



**UNIVERSITY OF THE PHILIPPINES DILIMAN**

**CITIZEN'S CHARTER**

2021 (3<sup>rd</sup> Edition)



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# **National Service Training Program (NSTP)**

## **External Services**



## 1. Issuance of Serial Numbers

Issuance of serial numbers to Civil Welfare Training Service and Literacy Training Service graduates of previous semester for inclusion in Transcript of Records or other purposes

### a. Online

<b>Office or Division:</b>	National Service Training Program (NSTP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students/individuals who graduated from NSTP (CWTS/LTS) in UP Diliman only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Serial Number Request		NSTP Diliman Office or <a href="http://bit.ly/SNRequestForm">bit.ly/SNRequestForm</a>		
2. NSTP (LTS/CWTS) 1 and 2 grades		CRS account, Office of the College Secretary or Office of the University Registrar (OUR)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished request form with complete requirements to the NSTP Diliman Office via email at <a href="mailto:nstp.upd@up.edu.ph">nstp.upd@up.edu.ph</a>	1.1 Receive the submitted documents	None	5 Minutes	<i>Receiving Personnel</i> NSTP Diliman Office
	1.2 Vet the information submitted by the student	None	20 Minutes	<i>Senior Project Associate</i> NSTP Diliman Office
	1.3 Assign appropriate serial number to the student <i>*serial numbers of students who graduated from NSTP before A.Y. 2009-2010 will have to be requested from CHED</i>	None	30 Minutes	<i>Senior Project Associate</i> NSTP Diliman Office
2. Receive the certificate containing the serial number via email	2. Issue certificate to the student containing his/her serial number via email	None	5 Minutes	<i>Releasing Personnel</i> NSTP Diliman Office
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

### b. Manual



<b>Office or Division:</b>	National Service Training Program (NSTP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students/individuals who graduated from NSTP (CWTS/LTS) in UP Diliman only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completed Serial Number Request Form		NSTP Diliman Office		
2. NSTP (LTS/CWTS) 1 and 2 grades		CRS account, Office of the College Secretary or Office of the University Registrar (OUR)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished request form with complete requirements	1.1 Receive the submitted documents	None	5 Minutes	<i>Receiving Personnel</i> NSTP Diliman Office
	1.2 Vet the information submitted by the student	None	20 Minutes	<i>Senior Project Associate</i> NSTP Diliman Office
	1.3 Assign appropriate serial number to the student <i>*serial numbers of students who graduated from NSTP before A. Y. 2009-2010 will have to be requested from CHED</i>	None	30 Minutes	<i>Senior Project Associate</i> NSTP Diliman Office
2. Claim the certificate containing his/her serial number	2. Issue certificate to the student containing his/her serial number	None	5 Minutes	<i>Releasing Personnel</i> NSTP Diliman Office
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	



## 2. Online Processing of NSTP-related Student Appeals

Processing of NSTP-related student appeals for appropriate action (e.g., recommending approval) of the NSTP Diliman Director

### a. Online

<b>Office or Division:</b>	National Service Training Program (NSTP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	UP Diliman Colleges/Units only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. Letter of appeal addressed to the Vice Chancellor for Academic Affairs (VCAA) prepared and duly signed by the requesting student (appellant) with the following details:</p> <p>a. Name/Degree Program/College  b. Request (e.g. to credit CWTS 1 and CWTS 2 taken from different colleges)  c. Reason/s of the request (e.g. conflicting schedule)  d. Contact details</p>		<p>Requesting Student (Appellant)</p>		
<p>2. Letter of endorsement prepared and duly signed by the NSTP 1 and/or NSTP 2 Instructor/s (or the NSTP College Coordinator)</p>				
<p>3. Digitized copy of True Copy of Grades (TCG) reflecting NSTP 1 and/or NSTP 2 grades</p>				
<p>4. Digitized copy of Transcript of Records (ToR)  <i>*for transferees who took NSTP 1 (or NSTP 2) in other CUs/universities/colleges only</i></p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Forward the email of the requesting student (appellant) including all attachments with duly signed endorsement of the College/Unit to the NSTP Diliman Office via email at <a href="mailto:nstp.upd@up.edu.ph">nstp.upd@up.edu.ph</a></p>	<p>1.1 Review the forwarded email endorsement from the College/Unit including all attachments</p> <p>1.1.1 Input the validated information in the student appeal form and NSTP student appeals database</p>	None	45 Minutes	<p>Senior Project Assistant  NSTP Diliman Office</p>



