | |
| Legal Basis | LIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| CSC MC No. 14, s. 2020, item III.2 (Interim Guidelines on Appointments and Other Human Resource Actions for the Period of State of Calamity Due to COVID-19 Pandemic) | Letter of application | | From the client | | |
| | Supporting docs (Transcript of records, diploma, Resume, certificates, privacy statement, application letter) | | From the client | | |
| | CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | (1) Submit application through email or by post. | 1. Record the date of application | None | 1 minute | Admin Aide (currently Ms Brenda Fuentes) |
| | | 2. Evaluate the application 2.1. Notify the applicant, if qualified proceed to Action 3, otherwise end of application | | 5 days | DMPCS Faculty |
| | (2) Teaching demo | 3. Evaluate the teaching demo | | 1 day | DMPCS Faculty |



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|--|-------|--|--|----------------------|--|
| | | 3.1 Notify the applicant, if qualified proceed to Action 4, otherwise end of application | | | |
| | | 4. Forward the endorsement to the Dean. | | 1 minute | Admin Aide (currently Ms Brenda Fuentes) |
| | TOTAL | | | 6 days and 2 minutes | |



#9 Endorsement of Activity Designs from Projects

| Office or Division: | DMPCS | | | |
|--|--|-----------------|------------------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Faculty , Research Staff, | | | |
| LIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Activity Design | | From the client | | |
| Supporting docs (e.g. letter of invitation) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| (1) Prepare Activity design documents and submit to department admin (DMPCS) | 1. Record the date of submission | None | 1 minute | Admin Aide (currently Ms Brenda Fuentes) |
| | 1.2 Check for the completeness of information | None | 5 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| (2) Submit to department chair | 2. Forward to the department chair | None | 1 minute | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | 2.1 Department chair will sign the request | None | 2 hours | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | 2.2 if approved, forward to admin aide for recording and forward to Office of the Dean | None | 3 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| | 2.3 if not approved, missing documents will be requested from the applicant | | | |
| TOTAL | | | 2 hours and 10 minutes | |



#10 Approval of Report of Grade for Completion or Removal

| Office or Division: | DMPCS | | | |
|--|--|-----------------|------------------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Students | | | |
| LIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| INC Form | | From the OCS | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| (1) Fill out the form and submit to department admin (DMPCS) | 1. Record the date of submission | None | 1 minute | Admin Aide (currently Ms Brenda Fuentes) |
| | 1.2. Check for the completeness of information | None | 5 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| | 2. Forward to the department chair | None | 1 minute | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | 2.1 Department chair will sign the form | None | 2 hours | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | 2.2 if approved, forward to admin aide for recording and forward to Office of the Dean | None | 3 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| | 2.3 if not approved, missing documents will be requested from the applicant | | | |
| TOTAL | | | 2 hours and 10 minutes | |



#11 Processing of Salary of Teaching Assistants, API personnel, etc

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|--|--|------------------------|------------------------|---|
| Office or Division: | DMPCS | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | API Staff , Teaching Assistants | | | |
| LIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Salary Requirements (AR, COS ,DTR) | | From the Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| (1) Comply the salary requirements e.g DTR, and submit to department admin (DMPCS) | 1. Record the date of submission | None | 1 minute | Admin Aide (currently Ms Brenda Fuentes) |
| | 1.2 Check for the completeness of information | None | 5 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| | 2. Forward to the department chair | None | 1 minute | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | 2.1 Department chair will sign the form | None | 2 hours | Department Chair (currently Cinmayii G. Manliguez, Ph.D.) |
| | 2.2 if approved, forward to admin Aide for recording and forward to Office of the Dean | None | 3 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| | 2.3 if not approved, missing documents will be requested from the applicant | | | |
| TOTAL | | | 2 hours and 10 minutes | |



12 Answering of Inquiries

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|------------------------------|--|------------------------|------------------------|--|
| Office or Division: | DMPCS | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Students, Research Staff, Clients | | | |
| LIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| (1) Walk in / Via Telephone, | 1. Welcome the walk ins clients and received calls | None | 5 minutes | Admin Aide (currently Ms Brenda Fuentes) |
| | | | | |
| TOTAL | | | 5 minutes | |