

University of the Philippines  
Office of the President  
**Citizen's Charter**

Frontline services	Requirements from Clients	How to Avail of the services?		Person/s in-charge
		Steps	Duration	
Request for appointment with the President / attendance of the President in events, with or without speaking role	Letter-request with complete details sent by email or mail, or hand-delivered. <b>Details needed:</b> 1. Date, time, venue of event; 2. Role of the President (inducting officer / to deliver speech or message / to cut ribbon, etc); 3. background of event (for speech preparation); 4. Attendees; 5. Program; 6. Attire / dress code;and, 7. Contact person with contact details.	1. Social Secretary to review details; calls up requesting party for incomplete information.	30 minutes	Arlene M. Cabrales
		2. Social Secretary checks President's calendar if free; fills up worksheet; makes tentative entry in e-calendar.	30 minutes	Arlene M. Cabrales
		3. The President approves or regrets the request.	with speaking role - at least a month before the event without speaking role - at least 1 week before the event	The President
		4. Social Secretary notifies party of decision.	30 minutes	Arlene M. Cabrales
Request for message	Letter-request with complete details sent by email or mail, or hand-delivered. <b>NOTE: Drafting of speeches requires at least 15 days unless requesting party provides draft. Please see the office Manual of Operation</b>	1. Social Secretary to email the request to UPSIO for drafting of message; or return, alert requesting party if with incomplete info	15 minutes	Arlene M. Cabrales
		2 Upon receipt of draft, Social Secretary to forward to editor for editing	15 minutes	Arlene M. Cabrales
		3. Editor to review / suggest changes	2 days	Clarissa M. Camaya (Technical researcher/writer) , Dr. Lourdes M. Portus (Special Assistant to the President)
		4. President (or his representative) to approve	1 day	The President
		5. Social Secretary Staff to print / affix photo / email to requesting party	30 minutes	Arlene M. Cabrales
Request for documentary requirements (e.g., * LOC (for importation of equipment) *Head of agency's endorsement of grant applications to outside grant bodies *letters to Malacanang for various clearance (Ex: Int'l conferences) * LDDAP)	Letter-request with complete details, including contact details, sent by email or mail, or hand-delivered	1. Receiving clerk logs request manually; EDMS in-charge scans/files doc in e-repository	5 minutes	Erlinda L. Esguerra (Admin Assistant) for mailed/delivered request; Rechelle C. Dueñas (Executive Assistant) for emailed request
		2. Senior Executive Assistant to perform staffwork before the President acts on the request	20 minutes	Carmencita C. Loyola
		3. Senior Executive Assistant to prepare action document/s (letter, endorsement, etc) with the Technical Researcher/Writer	1 hour	Carmencita C. Loyola (Senior Executive Assistant); Clarissa M. Camaya (Technical Researcher/Writer)
		4. Senior Executive Assistant forwards to the President for appropriate action	1-4 hours	Carmencita C. Loyola
		5. Releasing clerk logs request manually; EDMS in-charge scans/files doc in e-repository before release of request	20 minutes	Rechelle C. Dueñas (Executive Assistant) ; Erlinda L. Esguerra (Admin Assistant)
		6. Conveying the action of the President to the clients, if contact details are provided	5 minutes	Erlinda L. Esguerra (Admin Assistant); Rechelle C. Dueñas (Executive Assistant)
Booking of facilities	Requesting party to go online and fill up request form citing the following: 1. Date and time (duration) of event; 2. Description of meeting / event; 3. Number of attendees; 4. Attendance of the President; 5. Caterer; 6. Contact person with contact details	1. PR coordinator to evaluate request re allowable uses of facility, if slot is open, etc.	10 minutes	Marrienne F. Ubalde
		2. PR coordinator to get Senior Executive Assistant's approval	10 minutes	Marrienne F. Ubalde (Public Relations Coordinator); Carmencita C. Loyola (Executive Assistant)
		3. Senior Executive Assistant may get President's approval in some cases	4 hours	Carmencita C. Loyola
		4. PR Coordinator to enter confirmed booking in e-calendar	3 minutes	Marrienne F. Ubalde
		5. PR coordinator to inform requesting party	10 minutes	Marrienne F. Ubalde
		6. PR coordinator to arrange with Administrative Officer re technical support personnel if needed	10 minutes	Marrienne F. Ubalde (Public Relations Coordinator); Nanette P. Jacinto (Administrative Officer)

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Hosting / sponsorship of events	Letter-request with complete details sent by email or mail, or hand-delivered at least a month before the event specifying: 1. Title & nature of event; 2. Date/venue, requesting unit; 3. Number & profile of guests; 4. Draft programme if ready; 5. Other sources of funding, if any.	1. If "hosting", Social Secretary to check calendar if President is free & if Executive House is available	30 minutes	Arlene M. Cabrales
		2. President to approve or regrets	4 hours	The President
		3. Social Secretary to inform requesting unit	10 minutes	Arlene M. Cabrales
		4. PR coordinator to plan event together with Senior Executive Assistant	minimum 1 week before event	Marrienne F. Ubalde (Public Relations Coordinator); Carmencita C. Loyola (Executive Assistant)
		5. PR coordinator to draft and send invitations via email or courier (for OP hosted events only)	3 days	Marrienne F. Ubalde
Request for UP tokens for speakers and attendees in UP-hosted international events  (Exclusive to UP System-initiated events)	Letter-request with complete details sent by email or mail, or hand-delivered specifying: 1. Title & nature of event; 2. Date/venue; 3. Host-unit; 4. Type and count of requested item; 5. Names and affiliations of recipients.	1. PR Coordinator evaluates request; makes recommendation	30 minutes	Marrienne F. Ubalde
		2. Storekeeper indicates inventory balance of item requested	30 minutes	Erlinda L. Esguerra
		3. Senior Executive Assistant approves / disapproves with comment	5 minutes	Carmencita C. Loyola
		4. Storekeeper releases items	30 minutes	Erlinda L. Esguerra
Other requests sent to the President, including various student / faculty / staff appeals	Letter-request with complete details sent by email or mail, or hand-delivered.  <b>Note: All appeals must have already gone thru channels except if it is the Chancellor's decision that is being appealed</b>	1. Receiving clerk logs request manually; EDMS in-charge scans/files doc in e-repository	30 minutes	Erlinda L. Esguerra (Admin Assistant); Rechelle C. Dueñas (Executive Assistant)
		2. Senior Executive Assistant does pre-decision staffwork	2 hours	Carmencita C. Loyola
		3. President decides (or forwards request to Chancellor or other officials for recom /advice)	4 hours	The President
		4. Senior Executive Assistant does post-decision staffwork	2 hours	Carmencita C. Loyola
		5. Technical Researcher/Writer prepares action document (letter-response / AO / memo) as needed	2 hours	Clarissa M. Camaya
		6. President's action is captured in e-repository; sends out email notification if applicable	15 minutes	Rechelle C. Dueñas
		7. Releasing clerk releases doc bearing President's decision	15 minutes	Erlinda L. Esguerra

as of Jan 2017