



*University of Southeastern Philippines*

Obrero Campus • Mintal Campus • Tagum-Mabini Campus • Bislig Campus

# OFFICE OF THE UNIVERSITY REGISTRAR (OUR)

**CITIZEN'S CHARTER**

(Updated as of December 2019)





**Office of the University Registrar (OUR)**

**Service : REQUEST FOR STUDENT CREDENTIALS**

<b>DOCUMENTS</b>	<b>FEES</b>	<b>DAYS</b>
1. Transcript of Records	Php. 70.00 per page	3
2. Honorable Dismissal or Certificate of Transfer Credentials	Php 70.00	3
3. Reissuance of Diploma	Php 134.00 for Higher Educ. Php 200.00 for Advanced Educ.	5
4. Certifications (CAV, Earned Units, Graduation, English as Medium of Instruction, No Objection, etc.)	Php 70.00	3
5. Correction of Records	Php 70.00	5
6. Authentication of Documents	Php 14.00 per page	1

**Schedule of Availability :** Monday – Saturday, 8:00 AM – 5:00 PM

**Who May Avail of the Service :** All USEP students, Alumni, and Students' Authorized Representatives

**Duration :** 3 working days

**PROCEDURES:**

<b>Step</b>	<b>Client</b>	<b>Service provider</b>	<b>Duration of the activity</b>	<b>Person In-Charge</b>	<b>Fee/s</b>	<b>Form/Required Documents</b>
1.	Client fills up Request Slip specifying what document/s to request & its purpose, then presents it to the receiving in-charge.	Pulls out student's file. Evaluates academic records on file. Checks eligibility of student to request the specified document/s. If found eligible, issues Order of Payment Slip and advises student to secure Official	5-10 minutes	<b>Receiving Counter In-charge</b>	None	<b>Requirement Checklist</b> Lacking Credentials (whatever is applicable) University Clearance & ID Form 137-A/ Hon. Dismissal Official Transcript of Records

		Receipt (O.R.) by paying the fees to the Cashier. If there is/are problem/s on her/his credentials, explains problem/s to the client and issues requirement checklist for compliance & submission before he/she will be issued Order of Payment Slip for payment to the Cashier.				PSA Birth /Marriage Certificate Mailing/Documentary Stamp Authorization Letter, etc.
2	Presents accomplished Order of Payment Slip for payment to the Cashier.	Accepts payment Issues Official Receipt	2 minutes	<b>Cashier</b>	Transcript 70.00/page Certifications 70.00 Hon. Dismissal 70.00 Diploma (re-issuance) 134.00 for Higher Education  200.00 for Advanced Education Authentication of Documents 14.00/page Photocopy of Documents 1.25/page	Order of Payment Slip
3	Presents the accomplished request slip with the Official Receipt.	Validates Official Receipt Determines Due Date Issues Claim Slip	2 minutes Authentication of Docs 5 minutes Photocopy of Docs 3 minutes Transcript 3 Working Days Certification 3 Working Days Hon. Dismissal 3 Working Days	<b>Receiving Counter In-charge</b>	None	Official Receipt Accomplished Request Slip Claim Slip
4	Claims requested academic credentials on specified due date.	Releases requested academic credentials upon receipt of the claim slip with valid identification/ authorization letter for representatives.	2 minutes	<b>Claiming Counter In-charge</b>	None	Claim Slip & Valid ID Authorization letter for representatives
<b>END OF TRANSACTION</b>						

**Service** : **REQUEST FOR CORRECTION OF STUDENT'S RECORDS**  
(Name, Birth Date & Birth Place)

**Schedule of Availability** : Monday – Saturday, 8:00am – 5:00 pm

**Who May Avail of the Service** : Students with erroneous entries as to name, date & place of birth in their academic credentials.

**Duration** : 9 minutes (3 working days for the processing of the correction)

**PROCEDURES:**

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/Required Documents
1	Presents all the required documents.	Checks the requirements Issues Order of Payment Slip for payment to the cashier.	2 minutes	<b>Receiving Counter In-charge</b>	70.00	Request Letter addressed to: <b>DR. LOURDES C. GENERALAO</b> SUC President IV USEP-Davao City  <b>THRU:</b> <b>DANILO C. GALARION</b> Registrar III USeP-Davao City  Clear copy of the PSA Birth Certificate Personal Affidavit/ Parent's Affidavit (for underage) Joint Affidavit of Two (2) Disinterested Persons Documentary Stamps
2	Presents accomplished Order of Payment Slip	Accepts payment Issues Official Receipt (OR)	2 minutes	<b>Cashier</b>	None	Order of Payment Slip
3	Submits OR together with all the required documents	Receives required documents & OR Determines due date Issues claim slip Processing of the correction	3 minutes  3 working days	<b>Receiving Counter In-charge</b>	None	All required documents Official Receipt (OR)
4	Claims Order of Correction.	Receives claim slip with valid identification  Issues Order of Correction upon receipt  Requests client to sign the logbook	2 minutes	<b>Claiming Counter In-charge</b>	None	Claim Slip & Valid ID Authorization letter for representatives
<b>END OF TRANSACTION</b>						

**Service** : **VERIFICATION OF INC GRADE/S**  
**Schedule of Availability** : Monday – Saturday, 8:00am – 5:00 pm  
**Who May Avail of the Service** : Students with INC grades (earned not later than 1 year upon completion)  
**Duration** : 5 minutes  
**PROCEDURE:**

