

# **Office of Student Housing**

## **External Service**

## 1. Attends to Inquiry and Request Letters

Answers inquiries and requests pertaining to dormitory application and other OSH services

<b>Office or Division:</b>	Office Student Housing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Inquiry/Request Letter/E-mail		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. Client submits inquiry/request letter/email about OSH's services to its official email address <a href="mailto:osh.updiliman@up.edu.ph">osh.updiliman@up.edu.ph</a> and/or dorm application inquiries at <a href="mailto:dormapp.upd@up.edu.ph">dormapp.upd@up.edu.ph</a>	1.1 OSH Admin Personnel acknowledges the email and forwards it to concerned OSH/dorm personnel for appropriate action.	None	3 minutes	<i>Administrative Officer/Household Manager and Concerned Houseparent/Dormitory Manager</i>
	1.2 OSH Admin/ Dorm Personnel replies to client's inquiry/request with appropriate action via email or phone call.		5 minutes	<i>Dormitory Managers/ OSH OIC</i>
<b>TOTAL</b>		<b>None</b>	<b>8 minutes</b>	

## 2. Processing of Dorm Application

Processing of dormitory applications submitted by bonafide UP Diliman students

<b>Office or Division:</b>	Office Student Housing			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CRS/DilNet Account		Computer Center		
1. PDF copy of the following documents: a. Copy of Proof of Income b. True Copy/Screenshot of Grades for Continuing Students c. ST Bracket Certification (if applicable) d. Residence Hall Clearance (if applicable) e. 2X2 Picture (green background)		Apply via <a href="http://www.dormapplication.upd.edu.ph">www.dormapplication.upd.edu.ph</a>		
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). Client 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	7 days	DAC Secretariat UP Diliman
	1.2 Dorm Application Team notifies the applicants of their deficiencies and requests for the submission of additional/lacking supporting documents via the Dorm Application website		7 days	DAC Secretariat UP Diliman

	<p>1.3 DAC Secretariat consolidates all accepted applications and forwards it to DAC with recommendations , for the committee's final evaluation.</p> <p>1.4 DAC evaluates the applications based on the UPD Dormitory Guidelines.</p>		<p>7 days</p> <p>1 day</p>	<p><i>DAC Secretariat</i> UP Diliman</p> <p><i>DAC</i> UP Diliman</p>
2. Client waits for the official announcement on the release of results on the OSH Facebook Page.	<p>2. The Dorm Application Team notifies the public about the availability of results by posting an official announcement on the OSH's official FB page.</p> <p>3. Clients are advised to confirm their slots via the Dorm Application website</p>	None	<p>1 day</p> <p>7 days</p>	<i>DAC Secretariat</i> UP Diliman
<b>TOTAL</b>		<b>None</b>	<b>30 days</b>	

### 3. Processing of Appeal Letters for Disapproved/Late Applicants

Processing of appeal letters of disapproved and late dorm applications submitted by students

<b>Office or Division:</b>	Office Student Housing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students who missed the application period: <ol style="list-style-type: none"> <li>CRS/DiINet Account</li> <li>PDF Copy of Proof of Income</li> <li>True Copy/Screenshot of Grades for Continuing Students</li> <li>ST Bracket (if applicable)</li> <li>Residence Hall Clearance</li> <li>2X2 ID Picture (green background)</li> </ol> 2. For students with lacking documents: <ol style="list-style-type: none"> <li>CRS/DiINet Account</li> <li>PDF Copy of Lacking Documents</li> </ol> 3.		Requesting Party  Concerned Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client logs into the Dorm Application website ( <a href="http://www.dormapplication.upd.edu.ph">www.dormapplication.upd.edu.ph</a> ) and uploads all the documentary requirements before clicking the appeal button	1.1 The Dorm Application Team checks the completeness and veracity of uploaded documents.	None	3 minutes per appeal	<i>Dorm Application Team</i>
	1.2 The Head of the Dorm Application Team reviews the appeal, provides recommendations, and includes the client to the list of		7 days	<i>Dormitory Application Committee</i>

	appeals to be forwarded to the Dormitory Admissions Committee for final evaluation			
	1.3 The Dorm Application Team informs the applicants of the results of the appeal via the Dormitory Application website.		1 day	Dorm Application Team
<b>TOTAL</b>		<b>None</b>	<b>8 days, 3 minutes</b>	

