



**UNIVERSITY OF THE PHILIPPINES  
DILIMAN, QUEZON CITY  
UP CENTER FOR INTERNATIONAL  
STUDIES**

**CITIZEN'S CHARTER**  
2019 (1<sup>st</sup> Edition)

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**UNIVERSITY OF THE PHILIPPINES**  
**DILIMAN**

**CITIZEN'S CHARTER**  
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## **I. Mandate:**

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

The University of the Philippines shall:

Lead in setting academic standards and initiating innovations in teaching, research and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics and technology; and maintain centers of excellences in such discipline and professions;

Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists and professionals, especially those who serve on the faculty of state and private colleges and universities;

Serve as a research university in various fields of expertise and specialization by conducting basic and applied research and development, and promoting research in various colleges and universities, and contributing to the dissemination and application of knowledge;

Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence;

Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel;

Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions and practice through academic and non-academic programs, including sports and the enhancement of nationalism and national identity;

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

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

## **II. Vision:**

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



Driven by:

Academic excellence and operational excellence;

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

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

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

Strong support from the alumni and other stakeholders;

High visibility and effective public service;

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

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

### **III. Mission:**

#### *Academic Freedom*

UP has the right and responsibility to exercise academic freedom.

#### *Academic Excellence*

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

#### *Commitment to National Development*

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

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

#### *Social Responsibility*

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



#### *Democratic Access*

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

#### *Sports*

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

#### *Institutional and Fiscal Autonomy*

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

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

### **IV. Service Pledge:**

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

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

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

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

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



# UP CENTER FOR INTERNATIONAL STUDIES DILIMAN, QUEZON CITY

## **Background**

Established in October 2000, The U.P. Center for International Studies (UPCIS) strives towards becoming a venue for interdisciplinary academic and artistic collaboration. Guided by its mandate to become a premiere center of scholarship in the country, the UPCIS endeavors to strengthen the body of knowledge on the cultural, ecological, sociopolitical, economic and ideological systems of Asia, Europe, and the Americas. Through the mandate, the UPCIS aims to enable Filipino students to become more conscious and responsive to the myriad structures and experiences that shape the region, and to better appreciate their origins and the forces that shape their lives as a people.

### **I. Programs**

UPCIS employs a multidisciplinary, cross cultural approach to teaching which focuses on combining theory, research, and practice. It aims to produce students who are appreciative of their multicultural origins and aware of the issues confronting the world.

### **II. Graduate Course**

The Center is preparing graduate courses in Global Studies such as Global Studies 297, a special topics course for graduate students with themes ranging from Cultures



of Disasters, Peace and Conflict and Migration and Diaspora, etc. GS 297 will be an exploratory course for the creation of a master's degree in Global Studies. In addition, a certificate course in Disaster Risk Management, which eventually leads to a master's degree in Disaster Risk Management, is also in the planning stage.

### III. Special Programs

Special International Collaborative Programs are likewise undertaken in the Center's Agenda and Plan for Extension.

#### Agenda for Extension

The UPCIS, realizing the mandate of University of the Philippines to serve as a global research university with links to the Asia Pacific Region and the rest of the world, has engaged in a variety of activities and projects since its establishment in October 2000. Its general thrusts are:

1. Arranging the coming together of scholars from various fields for multi-disciplinary and cross-cultural collaborative research on Asia, the Americas, and Europe through grants, scholarships, fellowships, and other programs;
2. Offering courses on special topics on a variety of global issues;
3. Facilitating the training and development of a pool of specialists locally and abroad whose expertise can assist in understanding and responding to the needs of communities in the immediate region and beyond; and
4. Publishing, organizing, and disseminating information on Asia, Europe, and the Americas through resource collection, cultural presentations and exhibitions, public lectures, discussions, symposiums, and fora.

