

COMMISSION ON HIGHER EDUCATION

CITIZEN'S CHARTER

2019 (1ST Edition)



I. Mandate

CHED shall:

- ❖ Promote relevant and quality higher education, ensure that quality higher education is accessible to all who seek it particularly those who may not be able to afford it;
- ❖ Guarantee and protect academic freedom for continuing intellectual growth, advancement of learning and research, development of responsible and effective leadership, education of high-level professionals, and enrichment of historical and cultural heritages; and
- ❖ Commit to moral ascendancy that eradicates corrupt practices, institutionalizes transparency and accountability and encourages participatory governance in the Commission and the sub-sector.

II. Vision

Philippine Higher Education system that is equitable and producing locally responsive, innovative and global competitive graduates and lifelong learners.

III. Mission

Top promote equitable access and ensure quality and relevance of higher education institution and their programs.

IV. Service Pledge

We, the officials and staff of the Commission on Higher Education, commit to:

- ❖ **E**nsure timely response to communications, queries and requests and service the public courteously and with utmost respect from Monday to Friday, 8:00 A.M. – 5:00 P.M.;
- ❖ **D**evelop mechanisms to continually innovate and enhance our operations, systems and procedures, and enrich workforce/personnel to ensure quality service to the satisfaction of of clientele;
- ❖ **U**phold the dignity of the Commission by crossing the road of excellence and employee empowerment in developing sound careers in public service through continuing programs towards personnel growth and development;
- ❖ **C**ontinue to sustain and strengthen the quality service we provide to our public and establish a highly educated, credible, capable and eligible human resource to comply with the mandates of the Commission;



- ❖ **A**dhere to the agency's core values of fairness, integrity, teamwork, innovativeness, commitment and competence;
- ❖ **T**ake appropriate measures to ensure that education shall be accessible to all especially the under privileged and deserving students by providing financial assistance through various scholarship programs and educational loans;
- ❖ **E**mpower higher education institutions in the implementation of their mandates to produce an educationally qualified workforce and professional organizations to assist in the growth and development of its members and share with the public necessary information through our website (www.ched.gov.ph), and welcome comments and suggestions.

All these we pledge because we are committed to serve and give you the best.



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Central Office External Services



Issuance of Certification, Authentication and Verification (C.A.V) of graduates or undergraduates from Far Flung Regions

This service aims to assist Filipinos requesting for certified, authenticated and verified school documents for land-based, sea-based, overseas and local employment and other purposes. Such service is provided by CHED-OSDS.

Office or Division:	Office of Student Development and Services (OSDS)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All applicants for Local and Overseas Employment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished ISAD Application form		available at www.ched.gov.ph		
Transcript of Records (1 original, 1 photocopy)		HEI where the applicant graduated		
Diploma (1 original, 1 photocopy)		HEI where the applicant graduated		
Related Learning Experience (1 original, 1 photocopy) *if applicable		HEI Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the filled-up ISAD Application Form and requirements.	1. Evaluates and if found with complete requirements , receives the application with attached requirements and issues an Order Payment to the CHED Cashier.	None	1 hour	<i>International Student Affairs Division (ISAD) Staff OSDS</i>
2. Pays the CAV Fee	2. Receives payment for the CAV Application and issues Official Receipt	Php 80.00	1 hour	<i>Cashier</i>
	3. Receives Official Receipt for payment of CAV Application. Prepares Endorsement Letter addressed to the CHED Regional Office (CHEDRO) for Verification of documents.	None	1 hour	<i>ISAD CAV Focal OSDS</i>
	4. Reviews Endorsement Letter and affixes initials.	None	1 hour	<i>ISAD Chief EPS OSDS</i>



	5. Signs Endorsement Letter addressed to the CHEDROs.	None	4 hours	<i>Director OSDS</i>
	6. Forwards signed Endorsement Letter to the CHEDRO	None	1 hour	<i>ISAD Focal Person OSDS</i>
	7. Evaluates Endorsement Letter and attached documents for authenticity. If found in order, sends reply confirmation on the authenticity of the HEI documents.	None	5 days	<i>CHEDRO CAO OSDS</i>
	8. Prepares CAV and affixes initials.	None	1 hour	<i>ISAD CAV Focal OSDS</i>
	9. Reviews and affixes initials on CAV.	None	1.5 hours	<i>ISAD Senior EPS or Chief EPS OSDS</i>
	10. Signs the CAV	None	4 hours	<i>Director (In the absence of the Director, the ISAD Chief EPS signs the CAV) OSDS</i>
3. Receives the CAV	11. Affixes CHED Seal and releases the CAV	None	0.5 hours	<i>ISAD Staff OSDS</i>
Total		80/per copy	7 days	



Issuance of Certificate of Eligibility for Admission to Dentistry (CED/CEM)

The issuance of Certificate of Eligibility for Admission to Dental/Medical Program (CED / CEM) to Foreign Student (FS) seeking admission to Medical/Dental program as requested by Dental/ Medical School is a process to be followed by the HEI authorized to accept FS in submitting the bulk applications of each concerned FS.

Office or Division:	Office of Student Development and Services (OSDS)			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business & G2G - Government to Government			
Who may avail:	Liaison Officers of Higher Education Institutions (HEIs) accepting Foreign students enrolling in a Dentistry or Medical course in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished application form		www.ched.gov.ph		
Letter/Indorsement from HEI		HEI Registrar		
Passport (1 original, 1 Photocopy)		Department of Foreign Affair		
For CEM, Transcript of Records from the preparatory medical program (1 Certified Photocopy, 1 original) For CED, Transcript of Records from the Senior High School (1 Certified Photocopy, 1 original)		HEI/SHS Registrar		
Diploma or Certificate of Graduation		HEI/SHS Registrar		
Notice of Acceptance (with quota number of the student)		HEI/SHS Registrar		
For CEM, National Medical Admission Test (NMAT) result (1 Photocopy)		HEI/SHS Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished Application Form with the necessary requirements+A26 :F27	1. Evaluates, and if found with complete requirements , receives the application for CED / CEM and the attached requirements and issue order of payment for the cashier	Php 500.00	0.5 day	<i>International Student Affairs Division (ISAD)</i> Staff OSDS
	2. Reviews the submitted documents. If found in order, prepares the CED / CEM, otherwise, prepares Deficiency Letter addressed to the HEI applicant	None	5 days	<i>ISAD FS Focal</i> OSDS



	3. Reviews the CED / CEM / Deficiency Letter and affixes initials	None	0.5 day	<i>ISAD Chief EPS</i> OSDS
	4. Signs the CED / CEM / Deficiency Letter	None	0.5 day	<i>Director</i> OSDS
2. Receives the CED/CEM	5. Affixes dry seal on the CED / CEM. Releases CED / CEM or Deficiency Letter	None	0.5 day	<i>ISAD Staff</i> OSDS
Total		500 per copy	3 Working Days	



Issuance of Certificate of Accreditation for Non-Government Organization as National Service Training Program (NSTP) Service Provider

The issuance of Certificate of Accreditation to NGO is the process by a client is vet for qualification to be a service provider in the formulation and administering for the training of Civic Welfare Training Service (CWTS) and Literacy Training Service (LTS) components of NSTP on the contracted Higher Education Institutions (HEIs).

Office or Division:	Office of Student Development and Services (OSDS)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business & G2G - Government to Government			
Who may avail:	NGO duly registered with SEC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly registered with the Securities and Exchange Commission (SEC)		Securities and Exchange Commission (SEC)		
2. Company Profile (to highlight proof of viability of the program and sustainability of the organization, proof of good track record of community service, finished contract of projects related to NSTP; and list of personnel on program implementation including documentary evidences on their qualifications)		Company applying for Certificate of Accreditation as NSTP Service Provider		
3. Proposed Modules compliant with CHED requirements		CHED Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter together with the supporting documents	1. Evaluates completeness of the documents, if found complete, receives the application, otherwise return documents to applicant	None	0.25 day	Local Student Affairs Division (LSAD) Staff OSDS
	2. Receives the NGO Application and forwards the same to the Division Chief for routing	None	0.25 day	LSAD-NSTP Focal OSDS
	3. Evaluates and prepares the preliminary evaluation report based on the documents submitted.	None	2 days	LSAD-NSTP Focal OSDS



	4. Arranges for validation of documents for the ocular inspection and submit administrative documents for ocular visit	None	0.5 day	LSAD-NSTP Support Staff OSDS
	5. Reviews the administrative documents and affixes initial	None	0.5 day	LSAD Chief, Supervising Education Program Specialist OSDS
	6. Recommends to the OED the approval of the administrative documents	None	0.5 day	Director OSDS
	7. Approves and signs the administrative documents	None	2 days	Office of the Executive Director
	8. Ensures funds availability on the administrative documents	As indicated in the administrative documents	1.5 days	Administrative and Finance Management Services AFMS
2. Prepares for ocular inspection (Personnel-Incharge, Docs, etc.) and pays the fee	9. Arranges the schedule	Service fee is free (cost is for the conduct of ocular inspection) For Mindanao applicant - PHP45,000 For Visayas applicant - PHP40,000 For Luzon applicant - PHP30,000 For NCR	0.5 day	LSAD-NSTP Focal OSDS



		applicant- PHP 3,000.00		
	10. Conducts ocular inspection	None	3 days	LSAD-NSTP Focal and Chief OSDS
	11. Prepares and submits ocular and validation report	None	5 days	LSAD-NSTP Focal OSDS
	12. Reviews the ocular and validation report and affix initial	None	0.5 day	LSAD Chief, Supervising Education Program Specialist OSDS
	13. Recommends to the OED the approval of the Accreditation Certificate	None	1 day	Director OSDS
	14. Reviews and ensures the completeness of the requirements and affixes initials	None	1 day	Executive Director OED
	15. Signs the Accreditation Certificate	None	2 days	Chairman OC
3. Receives the Accreditation Certificate	16. Releases the Accreditation Certificate	None	0.5 day	LSAD-NSTP Focal OSDS
Total		For Mindanao applicant - PHP45,00 0.00 For Visayas applicant - PHP40,00 0.00 For Luzon applicant - PHP30,00 0.00 For NCR applicant- PHP 3,000.00	20 days	



Issuance of CHED Endorsement to the Bureau of Immigration (BI) for Students who will undergo Student Internship Abroad Program (SIAP) enrolled in Higher Education Institutions with existing tie up with Foreign Host Establishments/Organizations (FHEs/Os)

Office or Division:	Office of Student Development and Services (OSDS)
Classification:	Complex
Type of Transaction:	G2B - Government to Business & G2G - Government to Government
Who may avail:	Qualified Higher Education Institutions (HEIs) with existing tie up with Foreign Host Establishments/Organization (FHEs/Os)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Memorandum of Agreement (MOA) executed by and between Higher Education Institutions (HEIs) and their Foreign Host Establishments/Organizations (FHEs/Os) signed by the HEI President or his/her duly authorized representative	Higher Education Institutions (HEIs) and their Foreign Host Establishments/Organizations (FHEs/Os)
Portfolio of Student Internship Abroad Program (SIAP) to be attended by the students	HEI's
Notarized Application Letter signed by HEI President or his/her Authorized representative (1 original)	HEI's Registrar
Transcript of Records with Seal (1 original)	HEI's Registrar
Passport (1 photocopy)	Department of Foreign Affairs (DFA)
Training Permit or Appropriate Visa issued by host country (1 photocopy)	Foreign Host Establishments/Organizations (FHEs/Os)
Medical Certificate (1 original)	Any Hospital or Clinic
HEI Certification of Student Eligibility with Seal (1 original)	HEI's Registrar
Flight details of a round ticket (if the actual round ticket has not yet been submitted with the other requirements, a photocopy of it must be submitted after the approval/signature of the CHED Endorsement to BI)	Applicant
Proof of level of accreditation of the program	Qualified HEIs
Comprehensive Insurance Policy covering the whole duration of the internship period	Student Applicant
Training Permit issued by the Foreign Host Establishments/Organizations (FHEs/Os) and/or Internship Agreement entered into by and between the student interns and FHEs/Os	Foreign Host Establishments/Organizations (FHEs/Os)
Internship Plan	Qualified HEIs



FHEs/Os Directory (list of departing student interns together with address and telephone numbers of FHEs and dormitories)		Foreign Host Establishments/Organizations (FHEs/Os)		
Proof of conduct of initial visit and inspection of the partner FHEs/Os		Qualified HEIs		
Proof of conduct of general orientation and pre-departure briefing of qualified student interns		Qualified HEIs		
Written consent from parents/guardian/spouse		Student Applicant		
Designation of a regular and qualified faculty member or authorized Internship Coordinator		Qualified HEIs		
For SUCs, copy of Board of Regents (BOR) Resolution and/or Excerpts of the Meeting indicating the BOR approval on the MOA or MOU with the FHE/Os and list of students		SUC's Board of Regent Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application Letter together with the required supporting documents	1. Evaluates and if found with complete requirements, receives application. Prepares endorsement addressed to the Office of Student of Development and Services (OSDS), otherwise, prepares deficiency letter addressed to the applicant HEI.	None	5 days	<i>CHEDRO SIAP Focal OSDS</i>
2. SIAP Coordinator receives the CHEDRO endorsement together with the supporting documents or deficiency letter	2. CHEDRO releases the documents to the concerned HEI SIAP Coordinator	None	0.5 day	<i>CHEDRO SIAP Focal OSDS</i>
3. Submits CHEDRO Endorsement, Application Letter and supporting documents	3. Evaluates the completeness and compliance of the documents and receives. If found in order, prepares the CHED Endorsement to the Bureau of Immigration, copy furnished the Department of Foreign	None	5 days	<i>International Student Affairs Division ISAD SIAP Focal OSDS</i>



	Affairs (DFA), attaching the checklist of evaluation and timeline per batch of students.			
	4. Reviews the CHED Endorsement to the Bureau of Immigration and affixes initial	None	0.5 day	<i>ISAD Chief EPS OSDS</i>
	5. Recommends to the OED the approval of the CHED Endorsement to the Bureau of Immigration	None	0.5 day	<i>Director OSDS</i>
	6. Reviews and ensures the completeness of the requirements and affixes initials	None	3.5 days	<i>Executive Director OED</i>
	7. Signs the CHED Endorsement to Bureau of Immigration	None	3.5 days	<i>Chairperson OC</i>
4. Receives the CHED Endorsement to the Bureau of Immigration	8. Releases the CHED Endorsement to the Bureau of Immigration, through the HEI's authorized representative, and sends an e-copy to DFA for information and reference.	None	0.5 day	<i>ISAD SIAP Focal OSDS</i>
Total		None	10 working days	



Issuance of CHED Indorsement to Bureau of Immigration for Foreign Students (FS)

The issuance of CHED Indorsement to Bureau of Immigration for Foreign Students (FS) in view of the transfer, shift, take another program, or proceed further studies of FS is one among the requirements on the conversion/extension of student visa. This is the process to be followed by the accepting authorized HEI for the concerned FS.

Office or Division:	Office of Student Development and Services - International Student Affairs Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business & G2G - Government to Government			
Who may avail:	Liaison Officers of Higher Education Institutions (HEIs) authorized to accept Foreign Students in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Indorsement from the accepting HEI signed by HEI Registrar		HEI Registrar		
2. Photocopy of Passport (both bio-page and visa page)		Department of Foreign Affairs (DFA)		
3. True copy of Transcript of Records from the HEI last attended certified by HEI Registrar		HEI Registrar		
4. True Copy of Transfer Credentials issued by HEI last attended certified by HEI Registrar		HEI Registrar		
5. Notice of Acceptance from the accepting HEI signed by HEI Registrar		HEI Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements	1. Evaluates completeness of the requirements and if found with complete requirements, receives the request for CHED Indorsement to BI.	None	0.5 day	<i>International Student Affairs Division (ISAD) Staff OSDS</i>
	2. Reviews the submitted documents, if found in order, prepares the CHED Indorsement to BI, otherwise, prepares deficiency letter	None	1 day	<i>ISAD FS Focal OSDS</i>
	3. Reviews the CHED Indorsement to	None	0.5 day	<i>ISAD Chief EPS OSDS</i>



	BI/deficiency letter and affixes initials			
	4. Signs the CHED Indorsement to BI/deficiency letter	None	0.5 day	<i>Director In the absence of the Director, the ISAD Chief EPS signs the CHED Indorsement to BI/deficiency letter OSDS</i>
2. Receives the CHED Indorsement to BI/deficiency letter	5. Releases the CHED Indorsement to BI/deficiency letter	None	0.5 days	<i>ISAD Staff OSDS</i>
Total		None	3 working days	



Procedure on Evaluating Higher Education Institutions under Vertical Typology

As stipulated in the CHED Memorandum Order (CMO) No. 46, Series of 2012, vertical typology evaluates HEIs with the aim to classify them as autonomous or deregulated. HEIs are evaluated according to the three elements of quality, which are:

1. the alignment and consistency of the learning environment with the institution's vision, mission, and goals;
2. demonstration of exceptional learning and service outcomes; and
3. development of a culture of quality.

