University of the Philippines Diliman
Office of the Vice Chancellor for Student Affairs
Office of Student Housing
External Service

1. Attends to inquiry letters
Answers inquiries pertaining to dormitory application and other OSH Services

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Inquiry letter/email		Requesting party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits inquiry letter about OSH's services to its official email address osh.updiliman@up.edu.ph and/or dorm application inquiries at dormapp.upd@up.edu.ph	1.1 OSH Admin Personnel acknowledges the email and forwards it to concerned OSH/dorm personnel for appropriate action. 1.2 OSH Admin/ Dorm Personnel replies to client's inquiry with appropriate action via email or phone call.	None	1 day	*OSH Admin Personnel/ Dorm Personnel* *Dormitory Managers/ OSH OIC*
	TOTAL	**None**	**1 day**	

2. Processing of Dorm Application
Processing of students' dorm applications

Office or Division:	Office Student Housing
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	UPD Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CRS/Dilnet Account	Computer Center

1. PDF copy of the following documents:
Full-Year Application:
  a. Proof of Income
  b. True Copy/Screenshot of Grades for continuing students
  c. Validated Form 5 or Admission Slip
  d. Vaccination Card
  e. Certification of F2F Classes (if applicable)
 	
Transient Application:
  a. Validated Form 5 or Admission Slip
  b. Certification of F2F Classes from the College
  c. Vaccination Card
  d. Proof of Payment
	Apply via www.dormapplication.upd.edu.ph
	
	Secure the document from the department/colleges with F2F classes
	
	Apply via https://studenthousing.upd.edu.ph/?page_id=1160
	
	Secure the document from the department/colleges with F2F classes

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client logs in the Dorm Application portal using Dilnet Account (if freshmen, can use student number as User ID and their temporary PIN for their passwords) answers the required fields, and uploads a copy of all requirements.	1.1 Dormitory Admissions Committee (DAC) Secretariat checks and validates submission of all requirements.	None	5 minutes	*DAC Secretariat* UP Diliman
	1.2 DAC Secretariat consolidates all accepted applications and forwards it to DAC with recommendations, for the committee's final evaluation.		5 days	*DAC Secretariat* UP Diliman
	1.3 DAC secretarial consolidates and application for DAC agenda setting		15 days	*DAC Secretariat* UP Diliman
	1.4 DAC evaluates the applications based on the UPD Dormitory Guidelines.		1 day	*DAC* UP Diliman
2. Client waits for the official email of Dorm Application Secretariat for updates on application.	2. DAC Secretariat notifies students of the results of the application.	None	1 day	*DAC Secretariat* UP Diliman
	TOTAL	**None**	**22 days, 5 minutes**	

3. Submission of Appeal Letter for disapproved/late applicants

Processing of appeal letters of disapproved and late dorm applications

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appeal letter for disapproved dorm applications 2. Other supporting documents		Requesting Party Concerned Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the documents to Dorm App Email dormapp.upd@up.edu.ph	1.1 DAC Secretariat receives the documents, checks completeness of submission for late applicants, and acknowledges the email. 1.2 OIC reviews the applications and forwards the appeals to DAC with recommendations, for the committee's final evaluation. 1.3 DAC Secretariat informs the student of the results of application.	None	15 minutes 3 minutes	*DAC Secretariat* *Dormitory Application Committee* *DAC Secretariat*
	TOTAL	None	1 day, 3 minutes	

4. Processing of Approved Dorm Application and Checking In

Processing approved dorm application in preparation/during check-in period

Office or Division:	Office Student Housing
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UPD Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved dorm application 2. Residence Hall Primer and signed New Normal Guidelines of the UPD Residence Halls 3. Dormer's Instruction Sheet 4. Property and Accountability Form	Concerned Residence Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client confirms slot by responding to the email of the DAC Secretariat. Slot allocated is forfeited if the student fails to confirm it within 3 days. Confirmed client follows the check-in process provided by their assigned residence hall	1. DAC notes the confirmation of the slot.	None	1 minute	*DAC members and Secretariat* UP Diliman
2. Client submits the Residence Halls requirements during check-in	2. Houseparent receives and checks submitted documents.	None	10 minutes	*Houseparent* Residence Hall, OSH
3. Client receives room key upon validation of complete requirements	3. Houseparent issues/room key.	None	1 minute	*Houseparent Residence Hall,* OSH
4. Client checks in to the assigned room.	4. Houseparent assists students settle in the assigned room.	None	10 minutes	*Household Attendant* Residence Hall, OSH
	TOTAL	**None**	**22 minutes**	