Plan for Extension work include the following:

1. Visiting Professors and Visiting Artists
2. Lectures and Workshops
3. International Programs for Students
4. International Research and Creative Work
5. Resource Collection
6. Internationalization and Cultural Diplomacy
7. Indigenous Cultural Heritage and Development
8. International Solidarity and People's Struggles



From 2005 to 2010, traveling classrooms for SEA 30 courses was funded by the Southeast Asian Studies Regional Exchange Program (SEASREP).

Since 2005, its Japan Studies courses have been hosting the UPCIS Noh Theater Ensemble and UPCIS Bunraku (Puppetry) Ensemble, whose members are provided with a unique experiential learning opportunity to train with Noh Master for Shite (Lead Actor) of the Kanze School Naohiko Umewaka et al. and Naoshima Onna Bunraku and Joruri, respectively.

Since 2011, the Global Studies Tour in the Philippines of Yokohama National University students and the Global Studies Tour in Japan of UPCIS Japan Studies' Filipino students have been funded by the Japan Student Services Organization (JASSO)-Short Stay Program.

#### IV. Resource Collection and Archive

The CIS Resource Collection is a repository of books and other reference materials from domestic and foreign partner institutions.

Naomi “Shoko” Matsumoto Technical Theater Library and Archive is a collection of information and knowledge about Technical Theatre and the intercultural ties between Japan and the Philippines in the said field.

#### V. Course Offerings

**GENERAL EDUCATION COURSE: East and Southeast Asia (SEA). 30<sup>a</sup> Asian Emporiums: Networks of Culture and Trade in Southeast Asia. An introduction to the world of monsoon Asia as formed by interaction among its peoples throughout the centuries. 3 u**

**ELECTIVE COURSE: Global Studies (GS). 197 Special Topics. Cannot be taken more than twice, topics to be indicated for record purposes. 3 u.; Japan Studies (JS). 100 and 101. Cannot be taken more than twice, topics to be indicated for record purposes. 3 u.**



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# UP CENTER FOR INTERNATIONAL STUDIES (UPCIS)

## External Services<sup>1</sup>

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<sup>1</sup> Note: These are regular transactions in the unit.



**1) Request for Certifications / Documents**

- a) Course Enrollment
- b) Completion of course
- c) Attendance
- d) Grade
- e) Units Earned

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form or Letter of Request for Certification addressed to Director		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Request (with Official Receipt, if available/applicable) to the Director	1.1. Staff will Receive Request of letter 1.2. Staff will coordinate with Director to evaluate status of student 1.3. Staff will advise the client if the requested document can be supplied. 1.4. Prepare certificate. 1.5. Forward to the Director for signature. 1.6. Director will sign Certificate / Documents	None	3 Days (not including Weekend and Non-Working Holidays)	CIS Staff Director
2. Client will wait for email from the Office informing them of availability of pick-up	2. 1 Office will send an email or notify the client that the requested document is available for pick-up	None	1 Day	CIS Staff
2. Client will claim requested Certificate / Documents	2.1 Release Certificate / Documents	None	1 Day	CIS Staff
<b>TOTAL:</b>		None	<b>5 Days</b>	



**2) Requests and Invitations addressed to the Director and/or Coordinator (meetings, interviews, partnerships)**

Processing of requests and invitations addressed to the Director and/or Coordinator (meetings, interviews, partnerships)

<b>Office or Division:</b>	All Academic Clusters			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government / Government to Citizen / Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits Letter of Request to the Director and/or Coordinator	1.1 CIS Staff acknowledges receipt of document. 1.2 CIS Staff forwards documents to the Director and/or Coordinator for evaluation. 1.3 Director and/or Coordinator decides whether to accept or decline the request	None	2 Days (not including Weekend and Non-Working Holidays)	CIS Staff Director and/or Coordinator  Director and/or Coordinator
2. Client receives response for the request.	2.1. CIS Staff may choose among provided means (ex. via phone call, text message, etc.) to inform client that the Director's response is ready for pick-up	None	1 Day	CIS Staff
<b>TOTAL:</b>		None	<b>3 days</b>	



### 3) Request for Recommendation/ Endorsement Letter

Processing or request for Recommendation/Endorsement Letter that can be used for continuing academic pursuit, employment, and appointment