Office or Division:	Office of the Institutional Quality Assurance and Governance			
Classification:	Highly Technical			
Type of Transaction:	Public to Government			
Who may avail:	Private Higher Education Institutions (PHEIs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Vertical Forms (Autonomous & Deregulated)		www.ched.gov.ph (Template only)		
2. Forms for College Form 1, Form 2, Form 3, Form 4, Form C1 and Form C2				
3. Forms for Professional Institution Form 1, Form 2, Form 3, Form 4, Form P1, Form P2, Form P3 and Form P4				
4. Forms for University Form 1, Form 2, Form 3, Form 4, Form U1, Form U2, and Form U3				
5. USB Flash Drive/s containing e-copy of the completed vertical forms saved as Excel File and properly labelled supporting evidence.				
6. CHEDRO checks the application documents for completeness and validates HEI data on academic program offerings, student enrollment, and number of graduates (if provided) against the CHEDRO MIS database. a. Once checked and validated, endorses the application documents to OIQAG.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit CHEDRO-reviewed and	1. Receives application documents and assigns	None	1 Day	Chief OIQAG-QAD



endorsed completed vertical typology forms	the HEI documents to the technical staff-in-charge			
	2. Determines sufficiency of data, and conduct initial documentary analysis and prepares initial report based on CMO No. 46, s. 2012	None	3 Days	<i>Technical Staff, OIQAG-QAD</i>
	3. Conducts Documentary Analysis	None	14 Days	<i>Technical Staff, OIQAG-QAD</i>
	4. Convenes TWG for presentation and deliberation of findings	None	5 Days	OIQAG-QAD
	5. Prepares Recommendation to the CEB	None	5 Days	OIQAG-QAD
	6. Deliberates on the findings and recommendation of the TWG on HEI Classification and makes final decision on the vertical classification of HEI applicant.	None	5 Days	<i>Commission en banc</i>
	7. Prepares resolution for signature of the Chairperson and Commissioners.	None	2 Days	<i>Technical Staff, OIQAG-QAD</i>
	8. Prepares CHED Memorandum Orders (CMO) that will issue the list of autonomous or deregulated HEIs and the benefits attached to each status.	None	2 Days	<i>Chairperson OC</i>
	9. Signs the CMO 9.1. Assigns CMO Number	None	1 Day 30 mins	<i>Records Officer AFMS</i>
1. Receipt of Communication informing the result of vertical classification	10. Sends out communication to HEIs	none	1 Day	
Total		None	1 year	



Horizontal typology is a quality assurance mechanism that classifies higher education institutions (HEIs) based on their functional differentiation vis-à-vis their service to the nation as reflected in their vision and mission. Horizontal typology is a functionally differentiated classification of HEIs that does not imply any hierarchy. The differentiation is along the following dimensions: (1) qualifications and corresponding competencies of programs; (2) nature of degree programs offered; (3) qualifications of faculty members; (4) types of available learning resources and support structures available; and (5) nature of linkages and community outreach activities. HEIs are classified into three types, namely: professional institution, college, and university. Each type is distinguished on the basis of a transparent set of distinguishing features and measurable indicators relevant to national development goals.

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Application for College classification	
<ul style="list-style-type: none"> ➤ Duly accomplished Horizontal Typology Form 1 to Form 8 ➤ Vision/Mission Statement of the HEI ➤ Screenshot/s of academic program offerings as published in HEI website. ➤ Printed brochures on academic program offerings. ➤ Certified true copies of Authority to Operate. ➤ Summary of subjects and corresponding units to be taken by students for each academic program. ➤ Electronic file of syllabus of each course under the core curriculum. The syllabus includes course description, objectives, topics, requirements, grading system, among others (saved in USB drive). ➤ Electronic file of scanned faculty contracts saved in folders arranged according to departments and each file name should be the last name of the faculty (saved in USB drive). ➤ Electronic file of scanned valid professional license IDs of faculty grouped together according to college/department. Each file name should be the last name of the faculty (saved in USB drive). ➤ Electronic file of scanned MOAs of linkages that provide learning resources (Saved in USB drive, only pages where the names and signatures of the parties appear, effectivity of the agreement, and where the general description of the linkage appears, no need to include in the electronic file the entire MOA). ➤ Organizational Chart/Structure including names of Heads. ➤ Electronic file of pictures/photos of learning resources and support structures (saved in USB drive). ➤ Electronic file of scanned MOAs of outreach programs (Saved in USB drive, only pages 	<ul style="list-style-type: none"> ▪ CHED Website for the templates of College Forms 1-8 ▪ HEI records/database



<p>where the names and signatures of the parties appear, effectivity of the agreement, and where the general description of the linkage appears, no need to include in the electronic file the entire MOA).</p> <ul style="list-style-type: none"> ➤ Electronic file of scanned curriculum and course syllabus that requires student involvement in outreach programs or activities (saved in USB drive). 	
<p>Application for Professional Institution classification</p>	
<ul style="list-style-type: none"> ➤ Duly accomplished Horizontal Typology Form 1 to Form 8 ➤ Certified true copies of enrollment data submitted to and officially received by CHEDRO covering the period of past five (5) years. ➤ Screenshot/s of academic program offerings as published in HEI website. ➤ Printed brochures on academic program offerings. ➤ Certified true copies of Authority to Operate. ➤ Electronic file of scanned faculty contracts saved in folders arranged according to departments and each file name should be the last name of the faculty (saved in USB drive). ➤ Electronic file of scanned valid professional license IDs of faculty grouped together according to college/department. Each file name should be the last name of the faculty (saved in USB drive). ➤ Electronic file of scanned MOAs of linkages that provide learning resources (Saved in USB drive, only pages where the names and signatures of the parties appear, effectivity of the agreement, and where the general description of the linkage appears, no need to include in the electronic file the entire MOA). ➤ Organizational Chart/Structure including names of Heads ➤ Electronic file of pictures/photos of learning resources and support structures. ➤ Electronic file of scanned MOAs/MOUs/Contracts of program linkages (Saved in USB drive, only pages where the 	<ul style="list-style-type: none"> ▪ CHED Website for the templates of Professional Institutions Forms 1-8 ▪ HEI records/database



<p>names and signatures of the parties appear, effectivity of the agreement, and where the general description of the linkage appears, no need to include in the electronic file the entire MOA).</p> <p>➤ Electronic file of scanned MOAs of outreach programs (Saved in USB drive, only pages where the names and signatures of the parties appear, effectivity of the agreement, and where the general description of the linkage appears, no need to include in the electronic file the entire MOA).</p> <p>➤ Electronic file of scanned curriculum and course syllabus that requires student involvement in outreach programs or activities (saved in USB drive).</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished appropriate forms for horizontal typology.	1. Receives application and assigns the HEI documents to the technical staff-in-charge	None	1 Day	Chief OIQAG-QAD OIQAG
	2. Determines sufficiency of data, and conduct initial documentary analysis and prepares initial report based on CMO No. 46, s. 2012	None	6 Days	Technical Staff, OIQAG-QAD OIQAG
	3. Conducts Documentary Analysis	None	15 Days	Technical Staff, OIQAG-QAD OIQAG
	4. Convenes TWG for presentation and	None	4 Days	OIQAG-QAD OIQAG



	deliberation of findings			
	5. Prepares Recommendation to the CEB	None	2 Days	OIQAG-QAD OIQAG
	6. Prepares the CHED Memorandum Orders (CMO) that will issue the list of HEIs with HT classification	None	3 Days	ComSec
	7. CEB Deliberation	None	5 Days	Commission En Banc
	8. Signs the CMO	None	2 Days	Chairperson, CHED /ComSec
	9. Assigns CMO Number	None	30 mins	Records Officer AFMS
2. Receipt of Communication informing the result of HT classification	10. Sends out communication to HEIs	None	1 Day	
Total		None	39 days, 30 minutes	



Institutional Sustainability Assessment

Institutional Sustainability Assessment (ISA) is a Quality Assurance process that assesses the sustainability of a higher education institution along the five (5) key result areas namely: 1) Governance and Management; 2) Quality of Teaching and Learning; 3) Quality of Professional Exposure, Research and Creative Work; 4) Support for Students; and 5) Relations with the Community.

As part of the application process, all ISA applications should be submitted to OIQAG-QAD at least two (2) months prior to the proposed ISA visit to give time for the office to convene the ISA team and complete the budgetary and administrative requirements.

Office or Division:	Quality Assurance Division			
Classification:	Highly Technical			
Type of Transaction:				
Who may avail:	All Higher Education Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application letter signed by the Head of HEI		To be prepared by the HEI		
2. Duly accomplished ISA Self-Evaluation Document (SED) endorsed by CHEDRO (1 hard copy, 1 soft copy)		The SED could be downloaded in the CHED website www.ched.gov.ph		
3. CHEDRO approved visit schedule		To be coordinated with the CHEDRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HEI submits the accomplished SED with the proposed schedule of visit through CHEDRO	1. OIQAG acknowledges receipt of SED and finalizes visit schedule through the CHEDRO upon receipt of the documents	None	3 days	<i>Focal Person(s), OIQAG-QAD</i>
2. HEI prepares for the ISA visit	2. OIQAG convenes the ISA team and prepares the administrative and financial requirements for the visit	None	18 days	<i>Focal Person(s), OIQAG-QAD</i>
	3. The Team conducts ISA visit	None	3 days	<i>ISA Team</i> <i>Focal Person(s), OIQAG-QAD</i> <i>Focal Person(s), CHEDRO</i>



	4. TWG Reviews the assessment report	None	15 days	<i>TWG on ISA</i> <i>Focal Person(s),</i> <i>OIQAG-QAD</i>
	5. OIQAG Finalizes the ISA Assessment Report	None		
3. Receipt of ISA Assessment Report	6. OIQAG forwards Assessment Report to HEI through the CHEDRO	None	1 day	<i>Focal Person(s),</i> <i>OIQAG-QAD</i>
Total		None	1 year	



Processing of Applications for Institutional Grants Submitted by State Universities and Colleges (SUCs) and CHED-recognized Local Universities and Colleges (LUCs)

The service includes the evaluation of the project proposals submitted by SUCs and CHED-recognized LUCs for their application for grants in accordance with CHED Administrative Order No. 4 Series of 2015.

Office or Division:	Office of Institutional Quality Assurance and Governance			
Classification:	Highly Technical			
Type of Transaction:				
Who may avail:	SUCs and CHED-recognized LUCs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Full Blown Project Proposal		Project Proponent (SUC or LUC)		
2. Certified True Copy of Board Resolution		BOT / BOR of Institution		
3. Certification signed by the President of the SUC that the project proposal is not submitted for consideration/funding in other funding agency(ies)		President of Institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Interest (LOI)/ application letter including project proposal	1. Checks eligibility	None	1 day	Technical Staff, OIQAG-CGD
2. Waits for Approval/ Disapproval	2. Reviews Proposal	None	4 days	TWG, Technical Staff, OIQAG-CGD
	3. Recommends approval 3.1. Approves 3.2. Prepares Resolution	None	2 days 7 days	Technical Staff – CGD Director IV, OIQAG CEB CEB Secretariat
3. Reviews MOA	4. Reviews MOA	None	3 days	Technical Staff and Chief-CGD
4. Signs MOA	5. Signs MOA	None	3 days	SUC representatives, HEDF representative,



				<i>OIQAG Director / Executive Director CHED Chairman</i>
	Total	None	20 Days	



Issuance of Certificate of Recognition as Higher Education to Existing LUCs / Authority to Establish a Higher Education Institution (HEI) to LGUs

The service includes the processing and evaluation of the applications submitted by LGUs for a local university/college to be issued with CHED recognition as Higher Education Institution, and by LGUs for recognition of LGU-established institutions as HEIs both per CMO No. 32, series of 2006 as amended. This is undertaken in coordination with the Department of Interior and Local Government.

Objectives

1. To rationalize the establishment, governance, and operation of public higher education institutions in order to address issues on the areas of administration, facilities, library and laboratories, curriculum and instruction, research and community service, and faculty and non-teaching personnel development programs, and
2. To support the provision of access and equitable distribution of opportunities for Filipinos to acquire higher education.

Office or Division:	Office of Institutional Quality Assurance and Governance	
Classification:	Highly Technical	
Type of Transaction:		
Who may avail:	Local Government Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Establishing LUC: Feasibility Study		LGU
Established LUCs:		
1. Accomplishment Report		LUC Certified by the Authorized LGU Offices
2. Annual Local Appropriation (for the last 5 years)		LUC Certified by the Authorized LGU Offices
Established and Establishing LUCs:		
1. An Ordinance establishing a local Higher Education Institution in Compliance with CHED standards and requirements on the establishment of a local HEI		LGU
2. Certification of Availability of Funds (Identifying the funding source consistent with nature of establishment: LEE, Social Service, etc.)		Certified by the Authorized LGU Offices
3. Proposed budget for the succeeding Fiscal Year		Certified by the Authorized LGU Offices
4. Institutional Development Plan		Approved by the Sanggunian and Certified by the Authorized LGU Offices
5. Personnel Complement (Plantilla / Contracts)		Approved by the Sanggunian and Certified by the Authorized LGU Offices
6. Merit System and Procedure for Hiring		Certified True Copy by the Authorized LGU Offices



7. Project Development Plan with Program of Work		Approved by the Sanggunian and Certified by the Authorized LGU Offices		
8. Inclusion of the Infra Development in the CDP / AIP		Certified True Copy by the Authorized LGU Offices		
9. Proof of Site Ownership / Usufruct		Approved by the Sanggunian and Certified by the Authorized LGU Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete application for LUCs to be recognized as Higher Education Institution / issued with Certificate of Authority to Establish an HEI	1. Receives the application documents submitted by LGUs / LUCs to CHEDRO 1.1. Evaluates the application documents by LGUs / LUCs to CHEDRO	None	5 Days	<i>CHED Regional Office ES II Focal Person CHEDRO</i>
2. Wait for updates on the verification visit schedule	2. Validates endorsement made by CHEDRO	None	3 Days	<i>Technical Staff, OIQAG-CGD OIQAG</i>
3. Accepts of Schedule of Verification Visit	3. Prepares Verification Visit documents and fund transfer	None	6 Days	<i>OIQAG-CGD Technical Staff and Director, HEDF Staff and Director OIQAG and HEDFS</i>
4. Presents documents and other requirements process, and facilities to CHED Verification Visit Team	4. Conducts Verification Visit and Preparation of Report	None	7 Days	<i>Technical Staff, OIQAG-CGD, CHEDRO, DILG, LLS</i>
5. Waits for the decision of the CEB	5. Submits recommendation for approval of the CEB to Commission Secretariat 5.1. Approves 5.2. Prepares resolution	None	10 Days	<i>Technical Staff, OIQAG, CGD CEB CEB Secretariat</i>
a. Receives Certificate of Authority to Establish/ Certificate	5.3. Prepares certificate 5.4. Signs Certificate of Authority to Establish LUC / Certificate of Recognition as HEI 5.5. Issues Certificate of Authority to Establish	None	1 Days 2 Days	<i>Technical Staff, OIQAG, CGD Chairman, CHED</i>



of Recognitio n	LUC / Certificate of Recognition as HEI		1 Day	<i>Technical Staff, OIQAG, CGD O</i>
Total		None	18 Days	



Assessment of State Universities and Colleges' Performance Accomplishment for eligibility to the Performance-Based Bonus

Procedure/s for the assessment of state universities and colleges' contribution/accomplishment of performance targets to qualify for the Performance-Based Bonus

Office or Division:	Office of Institutional Quality Assurance and Governance			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	SUC officials and personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. AO25, duly-endorsed Physical Accomplishment Report		AO 25 Secretariat		
2. Form A - Supporting Documents corresponding to performance indicators		AO 25 Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Physical Accomplishment Report to AO25 Secretariat	1. Receives, records the documents endorsed by the AO25 Secretariat	None	5 minutes	<i>Administrative Staff</i> OIQAG
	2. Assigns the documents to designated staff to proceed with the assessment	None	2 minutes	<i>Division/Assistant Division Chief</i> OIQAG
	3. Reviews Accomplishment Reports	None	3 days per SUC	<i>Designated staff</i> OIQAG
	3.1 If there is/are no deficiency(ies), prepares endorsement of scorecard		1 hour	<i>Division/Assistant Chief</i> OIQAG
	3.1.1. Sanctions endorsement letter including scorecard		5 minutes	<i>Director</i> OIQAG
	3.1.2. Releases endorsement letter including scorecard		5 minutes	<i>Administrative Staff/Records Officer</i> OIQAG
	3.2 If there is/are no deficiency(ies), prepares correspondence to SUC requesting justification and/or additional	None	1 hour	<i>Division/Assistant Chief</i> OIQAG