## 4. Processing of Approved Dorm Application and Check-In

Processing of approved dorm application in preparation for and during the check-in period in the residence halls

<b>Office or Division:</b>	Office Student Housing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Dorm Application 2. Residence Hall Agreement 3. Dormer's Instruction Sheet 4. Property and Accountability Form 5. Resident's Information Sheet 6. Approved Check-In Schedule 7.		Concerned Residence Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client confirms slot via the Dorm Application website and uploads the signed Residence Hall Agreement .  Slot allocated is forfeited if the student fails to confirm it within the set deadline .  Confirmed client follows the check-in process provided by their assigned residence hall	1. Dormitory Application Team notes the confirmation of slot.	None	1 minute	Dorm Application Team
2. Client complies with the Residence Hall's check-in requirements after receipt of	2. Houseparent/Dorm Manager receives and checks submitted documents, provides check-in	None	5 minutes	Houseparent/Dorm Manager

email from their assigned dormitory	instructions to the client via email			
3. Client shows up on their confirmed check-in schedule and fills up the necessary dormitory forms (i.e. payment card, property and accountability form, etc.) and receives room key upon validation of complete requirements	3. Houseparent issues/room key.	None	1 minute	<i>Houseparent</i>
4. Client checks in to the assigned room.	4. Household Attendants directs and assists students to their assigned room .	None	5 minutes	<i>Household Attendant</i>
<b>TOTAL</b>		<b>None</b>	<b>12 minutes</b>	



## 5. Issuance of Billing Form

Issuance of student's billing form for settlement on or before the end of every month

<b>Office or Division:</b>	Office Student Housing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Houseparent's BULSA Account 2. Resident's Record of Payment		Assigned Residence Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to the dorm office to request/receive their billing form .  Surcharge of 1% per month is charged on late acceptance of billing form.	1. Houseparent checks the student's payment record and logs into the BULSA website to prepare the billing form .	Depending on the outstanding balance due for payment	2 minutes	<i>Houseparent Residence Hall, OSH</i>
2. Client pays the dorms 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/Online payment platform provides a transaction receipt.	Depending on the outstanding balance due for payment	3 minutes	<i>Cashier Officer Diliman Cash Office/Online Modes of Payment (GCash/Landbank LinkBiz)</i>
3. Client submits copy of official receipt to dorm management (online/hard copy)	3. Houseparent receives official receipt of payment.	None	1 minute	<i>Houseparent Residence Hall, OSH</i>

	3.1 Houseparent checks the veracity of the details of the OR and encodes the details in the student's record of payment and dorm database.	None	2 minutes	<i>Houseparent Residence Hall, OSH</i>
<b>TOTAL</b>		<b>Depending on the outstanding balance due for payment</b>	<b>8 minutes</b>	

## 6. Check-out of residents from their assigned Residence Hall

Preparation for checking-out period in the residence halls

<b>Office or Division:</b>		Office Student Housing		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Dorm Clearance 2. Check-out form 3. Room Key		Assigned residence hall and resident		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client receives and fills out checkout form (for permanent or temporary check-out)	1. Houseparent issues checkout form (online/hard copy) and requests the student to accomplish it.	None	2 minutes	<i>Houseparent</i>
2. Client awaits approval of checkout form (Clearance from accountabilities)	2. Houseparent checks resident's record of payment and requests a Household Attendant to physically check the room for cleanliness and the dorm property used by client for any damages.  2.1. If the student is cleared of all accountabilities (including the orderliness of room the Houseparent	None	10 minutes	<i>Houseparent, Household Attendant, Dorm Manager</i>

