



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

**CITIZEN'S CHARTER**  
2020 (2<sup>nd</sup> Edition)



# General Education Center (GEC)

## External Services

### 1. Request for crediting of GE course/s

Request of transferees/ shiftees for crediting of GE course/s taken in other CUs or outside the University

<b>Office or Division:</b>	General Education (GE) Center
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	UPD Students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



1. Request letter		Requesting letter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the UPD UC Committee on Students Admission, Progress and Graduation (CSAPG) through the college/ unit	1. Receive the request letter from the UPD UC CSPAG and encode in the Office Document Tracking System	None	15 Minutes	Receiving personnel Office Associate for Research Programs
	2. Review the request letter and include in the agenda of the UPD GE Committee meeting	None	20 Minutes	Supervisor
	3. Review of the request in coordination with the concerned GE Offering Unit	None	20 days	UPD GE Committee and concerned GE Offering Unit
	4. Prepare a letter to UC UPD CSAPG regarding the UPD GE Committee's action	None	30 Minutes	Supervisor
	5. Letter for signature of the GE Center Director	None	25 Minutes	GE Center Director
	6. Letter for signature of the UPD GE Committee Chair/ VCAA	None	25 Minutes	UPD GE Committee Chair/ Vice-Chancellor for Academic Affairs
	7. Release the letter	None	5 Minutes	Releasing personnel Office Associate for Research Programs
<b>TOTAL:</b>		<b>None</b>	<b>20 Days, 1 Hour, 50 Minutes</b>	





# General Education Center (GEC)

## Internal Services

### 1. Request for evaluation and endorsement of GE course proposal/s

Request of college/ unit for evaluation and endorsement of its proposal for reconfiguration/ revision/ institution of a GE course for endorsement to System GE Council

<b>Office or Division:</b>	General Education (GE) Center
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	GE Offering Unit in the UPD



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished GE Course Proposal Template 2. Covering letter		General Education (GE) Center Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to GE Center through the concerned UPD GE Cluster Committee	1. Receive the required document and encode in the Office Document Tracking System	None	15 Minutes	Office Associate for Research Programs GEC
	2. Review the format of the submitted GE course proposal	None	1 Hours	Office Associate for Incubation Programs GEC
	3. Include in the agenda of the UPD GE Committee meeting	None	1 Hours	Supervisor GEC
	4. Evaluate the proposal for endorsement to the System GE Council	None	14 days	UPD GE Committee
	5. Update the unit regarding the Committee's action	None	1 Hours	Office Associate for Incubation Programs GEC
	6. Do revisions per Committee's comments/ suggestions	None	5 days	College/ unit
	7. Endorse and forward the GE course proposal to the System GE Council	None	1 Hours	Office Associate for Research Programs GEC
<b>TOTAL:</b>		<b>None</b>	<b>20 Days, 4 Hours</b>	

## 2. Request for a copy of GE course syllabus

Request of unit for a copy of GE course syllabus approved by the UP Office of the President

<b>Office or Division:</b>	General Education (GE) Center
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	GE Offering Unit in the UPD



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to GE Center	1. Receive the request letter and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> GEC
	1.2 Review and approval of the request	None	20 Minutes	<i>Supervisor and Director</i> GEC
	1.3 Prepare a copy of the syllabus	None	20 Minutes	<i>Office Associate for Incubation Programs</i> GEC
	1.4 Release the copy	None	5 Minutes	<i>Releasing personnel</i> GEC
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

### 3. Request for simple data or report on GE matters

Request of unit for simple data or report regarding GE matters available at the GE Center

<b>Office or Division:</b>	General Education (GE) Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	GE Offering Unit in the UPD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to GE Center	1. Receive the request letter and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> GEC
	2. Review and approval of the request	None	30 Minutes	<i>Supervisor and Director</i> GEC
	3. Prepare a copy of the syllabus	None	1 Hours	<i>Office Associate for Incubation Programs</i> GEC
	4. Release the copy	None	5 Minutes	<i>Releasing personnel</i> GEC



<b>TOTAL:</b>	<b>None</b>	<b>2 Hours</b>	
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#### 4. Request for complex data or report on GE matters

Request of unit for complex data or report regarding GE matters

<b>Office or Division:</b>	General Education (GE) Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	GE Offering Unit in the UPD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter		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 the request letter to GE Center	1. Receive the request letter and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> GEC
	2. Review and approval of the request	None	30 Minutes	Supervisor and GE Center Director
	3. Prepare the data/ report in coordination with concerned Office/s	None	6 Days	Office Associate for Incubation Programs
	4. Review/ finalize the data	None	2 Hours	Supervisor and GE Center Director
	5. Release the copy	None	5 Minutes	Releasing personnel Office Associate for Incubation Programs
<b>TOTAL:</b>		<b>None</b>	<b>6 Days, 2 Hours, 50 Minutes</b>	

#### 5. Request to use the OVCAA Curriculum Group Resource Center as venue

Request of unit to use the OVCAA Curriculum Group Resource Center as venue for meetings and other activities

<b>Office or Division:</b>	General Education (GE) Center
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	GE Offering Unit in the UPD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter		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 the request letter to GE Center	1. Receive the request letter and encode in the Office Document Tracking System	None	15 Minutes	Receiving personnel Office Associate for Research Programs
	2. Review/ approval of the request	None	10 Minutes	Supervisor and GE Center Director
	3. Release of the approval	None	5 Minutes	Releasing personnel Office Associate for Research Programs
<b>TOTAL:</b>		<b>None</b>	<b>30 Minutes</b>	

## 6. Request to use GE materials

Request of unit to use GE materials at the OVCAA Curriculum Group Resource Center

<b>Office or Division:</b>	General Education (GE) Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	GE Offering Unit in the UPD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Sign in the logbook		General Education (GE) Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the log book and leave the bag at the counter	1. Get the client's bag and give a number 1.1 Use the GE materials 1.2. Attend to client's need, if necessary	None	15 Minutes	Assigned Staff GE Center



2. If the client is done, sign out the log book and give back the number	3. Give the client's bag	None	15 Minutes	Assigned Staff GE Center
<b>TOTAL:</b>		<b>None</b>	<b>30 Minutes</b>	