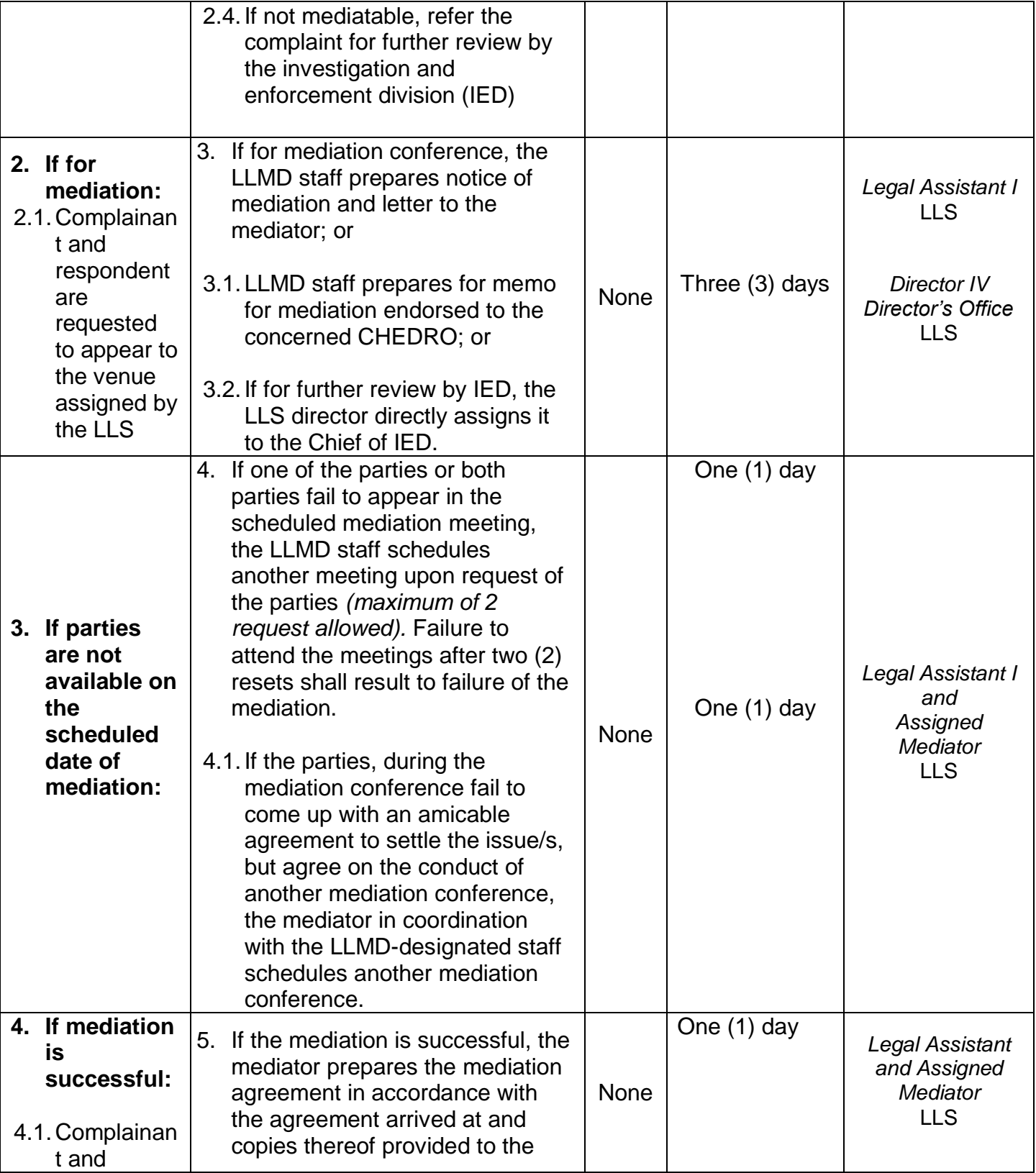
	supporting documents for revalidation			
Submits justification and/or additional documents for revalidation	4. Receives, records the documents	None	5 minutes	<i>Administrative Staff</i> OIQAG
	5. Assigns the documents to designated staff to proceed with the revalidation	None	2 minutes	<i>Division/Assistant Division Chief</i> OIQAG
	6. Revalidates new set of documents		1 day	<i>Designated Staff</i> OIQAG
	7. Prepares endorsement of scorecard for		1 hour	<i>Division/Assistant Division Chief</i> OIQAG
	8. Sanctions endorsement letter including scorecard		5 minutes	<i>Director</i> OIQAG
	9. Releases endorsement letter including scorecard		5 minutes	<i>Administrative Staff/Records Officer</i> OIQAG
Total		None	4 Days, 3 hours, 34 minutes	



Mediation

Mediation is prescribed as an alternative dispute resolution method in various complaints received by the Commission from its stakeholders. This is in accordance with Section 5, Paragraph 5, Article VIII of the 1987 constitution, Republic Act No. 9285, otherwise known as the “Alternative Dispute Resolution Act of 2014”, Executive Order 523 series of 2006 entitled “Instituting the Use of Alternative Dispute Resolution in the Executive Department of Government”, and the pertinent provisions of Republic Act No. 7722, otherwise known as the “Higher Education Act of 1994.”

Office or Division:	Legislative Liaison and Mediation Division -Legal and Legislative Service			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to citizen			
Who may avail:	College students, college graduates, officials, faculty and staff of higher education institutions, parents/guardians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Letter of complaint		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant / Walk-in Client writes/submit s a letter of complaint.	1. LLS records officer receives letter of complaint and records in database, and forwards the letter of complaint to the LLS Director.	None	One (1) day	<i>LLS Officer of the Day</i> LLS
	2. Director IV-LLS reviews/ evaluates the letter of complaint and instructs LLMD to: 2.1. To prepare invitation letter addressed to the parties with scheduled dates, if mediatable. 2.2. Call parties for confirmation of their availability for mediation conference, or 2.3. Indorse complaint to the concerned CHEDRO for mediation; or	None	Three (3) days	<i>Director IV</i> <i>Director's Office</i> LLS





<p>respondent sign Mediation Agreement</p> <p>5. If mediation failed:</p> <p>5.1. Both parties (complainant and respondent) still sign the Mediator's Report.</p> <p>5.2. The parties may also opt to take further legal action/s outside of the CHED.</p>	<p>parties. Records of the files are kept by the LLMD staff;</p> <p>or</p> <p>6. If mediation failed (<i>no amicable settlement</i>), the mediator informs the requesting party of other possible options:</p> <p>6.1. With the approval of Director IV-LLS the case will be endorsed to the Investigation and Enforcement Division (IED) for further investigation and appropriate action; and/or</p> <p>6.2. The complaining party may file a complaint to the proper forum.</p>		<p>One (1) day</p>	
TOTAL			<p>Eleven (11) Days</p>	



Preparation of Comments on legislative measures referred by Congress

The Legislative Liaison and Mediation Division (LLMD) oversees matters that concerns the following:

- Coordination with the education committees of the Senate of the Philippines and the House of Representatives (HOR);
- Attendance of CHED resource persons to congressional hearings, Technical Working Group (TWG) meetings, and budget hearings; and
- Drafting of CHED position papers based on the comments/inputs/recommendations of the CHED Offices concerned for submission to Congress.

Office or Division:	Legislative Liaison and Mediation Division -Legal and Legislative Service			
Classification:	Highly Technical			
Type of Transaction:	G2G- government to government			
Who may avail:	House of Representatives, Senate of the Philippines, National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Meetings from both Houses of Congress				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends Notice of Meetings/Technical Working Group (TWG) Meeting or request for comments/position papers.	1. LLS-Designated staff receives Notice of Meeting/Technical Working Group (TWG) and/or request for position paper from concerned Congressional Committees.	None	One (1) day	Receiving Officer/ Encoder
	2. Director IV-LLS routes request to LLMD.	None	One (1) day	Director IV
	3. LLMD-Designated staff downloads and reviews the bill/s and/or position paper for comments.	None	Four (4) hours	Project Technical Staff III/ Legal Assistant II
	4. LLMD-Designated staff prepares routing memorandum for approval and signature of the LLS	None	One (1) day	Project Technical Staff III/ Legal Assistant II



	Director, Executive Director or the Chairperson to concerned CHED Office/s to prepare inputs for comments and/to identify the concerned office representative for the scheduled meeting.			<i>Director IV</i>
	5. LLMD-Designated staff routes memorandum and the copies of the of the bill/s to the concerned CHED office/s.	None	Four (4) hours	<i>Project Technical Staff III/ Legal Assistant II</i> <i>Director IV</i>
	6. Concerned CHED Office studies/reviews the bills and prepares comments	None	Three (3) days	<i>Concerned CHED Office/s</i>
2. Client receives official copy of the comments or position paper of the Commission.	7. LLMD-Designated staff follows up on attendees as well as the inputs of CHED concerned office/s for the preparation of comments.	None	One (1) day	<i>Project Technical Staff III/ Legal Assistant II</i>
3.	8. LLMD-Designated staff drafts position paper incorporating comments from the concerned CHED office/s. Finalizes position paper, prepares routing endorsement to be signed by the LLS Director.	None	Two (2) to Three (3) days	
	9. Official CHED comments approved and signed by the Chairperson.	None	Two (2) to Three (3) days	
	10. Once the official comment is signed by the Chairperson, LLMD-Designated staff submits position paper to the concerned Congressional Committees.	None	One (1) day	



	LLMD Designated staff performs backstopping support to CHED Official or representative during congressional meeting/Technical Working Group meetings.	None	One (1) day	
	LLMD-Designated staff prepares highlights of the meeting and updates the files.	None	One (1) day	<i>Project Technical Staff III/ Legal Assistant II</i>
TOTAL			Fifteen (15) to Seventeen (17) days	



Provision of assistance to HEIs and education networks

Procedure for the provision of assistance to HEIs and education networks to develop their expertise in specialized fields needed in ASEAN and other regions.

Office or Division:	International Affairs Staff (IAS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business			
Who may avail:	Philippine Higher Education Institutions with CHED-IAS approved concept note for project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Proposal (Annex A)		Requesting HEI		
2. HEDF Logic Frame for Project Proposal (Annex B)		Requesting HEI		
3. HEDF Project Summary Sheet (Annex C)		Requesting HEI		
For Fund Transfer:		SUC Board of Trustees		
4. Board Resolution for the conduct of the project				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits full blown project proposal in accordance to the recommendations of IAS	1. Receives/records and acknowledges project proposal	None	1 day	<i>Assigned staff IAS</i>
	2. Evaluates project proposal. Fills out IAS Form 8 – Assessment of Project Proposal	None	2 days	<i>Assigned staff IAS</i>
	3. Conducts CSW for ManCom/CEB approval	None	2 days	<i>Assigned staff IAS</i>
	4. Informs proponent of approval of project through official letter and drafts Memorandum of Agreement (MoA)	None	1 day	<i>Assigned staff IAS</i>
2. Review and submits to IAS draft MoA subject to compliance with applicable	5. Refers MoA to Legal and Legislative Service (LLS) for comments /approval	None	1 day	<i>Assigned staff IAS</i>



rules and regulations of HEI				
	6. Reviews draft MoA and issues comments / approval	None	2 days	LLS
	7. Sends LLS approved MoA to proponent for signature of HEI	None	1 day	Assigned staff IAS
3. Signs four (4) copies of MoA. Transmits all copies of MoA to IAS	8. Conducts CSW for funding of project by HEDF: a. Obligation Request Status b. Disbursement Voucher	None	1 day	Assigned staff IAS Director IAS
	9. Signs Obligation Request Status and certifies availability of funds	None	2 days	HEDF
	10. Signs MoA	None	2 days	IAS Director IAS Executive Director OED CHED Chairman OC
	11. Transmits all four (4) copies of MoA to proponent for notarization	None	1 day	Assigned staff IAS
4. Notarizes MoA and returns three (3) copies to IAS		Payment for notarization is shouldered by proponent HEI		
	12. Transmits a copy of MoA to COA	None	1 day	Assigned staff IAS
	13. For fund transfer: a. Prepares and submits complete fund transfer	None	3 days	Assigned staff IAS



	requirements to HEDF for processing b. Disburses amount to HEI implementing the project			<i>HEDF</i>
Total		None	20 days	



Processing of applications for Foreign Scholarships & Training Programs

Procedure for the processing of applications for Foreign Scholarship and Training Programs pursuant to Executive Order 402 dated 24 January 2005 on “Abolishing the Special Committee on Scholarship and Transferring its Scholarship Functions to the Department of Education for Basic Education, to the Commission on Higher Education for Degree Courses, and to the Technical Education for Skills and Development Authority for Non-Degree Courses” and CSO 41, S. 2007 on “Creation and Composition of CHED Scholarship Coordinating and Screening Committees for the Administration of Foreign Scholarship and Training Program (FSTP)”

Office or Division:	International Affairs Staff (IAS)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Government employees & public (for specific scholarship programs)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Government employees:	
<ol style="list-style-type: none"> 1. A letter of nomination addressed to The Director, International Affairs Staff, signed by the Secretary or Head of agency/institution or duly authorized official indicating among others the following: <ol style="list-style-type: none"> a. Assurance of utilizing the services of the nominee, for a period of two (2) years for every year of scholarship or a fraction thereof not less than six (6) months as provided under E.O. 367 amending E.O. 129; and, b. That the nominee shall be paid his/her salary and other financial privileges while on training pursuant to the said Executive Order. 	Sending Government agency
2. Certified Copy of Service Record	
3. Certified Copy of Statement of Actual Duties and Responsibilities	
4. Photocopy of Transcript of Academic Records (Baccalaureate/Graduate)	
5. Photocopy of Diploma (Baccalaureate/Graduate)	
6. Certification that the nominee has no pending administrative and criminal case	
7. Certification that the nominee has no pending scholarship nomination for another program and has no pending service obligation for a	



previous scholarship for Government employees				
8. Updated bio-data/resume with list of in-service trainings and seminars attended (Spell out acronyms; certificates of training need not be submitted)				
For private individuals:				
1. Recommendation from employer or former dean/professor		Employer Higher Education Institution NBI/Police Station		
2. Certificate of Employment				
3. Photocopy of Transcript of Academic Records (Baccalaureate/Graduate)				
4. Photocopy of Diploma (Baccalaureate/Graduate)				
5. NBI/Police Clearance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Endorsement Letter together with required documents.	1. Receives, records & acknowledges application documents.	None	1 day	Assigned staff IAS
	2. Evaluates and validates application documents.	None	4 days	Assigned staff IAS
	3. Arranges and confirms panel interview with applicants and members of the Scholarship Screening Committee (SSC).	None	2 days	Assigned staff IAS
2. Reports for panel interview.	4. Conducts panel interview. 5. Informs applicant of interview result and required additional documents.	None	1 day	Scholarship Screening Committee Assigned Staff IAS
3. Submits additional requirements.	6. Prepares documentary requirements for submission to embassy/donor country and/or nominating agency.	None	1 day	Assigned staff IAS
	7. Signs Status of Nomination for nominating agency.	None	1 day	IAS Director IAS



	8. Signs endorsement for submission to the Embassy/donor agency.	None	5 days	<i>IAS Director</i> <i>IAS</i> <i>Executive Director</i> <i>OED</i> <i>CHED Chairman</i> <i>OC</i>
	9. Submits endorsement together with other documentary requirements to Donor Agency/embassy through Department of Foreign Affairs (DFA).	None	1 day	<i>Assigned staff</i> <i>IAS</i>
	10. Receives notification from Donor Agency	None	1 day	<i>Assigned staff</i> <i>IAS</i>
	11. Notifies the applicants through phone and drafts official communication for sending agency.	None	2 days	<i>Assigned staff</i> <i>IAS</i>
	12. Signs Notice of Acceptance addressed to the head of sending agency/employer/applicant.	None	1 day	<i>IAS Director</i> <i>IAS</i>
4. Processes travel and other documents required by donor agency.	13. Monitors program and responds to queries and requests of scholar as needed.	None		<i>Assigned staff</i> <i>IAS</i>
Total		None	20 days	



Evaluation of Institutional agreements

Procedure on Evaluation of Institutional agreements pursuant to CMO 1 s. 2000 on “Policies and Guidelines in the Implementation of International Linkages and Twinning Programs”

Office or Division:	International Affairs Staff (IAS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business			
Who may avail:	Philippine Higher Education Institutions with at least level II Accreditation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter to IAS Director		Requesting HEI		
2. Objectives and nature of the academic cooperation agreement		Requesting HEI		
3. Background of the foreign institution including its recognition from the Ministry of Education or its equivalent		Partner foreign institution Foreign Ministry of Education or its equivalent		
4. Proposed MoA of the contracting party		Requesting HEI		
5. Certification of accreditation of the Philippine HEI		Requesting HEI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter together with the required documents	1. Receives/records & acknowledges requests for evaluation of documents for twinning arrangements or academic cooperation agreements submitted by HEIs	None	1 day	Assigned staff IAS
	2. Evaluates MoA/MoU between PHEI and Foreign HEI/Organization based on CMO 1, S. 2000. a. Fills out IAS Form 3 – CMO 1 Evaluation	None	7 days	Assigned staff IAS
	3. Drafts acknowledgment letter	None	1 day	Assigned staff IAS
	4. Reviews communication and assessment.	None	1 day	Chief IAS
	5. Finalizes communication and assessment after review.	None	1 day	Assigned staff IAS



	6. Signs acknowledgment letter and IAS Form 3	None	1 day	<i>IAS Director IAS</i>
	7. Forwards letter signed by the IAS Director to requesting HEI and updates database on collaboration/linkages	None	2 days	<i>Assigned staff IAS</i>
2. Submits request letter together with the required documents	8. Receives/records & acknowledges requests for evaluation of documents for twinning arrangements or academic cooperation agreements submitted by HEIs	None	1 day	<i>Assigned staff IAS</i>
	9. Evaluates MoA/MoU between PHEI and Foreign HEI/Organization based on CMO 1, S. 2000. a. Fills out IAS Form 3 – CMO 1 Evaluation	None	7 days	<i>Assigned staff IAS</i>
	10. Drafts acknowledgment letter	None	1 day	<i>Assigned staff IAS</i>
	11. Reviews communication and assessment.	None	1 day	<i>Chief IAS</i>
	12. Finalizes communication and assessment after review.	None	1 day	<i>Assigned staff IAS</i>
	13. Signs acknowledgment letter and IAS Form 3	None	1 day	<i>IAS Director IAS</i>
	14. Forwards letter signed by the IAS Director to requesting HEI and updates database on collaboration/linkages	None	2 days	<i>Assigned staff IAS</i>
Total		None	27 days	



Facilitating Access to International Scholarships, Academic Programs, Conferences, Competitions, and Academic Exhibits

Procedure on Facilitating access to international scholarships, academic programs, conferences, competitions, and academic exhibits

Office or Division:	International Affairs Staff (IAS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business			
Who may avail:	Embassies, International Organizations and HEIs Abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Organizer/ Embassies, International Organizations and HEIs Abroad		
2. Background information on the international scholarship, academic program, conferences, competitions and academic exhibit		Organizer/ Embassies, International Organizations and HEIs Abroad		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter and background information on the international scholarship, academic program, conferences, competitions and academic exhibit	1. Receives/records & acknowledges requests from embassies, international organizations and HEIs abroad	None	1 day	<i>Assigned staff IAS</i>
	2. Evaluates request for dissemination a. Fills out IAS Form 10 – Assessment of International Conference	None	5 days	<i>Assigned staff IAS</i>
	3. Drafts acknowledgment letter and Memorandum from the Chairperson, Endorsement to HRDD (For invitations to scholarships and trainings for CHED personnel pursuant to	None	2 days	<i>Assigned staff IAS</i>



	CHED Administrative Order No. 3, S. 2013,)			
	4. Reviews communication and assessment.	None	1 day	<i>Chief IAS</i>
	5. Finalizes communication and assessment after review.	None	1 day	<i>Assigned staff IAS</i>
	6. Signs acknowledgment letter and endorsement.	None	5 days	<i>IAS Director IAS</i> <i>Executive Director OED</i> <i>CHED Chairman OC</i>
	7. Disseminates Memorandum from the Chairperson through fax, email, and uploading in CHED website and forwards acknowledgement letter to requesting party	None	2 days	<i>Assigned staff IAS</i>
Total		None	20 days	



Procedure for reimbursement of payment for implementation of AIMS Program and other niche-building projects of HEIs and education networks

This document aims to discuss the procedure for the reimbursement of payment for implementation of AIMS program and other projects that develop the expertise in specialized fields needed in ASEAN and other regions of HEIs and education networks.