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Presents University ID to respective evaluators for verification of INC grade/s	Issues INC form and Order of Payment Slip, if found eligible to comply INC grade.	2 minutes	<b>Respective Evaluators</b>	None	University ID
2	Presents Order of Payment Slip	Accepts payment Issues Official Receipt	2 minutes	<b>Cashier</b>	14.00/ subject for Higher Education courses 50.00/subject for Adv. Education courses	Payment Order Slip
3	Issuance of Completion Form	<ul style="list-style-type: none"> <li>• Validates Official Receipt</li> <li>• Issues INC Form/s</li> </ul>	1 minute	<b>Respective Evaluators</b>	None	Official Receipt
<b>END OF TRANSACTION</b>						

**Service** : **REPLACEMENT FOR LOST ID**  
**Schedule of Availability** : Monday-Friday, 7:00 am - 5:00 pm  
Saturday, 8:00 am - 5:00 pm  
**Who May Avail of the Service** : All Students  
**Duration** : 9 minutes

**PROCEDURES**

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Submit required documents	<b>Clerk</b> <ul style="list-style-type: none"> <li>• Verifies the completeness of submitted documents</li> <li>• Files the submitted documents</li> <li>• Issues Order of Payment Slip (OPS)</li> </ul>	2 minutes		None	<ul style="list-style-type: none"> <li>• Affidavit of Loss</li> <li>• Letter of intent signed by the Head Guard</li> </ul>
2	Present Order of Payment Slip to Cashier for Payment	<b>Clerk</b> <ul style="list-style-type: none"> <li>• Receives payment and issues Official Receipt (OR)</li> </ul>	2 minutes		P 50.00 w/o sling  P 100.00 w/ sling	<ul style="list-style-type: none"> <li>• Order of Payment Slip (OPS)</li> </ul>
3	Takes picture	<b>OUR Staff</b> <ul style="list-style-type: none"> <li>• Checks the Official Receipt (OR)</li> <li>• Takes picture</li> </ul>	4 minutes		None	<ul style="list-style-type: none"> <li>• Official Receipt (OR)</li> </ul>
4	Claim New ID	<b>OUR Staff</b> <ul style="list-style-type: none"> <li>• Issuance of new ID</li> <li>• Requests student to sign in the logbook</li> </ul>	1 minute		None	None
<b>END OF TRANSACTION</b>						

**Service** : **Filing of USePAT Application**  
**Schedule of Availability** : Monday-Friday, 8:00am-5:00pm  
**Who May Avail of the Service** : Incoming freshmen and transferees  
**Duration** : 10 minutes

**PROCEDURES:**

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Register online at <a href="http://register.usep.edu.ph/">http://register.usep.edu.ph/</a> .					
2	Submit required documents within one (1) week after registration through: a) Mailing addressed to: University Guidance & Testing Center University of Southeastern Philippines Iñigo St., Obrero, Davao City b) Personal visit (optional)	<b>Clerk</b>  Verifies the documents	5 minutes		None	<ul style="list-style-type: none"> <li>Form 137A with GPA/year (certified true copy)</li> <li>Señior High school (Grade 11)</li> <li>Form 138A (certified true copy) Grade 12-1st grading period GPA</li> <li>1 piece recent Passport-size ID pictures with name tag</li> <li>ITR/Certificate of Low Income</li> </ul>
3	View the List of Examination Qualifiers published at: a. USeP Website b. USeP Facebook Page c. USeP Campus bulletin boards					
4	Secure Order of Payment Slip	<b>Desk Clerk</b> If the applicant opts out of RA 10931, payment is made through USeP Cashier's Officer <ul style="list-style-type: none"> <li>Verifies list of Examination</li> <li>Issues Order of Payment Slip (OPS)</li> </ul> If payment is made through online	2 minutes			
5	Payment of Testing Fee	<b>Cashier</b> <ul style="list-style-type: none"> <li>Issues official receipt (OR) of payment</li> </ul>	2 minutes		Php 215.00	Order of Payment Slip (OPS)
<b>END OF TRANSACTION</b>						

**Service** : **ISSUANCE OF CERTIFICATE OF TEST RESULT**  
**Schedule of Availability** : Monday-Friday, 8:00am-5:00pm  
**Who May Avail of the Service** : Students; Authorized representative of student  
**Duration** : 10 minutes

**PROCEDURES:**

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Present required documents	Verifies test result from the system  Issues the Payment Order Slip (POS)	2 minutes	<b>Clerk</b>	None	Exam permit with Official Receipt or Authorization letter
2	Present Payment Order Slip to the Cashier for payment	Issues official receipt (OR) of payment	2 minutes	<b>Cashier</b>	Php 70.00	Payment Order Slip
3	Present Official Receipt	Acknowledges OR and verifies the examinee's result from the system, print report, and counter signs it  Signs the certificate	3 minutes	<b>Clerk/ Counselor</b>  <b>Guidance Director/ Counselor</b>	None	Official Receipt
4	Claim Certificate of Test Result	Issues certificate of Test result, returns OR to requesting party, and stamped it with "ISSUED" Request client to sign in the logbook properly	1 minute	<b>Desk Clerk/Counselor</b>	None	None
<b>END OF TRANSACTION</b>						