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government/ Government to Citizen			
<b>Who may avail:</b>	Faculty, Citizens, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter for Recommendation/Endorsement		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits Letter of Request to the Director	1.1 Receiving Personnel acknowledges receipt of document with Receiving stamp and signature. 1.2 Receiving Personnel forwards document to the Director for evaluation. 1.3 Director decides whether to accept or decline the request	None	1 Day (not including Weekend and Non-Working Holidays)	CIS Staff Director
2. Client will wait for communication from the Office	2.1. Staff will coordinate with the client about the decision 2.2. Staff will coordinate with the Director/faculty coordinator for the preparation of the document requested 2.3 Receiving Staff of the Office of the Director may choose among provided means (ex. via phone call, text message, etc.) to inform client that the Recommendation/Endorsement Letter is being prepared	None	3 Days (subject to the preparation of the draft by the faculty recommending/ endorsing)	CIS Staff & Director
3. Client receives the document, if approved, requested.	3.1. Client will be advised about the final document for releasing with approval of the Office of the Director 3.2 Document will be released	None	1 Day (not including Weekend and Non-Working Holidays)	CIS Staff
<b>TOTAL:</b>		None	<b>5 Days</b>	



#### 4) Endorsement Letter for Exchange Program or Study Abroad

Request for Endorsement Letter of Exchange Program or Study Abroad

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Acceptance Letter		Partner International University		
2. Endorsement Request Letter addressed to the Director		Requesting Party (Students)		
3. Exchange Program or Study Abroad Form				
4. Course Syllabus of Subjects to be taken				
5. Student's Curriculum Vitae				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Acceptance Letter from the Partner International University and Exchange Program or Study Abroad Form	1.1. Receive Acceptance Letter from the Partner International University and Exchange Program or Study Abroad Form	None	2 Days	CIS Staff
	1.2. Approve / Disapprove request for Endorsement of Exchange Program or Study Abroad	None		Director or Faculty Coordinator
2. Client will be informed about the process of the request	2.1. Staff will communicate with the client about the requested document including remarks from the Director or faculty involved in the request	None	3 Days (subject to the preparation of the draft by the faculty recommending/ endorsing)	CIS Staff
3. Claim request for Endorsement of Exchange Program or Study Abroad	3.1 Release Endorsement Letter for Exchange Program or Study Abroad to student via email or by pick-up (if applicable with approval of the Director)	None	1 Days (not including Weekend and Non-Working Holidays)	CIS Staff
<b>TOTAL:</b>		None	<b>6 Days</b>	



**5) Endorsement for Appeal for Late Application for Dropping or Change Matriculation**

Request for Endorsement of Appeal for Late Application for Dropping or Change Matriculation

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Simple (Client - Staff - Director) Highly Technical (Staff - Faculty Coordinator - Other UPD Units i.e. OUR, OVCAA)			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter addressed to the Office of the University Registrar		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter addressed to the Office of the University Registrar (OUR) to the Office of the Director and/or Coordinator	1.1. Receive Letter addressed to the OUR 1.2. Forward to the Director for endorsement	None	1 Day (not including Weekend and Non-Working Holidays)	CIS Staff  Director or Coordinator
	1.3. Director or Faculty Coordinator will Approve / Disapprove Endorsement of Appeal for Late Application for Dropping or Change Matriculation then return to the UPCIS Office for releasing 1.4. Staff will coordinate the decision of the Director/ Coordinator with involved offices such as the OUR and OVCAA to secure guidance	None	3 Days (subject to the processing of other University offices)	Director and/or Coordinator  CIS Staff  OUR and OVCAA
2. Claim Endorsement of Appeal for Late Application for Dropping or Change Matriculation then go to the OUR	2.1 Staff will communicate with the client regarding the availability of the requested document 2.2 Release Endorsement of Appeal for Late Application for Dropping or Change Matriculation	None	2 Days	CIS Staff
<b>TOTAL:</b>		None	<b>6 Days</b>	