Office or Division:	International Affairs Staff (IAS)	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government, G2B – Government to Business	
Who may avail:	Philippine HEIs, AIMS Participating HEIs, education networks	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Niche-Building Projects		
1. Signed Terminal Report	Requesting HEI	
2. Summary of Expenses/Liquidation Report certified by the accountant, approved by the head of institution, and verified by the internal/external auditor		
3. Copies of Official Receipt for payment of food, supplies/materials		
For Private HEIs		
4. Certificate of registration from Securities and Exchange Commission (SEC)		
5. Authenticated copy of the latest Articles of Incorporation showing the original incorporators/organizers and the Secretary's certificate for incumbent officers, together with the certificate of filing with SEC		
6. Audited financial reports for the past three years preceding the date of project implementation		
For AIMS Program		
1. Summary of expenses incurred during the student exchange program	Requesting HEI Host University Student	
2. Quotation of three travel agencies or its equivalent		
3. Used plane ticket, boarding pass, terminal fees, and official receipts		
4. Certificate of Completion or its equivalent		
5. Student Post-Study Report containing observations, learning experiences, and other supporting documents e.g. photos to Home University		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete documents for reimbursement	1. Receives/records and acknowledges documents for reimbursement	None	1 day	<i>Assigned staff IAS</i>
	2. Issues Certification for reimbursement signed by IAS Director and submits it together with complete requirements and terminal report to HEDF for processing a. Disburses amount to HEI implementing the project	None	5 days	<i>Assigned staff IAS</i> <i>HEDF</i>
2. Issues Official Receipt to CHED	3. Receives and files Official Receipt	None	1 day	<i>HEDF</i>
Total		None	7 working days	



Assessment of Conference/Meeting to be Attended by SUC Officials/ Personnel

Procedure for the assessment of legitimacy of international conferences/meetings per Memorandum from the Commission dated 24 July 2019 titled “Guidelines for Securing Authority to Travel Abroad for State Universities and Colleges (SUCs)”

Office or Division:	International Affairs Staff (IAS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SUC officials and personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter to IAS director		President/VPAA/SUC/Director for International Affairs		
2. IAS Form 15, Evaluation Form for the Necessity of Travel for SUCs		SUC IRO or authorized official		
3. Invitation/acceptance letter		Organizer		
4. Profile of organizer		Conference website cross referenced with trustworthy sources		
5. Background information on international conference/meeting		Conference website cross referenced with trustworthy sources		
6. For paper presentations: Proof that papers presented in the conference will be published in journals indexed by Elsevier/Scopus/ASEAN Citation Index (ACI)		Screenshot of Elsevier/Scopus/ASEAN Citation Index (ACI) websites		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter together with required documents.	1. Receives, records & acknowledges request. a. If documents are incomplete, contacts requesting SUC to submit lacking documents.	None	2 days	Assigned staff IAS
	2. Evaluates international conference/ meeting. a. Fills out IAS Form 10 – Assessment of International Conference	None	10 days	Assigned staff IAS
	3. Drafts response.	None	2 days	Assigned staff IAS



	a. Reviews communication and assessment.		1 day	Chief IAS
	4. Finalizes communication and assessment after review.	None	2 days	Assigned staff IAS
	5. Signs communication.	None	1 day	IAS Director IAS
	6. Emails advance copy of communication to requesting SUC and officially releases by mail.	None	2 days	Assigned staff IAS
Total		None	20 days	



Procedure on Provision of Financial Assistance to AIMS Participating HEIs

This document aims to discuss the procedure for the provision of financial assistance to HEIs participating in the Asian International Mobility for Students (AIMS) Program.

Office or Division:	International Affairs Staff (IAS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business			
Who may avail:	AIMS Participating HEIs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Financial Allocation				
1. Project Proposal and Work and Financial Plan (Template Project Proposal-Annex A, CMO 19 s. 2015)		Requesting HEI		
2. Endorsement letter to CHED and: a. Duly accomplished Record of Study Program; b. Copy of Letter of Acceptance from Host University c. Copy of MOA between CHED and Participating HEI d. Certified true copy of student’s grades during the previous semester issued by the registrar or his/her authorized school representative in the home university; and, e. Photocopy of valid school ID of the participating student.		Requesting HEI		
For Bureau of Immigration Endorsement				
1. Endorsement letter from HEI		Requesting HEI Student		
2. Confirmed return ticket				
3. Copy of passport				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits project proposal together with required documents.	1. Receives/records and acknowledges project proposal from participating HEI	None	1 day	Assigned staff IAS
	2. Evaluates project proposal and notifies participating HEI of recommendations, if any, and provides template	None	2 days	Assigned staff IAS



	Memorandum of Agreement (MoA)			
2. Reviews and submits to IAS draft MoA subject to compliance with applicable rules and regulations of HEI	3. Receives/records and acknowledges draft MoA	None	1 day	Assigned staff IAS
	4. Refers draft MoA to Legal and Legislative Service (LLS) for comments /approval	None	1 day	Assigned staff IAS
	5. Reviews draft MoA and issues comments / approval	None	3 days	Assigned staff (LLS)
	6. Sends LLS approved MoA to participating HEI for signature of HEI	None	1 day	Assigned staff IAS
3. Signs four (4) copies of MoA. Transmits all copies of MoA to IAS	7. Receives/records and acknowledges MoA	None	1 day	Assigned staff IAS
	8. Conducts CSW for funding of project by HEDF: a. Obligation Request Status b. Disbursement Voucher	None	1 day	Assigned staff IAS Director IAS
	9. Signs Obligation Request Status and certifies availability of funds	None	2 days	HEDF
	10. Signs MoA	None	3 days	IAS Director IAS Executive Director OED CHED Chairman



				OC
	11. Transmits all four (4) copies of MoA to participating HEI for notarization	None	1 day	<i>Assigned staff IAS</i>
4. Notarizes MoA and returns three (3) copies to IAS		Payment for notarization is shouldered by participating HEI		
	12. Transmits a copy of MoA to COA	None	1 day	<i>Assigned staff IAS</i>
Total		Payment for notarization	18 Days	



Assessment of International Conference/Meeting to be Attended by SUC Officials/Personnel

Service Information: Procedure for the assessment of legitimacy of international conferences/meetings per Memorandum from the Commission dated 24 July 2019 titled “Guidelines for Securing Authority to Travel Abroad for State Universities and Colleges (SUC’s)”

Office or Division:	International Affairs Staff (IAS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SUC officials and personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter to IAS Director		President/VPAA/SUC/Director for International Affairs		
2. IAS Form 15, Evaluation Form for the Necessity of Travel for SUCs		SUC IRO or authorized official		
3. Invitation/acceptance letter		Organizer		
4. Profile of organizer		Conference website cross referenced with trustworthy sources		
5. Background information on international conference/meeting		Conference website cross referenced with trustworthy sources		
6. For paper presentations: Proof that papers presented in the conference will be published in journals indexed by Elsevier/Scopus/ASEAN Citation Index (ACI)		Screenshot of Elsevier/Scopus/ASEAN Citation Index (ACI) websites		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter together with required documents	1. Receives, records and acknowledges request. 1.1. If documents are incomplete, contacts requesting SUC to submit lacking documents.	None	2 days	Assigned Staff IAS
	2. Evaluates international conference/meeting. 2.1. Fills out IAS Form 10 – Assessment of International Conference	None	10 days	Assigned Staff IAS
	3. Draft Response	None	2 days	Assigned Staff IAS



	4. Reviews communication and assessment.	None	1 day	<i>Chief IAS</i>
	5. Finalizes communication and assessment after review.	None	2 days	<i>Assigned Staff IAS</i>
	6. Signs communication.	None	1 day	<i>IAS Director IAS</i>
	7. Email advance copy of communication to requesting SUC and officially release by mail.	None	2 days	<i>Assigned Staff IAS</i>
Total		None	20 days	



Applications for Financial Support for the Identifies National University/Colleges of Agricultural and Fisheries (NUCAFs) and Provincial Institutes of Agriculture and Fisheries (PIAFs) under NAFES Project

The National Agriculture and Fisheries Education System (NAFES) was established by virtue of RA No. 8435 otherwise known as Agriculture and Fisheries Modernization Act (AFMA) of 1997. It aims to have:

1. A complete and integrated system of agriculture and fisheries (AFE) relevant to the needs of community and society;
2. A modernized and rationalized AFE from the elementary and tertiary levels;
3. A unified, coordinated and improved system of implementation of academic programs; and an upgraded, sustainable, and globally competitive AFE at all levels.

Office or Division:	Office of Programs and Standards Development - Programs Development Division (OPSD – PDD)			
Classification:	Highly Technical			
Type of Transaction:				
Who may avail:	Identified NUCAFs and PIAFs per CHED Memorandum Orders (CMO) No. 18 and 32, s. 2009; and CMO No. 25, s. 2010; and CMO No. 39, s. 2015.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HEI letter request		To be submitted by the applying HEI		
2. Project Proposal		To be submitted by the applying HEI		
3. Work and Financial Plan		To be submitted by the applying HEI		
4. Liquidation report (if previously given a grant)		To be submitted by the applying HEI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HEI submit Project Proposal and Work and Financial Plan	1. Receives and records request	None	15 minutes	<i>Designated Staff</i> OPSD
	2. Review completeness of attachments of the Project Proposal	None	4 hours	<i>Designated Staff</i> OPSD
	3. Prepares acknowledgement letter address to the SUC President and notify the HEIs if the submitted project proposal is complete or not complete	None	4 hours	<i>Designated Staff</i> OPSD



	4. Refers the Project Proposal to the NAFES Committee for evaluation based on NAFES Requirements if the submitted project proposal is complete	None	2 hours	<i>Designated Staff OPSD</i>
	5. Evaluates submitted project proposal	None	10 days	<i>NAFES Evaluation Committee (NEC)</i>
	6. Notify the HEIs If the Project Proposal does not comply with the NAFES Requirements, and return the same to the HEI for revision, depending on the recommendation of the NEC	None	1 day	<i>Designated Staff OPSD</i>
	7. Prepares endorsement of the Project Proposal with supporting documents to the CEB for final action	None	1 day	<i>Designated Staff OPSD</i>
	8. Deliberates and decides for approval/disapproval of the project proposal	None	Timelines of which is dependent of the concern office	<i>Commission En Banc</i>
	9. Notify HEIs of the disapproval of Project Proposal. 10. If approved prepares Letter of Approval and MOA (as approved by LLS)	None	1 day	<i>Designated Staff OPSD</i>
	11. Informs the HEI of the availability of the MOA for the signature of the HEI President	None	2 hours	<i>Designated Staff OPSD</i>
2. Sign Memorandum of Agreement	12. Forwards the MOA to authorized signatories, after the President of the HEI signs.	None	1 day	<i>Designated Staff OPSD</i>



	13. Receives the signed and notarized MOA and prepares the transmittal letter to COA Auditor	None	1 day	<i>Designated Staff</i> OPSD
	14. Prepares the complete documentation requirements and submits to AFMS for the processing of fund release to the applying HEI	None	3 days	<i>Designated Staff</i> OPSD
	15. Notifies the concerned HEI of the availability of the fund, through email and/or phone call.	None	20 minutes	<i>Designated Staff</i> OPSD
Total		None	20 days	



Conferment of Honorary Doctorate Degrees by Higher Education Institutions (HEIs)

Consistent with the institution's mission and values, the honorary doctorate degree shall be awarded in recognition of an individual's meritorious contribution/s to the advancement of a field in a particular discipline, through exemplary accomplishment/s in instruction, research and practice and his/her personal humanitarian accomplishment/s and/or contribution to the institution and society, rather than as a result of academic matriculation and study.

Office or Division:	Office of Programs and Standards Development - Programs Development Division (OPSD-PDD)			
Classification:	Highly Technical			
Type of Transaction:				
Who may avail:	Private HEIs, Local Universities and Colleges (LUCs), State Universities and Colleges (SUCs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HEI Letter request		To be submitted by the applying HEI		
2. CHEDRO Evaluation and Recommendations		To be submitted by the applying HEI		
3. Application documents		To be submitted by the applying HEI		
4. Curriculum Vitae		To be submitted by the applying HEI		
5. Accomplishments of the Recipient		To be submitted by the applying HEI		
6. Justification /Statement of reason for awarding the Honoris Causa		To be submitted by the applying HEI		
7. Copy of the resolution of the governing board of the HEI signed by the Secretary and approved all the members of the board		To be submitted by the applying HEI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to confer honorary degree to CHEDCO	1. Receives, records and forwards to Program Development Division and staff	None	15 minutes	Staff-in-Charge OPSD
	2. Evaluates the completeness of the documents	None	4 hours	Staff-in-Charge OPSD
	3. Prepares acknowledgement letter and notifying the HEIs if the submitted application for Honoris Causa is complete or not complete	None	4 hours	Staff-in-Charge OPSD
	4. Prepares endorsement with supporting	None	1 day	Staff-in-Charge OPSD



	documents to the CEB for final action			
	5. Deliberates and decides on the proposed conferment	None	Timelines of which is dependent of the concern office	Commission en banc
	6. Notify HEIs of the approval or disapproval of the application for Honoris Causa	None	2 days	Staff-in-Charge OPSD Office of the Executive Director OED
Total		None		



Processing of Application for CHED Certificate of Equivalency of Degrees Obtained Abroad and in the Philippines.

Office or Division:	Office of Programs and Standards Development - Programs Development Division (OPSD-PDD)
Classification:	Highly Technical
Type of Transaction:	
Who may avail:	Any person who have completed a Bachelor's, Master's, and Doctoral programs abroad or in the Philippines
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter of application requesting for CHED Certificate of Equivalency of the degree/s obtained abroad or locally, indicating the purpose of the request	to be submitted by the requesting/applying party
2. In the case of degrees obtained abroad, duly authenticated original copies of the Diploma and Transcript of Records (TOR) by the relevant embassy or the DFA	to be submitted by the requesting/applying party
3. Duly authenticated copy of the university/college curriculum and description of courses/and or blueprint	to be submitted by the requesting/applying party
4. English-translated Diploma and TOR if the same are in non-English language, duly certified by authorized translator from the relevant embassy	to be submitted by the requesting/applying party
5. Copy of the Thesis and or Dissertation or any student output submitted for the completion of the degree obtained, if any	to be submitted by the requesting/applying party
6. Proof of Filipino citizenship of the requesting party	to be submitted by the requesting/applying party
7. CHED-Certification, authentication, and verification (CAV) of the Diploma and TOR in cases when the degree is obtained locally or in the Philippines	to be submitted by the requesting/applying party
8. Other documents that may be required by the concerned Technical Panel to determine equivalency of the degree obtained	to be submitted by the requesting/applying party
9. Proposed annual budgetary allocation for the implementation of the PSG Development	OPSD and IAS, CHEDCO



10. Support and validation tasks of the CHED-International Affairs Staff through its linkages in various foreign Ministries of Education		OPSD and IAS, CHEDCO		
11. Pool of approved technical panel experts in various programs and disciplines		OPSD and IAS, CHEDCO		
12. Compliance with the curricular requirements of the specific policies, standards and guidelines (PSG).		to be submitted by the requesting/applying party		
13. Curriculum of the foreign or local higher education institutions		to be submitted by the requesting/applying party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party files its application with complete required documents	1. Receives the document at the Office of the Director	None	15 minutes	OPSD Director Receiving Staff OPSD
	2. All submitted documents are routed to the PDD. 2.1. PDD prepares acknowledgement letter, endorsement letters for the IAS and the relevant Technical Committees	None	15 minutes	Assigned Staff for Equivalency OPSD
			15 minutes	
	3. OPSD Director IV signs all the letters	None	30 minutes	Chief of the Division; Office of the Director IV, OPSD OPSD
	4. After the OPSD Director IV signs all the letters, the PDD Receiving Staff shall cause to endorse to the Records Section and CHED-IAS the acknowledgement letter for mailing and the endorsement letter for validation, respectively	None	30 minutes	PDD Receiving Staff OPSD
	5. Endorsement letter for the Technical Committee/Panel (TC/TP) is given to the	None	4 hours	PDD Assigned Staff for Equivalency OPSD



	Assigned Staff for Equivalency for referral to the TC/TP for their review and evaluation			
	6. Organizes a meeting of the TC/TP for the conduct of review and evaluation; Prepares administrative and logistical requirements for the conduct of meeting/s	None	1 day	<i>PDD Assigned Staff for Equivalency; Chief of the Division OPSD</i>
	7. If meeting is not feasible, PDD Assigned Staff for Equivalency scans all submitted documents and electronically sends to the TP/TC for advance online review and evaluation	None	30 minutes	<i>PDD Assigned Staff for Equivalency OPSD</i>
	8. TP/TC conducts online review and evaluation of the degree obtained	None	12 days	<i>Concerned Technical Panels/Technical Committees</i>
	9. IAS conducts validation on the accreditation status of the institution where the degree was obtained	None	7 days	<i>IAS Assigned Staff and IAS Director III IAS</i>
	10. PDD Assigned Staff for Equivalency prepares either Certificate of Equivalency if the degree obtained is equivalent, and or letter informing the applicant that the degree obtained is not equivalent as against the degree offered locally	None	30 minutes	<i>PDD Assigned Staff for Equivalency; Chief of the Division; OPSD Director IV OPSD</i>
	11. PDD Assigned Staff for Equivalency prepares endorsement letter to the OIC Executive Director for her signature of the	None	30 minutes	<i>PDD Assigned Staff for Equivalency; Chief of the</i>