<p>Suggested text in the email:</p> <p><i>“The [College Name] endorses the appeal of [Name of Requesting Student] this [date].”</i></p>	<p><i>*special cases may require consultation from other offices/agencies and may take longer time to process</i></p>			
	<p>1.2 Endorse the assessed email endorsement and attachments with the student appeal form to the NSTP Diliman Director</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Senior Project Assistant NSTP Diliman Office</i></p>
	<p>1.3 For NSTP Diliman Director's appropriate action</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>NSTP Diliman Director NSTP Diliman Office</i></p>
	<p>1.4 Forward the email endorsement from the College/Unit including all attachments with recommending approval/ disapproval of the Office to the Vice Chancellor for Academic Affairs (OVCAA)</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Senior Project Assistant NSTP Diliman Office</i></p>
	<p>1.5 For VCAA's appropriate action</p>	<p>None</p>	<p>(Paused-clock)</p>	<p><i>Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs</i></p>
	<p>1.6 Forward the student appeal form with VCAA's action to the NSTP Diliman Office via email</p>	<p>None</p>	<p>(Paused-clock)</p>	<p><i>Releasing Personnel Office of the Vice Chancellor for Academic Affairs</i></p>
	<p>1.7 Update the NSTP student appeals database</p> <p>1.7.1 Upload the submitted documents and the student appeal form with final action in the NSTP Diliman Office Google</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>Senior Project Assistant NSTP Diliman Office</i></p>



	Drive for records purposes			
2. Receive the student appeal form with final action via email	2. Send the student appeal form with final action to the requesting student (appellant) via email  2.1 Copy furnish the concerned College/Unit for records purposes	None	30 Minutes	Senior Project Assistant NSTP Diliman Office
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours, 50 Minutes</b>	

b. Manual

<b>Office or Division:</b>	National Service Training Program (NSTP)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Government to Government		
<b>Who may avail:</b>	UP Diliman Colleges/Units only		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Letter of appeal addressed to the Vice Chancellor for Academic Affairs (VCAA) prepared and duly signed by the requesting student (appellant) with the following details:  a. Name/Degree Program/College b. Request (e.g. to credit CWTS 1 and CWTS 2 taken from different colleges) c. Reason/s of the request (e.g. conflicting schedule) d. Contact details		<b>Requesting Student (Appellant)</b>	
2. Letter of endorsement prepared and duly signed by the NSTP 1 and/or NSTP 2 Instructor/s (or the NSTP College Coordinator)			
3. True Copy of Grades (TCG) reflecting NSTP 1 and/or NSTP 2 grades			
4. Transcript of Records (ToR) <i>*for transferees who took NSTP 1 (or NSTP 2) in other CUs/universities/colleges only</i>			
5. Letter of endorsement prepared and duly signed by the College Secretary		<b>Office of the College Secretary</b>	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of endorsement with complete requirements	1.1 Receive the submitted documents	None	5 Minutes	<i>Receiving Personnel</i> NSTP Diliman Office
	1.2 Review the submitted documents  1.2.1 Input the validated information in the student appeal form  <i>*special cases may require consultation from other offices/ agencies and may take longer time to process</i>	None	45 Minutes	<i>Senior Project Assistant</i> NSTP Diliman Office
	1.3 Endorse the assessed documents with the student appeal form to the NSTP Diliman Director	None	15 Minutes	<i>Senior Project Assistant</i> NSTP Diliman Office
	1.4 For NSTP Diliman Director's appropriate action	None	2 Days	<i>NSTP Diliman Director</i> NSTP Diliman Office
	1.5 Forward the documents with the recommendation of the NSTP Director to the Office of the Vice Chancellor for Academic Affairs (OVCAA)	None	15 Minutes	<i>Junior Office Associate</i> NSTP Diliman Office
	1.6 For VCAA's appropriate action	None	(Paused-clock)	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs



	1.7 Retrieve the documents with VCAA's action	None	20 Minutes	<i>Junior Office Associate</i> NSTP Diliman Office
2. Receive the student appeal form with final action	2. Forward the College Secretary's copy of student appeal form to the Office of the College Secretary	None	30 Minutes	<i>Releasing Personnel</i> NSTP Diliman Office
	2.1 Forward the OUR's copy of student appeal form to the OUR with original copy of the submitted documents	None	30 Minutes	<i>Releasing Personnel</i> NSTP Diliman Office
	2.2 Keep the NSTP Diliman Office's copy of student appeal form and copy (scanned/ photocopied) of documents	None	15 Minutes	<i>Senior Project Assistant</i> NSTP Diliman Office
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 2 Hours, 55 Minutes</b>	