**6) Process enlistment of students in courses offered by the Center**

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Student ID 2. CRS Account		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student will inform office of intention to enlist	1.1 Student's Enlistment form will be received by the Office through Enlistment Personnel	None	1 Day (According to CRS schedule of enlistment)	CIS Staff
	1.2 Staff will consult with Course Coordinator regarding course slots	None		CIS Staff and Course Coordinator
2. Provide Student ID number	2.1 If slots are available/overloading permitted by Course Coordinator, student will be enlisted	None	1 Day (not including Weekend and Non-Working Holidays)	CIS Staff
<b>TOTAL:</b>		None	2 Days	



**7) Process request for dropping a course offered by the Center**

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Student ID 2. CRS Account		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student will inform office of intention to drop the enlisted course	1.1 Personnel will consult with Course Coordinator regarding dropping of student from course	None	1 Day (not including Weekend and Non-Working Holidays)	CIS Staff and Course Coordinator
	1.2 Received by the office 1.3 Dropping will be approved by Course Coordinator	None		CIS Staff
2. Provide Student ID number	2.1 Personnel will consult or follow up with Course Coordinator regarding dropping of student from course	None	1 Day	CIS Staff and Course Coordinator
3. Student will wait for confirmation from the Office	3.1 Staff will communicate with the student about the status of the request	None	1 Day	CIS Staff
<b>TOTAL:</b>		None	<b>3 Days</b>	



**8) Process completion of incomplete (INC) grades of students enrolled in courses offered by the Center**

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completion form 2. Requirement to complete the course		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student will submit the requirement to team-teacher for completion through CIS	1.1 Office will receive submission requirement of student	None	1 Day (not including Weekend and Non-Working Holidays)	CIS Staff
	1.2 Office will inform the team-teacher and course Coordinator of the submission by student	None		CIS Staff, Team-Teacher, and Course Coordinator
	1.3. Office will request for grade of student from team-teacher	None	2 Days	CIS Staff and Team-Teacher
2. Student will provide the completion form from their home unit/department	2.1 Office will coordinate with team-teacher for signature of student's completion form	None	2 Days	CIS Staff and Team-Teacher
3. Student should pay at the Cashier's Office the completion or removal fee	3.1 Office will receive receipt and completion form	None	1 Day	CIS Staff
	3.2 Office will input grades to CRS	None		CIS Staff and Course Coordinator
4. Student will wait for confirmation from the Office	4.1 Staff will communicate with the student about the status of the request	None	1 Day	CIS Staff
<b>TOTAL:</b>		None	<b>7 Days</b>	



**9) Process application or renewal of MOU and MOA between CIS and international partners**

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Institutions			
<b>CHECKLIST OF REQUIREMENTS (please take note requirements vary per type of appointment; please refer to HRDO)</b>	<b>WHERE TO SECURE</b>			
<p><b>Note: Partnering Institution must already have past correspondence with representatives of the UPCIS and have assigned counterparts</b></p> <ol style="list-style-type: none"> <li>1. Letter of Intent addressed to Chancellor and/or Director</li> <li>2. Proposed DRAFT agreement to be signed/renewed - The MS Word document of the draft agreement should also be sent to: international.upd@up.edu.ph</li> <li>3. Expired/Expiring MOU/MOA (if applicable)</li> <li>4. Accomplished and certified MOU/MOA activity implementation plan form -</li> <li>5. For MOU/MOA renewals; OR for new MOU/MOAs</li> <li>6. Certification of no special budgetary outlay/ Certification of special budgetary outlay (Per Memorandum No. OSU 2017-02-04)</li> </ol>	<p>Requesting Party and UPCIS (subject to the approval of OILD)</p>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Partnering institution can send the proposed draft of agreement that has been signed by officials of the institution that has been reviewed by both parties/all parties</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Office receives the Agreement and forwards this to the Director and the faculty</li> <li>1.2 UPCIS Office will deliberate on the decision for the application or the renewal of the Memorandum</li> </ol>	None	2 Days	<p>Extension Staff Director and Faculty Office of International Linkages Legal Personnel</p>