	Certificate of Equivalency			<i>Division; OPSD Director IV OPSD</i>
	12. OIC-ED signs the Certificate of Equivalency and endorses the Certificate to the OPSD for release	None	30 minutes	<i>OIC-Executive Director OED</i>
	13. PDD receives the Certificate of Equivalency from and logs in the documents; calls the applicant to inform him/her that the certificate is ready for pick up.	None	15 minutes	<i>PDD Receiving Staff OPSD</i>
	14. Party receives the Certificate of Equivalency	None	15 minutes	<i>Claimant/Party</i>
	15. Letter informing the party of non-equivalency is coursed through the Records Unit-AFMS	None	15 minutes	<i>Records Section AFMS Claimant/Party</i>
Total		None	20 days 8 hours	



Processing of Application for Financial Assistance for Accreditation

Office or Division:	Office of Programs and Standards Development - Programs Development Division (OPSD-PDD)	
Classification:	Highly Technical	
Type of Transaction:		
Who may avail:	<p>Any public or private HEI that meets the following basic qualifications:</p> <ol style="list-style-type: none"> 1. With Certification from accrediting agency that its program has pending level accreditation, needing to upgrade its laboratory and library facilities. 2. With no unliquidated funds previously availed from any of CHED programs and projects 3. Organized as a non-stock/non-profit organization, in the case of private HEI 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Public HEIs		
Original copy and duly signed Application Letter (addressed to the CHED Chairperson, attention, the Office of Programs and Standards Development)		to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Certified true copies of Government Authorities issued by the concerned CHEDRO for the programs being offered/requested for assistance.		to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Certificate of Program Compliance Issued by the concerned CHEDRO for each of the program requested for assistance		to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Duly signed original Certification and Summary of Findings from accrediting agency stating that the HEI, based on the result of the previous visit, is required to upgrade specified laboratory and or library facilities.		to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Duly signed Project Proposal with Budgetary Requirements (Forms 1 & 2) "Note: Submit a separate list and computation of the requested assistance for laboratory and library facilities for each program and specify total amounts"		to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Duly signed HEDF Project Summary Sheet (Form 3) by the Head of the Institution or authorized signatory		to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD



Duly signed HEDF Logical Framework (Form 4) by the Head of Institution or authorized signatory	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSP-PDD
List and/or photographs of similar projects previously completed/availed from CHED, if any, indicating the source of funds for their implementation; if none, statement / declaration signed by the Head of the Institution	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSP-PDD
Duly notarized and signed Resolution of the Board of Trustees/Regents stating approval of the application for Financial Assistance for Accreditation	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSP-PDD
Duly signed written statement that the institution has no unliquidated government funding released through any program handled by CHED	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSP-PDD
Student population (number of enrolled students and number of graduates) within the last five years of degree program/s applying for financial assistance	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSP-PDD
Duly signed validation report of the concerned CHEDRO stating that the HEI has complied with the minimum requirements to operate the undergraduate programs being applied for assistance	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSP-PDD
For LUCs: Submit Certificate of GR of the HEI duly signed by the President	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSP-PDD
For Public HEIs	
Original copy and duly signed Application Letter (addressed to the CHED Chairperson, attention, the Office of Programs and Standards Development)	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSP-PDD
Certified true copies of Government Authorities issued by the concerned CHEDRO for the programs being offered/requested for assistance.	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSP-PDD
Duly signed original Certification and Summary of Findings from accrediting agency stating that the HEI, based on the result of the previous visit, is required to upgrade specified laboratory and or library facilities	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSP-PDD
Duly signed Project Proposal with Budgetary Requirements (Forms 1 & 2) "Note: Submit a separate list and computation of the requested assistance for laboratory and library facilities for each program and specify total amounts"	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSP-PDD



Duly signed HEDF Project Summary Sheet (Form 3) by the Head of the Institution or authorized signatory	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Duly signed HEDF Logical Framework (Form 4) by the Head of Institution or authorized signatory	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Duly signed original copy of Work and Financial Plan and Sources and Details of Proponents Equity Participation in the Project "Work and Financial Plan for the Proposed Project"	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Certified true copy of the Certificate of Registration with the Securities and Exchange Commission (SEC) with supporting attachments (Articles of Incorporation) – Non-Stock Corporation	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Certified true copies of financial reports, audited by an independent Certified Public Accountant for the past three years preceding the date of project implementation	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Disclosure of other related business, if any, and extent of ownership therein; if none, statement/letter of no other related business duly signed by the head of the institution	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
List and/or photographs of similar projects previously completed/availed from CHED, if any, indicating the source of funds for their implementation; if none, statement/declaration duly signed by the head of the institution	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
A sworn affidavit of the Secretary that none of its incorporators, organizers, directors or officials is an agent of or related by consanguinity or affinity up to the fourth degree to the CHED Officials who are authorized to process and/or approve the proposal, the MOA and the release of funds	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Duly notarized Resolution of the Board of Trustees/Regents stating approval of the application for Financial Assistance for Accreditation	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Duly signed written statement by the Head of Institution that the HEI has no unliquidated government funding released through any program handled by CHED	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD
Duly signed copy of the student population (number of enrolled students and number of graduates)	to be submitted by the requesting/applying party; Forms 1-4 could be secured from the OPSD-PDD



within the last five years of every program applying for financial assistance				
Institutional Management and Support				
Proposed annual budgetary allocation for the implementation of FAA under the IDAA Project		OPSD and HEDF		
Support for review and recommendation of the Technical Panels in various programs and disciplines		OPSD and HEDF		
Pool of approved technical panel experts in various programs and disciplines		OPSD and HEDF		
Program Capability				
Compliance with the minimum requirements of the specific policies, standards and guidelines (PSG) to offer the program		to be submitted by the applicant HEI		
Compliance with the requirements for program level accreditation		to be submitted by the applicant HEI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party files its application with complete required documents	1. Receives the document at the Office of the Director or at the CHED Records Section (if sent through courier)	None	15 minutes	Receiving Staff OPSD
	2. All submitted documents are routed to the OPSD-PDD. PDD Receiving Staff logs in the application documents for assignment/routing by the PDD Chief to his Staff	None	15 minutes upon receipt by the PDD Receiving Staff	Director IV OPSD PDD Receiving Staff OPSD Chief of the Division OPSD
	3. Assigned PDD Staff for FAA conducts documentary and initial technical evaluation on the application documents submitted	None	1 day upon receipt by the PDD Staff for IDAA	Assigned PDD Staff for FAA OPSD
	4. Assigned PDD Staff for FAA prepares acknowledgment letter or deficiency letter if the application documents	None	30 minutes	Assigned PDD Staff for FAA OPSD



	lack other documents or needs rectification			
	5. OPSD Director IV signs all the letters	None	30 minutes	<i>Chief of the Division; Director IV, OPSD</i>
	6. Signed letters are routed back to the PDD. PDD Receiving Staff causes to endorse to the Records Section for mailing and or sent by facsimile transmission	None	15 minutes	<i>PDD Receiving Staff OPSD</i>
	7. If application documents are complete and the HEI is eligible to avail of FAA, PDD Assigned Staff for FAA prepares the summary report and materials to be used in the review and evaluation of the concerned Technical Committee/Technical Panel	None	4 hours	<i>Assigned PDD Staff for FAA OPSD</i>
2. Review and Evaluation of the Degree Completed/ Validation of the Status of the Institution where the Degree was Obtained	8. Simultaneously, PDD Assigned Staff for FAA organizes a meeting of the TC/TP for the conduct of review and evaluation on the application; Prepares administrative and logistical requirements (RBA, ATHA, NOM, Venue, etc.) for the conduct of meeting/s	None	1 day timeline is dependent on the concerned Office	<i>Assigned Staff OPSD Chief, PDD OPSD</i>
	9. TP/TC conducts review and evaluation of the application for FAA; Signs TP/TC resolution recommending approval to the CEB the application for FAA	None	1 day	<i>Concerned Technical Panels/Technical Committees</i>



	10. Depending on the number of programs applied for FAA, the review and evaluation of the concerned TP/TC shall also vary in number of meetings/evaluation schedules	None	1 day per program (timeline is dependent on the number of programs being applied for FAA)	<i>Concerned Technical Panels/Technical Committees</i>
3. Results of the review and evaluation	11. When all TP/TC Resolutions favorably recommending the approval of the application for FAA are duly signed and collated, the PDD Assigned Staff for FAA prepares CSW with relevant attachments for signature, and endorsement to the CEB for final action	None	2 days	<i>PDD Assigned Staff for FAA OPSD Chief of the Division OPSD Director IV OPSD OIC-Executive Director OED</i>
	12. CEB deliberates on the TP/TC recommendation relative to the application for FAA and makes final action.	None	timeline is dependent on the concerned Office	<i>Chairman and Commissioners OC and OCC</i>
4. CEB Approval and Processing of the Financial Support	13. Upon Approval, CEB Secretariat prepares CEB Resolution stating that the application for FAA is approved. The Resolution is routed to the Office of the CHED Chairman and Commissioners for their signature.	None	timeline is dependent on the concerned Office	<i>Chairman and Commissioners OC and OCC Commission Secretary ComSec</i>
	14. PDD Assigned Staff for FAA prepares letter to the applicant-HEI informing the latter to process the MOA (produce 5 copies	None	30 minutes	<i>PDD Assigned Staff for FAA OPSD HEI</i>



	thereof, to be signed by the authorized signatory, and have it notarized)			
	15. Simultaneously, PDD Assigned Staff prepares the letter for COA informing the latter that the application for FAA is approved, attaching relevant documents for the financial support project	None	30 minutes	<i>PDD Assigned Staff for FAA</i> <i>OPSD</i> <i>Chief of the Division</i> <i>OPSD</i> <i>Director IV</i> <i>OPSD</i>
	16. Upon receipt of the processed-MOA from the HEI, the PDD Assigned Staff for FAA prepares transmittal letter to the OIC-ED requesting the signatures of the ED and the CHED Chairman to be affixed in the MOA. The transmittal letter and MOA are endorsed to the Office of the OIC-ED, for signature.	None	timeline is dependent on the concerned Office	<i>PDD Assigned Staff for FAA</i> <i>OPSD</i> <i>Chief of the Division</i> <i>OPSD</i> <i>Director IV</i> <i>OPSD</i> <i>OIC-Executive Director</i> <i>OED</i> <i>CHED Chair</i> <i>OC</i>
	17. Upon receipt of the duly signed MOA from the Office of the CHED Chair, PDD Assigned Staff for FAA prepares OR, DV, attaching all required HEDF documents for the processing by the latter of the financial support being applied for. OR/DV is routed for signature at OPSD.	None	45 minutes-1hour	<i>PDD Assigned Staff for FAA</i> <i>OPSD</i> <i>Chief of the Division</i> <i>OPSD</i> <i>Director IV</i> <i>OPSD</i>
	18. HEDF processes the approved FAA and	None	timeline is dependent on	<i>HEDF Secretariat</i>



	releases the FAA to the HEI		the concerned Office	
Total		None	*	



Applications for Centers of Excellence (COEs) and Centers of Development (CODs)

The implementation of the Centers of Excellence (COEs) and Centers of Development (CODs) project of the Commission on Higher Education is hinged pursuant to Section 8 (f) of R.A No. 7722, which provides that CHED shall “identify, support and develop potential centers of excellence in program areas needed for the development of world class scholarship, nation building and national development”. Thus, it became the policy of the Commission to promote quality and excellence in higher education by identifying, supporting and or/developing COEs and CODs for specific programs in Higher education institutions.

The identification of COEs and CODs is expected to facilitate the attainment and fulfillment of the various programs’ mission of providing professionally competent and morally upright graduates who can deliver efficient and effective services in the fields of arts, sciences, health, information technology, engineering, maritime, agriculture, business, criminology, teacher education, etc. More importantly, it will help stimulate and expedite the utmost development of world-class, relevant, responsive and globally competitive programs

Office or Division:	Office of Programs and Standards Development - Programs Development Division (OPSD-PDD)	
Classification:	Highly Technical	
Type of Transaction:		
Who may avail:	Public and Private Higher Education Institutions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Refer to the following implementing guidelines for the selection of COEs and CODs in different disciplines:		To be submitted by the applying HEI
Implementing Guidelines	CHED Memorandum Orders	
General Guidelines	CMO No. 55, s. 2006	
Agriculture Education	CMO No. 51, s. 2007 and CMO No. 06, s. 2015	
Business and Management	CMO No. 10, s. 2007	
Criminology	CMO No. 48, s. 2006	
Engineering Education	CMO No. 17, s. 2015	
Health Professions Education	CMO No. 17, s. 2006	
Humanities <ul style="list-style-type: none"> English Filipino 	CMO No. 28, s. 2012 and CMO No. 07, s. 2015 CMO No. 27, s. 2012	



<ul style="list-style-type: none"> Foreign Language Literature Music Philosophy 	CMO No. 26, s. 2012 and CMO No. 08, s. 2015 CMO No. 25, s. 2012 and CMO No. 09, s. 2015 CMO No. 24, s. 2012 and CMO No. 10, s. 2015 CMO No. 23, s. 2012 and CMO No. 11, s. 2015			
Information Technology Education	CMO No. 19, s. 2006			
Science and Mathematics	CMO No. 55, s. 2006 and CMO No. 12, s. 2015			
Social Science and Communication <ul style="list-style-type: none"> Anthropology Broadcasting Communication History Journalism Political Science Psychology Sociology Social Work 	CMO No. 45, s. 2012 CMO No. 39, s. 2012 CMO No. 19, s. 2012 and CMO No. 12, s. 2015 CMO No. 30, s. 2012 CMO No. 20, s. 2012 and CMO No. 14, s. 2015 CMO No. 29, s. 2012 CMO No. 16, s. 2012 and CMO No. 15, s. 2015 CMO No. 32, s. 2012 CMO No. 52, s. 2012			
Teacher Education	CMO No. 26, s. 2007 and CMO No. 16, s. 2015			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
HEI submits application for COEs and CODs	1. Receives and records request	None	15 minutes	<i>Designated Staff</i> OPSD



	2. Prepares acknowledgement letter	None	15 minutes	<i>Designated Staff OPSD</i>
	3. Conducts documentary analysis to determine completeness of the documentary requirements 3.1. If the documents are incomplete, the Designated Staff notifies HEI for the submission of the deficient documents 3.2. If the documents are complete, the Designated Staff refers application to TP/TC	None	2 days	<i>Designated Staff OPSD</i>
	4. TP/TC conducts documentary analysis and ocular visits on the concerned HEI	None	3 days	<i>TP/TC</i>
	5. TP/TC conducts evaluation process: 1.1. If the applying HEI does not satisfy all the requirements, the TP/TC recommends disapproval of the application 1.2. If the applying HEI satisfies all the requirements, the TP/TC recommends approval of the application	None	2 days	<i>TP/TC</i>



	6. Conduct ocular inspection on the concerned HEI	None	5 days	<i>Designated Staff and TP/TC OPSD</i>
	7. Consolidate result of evaluation of applicant HEIs	None	3 days	<i>Designated Staff OPSD</i>
	8. Designated Staff prepares endorsement with supporting documents to the CEB for final action <i>NOTE: if the recommendation of the TP/TC is to disapprove the application, it will be presented only for the information of the ManCom/CEB</i>	None	1 day	<i>Designated Staff OPSD</i>
	9. Deliberates and decides for approval/disapproval of the application for COEs and CODs	None	Timelines of which is dependent of the concerned Office	<i>Commission en Banc</i>
	10. If the application is disapproved, the Designated Staff notifies the HEI on the disapproval through a letter signed by the OPSD Director IV, copy furnished the CHEDRO concerned	None	1 day	<i>Designated Staff OPSD</i>
	11. If the application is approved, the Designated Staff prepares a CMO, to be signed by the Executive Director	None	3 days	<i>Designated Staff OPSD Office of Executive Director/Office of the Chairperson</i>



	and the Chairperson			OED and OC <i>Records Section</i> AFMS
	12. Designated Staff disseminates the CMO of the identified COEs and CODs for various disciplines to HEIs through the CHEDRO, CHED website and other media	None	2 hours	<i>Designated Staff</i> OPSD
Total		None	20 days, 2 hours, 30 minutes	



Processing of Application for Grant of Authority to a Higher Education Institution (HEI) to Offer Programs via the Expanded Tertiary Education Equivalency and Accreditation Program (ETEEAP)

Office or Division:	Office of Programs and Standards Development - Non-Conventional Higher Education Division (OPSD-NHD)	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business (for Private HEIs) G2G - Government to Government (for SUCs and LUCs)	
Who may avail:	HEI/s with any of the following qualification: <ol style="list-style-type: none"> 1. Center of Excellence (COE) or Center of Development (COD) in the program/ discipline to be offered through ETEEAP; 2. The undergraduate program/discipline offered in the ETEEAP mode has a formal accredited status equivalent to Level III from any of the accrediting agencies recognized by CHED; Note: For SUCs, a Certificate of Program Compliance (COPC) will be required.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Photocopy of the Official Receipt for Payment of Application for ETEEAP Deputization/per additional ETEEAP program		to be submitted by the applying HEI
2. Letter of application <i>Note: Filing of application should be one (1) program at a time. New/additional program application should be filed <u>only</u> after approval/decision of the previously filed application.</i>		to be submitted by the applying HEI
3. Institutional and program profile.		to be submitted by the applying HEI
4. Certificate/s of Program Accreditation (for private HEIs)		to be submitted by the applying HEI
5. Certificate of Award (COE/COD, Autonomous or Deregulated, ISA, ISO, etc.)		to be submitted by the applying HEI
6. Board performance of the program for the last 3 years prior to application (if applicable).		to be submitted by the applying HEI
7. Mission and Vision of the institution, with emphasis on recognition of prior learning, development, and establishment of an alternative learning system for higher education		to be submitted by the applying HEI
8. Board Resolution endorsing the application.		to be submitted by the applying HEI
9. CHEDRO endorsement.		to be submitted by the applying HEI