	notifies the Dorm Manager/s for the approval of dorm clearance. If uncleared, the Houseparent requests the student to settle outstanding dorm fees.			
2.1 Residents with outstanding dorm fees settles accountability via the available payment options (online or over-the-counter) and secures clearance from the dorm management .  Settle payment at Diliman Cash Office.  Dialogue with Dormitory Manager for dorm violations.	3. Houseparent receives clearance form.	None	5 minutes	<i>Houseparent</i>
3. Residents submits copy of the official receipt	4. Houseparent validates the payment made and updates the student's payment records. Informs the Dorm Manager/s for the issuance of dorm clearance after validation of payment and updating of records	None	2 minutes	<i>Houseparent/Dorm Manager</i>

4. Resident with approved checkout form and dorm clearance ensures all their personal belongings are well-packed, gets them and checks out from the residence hall.	5. Household attendant assists resident during checkout.	None	10 minutes	<i>Household Attendant</i>
5. Client surrenders dorm key.	6. Authorized staff receives dorm key.	None	1 minute	<i>Houseparent/ Household Attendant/ Security Guard</i>
<b>TOTAL</b>		<b>None</b>	<b>30 minutes</b>	

## 7. Online tagging and untagging of residents during enrolment period

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

<b>Office or Division:</b>	Office Student Housing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dorm Clearance or List of Students for tagging/untagging 2. Student Name and ID Number 3. OSH/Dorm'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 request for tagging/un-tagging of resident with client's information to OIC/Director  1.1 OIC/Director instructs staff in-charge to tag/un-tag student.  1.2 Assigned staff tags/un-tags student.	None	5 minutes	<i>Dormitory Manager Residence Hall</i>  <i>OIC Director OSH</i>  <i>Household Manager</i>
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	<i>Dorm Manager/ Houseparent</i>
<b>TOTAL</b>		<b>None</b>	<b>6 minutes</b>	

## 8. Submission of appeal/request letter for late payment of dorm fee, change of dorm assignment and dorm concerns

Processing of appeal/request letter for late payment of dorm fee, change of dorm assignment, and other dorm concerns

<b>Office or Division:</b>	Office Student Housing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	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) bearing the payment terms and endorsement/recommendation from the concerned dorm management.	1. OSH Admin Personnel receives, records, and forwards the letter to OIC/Director.	None	1 minute	<i>Administrative Aide/Household Manager</i>
	1.1 OIC/Director recommends appropriate action on the resident's appeal.	None	1 day	<i>OIC Director OSH</i>

2. Client awaits appeals/letters with recommendation/s from OSH.	2. OSH Admin Personnel releases the letter to concerned residents via email.	None	1 minute	<i>Household Manager/Administrative Officer</i>
<b>TOTAL</b>		<b>None</b>	<b>1 day, 2 minutes</b>	



**Office of Student Housing**  
**Internal Service**

## 1. Attends to Inquiry/Request Letters

Answers inquiries pertaining to dormitory application and other OSH services

<b>Office or Division:</b>	Office Student Housing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	UP Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Inquiry/Request Letter/Email		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. Client submits inquiry/request letter/email about OSH's services to its official email address <a href="mailto:osh.upd@up.edu.ph">osh.upd@up.edu.ph</a> and/or dorm application inquiries at <a href="mailto:dormapp.upd@up.edu.ph">dormapp.upd@up.edu.ph</a>	1. OSH Admin Personnel acknowledges the email and forwards it to concerned OSH/dorm personnel for appropriate action.	None	3 minutes	<i>Administrative Officer/Household Manager and Concerned Houseparent/Dorm Manager</i>
	1.1 OSH Admin/Dorm Personnel replies to client's inquiry/request with appropriate action via email or phone call.		5 minutes	<i>Dormitory Managers/ OSH OIC</i>
<b>TOTAL</b>		<b>None</b>	<b>8 minutes</b>	