<p>2. Client will wait for communication from staff regarding the status of the request</p>	<p>2.1 Staff will coordinate with the client to give updates about the process and the decision of the UPCIS regarding the application and the renewal. 2.2 Coordination will begin with other UP Offices 2.1 Staff will coordinate with the UP Offices and the client until the completion of the requirements in the Diliman/System level</p>	<p>None</p>	<p>3 Days (subject to the processing of other University offices)</p>	<p>Extension Staff Coordinator of area studies Office of International Linkages Legal Personnel</p>
<p>3. Client will wait for confirmation of the success of the process</p>	<p>3.1 Staff will coordinate with the client about the completion of the process of the application/renewal of the Memorandum 3.2 As necessary, staff will coordinate with the client with regard to the physical documents needed for formal signing of the agreement between the institutions by appropriate representatives</p>	<p>None</p>	<p>3 Days (subject to the processing of other University offices)</p>	<p>CIS Staff Coordinator of area studies Office of International Linkages Legal Personnel UP Diliman Chancellor</p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p><b>8 Days</b></p>	



### 10) Process application of Visiting Research Fellows, Visiting Artists, and Visiting Professors

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Affiliate Academic Institutions			
<b>CHECKLIST OF REQUIREMENTS (please take note requirements vary per type of appointment; please refer to HRDO)</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Basic Paper</li> <li>2. Letter of Intent addressed to Chancellor</li> <li>3. Terms of Reference (signed)</li> <li>4. Curriculum Vitae of Applicant</li> <li>5. Research Proposal that is in line with the Center's Extension and Research Agenda</li> <li>6. Endorsement letter from Institution of Applicant</li> </ol>		Requesting Party (with academic affiliation) and UP CIS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant for Visiting Research Fellow, Visiting Artist, or Visiting Professor will submit their curriculum vitae with supporting documents such as Research Proposal, Source of Budget, and endorsement letter from the applicant's institution	<ol style="list-style-type: none"> <li>1.1 Office receives the Agreement and forwards this to the Director and the faculty</li> <li>1.2 UPCIS Office will deliberate on the decision for the application</li> <li>1.3 Office coordinates with University offices for the processing until the documents are all signed and the applicant is appointed</li> </ol>	None	2 Days (subject to the processing of other University offices)	Extension/Research Personnel Director Office of International Linkages Legal Personnel
2. Applicant will wait for communication from staff regarding the status of the request	<ol style="list-style-type: none"> <li>2.1 Staff will coordinate with the client to give updates about the process and the decision of the UPCIS regarding the application and the renewal.</li> <li>2.2 If approved, the Applicant will sign the Terms of Reference with the Center's representative</li> </ol>	None	3 Days	Extension Staff Director and Faculty Office of International Linkages Legal Personnel Vice Chancellor for Research and Development



	<p>(Director or Coordinator) and submits all documents with letter of endorsement for the appointment of applicant signed by the Director addressed to the Chancellor</p> <p>2.3. Staff will coordinate with the UP Offices and the client until the completion of the requirements in the Diliman/System level</p>			
<p>3. Applicant will wait for confirmation of the success of the process</p>	<p>3.1 Staff will coordinate with the client about the completion of the process</p> <p>3.2 IF necessary, staff will coordinate with the client with regard to the physical documents needed for formal completion of the process</p>	<p>None</p>	<p>3 Days (Subject to the coordination with UP Offices involved)</p>	<p>CIS Staff</p>
<b>TOTAL:</b>		<p>None</p>	<p><b>8 Days</b></p>	



**11) Organize symposia, roundtable discussions, theater performances, film documentaries, lectures, and other engagements of the Center including those conducted in cooperation with international partner institutions and other partners**