Institutional Management and Support				
1. Proposed annual budgetary allocation for the implementation of ETEEAP.		to be submitted by the applying HEI		
2. Marketing and Promotions Plan.		to be submitted by the applying HEI		
3. Five-year development plan for ETEEAP.		to be submitted by the applying HEI		
4. Organizational structure of the ETEEAP within the institution.		to be submitted by the applying HEI		
5. Proposed schedule of fees for the program being applied for offering via ETEEAP.		to be submitted by the applying HEI		
Program Capability				
1. Compliance with specific policies, standards and guidelines (PSG).		to be submitted by the applying HEI		
2. Curriculum of the resident program to be offered via ETEEAP.		to be submitted by the applying HEI		
3. Matrix of competencies where credit will be awarded (based on Competency Standards)		to be submitted by the applying HEI		
4. Assessment instruments.		to be submitted by the applying HEI		
5. List of internal and external assessors, their qualification and subject/competency assignment in the ETEEAP.		to be submitted by the applying HEI		
6. Criteria and procedure for selection of internal and external assessors.		to be submitted by the applying HEI		
7. Assessment procedures with timelines.		to be submitted by the applying HEI		
8. Competency enhancement program package to be provided (specific for each applicant).		to be submitted by the applying HEI		
9. Provision for research as a requirement for graduation.		to be submitted by the applying HEI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HEI files application with complete required documents (per CMO No. 54, s. 2016)	1. Receives, records, acknowledges and reviews the application as to completeness of required documents. 1.1. If complete, refers to TP ETEEAP/schedules visit of TP ETEEAP and TC (concerned program). 1.2. If incomplete, notifies HEI of result of evaluation copy furnished the CHEDRO.	for ETEEA P deputiza tion - Php 15,000. 00 per addition al program - Php	3 working days	Assigned Staff/Chief/ Director OPSD



		15,000.00		
	2. Prepares necessary administrative documents for the conduct of TP ETEEAP Meeting/evaluation visit	None	1 working day	<i>Assigned Staff/Chief/ Director OPSD</i>
2. HEI prepares for evaluation visit	3. Notifies the concerned HEI thru official communication of the scheduled visit (copy furnished the CHEDRO)	None	15 minutes	<i>Assigned Staff/Chief, NHD- OPSD</i>
	4. Conducts evaluation visit to HEI	None	3 working days	<i>OPSD Evaluation Team (TP/TC, OPSD, CHEDRO) OPSD</i>
3. HEI submits compliance documents to OPSD * Timeline is dependent on the agreed submission of compliance documents	5. Reminds HEI thru official communication of agreed deadline for submission of compliance documents after the visit and prior to deadline	None	1 working day	<i>Assigned Staff/Chief, NHD- OPSD/ Director OPSD</i>
	6. Receives, acknowledges, reviews and refers submitted compliance documents to: 6.1. TP ETEEAP; 6.2. TC (concerned program)	None	3 working days Timeline is dependent on the action/ recommendation of the TP ETEEAP/ TC concerned Note: Upon submission of compliance documents, processing	<i>Assigned Staff/Chief, NHD- OPSD/ Director OPSD</i> <i>Assigned Staff/Chief, NHD- OPSD</i> <i>Assigned Staff OPSD</i>



			time reverts back to day 1	
	7. Prepares TP ETEEAP /TC (concerned program) Resolutions	None	1 working day	<i>Assigned Staff/Chief, NHD-OPSD</i>
	8. Conducts TP ETEEAP meeting / coordinates with TC concerned for signing of resolutions (includes processing of necessary administrative documents)	None	1 working day	<i>TP ETEEAP / TC concerned/ Assigned Staff/Chief, NHD-OPSD</i>
	9. Forwards administrative documents to concerned offices	None	Timeline is dependent on the concerned office	
	10. For applications with favorable recommendation, OPSD prepares necessary documents and elevates the matter for inclusion in CEB agenda	None	5 working days	<i>Assigned Staff/Chief, NHD-OPSD</i>
	11. CEB deliberates and decides. 12. COMSEC prepares resolution of CEB action	None	<i>Timeline is dependent on the concerned office</i>	<i>Commission en banc & Secretariat / Office of the Executive Director ComSec and OED</i>
	13. Receives and forwards duly signed CEB resolution to the Division	None	<i>Timeline is dependent on the concerned office</i>	<i>Office of the Director OPSD</i>
	14. OPSD prepares official communication to HEI of CEB action and forwards to the Director for initial	None	1 working day	<i>Assigned Staff/Chief/ Director OPSD</i>
	15. Signs official communication to HEI of CEB action	None	Timeline is dependent on the concerned office	



	16. If application is approved, OPSD prepares certificate /GA	None	1 working day	<i>Assigned Staff/Chief OPSD</i>
	17. Signs official communication and certificate for grant of Government Authority	None	<i>Timeline is dependent on the concerned office</i>	<i>Office of the Chairman through the Office of the Executive Director OC and OED</i>
	18. Forwards Certificate to Records Section	None	15 mins	<i>Assigned Staff NHD-OPSD</i>
4. HEI receives Certificate of Government Authority	19. Releases Certificate to HEI	None	<i>Timeline is dependent on the concerned office</i>	<i>Records Section AFMS</i>
Total		15,000.00 addition al program another 15,000.00		



Processing of Application for issuance of permit/recognition Certificate of Program Compliance (COPC) to operate graduate programs, medicine, dentistry, nursing, engineering and programs without existing policies, standards and guidelines (PSGs)

Office or Division:	Office of Programs and Standards Development – Standards Development Division (OPSD-SDD)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Higher Education Institutions in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For application for Initial/Renewal Permit/Recognition/COPC:				
Complete application documents per GPR form.		CHEDRO		
CHEDRO favorable recommendation based on results of preliminary evaluation.		CHEDRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives, records and forwards application documents to the Division concerned for processing	None	15 minutes	Director Office Staff OPSD
	2. Receives, records and forwards the application documents to the Division Chief for routing	None	15 minutes	Designated Staff-Office of the Division Chief OPSD
	2.1. Prepares acknowledgement letter with information on the action to be taken		15 minutes	
	3. Reviews completeness and appropriateness of documents	None	8 days	Focal Person in-charge of the program
	3.1. If complete,			
	3.2. Prepares and send letter of information to HEI thru CHEDRO			
	3.3. Prepares referral letter to concerned technical			



	<p>evaluators/committee of the application documents</p> <p>OR</p> <p>3.4. If incomplete, Prepares indorsement letter returning the documents to HEI thru CHEDRO</p>			
	<p>4. Processing of necessary administrative documents for the conduct of technical evaluators/committee meeting</p> <p>4.1. Forwards the administrative documents to the concerned offices</p> <p>4.2. Note: Authority to Hold Activity Request for Budget Approval, Travel Authority, Purchase Request</p>	None	<p>1 day</p> <p><i>Timeline is dependent on the concerned</i></p>	<p><i>Focal Person in-charge of the program</i></p> <p><i>HEDF/AFMS/ED/ODED/OC/BAC</i></p>
	<p>5. Conduct of meeting with concerned technical evaluators/committee to evaluates application documents</p> <p>5.1. If compliant, Schedules ocular visit</p> <p>5.2. Prepares letter to HEI thru conduct of ocular visit and date</p> <p>OR</p> <p>5.3. If not compliant, 5.4. Prepares indorsement letter regarding the result of the documentary</p>	None	1 day	<p><i>Technical Evaluators/Committee and Focal person in-charge of the program</i></p>



	evaluation to HEI thru CHEDRO			
	<p>6. Processing of necessary administrative documents for the conduct of ocular visit</p> <p>6.1. Forwards the administrative documents to the concerned offices</p> <p>Note: Authority to Hold Activity, Request for Budget Approval, Authority to Travel, Fund Transfer, Plane Ticket and/or Vehicle for Land Transportation, Notice of Ocular Inspection to HEI, Invitation Letter for TP/TC, Notice of CHEDRO</p>	None	<p>1 day</p> <p>Timeline is dependent on the concerned</p>	<p>Focal Person in-charge of the program</p> <p>HEDF/AFMS, ED/ODED. OC</p>
HEI prepares for the ocular inspection	7. Conduct ocular inspection to validate HEI's compliance	None	1-2 days	Technical Evaluators/Committee, Focal person in-charge of the program and CHEDRO
If there are noted deficiencies during the ocular visit, HEI submits compliance documents to the OPSD thru CHEDRO within the specified compliance period	8. Receives, records and forwards application documents to the Division concerned for processing	None	15 minutes	Director's Office Staff OPSD
	9. Receives, records and forwards the application documents to the Division Chief for routing	None	15 minutes	Designated Staff under the Office of the Division Chief
	10. Processing of necessary administrative documents for the conduct of technical	None	1 day	<p>Focal person in-charge</p> <p>HEDF/AFMS/ED/ODED, OC, BAC</p>



	<p>evaluators/committee meeting</p> <p>10.1. Forwards the administrative documents to the concerned offices</p> <p>Note: Authority to Hold Activity, Request for Budget Approval, Travel Authority, Purchase Request</p>		<i>Timeline is dependent on the concerned</i>	
	<p>11. Conduct of meeting with concerned technical evaluators/committee to:</p> <p>11.1. Evaluates compliance report and supporting documents</p> <p>11.2. Execute resolution on findings</p>	None	1 day	Technical Evaluators/Committee, Focal person in-charge of the program
	<p>12. For application with favorable recommendation, OPSD prepares endorsement with supporting documents to the CEB for final action</p> <p>OR</p> <p>12.1. For application without favorable recommendation, OPSD informs HEI thru CHEDRO of the result of the evaluation</p>	None	3 days	Focal Person in-charge of the program
	<p>13. CEB deliberates on the result of the evaluation and makes final action.</p> <p>13.1. Commission Secretariat prepares CEB Resolution</p>	None	<i>Timeline is dependent on the concerned</i>	Commission en Banc and Commission Secretariat



	<p>14. Receives duly signed CEB Resolution</p> <p>14.1. If favorable, Prepares Certificate of Permit/Recognition/COPC</p> <p>OR</p> <p>14.2. If not favorable, prepares letter to HEI thru CHEDRO of the CEB action</p>	None	1 day	<p><i>Director's Office</i> <i>Staff</i> <i>OPSD</i></p>
	<p>15. Routes Certificate of Permit/Recognition/COPC to the Office of Chairman for signature thru the Executive Office</p>	None	<p><i>Timeline is dependent on the concerned office/signatory</i></p>	<p><i>Executive Director</i> <i>OED</i></p> <p><i>Commission Secretariat</i> <i>ComSec</i></p> <p><i>Chairman</i> <i>OC</i></p>
	<p>16. Receives and records signed certificate of Permit/Recognition/COPC and forwards to the Records Section for releasing</p>	None	1 hour	<p><i>Director's Office</i> <i>Staff</i> <i>OPSD</i></p>
Total		None		



Processing of Application for issuance of permit/recognition to operate the Bachelor of Science in Marine Transportation (BSMT) and Bachelor of Science in Maritime Engineering (BSMarE) Programs

Office or Division:	Office of Program and Standards Development – Division of Programs with International Conventions (OPSD-DPIC)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Higher Education Institutions in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete application documents per GPR form		CHEDRO		
CHEDRO favorable recommendation based on results of preliminary evaluation		CHEDRO		
Annex A, B, C1, C2, of JCMMC No. 2 series of 2019		CHEDRO, CHEDCO, CHED Website, Marina Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1) Receives, records and forwards application documents to the Division concerned for processing	None	15 minutes	<i>Office of the Director's Staff OPSD</i>
	2) Receives, records and forwards the application documents to the Division Chief for routing a) Prepares acknowledgement letter with information on the action to be taken	None	15 minutes 15 minutes	<i>Designated Staff under the Office of the Division Chief OPSD</i>
	3) Prepares transmittal letter and transmit application with supporting documents endorsed by CHEDRO to designated joint CHED-MARINA Evaluation and	None	1 day	<i>Designated staff under the Office of the Division Chief OPSD</i>



	Inspection Team (EIT) for documentary review			
	4) The designated EIT conducts documentary review	None	Timeline is dependent on MARINA as lead evaluator	<i>Designated EIT with MARINA as lead evaluator</i>
	5) The designated EIT submits the report of documentary review indicating recommendation for approval to the MARINA STCW Office Executive Director for subsequent endorsement to the Technical Panel for Maritime Education (TPME)	None	Timeline is dependent on MARINA as lead evaluator	<i>Designated EIT with MARINA as lead evaluator</i>
	6) The TPME shall validates the report and make decision whether an inspection shall be conducted or not	None	Timeline is dependent on MARINA as Chairperson of TPME	<i>TPME</i>
1. Prepares compliance report and submit to CHED-OPSD in accordance with the timelines set forth in Section 56 of CMO 40 series of 2008		None	Timeline is dependent on Section 56 of CMO 40 series of 2008	<i>Applicant HEI</i>
	7) Upon receipt of compliance report, prepares transmittal letter and transmit to MARINA the compliance report	None	1 day	<i>Designated staff under the Office of the Division Chief OPSD</i>
	8) The designated EIT shall review the submitted compliance report and if the noted deficiencies are not	None	Timeline is dependent on MARINA as lead evaluator	<i>Designated EIT with MARINA as lead evaluator</i>



	addressed, the application shall be recommended for disapproval.			
	<p>9) The EIT submits the result of documentary review to the TPME thru the MARINA STCW Executive Director.</p> <p>a) The TPME shall make a final decision whether an inspection shall be conducted or not.</p>	None	<p>Timeline is dependent on MARINA as lead evaluator</p> <p>Timeline is dependent on MARINA as chairperson of the TPME</p>	<p><i>Designated EIT with MARINA as lead evaluator</i></p> <p><i>TPME</i></p>
	10) The TPME Secretariat shall transmit the decision of the TPME to the CHED-OPSD.	None	Timeline is dependent on MARINA TPME Secretariat	<i>MARINA TPME Secretariat</i>
	<p>11) The CHED-OPSD shall inform the applicant HEI of the TPME decision.</p> <p>a) If inspection will be conducted, prepares notice of evaluation and inspection and transmits to CHEDRO</p> <p>b) If NO inspection will be conducted, prepares notice of disapproval and transmits to CHEDRO</p>	None	1 day	<i>Designated staff under the Office of the Division Chief OPSD</i>
	12) If inspection will be conducted, prepares administrative documents for the	None	1 day	<i>Designated staff under the Office of the Division Chief OPSD</i>



	<p>conduct of evaluation and inspection</p> <p>a) Forwards the administrative documents to the concerned offices</p> <p>b) <i>Note: Authority to Hold Activity, Request for Budget Approval, Authority to Travel, Fund Transfer, Plane Ticket and/or Vehicle for Land Transportation, Notice of Ocular Inspection to HEI, Invitation Letter for TP/TC, Notice to CHEDRO</i></p>		Timeline is dependent on the concerned office	
2. Participates and assists the EIT during evaluation and inspection	13) The designated EIT conducts evaluation and inspection	None	Timeline is dependent on MARINA evaluation and inspection plan	<i>MARINA Lead Evaluator</i> <i>Applicant HEI</i>
	14) The MARINA STCW Office Executive Director shall endorse the inspection report to CHED-OPSD upon receipt from the EIT	None	Timeline is dependent on MARINA STCW Office Executive Director and MARINA Lead Evaluator	<i>The MARINA STCW Office Executive Director and MARINA Lead Evaluator</i>
	15) CHED-OPSD shall forward the inspection report which indicates recommendation for approval to the TPME for inclusion in the agenda for discussion	None	1 day	<i>Designated staff under the Office of the Division Chief OPSD</i>



	<p>a) Prepares transmittal to the TPME and informs the secretariat to calendar the same in the agenda</p> <p>b) If inspection report indicates recommendation for further action, the CHED-OPSD shall notify the applicant HEI of the deficiencies</p> <p>c) Prepares letter informing HEI of noted deficiency</p>			
3. The applicant HEI shall submit compliance report with supporting documents to CHED-OPSD in accordance with the timelines set forth in Section 56 of CMO 40, series of 2008		None	Timeline shall depend on Section 56 of CMO 40, series of 2008	<i>Applicant HEI</i>
	16) CHED-OPSD forwards the compliance report submitted by applicant HEI to the designated EIT for review.	None	1 day	<i>Designated staff under the Office of the Division Chief OPSD</i>
	17) The designated EIT shall review the submitted compliance report. If the compliance report addresses the findings, re-inspection shall be	None	The timeline is dependent on the MARINA Lead Evaluator	<i>MARINA Lead Evaluator</i>



	<p>conducted to verify its full compliance. If it is not fully compliant, it shall be recommended for disapproval.</p> <p>a) If the result of re-inspection does not address the findings, the application shall be recommended for disapproval.</p>			
	<p>18) The TPME shall validate the results of the inspection or re-inspection and decide whether to concur or not with the recommendation of the EIT.</p> <p>a) If the TPME concur with the recommendation of the EIT, it shall be endorsed to the Commission en banc (CEB) for action</p> <p>b) If the TPME does not concur with the recommendation of the EIT, it shall seek clarification from the designated EIT prior to decision and reach a common recommendation and it shall be endorsed to CEB for action</p>	None	<p>Timeline is dependent on MARINA as chairperson of the TPME</p>	TPME