5. Issuance of Billing Form/Record

Issuance of student's billing which issue every 7th day of the month

Office or Division:	Office Student Housing
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UPD Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Resident's Dorm ID 2. Resident's Record of Payment 3. Late Payment Appeal Form	Assigned Residence Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client checks and accepts dorm billing. Surcharge of 1% per month is charged on late acceptance of billing form.	1. Houseparent issues billing form every 7th day of the month.	Depending on the outstanding balance due for payment	2 minutes	*Houseparent Residence Hall,* OSH
2. Client pays the dorm fees at the Diliman Cash Office or via online payment modes provided by the same office. Client secures official receipt from transaction.	2. Cashier officer receives payment and issues an official receipt.	Depending on the outstanding balance due for payment	3 minutes	*Cashier Officer Diliman Cash Office*
3. Client submits copy of official receipt to dorm management	3. Houseparent receives official receipt of payment.	None	1 minute	*Houseparent Residence Hall,* OSH
	3.1 Houseparent encodes the official receipt in the record of payment, Excel file, and dorm database.	None	2 minutes	*Houseparent Residence Hall,* OSH
	TOTAL	**Depending on the outstanding balance due for payment**	**8 minutes**	

6. Checking out of the residents

Preparation for checking-out period

Office or Division:	Office Student Housing
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UPD Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Dorm Clearance 2. Check-out form 3. Room Key	Assigned residence hall and resident

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives and fills out checkout form (for permanent or temporary check-out)	1. Houseparent issues checkout form.	None	3 minutes	*Houseparent Residence Hall, OSH*
2. Client awaits approval of checkout form (Clearance from accountabilities)	2. Houseparent checks resident's record of payment.	None	5 minutes	*Houseparent Residence Hall, OSH*
3. Tagged resident settles accountability and secures clearance from accountabilities/deficiencies. Settle payment at Diliman Cash Office. Dialogue with Dormitory Manager for dorm violations.	3. Houseparent receives clearance form.	None	1 day	*Houseparent Residence Hall, OSH*
4. Residents with approved checkout form get their personal belongings and checks out from the residence hall.	4. Household attendant assists resident during checkout.	None	15 minutes	*Household Attendant Residence Hall, OSH*
5. Client surrenders dorm key.	5. Authorized staff receive dorm keys.	None	1 minute	*Houseparent/ Household Attendant/ Security Guard Residence Hall, OSH*
	TOTAL	**None**	**1 day, 24 minutes**	

7. Online tagging and untagging of residents during enrolment period

Online tagging and untagging of residents' accountabilities (long overdue bills, dorm violation, and broken or lost dorm property) during enrollment period.

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Dorm Clearance 2. Student ID 3. Student's CRS Account		Office of Student Housing		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client requests for un-tagging of dorm accountability from their residence hall.	1. Dormitory Manager sends letter requesting tagging/untagging of resident with client's information to OIC/Director 1.1 OIC/Director instructs staff in-charge to tag/untag students. 1.2 Staff tags/in-tags student.	None	5 minutes	*Dormitory Manager Residence Hall* *OIC Director OSH* *Staff OSH*
2. Client verifies completion of untagging request via their CRS account.	2. Residence Hall updates their student records after completion of the request.	None	1 minute	*CRS Online OUR*
	TOTAL	**None**	**6 minutes**	

8. Submission of appeal/request letter to waive dorm fee, change of dorm assignment and dorm concerns

Processing of appeal/request letter to waive dorm fee, change of dorm assignment, and dorm concerns

Office or Division:	Office Student Housing
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UPD Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Appeal/Request Letter	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits appeal/request letter (e.g. request to waive dorm fees) endorsed by the Dormitory Manager. 2. Client submits a letter of concern to OSH official email osh.updiliman@up.edu.ph	1. OSH Admin Personnel receives, records, and forwards the letter to OIC/Director.	None	1 minute	*OSH Admin Personnel*
	1.1 OIC/Director recommends appropriate action on the resident's appeal.	None	2 days	*OIC Director OSH*
2. Client receives letter with recommendation/s from OSH.	3. OSH Admin Personnel releases the letter to concerned residents via email.	None	1 minute	*OSH Admin Personnel*
	TOTAL	**None**	**2 days, 2 minutes**	

University of the Philippines Diliman
Office of the Vice Chancellor for Student Affairs
Office of Student Housing
Internal Service

1. Attends to inquiry letters

Answers inquiries pertaining to dormitory application and other OSH Services

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Inquiry letter		Requesting party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits inquiry letter about OSH's services to its official email address osh.updiliman@up.edu.ph and/or dorm application inquiries at dormapp.upd@up.edu.ph	1. OSH Admin Personnel acknowledges the email and forwards it to concerned OSH/dorm personnel for appropriate action. 1.1 OSH Admin/Dorm Personnel replies to client's inquiry with appropriate action via email or phone call.	None	1 day	*OSH Admin/ Dorm Personnel* *Dormitory Managers/ OSH OIC*
	TOTAL	**None**	**1 day**	