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government or Government to Citizen			
<b>Who may avail:</b>	Partner Institution, Academic Affiliates, Invited Lecturers/Guests			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Program of activity</li> <li>2. Letter of invitation for partnership</li> <li>3. Requirements of partner</li> <li>4. Letter for Chancellor</li> <li>5. Venue, Accommodation, Transportation, Food, Budget, Honorarium</li> </ol>		Requesting Party and UP CIS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client will submit program of activity and letter of invitation with planned budget for the event (if applicable) to the Center	<ol style="list-style-type: none"> <li>1.1 Office receives the files from the client and will acknowledge receipt.</li> <li>1.2. Staff will coordinate with the Director and Faculty about if the program is approved</li> </ol>	None	1 Day	CIS Staff Director and Faculty
2. Client will wait for communication from the staff	<ol style="list-style-type: none"> <li>2.1 If approved, staff will communicate with client about the program.</li> <li>2.2. Staff will make arrangements with UP departments (if applicable) for the event to be hosted</li> <li>2.3 Personnel will inform Director and Faculty and work closely with the Coordinator and the client for the program</li> </ol>	None	5 Days (Subject to the coordination with UP Offices involved)	CIS Staff If needed, other UP Departments Client
3. Client will be informed	<ol style="list-style-type: none"> <li>3.1 Arrangements will be finalized and communicated formally with</li> </ol>	None	1 Days	CIS Staff



formally of the approved program	the client once confirmed and approved by needed unit heads			
<b>TOTAL:</b>		None	<b>7 Days</b>	



**12) Organize disaster response activities and initiate campaigns and other activities in response to current global and local issues**

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government or Government to Citizen			
<b>Who may avail:</b>	Partner Institution, Academic Affiliates, Invited Lecturers/Guests			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Program of activity</li> <li>2. Letter of invitation for partnership</li> <li>3. Requirements of partner</li> <li>4. Letter for Chancellor</li> <li>5. Venue, Accommodation, Transportation, Food, Budget, Honorarium</li> </ol>		Requesting Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client will submit program of activity and letter of invitation with planned budget for the event (if applicable) to the Center	<ol style="list-style-type: none"> <li>1.1 Office receives the files from the client and will acknowledge receipt.</li> <li>1.2. Staff will coordinate with the Director and Faculty about if the program is approved</li> </ol>	None	1 Day	CIS Staff Director and Faculty
2. Client will wait for communication from Staff regarding the request	<ol style="list-style-type: none"> <li>2.1 If approved, staff will communicate with client about the program.</li> <li>2.2. Staff will make arrangements with UP departments (if applicable) for the event to be hosted</li> <li>2.3 Personnel will inform Director and Faculty and work closely with the Coordinator and the client for the program</li> </ol>	None	5 Days (Subject to the coordination with UP Offices involved)	CIS Staff Client Director and Faculty
3. Client will be informed formally of the approved program	<ol style="list-style-type: none"> <li>3.1 Arrangements will be finalized and communicated formally with the client once confirmed and approved by needed unit heads</li> </ol>	None	1 Days	CIS Staff
<b>TOTAL:</b>		None	<b>7 Days</b>	



### 13) Manage the Resource Collection of the Center

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government and Government to Citizen			
<b>Who may avail:</b>	Faculty/Professors and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID		Requesting	Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student will specify which book to request for room-use only	1. Administrative personnel will record student/visitor's time-in UPCIS sign-in sheet	None	20 Minutes	Administrative Personnel
2. If borrowing books, students will have to present and leave student ID, visitors will have to present and leave valid ID	2. Administrative staff will log in the book borrowed with date and time and student information and store the student's ID	None	10 Minutes	Administrative Personnel
<b>TOTAL:</b>		None	<b>30 minutes</b>	



# **UP CENTER FOR INTERNATIONAL STUDIES (UPCIS)**

## **Internal Services**



### 1) Faculty Affiliates/Lecturers' Appointment Processing

Processing of original appointment, renewal and or reappointment as affiliate faculty or lecturer at the Center, including preparation of basic paper