	19) CHED-OPSD prepares endorsement with supporting documents to the CEB for final action	None	3 days	<i>Designated staff under the Office of the Division Chief OPSD</i>
	20) CEB deliberates on the result of the evaluation and makes final action. 21) Commission Secretariat prepares CEB Resolution	None	Timeline is dependent on the concerned office	<i>Commission en Banc and Commission Secretariat</i>
	22) Receives duly signed CEB Resolution a) If favorable: b) Prepares Certificate of Permit/Recognition OR c) If not favorable, prepares letter to HEI thru CHEDRO of the CEB action	None	1 day	<i>Office of the Director's Staff OPSD</i>
	23) Routes Certificate of Permit/Recognition to the Office of Chairman for signature thru the Executive Office	None	Timeline is dependent on the concerned office/signatory	
	24) Receives and records signed certificate of Permit/ Recognition and forwards to the Records Section for releasing	None	1 hour	<i>Office of the Director's Staff OPSD</i>
4. If application is disapproved, files an appeal for reconsideration to CHED-OPSD		None	Timeline shall be in accordance with Section 56 of CMO 40, series of 2008	<i>Applicant HEI</i>



	<p>25) Prepares acknowledgement letter and endorsement letter to TPME.</p> <p>a) Transmits appeal to TPME</p>	None	2 days	<i>Designated staff under the Office of the Division Chief OPSD</i>
	<p>26) TPME deliberates on the appeal and endorses to the CEB its recommendation for approval</p>	None	Timeline is dependent on MARINA as chairperson of the TPME	<i>TPME</i>
	<p>27) CEB deliberates on the recommendation of the TPME and makes final action.</p> <p>a) Commission Secretariat prepares CEB Resolution</p>	None	Timeline is dependent on the concerned office	<i>Commission en Banc and Commission Secretariat</i>
	<p>28) Receives duly signed CEB Resolution</p> <p>a) If favorable: b) Prepares Certificate of Permit/Recognition</p> <p>OR</p> <p>c) If not favorable, prepares letter to HEI thru CHEDRO of the CEB action</p>	None	1 day	<i>Office of the Director's Staff OPSD</i>
Total		None		



Request for CHED Data/Information

Statistical Report

Office or Division:	Knowledge Management Division-Information Management Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any Individual/Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal request letter stating the purpose/usage of the data/information		Clients residence / office / Higher Education Institutions where the clients reside		
2. Filled-up request form for walk-in clients		Knowledge Management Division-Information Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request for CHED data/information	1. Receives and forwards to the Statistician	None	5 minutes	Information Management Unit Personnel OPRKM
	2. Processes the requested data. For requests which are not available, Statistician immediately notifies the client	None	2 working days	Information Management Unit Personnel (Statistician) OPRKM
2. Receives the Data/Information	3. Releases the requested data/information thru email/fax	None	5 minutes	Information Management Unit Personnel (Statistician) OPRKM
	Total	None	2 Days and 10 minutes	

*Duration is Extendable for another similar period provided the requesting party is informed



Request for CHED Data/Information

Statistical Report

Office or Division:	Knowledge Management Division-Information Management Unit			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Any Individual/Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal request letter stating the purpose/usage of the data/information		Clients residence / office / Higher Education Institutions where the clients reside		
2. Filled-up request form for walk-in clients		Knowledge Management Division-Information Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request for CHED data/information	1. Receives and forwards to the Statistician	None	5 minutes	Information Management Unit Personnel OPRKM
	2. Processes the requested data. For requests which are not available, Statistician immediately notifies the client	None	6 working days	Information Management Unit Personnel (Statistician) OPRKM
2. Receives the Data/Information	3. Releases the requested data/information thru email/fax	None	5 minutes	Information Management Unit Personnel (Statistician) OPRKM
	TOTAL:	None	6 Days and 10 minutes	

*Duration is Extendable for another similar period provided the requesting party is informed

Complex request – latest available data with more than three disaggregation including those requiring calculation/computations.



Request for CHED Data/Information

Statistical Report

Office or Division:	Knowledge Management Division-Information Management Unit			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Any Individual/Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Formal request letter stating the purpose/usage of the data/information		Clients residence / office / Higher Education Institutions where the clients reside		
4. Filled-up request form for walk-in clients		Knowledge Management Division-Information Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request for CHED data/information	1. Receives and forwards to the Statistician	None	5 minutes	Information Management Unit Personnel OPRKM
	2. Statistician process the requested data. For requests which are not available, Statistician immediately notifies the client	None	19 working days	Information Management Unit Personnel (Statistician) OPRKM
2. Receives the Data/Information	3. Releases the requested data/information thru email/fax	None	5 minutes	Information Management Unit Personnel (Statistician) OPRKM
	TOTAL:	None	19 Days and 10 minutes	

*Duration is Extendable for another similar period provided the requesting party is informed

Highly Technical request – historical data with many disaggregation.



Processing of Grants in Aid Program for Research and Extension

The project is a competition driven grants for higher education institution (HEI) faculty to engage in a) basic-applied research; b) applied research; and c) extension.

The project aimed to 1) develop the country's human resources as researchers and innovators; 2) providing opportunities for HEI consortia or groups to develop a distinctive niche in research, innovation and extension; and 3) facilitate the transfer of knowledge or technology on specific development areas that directly affect the lives of individuals, families and communities.

Below is the process flow for all bona fide faculty researchers to avail of the Grants-In-Aid Program for research and extension:

Office or Division:		OPRKM- Research Management Division		
Classification:		Highly Technical		
Type of Transaction:				
Who may avail:		Higher Education Institutions (HEIs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Research Project Application Guide (RPAG)		CHED Website and OPRKM-RMD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits RDE Concept Note	1. Administrative Assistant receives and records the RDE Concept Notes submitted by proponents from CHED recognized HEIs.	None	10 minutes	<i>RMD Administrative Staff OPRKM</i>
	2. Technical Staff conducts the preliminary screening/eligibility checking of concept notes based on CMO No.52 s.2016 and CMO No.46 s.2016.	None	1 hour	<i>RMD-Technical Staff OPRKM</i>
	3. Technical Staff forwards eligible concept notes to the Technical Expert.	None	30 minutes	<i>RMD- Technical Staff OPRKM</i>
	4. For non-eligible concept notes, letter of regret shall be prepared and sent to the proponent.	None	1 day	<i>RMD-Technical Staff and RMD- Division Chief OPRKM</i>



	<p><u>Note: Letter of Regret Preparation</u></p> <p>a. Technical Staff prepares a draft of the letter of regret and forwards to the Chief</p> <p>b. Chief reviews letter of regret. Approved letter of regret is forwarded to the OPRKM Director IV. (Disapproved letter of regret shall be returned to the Technical Staff for revision)</p> <p>c. OPRKM Director IV signs the approved letter of regret.</p> <p>d. Administrative Assistant sends the signed letter of regret to the proponent</p>			
	5. Technical Expert reviews the eligible concept notes for shortlisting.	None	5 days	OPRKM
	6. For shortlisted concept notes, Technical Staff prepares an official communication to be sent to the proponent. The official communication contains instructions to prepare and submit the full-blown proposal and send to OPRKM RMD. (For non-shortlisted concept notes, letter of regret shall be prepared and sent to the proponent)	None	1 day	
2. Submission of Full-Blown Proposal	7. Administrative Assistant receives and records the full-blown proposal.	None	10 minutes	
	8. Technical Staff checks if proposal and requisite	None	30 minutes	



	attachments are complete.			
	<p>9. Technical Staff forwards complete full-blown proposal to the Technical Expert.</p> <p>10. For incomplete full-blown proposal, i.e. lacking documents, proponent is notified to submit additional documents</p>	None	<p>30 minutes</p> <p>1 day</p>	
	11. Technical Expert reviews the full-blown proposal and requirements.	None	10 days	<i>Technical Evaluator OPRKM</i>
	<p>12. For approved full-blown proposals, Technical Staff prepares the CSW.</p> <p>Note: CSW Preparation</p> <p>a. Technical Staff prepares a draft of the CSW and forwards to the Chief</p> <p>b. Chief reviews CSW. Chief affix his initials on the approved CSW, and is forwarded to the OPRKM Director IV for signature. (Disapproved CSW shall be returned to the Technical Staff for revision)</p> <p>c. OPRKM Director IV reviews CSW, and signs it if approved. (Disapproved CSW shall be returned to the Technical Staff for revision)</p>	None	1 hour	<i>RMD- Technical Staff, RMD Division Chief OPRKM</i>



	13. For disapproved proposals, letter of regret shall be prepared and sent to the proponent.	None	1 hour	<i>RMD-Technical Staff</i> OPRKM
	14. Signed CSW forwarded to ComSec for CEB/ManCom	None	30 minutes	<i>RMD-Staff</i> OPRKM
	15. CEB/ManCom approves the proposal. If there are additional requirements to the proposal by the members of the CEB/ManCom, the Technical Staff shall notify the proponents for clarification and additional requirements.	None	7 days	
	16. Technical Staff prepares the MOA and other supporting documentary requirements. Prepared MOA shall be sent to the proponent for signature. Proponent is instructed to send the signed MOA to OPRKM RMD	None	1 day	<i>RMD- Technical Staff</i> OPRKM
	17. Signed MOA is sent to OPRKM RMD by the proponent.	None	10 days	
	18. Administrative Assistant receives MOA signed by the proponent. Received MOA is forwarded to Chief.	None	10 minutes	<i>RMD-Administrative Staff</i> OPRKM
	19. Division Chief affix his initials on the MOA. MOA is forwarded to OPRKM Director IV for signature.	None	30 minutes	<i>RMD-Technical Staff, RMD Division Chief</i> OPRKM
	20. OPRKM Director IV signs the MOA.	None	5 days	



	21. MOA is forwarded to the Executive Office for Executive Director (ED) signature.	None	30 minutes	<i>RMD Staff</i> OPRKM
	22. MOA is forwarded to Office of the Chairperson (OC) for signature.	None	30 minutes	
	23. Administrative Assistant receives and records approved copy of the MOA from the Office of the Chairperson. Administrative Assistant forwards the approved MOA to the Technical Staff.	None	10 minutes	
	24. Technical Staff releases the approved copy of the MOA to the proponent for notarization.	None	30 minutes	<i>RMD Technical Staff</i> OPRKM
	25. Administrative staff records and receives the Notarized MOA from the proponent.	None	10 minutes	<i>RMD Administrative Staff</i> OPRKM
	TOTAL:		40 days	



Processing of Support for Paper in International Conference (SPPIC)

The Support shall provide an excellent opportunity for disseminating research results and at the same time exposing researchers to latest developments in their fields of specialization.

The below process will be used in providing financial assistance to enable local researchers to participate in international conferences/seminars/workshops/for a.

Office or Division:		OPRKM- Research Management Division		
Classification:		Highly Technical		
Type of Transaction:				
Who may avail:		Faculty of Higher Education Institutions (HEIs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Grant Application Form		CHED Website and OPRKM-RMD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application	1. Administrative Assistant receives and records the application submitted by applicants	None	20 minutes	<i>RMD Administrative Staff OPRKM</i>
	2. Technical Staff conducts the eligibility checking of applications based on CM0 No.12. s. 2009.	None	1 hour	<i>RMD-Technical Staff OPRKM</i>
	3. For non-eligible applications, letter of regret shall be prepared and sent to the applicant. <u>Note: Letter of Regret Preparation</u> a. Technical Staff prepares a draft of the letter of regret and forwards to the Chief b. Chief reviews letter of regret. Approved letter of regret is forwarded to the OPRKM Director IV. (Disapproved letter of	None	1 day	<i>RMD-Technical Staff and RMD- Division Chief, OPRKM Director IV OPRKM</i>



	<p>regret shall be returned to the Technical Staff for revision)</p> <p>c. OPRKM Director IV signs the approved letter of regret.</p> <p>d. Administrative Assistant sends the signed letter of regret to the proponent</p>			
	4. Technical Expert reviews the eligible applications for recommending approval.	None	5 days	<i>Technical Expert/s</i> OPRKM
	5. Technical Staff notifies the applicants of the result of the Technical evaluation.	None	1 hour	<i>RMD – Technical Staff</i> OPRKM
	<p>6. For positively recommended applications, Technical Staff prepares the CSW.</p> <p>Note: CSW Preparation</p> <p>a. Technical Staff prepares a draft of the CSW and forwards to the Chief</p> <p>b. Chief reviews CSW. Chief affix his initials on the approved CSW, and is forwarded to the OPRKM Director IV for signature. (Disapproved CSW shall be returned to the Technical Staff for revision)</p> <p>c. OPRKM Director IV reviews CSW, and signs it if approved. (Disapproved CSW shall be returned to the</p>	None	1 day	<i>RMD- Technical Staff, RMD Division Chief, OPRKM Director IV</i> OPRKM



	Technical Staff for revision.			
	7. Signed CSW is forwarded to Executive Office for recommending approval.	None	10 minutes	<i>RMD-Administrative Staff</i> OPRKM
	8. Executive Director signs the CSW.	None	7 days	<i>Executive Director</i> OED
	9. Signed CSW by the Executive Director shall be forwarded to Chairperson's Office for approval.	None	10 minutes	<i>RMD-Administrative Staff</i> OPRKM
	10. The Chairperson approves the CSW/applications.	None	7 days	<i>Chairperson</i> OC
	11. Technical Staff prepares the contract and other supporting documentary requirements. Prepared contract shall be sent to the applicant for signature. (For disapproved applications, a letter of regret shall be sent to the applicant.)	None	1 day	<i>RMD- Technical Staff</i> OPRKM
2. Return the signed contract	12. Administrative Staff receives and records the signed contract submitted by the applicant. Received contract is forwarded to Chief.	None	20 minutes	<i>RMD Administrative Staff</i> OPRKM
	13. Division Chief affix his initials on the contract. Contract is forwarded to	None	1 hour	<i>RMD-Technical Staff, RMD Division Chief</i> OPRKM



	OPRKM Director IV for signature.			
	14. OPRKM Director IV signs the contract.	None	1 day	<i>OPRKM Director IV</i> <i>OPRKM</i>
	15. Contract is forwarded to the Executive Office for Executive Director (ED) initials.	None	10 minutes	<i>RMD</i> <i>Administrative Staff</i> <i>OPRKM</i>
	16. Executive Director affix initials to the contract.	None	7 days	<i>Executive Director</i> <i>OED</i>
	17. Contract is forwarded to Office of the Chairperson (OC) for signature.	None	10 minutes	<i>RMD</i> <i>Administrative Staff</i> <i>OPRKM</i>
	18. Chairperson signs the contract.	None	7 days	<i>Chairperson</i> <i>OC</i>
	19. Administrative Assistant receives and records signed contract from the Office of the Chairperson. Received contract is forwarded to the Technical Staff.	None	10 minutes	<i>RMD</i> <i>Administrative Staff</i> <i>OPRKM</i>
	20. Technical Staff releases the signed contract to the applicant for notarization.	None	10 minutes	<i>RMD Technical Staff</i> <i>OPRKM</i>
3. Submit the notarized contract	21. Administrative staff records and receives the notarized contract from the applicant.	None	10 minutes	<i>RMD</i> <i>Administrative Staff</i> <i>OPRKM</i>
	22. Technical Staff prepares the attachments for disbursement of the grant.	None	1 day	<i>RMD-Technical Staff</i> <i>OPRKM</i>



	23. Division Chief affix initials on the disbursement attachments. Attachments are forwarded to OPRKM Director IV for signature	None	1 day	<i>RMD-Technical Staff, RMD Division Chief, OPRKM Director IV</i>
	24. Administrative staff forwards the signed disbursement attachments to HEDFS for release of the grant	None	10 minutes	<i>RMD Administrative Staff OPRKM</i>
	TOTAL:		39.5 days	



Processing of Thesis and Dissertation Grant

The Theses and Dissertation is aimed at upgrading the research manpower capability of higher education institutions (HEIs) while supporting the conduct of research on identified priority areas.

The process below will be used in providing financial assistance to faculty members who are completing their Master's thesis and Doctoral Dissertation.