<b>Office or Division:</b>	Center for International Studies			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Affiliate Faculty, Lecturers, and Faculty of the Center			
<b>CHECKLIST OF REQUIREMENTS (please take note requirements vary per type of appointment; please refer to HRDO)</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Basic Paper signed by Director</li> <li>2. Curriculum Vitae</li> <li>3. Letter of endorsement from Home Unit</li> <li>4. Justification Letter</li> </ol>		Requesting Party and Center for International Studies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client (team-teacher) will confirm whether to accept the invitation or not, processing of document will begin upon confirmation to team-teach	<ol style="list-style-type: none"> <li>1.1 Office will send out letter of invitation to team-teacher and wait for response from invited faculty</li> <li>1.2 Staff will begin process for securing appointment/reappointment/renewal once received response from client</li> </ol>	None	1 Day	Director, Course Coordinator, team-teacher (Faculty Affiliate/ Lecturer) Office Assistant
2. Client prepares the checklist of requirements for appointment based on the HRDO's requests with coordination with the staff	<ol style="list-style-type: none"> <li>2.1 Office sends out letter of request to team-teachers for recommending approval from their Home Unit/ Department Chairperson</li> <li>2.2 CIS Staff will inform client of other necessary documents needed for the processing</li> </ol>	None	5 Days (subject to the approval and processing of Home Unit)	Director, Course Coordinator, Administrative Aide Faculty Affiliate/ Lecturer's Home Unit Department Chairperson
3. Client submits the required documents to CIS office	<ol style="list-style-type: none"> <li>3.1. Receiving Personnel acknowledges receipt of document with date received and signature</li> <li>3.2. Receiving Personnel will forward documents with attachments to HRDO for appointment processing</li> <li>3.3. HRDO evaluates documents submitted</li> </ol>	None	3 Days (subject to the processing of HRDO)	Director, Administrative Aide HRDO Staff/ Personnel
<b>TOTAL:</b>		None	<b>9 Days</b>	



**2) Arrange the accommodation, transportation, translation work, and other needs of local and international visitors of the Center**

<b>Office or Division:</b>	<b>Center for International Studies</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government and Government to Citizen			
<b>Who may avail:</b>	Partner Institution, Academic Affiliates, Local and International Students, Invited Lecturers/Guests			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Reservation of transportation/accommodation or,</li> <li>Document(s) to be translated or,</li> <li>Other documents with regard to needs/concerns</li> </ol>		Requesting Party and Center for International Studies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Client will submit documents with information for the service they are requesting	<ol style="list-style-type: none"> <li>Office receives the files from the client and acknowledges receipt</li> <li>Personnel will inform Director and Faculty and work closely with the Coordinator for the arrangements</li> <li>Personnel will inform client of arrangement</li> </ol>	None	3 Days (not including Weekend and Non-Working Holidays)	Extension and Administrative Personnel Director and Faculty
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	



University of the Philippines Diliman  
**CLIENT FEEDBACK FORM**

Unit: \_\_\_\_\_  
Service Requested: \_\_\_\_\_

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

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

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

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Note: Client Feedback and Complaint form (see below) may be sent to [cis.upd@up.edu.ph](mailto:cis.upd@up.edu.ph) with subject line: **Client Feedback** or **Client Complaint**



University of the Philippines Diliman  
**CLIENT COMPLAINT FORM**

Unit: \_\_\_\_\_  
Service Requested: \_\_\_\_\_

A. Name of Person being complaint:  
\_\_\_\_\_

B. Incident: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

C. Evidence  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Contact Information of Complainant**

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

A. Name of Complainant: \_\_\_\_\_  
B. Telephone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Note: Client Feedback and Complaint form (see below) may be sent to [cis.upd@up.edu.ph](mailto:cis.upd@up.edu.ph) with subject line: **Client Feedback** or **Client Complaint**



### Office Information

Office	Address	Contact Information
UP Center for International Studies	1F, Benton Hall, Roxas Avenue, University of the Philippines, Diliman, Quezon City, 1101	8981 8500 loc. 2460  <a href="mailto:cis.upd@up.edu.ph">cis.upd@up.edu.ph</a>