Office or Division:		OPRKM- Research Management Division		
Classification:		Highly Technical		
Type of Transaction:				
Who may avail:		Faculty of Higher Education Institutions (HEIs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Thesis and Dissertation Grant Application Form		CHED Website and OPRKM-RMD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application	1. Administrative Assistant receives and records the application submitted by applicant	None	10 minutes	<i>RMD Administrative Staff OPRKM</i>
	2. Technical Staff conducts the eligibility checking of applications based on CM0 No.04 s.2003 and CMO No.33 s. 2004.	None	2 hours	<i>RMD-Technical Staff OPRKM</i>
	3. For non-eligible applications, letter of regret shall be prepared and sent to the applicant. <u>Note: Letter of Regret Preparation</u> 3.1. Technical Staff prepares a draft of the letter of regret and forwards to the Chief 3.2. Chief reviews letter of regret. Approved letter of regret is forwarded to the OPRKM Director IV. (Disapproved letter of regret shall be returned	None	1 day	<i>RMD-Technical Staff and RMD-Division Chief, OPRKM Director IV OPRKM</i>



	<p>to the Technical Staff for revision)</p> <p>3.3. OPRKM Director IV signs the approved letter of regret.</p> <p>3.4. Administrative Assistant sends the signed letter of regret to the proponent</p>			
	<p>4. For eligible applicants, Technical Staff prepares the CSW.</p> <p>Note: CSW Preparation</p> <p>4.1. Technical Staff prepares a draft of the CSW and forwards to the Chief</p> <p>4.2. Chief reviews CSW. Chief affix his initials on the approved CSW, and is forwarded to the OPRKM Director IV for signature. (Disapproved CSW shall be returned to the Technical Staff for revision)</p> <p>4.3. OPRKM Director IV reviews CSW, and signs it if approved. (Disapproved CSW shall be returned to the Technical Staff for revision)</p>	None	2 days	<p><i>RMD- Technical Staff, RMD Division Chief, OPRKM Director IV OPRKM</i></p>
	<p>5. Signed CSW forwarded to Executive Office for recommending approval.</p>	None	10 minutes	<p><i>RMD- Administrative Staff OPRKM</i></p>
	<p>6. Executive Director signs the CSW.</p>	None	7 days	<p><i>Executive Director OED</i></p>



	7. Signed CSW by the Executive Director shall be forwarded to Chairperson's Office for approval.	None	10 minutes	<i>RMD- Administrative Staff OPRKM</i>
	8. The Chairperson approves the CSW/applications.	None	7 days	<i>Chairperson OC</i>
	9. Technical Staff prepares the contract and other supporting documentary requirements. Prepared contract shall be sent to the applicant for signature. (For disapproved applications, a letter of regret shall be sent to the applicant.)	None	1 day	<i>RMD- Technical Staff OPRKM</i>
2. Return the signed contract	10. Administrative Staff receives and records the signed contract submitted by the applicant. Received contract is forwarded to Chief.	None	10 minutes	<i>RMD Administrative Staff OPRKM</i>
	11. Division Chief affix his initials on the contract. Contract is forwarded to OPRKM Director IV for signature.	None	30 minutes	<i>RMD-Technical Staff, RMD Division Chief OPRKM</i>
	12. OPRKM Director IV signs the contract.	None	2 days	<i>OPRKM Director IV OPRKM</i>
	13. Contract is forwarded to the Executive Office for Executive Director (ED) initials.	None	10 minutes	<i>RMD Administrative Staff OPRKM</i>



	14. Executive Director affix initials to the contract.	None	7 days	<i>Executive Director OED</i>
	15. Contract is forwarded to Office of the Chairperson (OC) for signature.	None	10 minutes	<i>RMD Administrative Staff OPRKM</i>
	16. Chairperson signs the contract.	None	7 days	<i>Chairperson OC</i>
	17. Administrative Assistant receives and records signed contract from the Office of the Chairperson. Received contract is forwarded to the Technical Staff.	None	10 minutes	<i>RMD Administrative Staff OPRKM</i>
	18. Technical Staff releases the signed contract to the applicant for notarization.	None	10 minutes	<i>RMD Technical Staff OPRKM</i>
3. Submit the notarized contract	19. Administrative staff records and receives the notarized contract from the applicant.	None	10 minutes	<i>RMD Administrative Staff OPRKM</i>
	20. Technical Staff prepares the attachments for disbursement of the grant.	None	1 day	<i>RMD-Technical Staff OPRKM</i>
	21. Division Chief affix initials on the disbursement attachments. Attachments are forwarded to OPRKM Director IV for signature.	None	2 days	<i>RMD-Technical Staff, RMD Division Chief, OPRKM Director IV OPRKM</i>
	22. Administrative staff forwards the signed disbursement	None	10 minutes	<i>RMD Administrative Staff</i>



	attachments to HEDFS for release of the grant.			OPRKM
	TOTAL:		35.3 days	



K to 12 – Research Grants

Inquiry on the Status of Grants

Office or Division:	CHED K to 12 OPRKM – Research Team			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Approved Recipient of CHED K12 Research Grants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UID (Unique Identification Number) of grantee.		The number given to them in the Onboarding		
2. Name of the person who visited.		The number given to them in the Onboarding		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries about the status of their grant	1. Verify the status of the grantee from several offices including the AFMS and HEDF	None	10-30 mins	<i>CHED K12 Research Project Officer Kto12 PMU</i>
TOTAL:		None	10-30 mins	



K to 12 – DARE TO Research Grants

Disbursement of Funds

Office or Division:	CHED K to 12 OPRKM – Research Team			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Approved Recipient of CHED K12 Research Grants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For 1 st tranche disbursement.				
Approved WFP		HEI where Project Team are faculty		
Signed MOA with proper signatories				
COA Transmittal				
SEC Certification and Articles of Incorporation (for Private HEIs)				
Affidavit of No Consanguinity in the Commission				
For 2 nd tranche disbursement				
Accomplished Liquidation Report		HEI where Project Team are faculty		
Accomplished Fund Utilization Report				
Liquidation Requirements (Original Receipts if Private HEIs which is audited by an external auditor; Documents passed and received with a clear COA stamp)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the office and secure their AR wait for feedback if grant is disbursed.	1. Check and process the requirements by having their disbursement documents signed by several offices around CHED and have their funds transferred to them by cheque or by bank transfer	None	3 days	CHED K12 Research Project Officer; CHED K12 - OPRKM Director-in-Charge; Budget Officer; Chief Accountant; AFMS Director (for amounts up to PHP 500,000); Executive Director (for amounts > PHP 500,000 but <



				PHP 1,000,000); <i>Chairperson</i> (for amounts > PHP 1,000,000)
TOTAL:		None	3 Days	



K to 12 – DARE TO Research Grants

Special Requests of Grantees – First six (6) month extension

Office or Division:	CHED K to 12 OPRKM – Research Team			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Approved Recipient of CHED K12 Research Grants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request signed by the HEI President or someone who has the same authority.		DARE TO Forms will be emailed once requested.		
2. Proposed Revised Work and Financial Plan		DARE TO Forms will be emailed once requested.		
3. Revised Work Plan		DARE TO Forms will be emailed once requested.		
4. Board of Regents Resolution (if SUC)		DARE TO Forms will be emailed once requested.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the office and secure their AR. 1.1. Wait for project team to update them on their request	1. Verify the request made by the project team and check for the completeness of requirements.	None	20 minutes	<i>CHED K12 Research Project Officer; CHED K12 - OPRKM</i>
	2. Have it approved by Director-in-charge		2 working days	<i>Director-in-Charge OPRKM</i>
TOTAL:		None	2 working days, 20 minutes	



K to 12 – DARE TO Research Grants

Special Requests of Grantees:

- 2nd and Subsequent Extensions
- Personnel Realignment
- Project Refocusing
- Budget Realignment / Reprogramming (30% and below per line item)
- Budget Realignment / Reprogramming (above 30% per line item)
- Extension Request Submitted beyond Expiration of MOA

Office or Division:		CHED K to 12 OPRKM – Research Team		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Approved Recipient of CHED K12 Research Grants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request signed by the HEI President or someone who has the same authority.		DARE TO Forms will be emailed once requested.		
2. BOR Approval (for SUCs)		DARE TO Forms will be emailed once requested.		
3. Proposed Revised WFP (if applicable)		DARE TO Forms will be emailed once requested.		
4. Revised Work Plan (if applicable)		DARE TO Forms will be emailed once requested.		
5. Revised list of Project Team (if applicable)		DARE TO Forms will be emailed once requested.		
6. Board of Regents Resolution (if SUC)		DARE TO Forms will be emailed once requested.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the office and secure their AR. 1.1. Wait for project team to update them on their request:	1. Verify the request made by the project team, check completeness of documents submitted, and assigned Unique Identification Number. 1.1. Have the request approved by the following:	None		<i>CHED K12 Research Project Officer; CHED K12 - OPRKM Director-in-Charge; CEB Members; Technical Experts / TWG Members</i>



2. 2 nd and subsequent extension	2. Submit for recommending approval to the director-in-charge 2.1. Submit for Approval of the CEB Mancom	None	5 working days 15 working days	<i>CHED K12 Research Project Officer; CHED K12 - OPRKM Director-in-Charge; CEB Members</i>
3. Personnel Realignment	3. Secure TWG recommendation during monitoring visit 3.1. Submit for approval to the Director-in-charge	None	15 working days 5 working days	<i>CHED K12 Research Project Officer; CHED K12 - OPRKM Director-in-Charge; Technical Expert</i>
4. Project Refocusing	4. Secure TWG recommendation during monitoring visit 4.1. Submit for approval to the Director-in-charge	None	15 working days 5 working days	<i>CHED K12 Research Project Officer; CHED K12 - OPRKM Director-in-Charge; Technical Expert</i>
5. Budget Realignment / Reprogramming (30% and below per line item)	5. Submit for approval of the director-in-charge 5.1. Forward for approval to AFMS / HEDF & Director-in-charge	None	4 working days 3 working days	<i>CHED K12 Research Project Officer; CHED K12 - OPRKM Director-in-Charge; AFMS / HEDF</i>
6. Budget Realignment / Reprogramming (above 30% per line item)	6. Submit for recommending approval of director-in-charge 6.1. Forward to AFMS / HEDF 6.2. Submit to CEB Mancom for approval	None	4 working days 2 working days 14 working days	<i>CHED K12 Research Project Officer; CHED K12 - OPRKM Director-in-Charge; CEB Members; AFMS / HEDF</i>
7. Extension Request Submitted beyond Expiration of MOA	7. Submit to director-in-charge for CEB ManCom approval of Supplemental MOA	None	20 working days	<i>CEB Members</i>
TOTAL:		None	107 working days	



K to 12 - Creative Grants

Inquiry on the Status of Grants

Office or Division:	CHED K to 12 OPRKM – Research Team			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Approved Recipient of CHED K12 Research Grants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UID (Unique Identification Number) of grantee. Name of the person who visited.		SALIKHA Website (salikhagrants.firebaseio.com) or the Number given to them in the Onboarding Event last 2018.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries about the status of their grant	1. Verify the status of the grantee from several offices including the AFMS and HEDF	None	10-30 mins	<i>SALIKHA Project Officer</i>
TOTAL:		None	10-30 minutes	



K to 12 - SALIKHA Creative Grants

Disbursement of Funds

Office or Division:	CHED K to 12 OPRKM – Research Team			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Approved Recipient of SALIKHA Grants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For 1 st tranche disbursement.				
1. Approved WFP		HEI where Project Team are faculty		
2. Signed MOA with proper signatories				
3. COA Transmittal				
4. SEC Certification and Articles of Incorporation (for Private HEIs)				
5. Affidavit of No Consanguinity in the Commission				
For 2 nd tranche disbursement				
1. Accomplished Liquidation Report		HEI where Project Team are faculty		
2. Accomplished Fund Utilization Report				
3. Liquidation Requirements (Original Receipts if Private HEIs which is audited by an external auditor; Documents passed and received with a clear COA stamp)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the office and secure their AR 1.1. wait for feedback if grant is disbursed.	1. Check and process the requirements by having their disbursement documents signed by several offices around CHED and have their funds transferred to them by cheque or by bank transfer	None	7 days	SALIKHA Project Officer; CHED K12 - OPRKM Director-in-Charge; Budget Officer; Chief Accountant; AFMS Director (for amounts up to PHP 500,000); Executive Director (for amounts > PHP 500,000 but < PHP 1,000,000); Chairperson (for amounts > PHP 1,000,000)
TOTAL:		None	10-30 minutes	



K to 12 - SALIKHA Creative Grants

Disbursement of Funds to National Commission for Culture and Arts

Office or Division:	CHED K to 12 OPRKM – Research Team			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Approved Recipient of SALIKHA Grants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For 1 st tranche disbursement.				
1. Approved WFP		HEI where Project Team are faculty		
2. Signed MOA with proper signatories				
3. COA Transmittal				
4. SEC Certification and Articles of Incorporation (for Private HEIs)				
5. Affidavit of No Consanguinity in the Commission				
For 2 nd tranche disbursement				
1. Accomplished Liquidation Report		HEI where Project Team are faculty		
2. Accomplished Fund Utilization Report				
3. Liquidation Requirements (Original Receipts if Private HEIs which is audited by an external auditor; Documents passed and received with a clear COA stamp)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the required documents at the office and secure their AR 2.1. wait for feedback if grant is disbursed.	2. Check and process the requirements by having their disbursement documents signed by several offices around CHED and have their funds transferred to them by cheque or by bank transfer	None	7 days	SALIKHA Project Officer; CHED K12 - OPRKM Director-in-Charge; Budget Officer; Chief Accountant; AFMS Director (for amounts up to PHP 500,000); Executive Director (for amounts > PHP 500,000 but < PHP 1,000,000); Chairperson (for amounts > PHP 1,000,000)
TOTAL:		None	10-30 min.	



K to 12 - SALIKHA Creative Grants

Special Requests of Grantees

Office or Division:	CHED K to 12 OPRKM – Research Team			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Approved Recipient of SALIKHA Grants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request signed by the HEI President or someone who has the same authority.		SALIKHA Forms will be emailed once requested.		
2. Proposed Revised WFP (if applicable)				
3. Revised Project Proposal (if applicable)				
4. Revised Work Plan (if applicable)				
5. Revised list of Project Team (if applicable)				
6. Signed Corresponding SALIKHA Templates from the NCCA				
7. Board of Regents Resolution (if SUC or LUC)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the office and secure their AR. 1.1. Wait for project team to update them on their request	1. Verify the request made and endorsed by the NCCA to the team. Have it approved by the CEB or Director-in-charge by following the Special Requests Resolution from the CEB.	None	7-20 days	<i>SALIKHA Project Officer; CHED K12 - OPRKM Director-in-Charge; CEB Members</i>
TOTAL:		None	7-20 days	



Central Office Internal Services



Review of Project and Budget Proposals

This service refers to the evaluation of project and budget proposals of proponent from CHED Central Office/Unit/Division.

Office or Division:	HEDF and Commission en Banc			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	HEDF Project Implementors (CHED Central Office)			
CHECKLIST OF REQUIREMENTS (Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)		WHERE TO SECURE		
Document 1: Project Summary Sheet (1 copy)		Requesting CHED Office		
Document 2: Logical Framework/Gantt Chart (1 copy)		Requesting CHED Office		
Document 3: Work and Financial Plan (1 copy)		Requesting CHED Office		
Document 4: Project Procurement Management Plan (PPMP) (1 copy)		Requesting CHED Office		
Document 5: Project Scope (1 copy)		Requesting CHED Office		
Document 6: Accomplishment Report, if continuing project (1 copy)		Requesting CHED Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office submits project and budget proposals and supporting documents.	1. HEDF Committee reviews the project and budget proposals. Proposals with positive evaluation shall be recommended to the Commissioner-in-Charge.	None	7 days	Mary Sylvette T. Gunigundo HEDFS
2. The requesting office defends its proposals to the Commissioner-in-Charge.	2. Commissioner-in-Charge evaluates the proposals. Successful proposals shall be recommended to the Commission en Banc (CEB) for approval.	None	7 days	Commissioner Perfecto A. Alibin OCC-PAA
	3. CEB reviews recommendations and approves if in order.	None	1 day	Chairperson J. Prospero E. De Vera III OC
	4. Commission Secretariat prepares Resolution	None	1 day	Imee Calvo ComSec



3. The requesting office finalizes its WFP and PPMP if amendment is needed.	5. HEDF Budget Unit prepares transmittal of final WFPs to the CHED Chair for signature.	None	1 day	<i>Diana Aguilar</i> HEDFS
	6. HEDF provides project implementor signed WFP.			<i>Diana Aguilar</i> HEDFS
	Total	None	17 days	



Request for Fund Transfer to CHEDRO

This service refers to processing of Request for Fund Transfer (RFT) to CHED Regional Office (CHEDRO) to cover fund requirements to host or participate in activities.

Office or Division:	Accounting, Budget, and Cashier Units of the HEDF			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	HEDF Project Implementors (CHED Central Office)			
CHECKLIST OF REQUIREMENTS (Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)		WHERE TO SECURE		
Document 1: Request for Fund Transfer (RFT) (1 copy)		Requesting CHED Office		
Document 2: Breakdown of Expenses (1 copy)		Requesting CHED Office		
Document 3: Authority to Hold Activity (ATHA) (1 copy)		Office of Executive Director/Deputy Executive Director		
Document 4: Request for Budget Approval (RBA) (1 copy)		Office of Executive Director/Deputy Executive Director		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office submits RFT and above-mentioned supporting documents.	1. HEDF-Budget and Accounting Units evaluate RFT and supporting documents.	None	2 ½ days	<i>Myra Paz B. Manalo</i> HEDFS
	2. HEDF-Budget Unit prepares Notice of Sub-Allotment Advice (SAA).	None	1/2 day	<i>Leana DS. Patungan</i> HEDFS-Budget
	3. HEDF-Cashier Unit prepares the Notice of Transfer Allocation (NTA) for signature of HEDF Director/ CHED Chairperson.	None	1/2 day	<i>Rosanna B. Garcia</i> HEDFS-Cash
	4. HEDF-Cashier Unit brings to the Land Bank of the Philippines the signed NTA.	None	1/2 day	<i>Rosanna B. Garcia</i> HEDFS-Cash
Total		None	4 days	



Request for Payment of Institutional Grant

This service refers to the processing of disbursement voucher for the payment of grant awarded to:

- State University or College (SUC)
- Non-Government Organization (NGO) or Private Organization (PO) identified as non-stock or non-profit corporation
- Higher Education Institution (HEI) under the National Higher Education Research Agenda (NHERA) Project
- HEI under Co-Hosting Scheme
- HEI under the Financial Assistance for Voluntary Accreditation Project

Office or Division:	Accounting, Budget, and Cashier Units of the HEDF	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	HEDF Project Implementors (CHED Central Office)	
CHECKLIST OF REQUIREMENTS (Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)		WHERE TO SECURE
FOR 1ST TRANCHE PAYMENT (SUC)		
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit
Document 3: Perfected Memorandum of Agreement (MOA) (1 copy)		Requesting CHED Office
Document 4: Commission en Banc (CEB) Resolution (1 copy)		Commission Secretariat
Document 5: Project Summary Sheet (1 copy)		Project Proponent
Document 6: Project Proposal (1 copy)		Project Proponent
Document 7: Logical Framework (1 copy)		Project Proponent
Document 8: Transmittal of MOA to Commission on Audit (COA) (1 copy)		Requesting CHED Office
Document 9: Certification of No Existing Unliquidated Fund Transfer (1 copy)		HEDF Accounting Unit
FOR 2ND OR 3RD TRANCHE PAYMENT (SUC)		
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit
Document 3: Perfected MOA (1 copy)		Requesting CHED Office



Document 4: Commission en Banc (CEB) Resolution (1 copy)	Commission Secretariat
Document 5: Terms of Reference (TOR) (1 copy)	Project Proponent
Document 6: Work and Financial Plan (1 copy)	Project Proponent
Document 7: Line Item Budget (1 copy)	Project Proponent
Document 8: Schedule of Deliverables (1 copy)	Project Proponent
Document 9: Certification of Acceptance of Submitted Documents and Recommendation for Payment (1 copy)	Requesting CHED Office
Document 10: Transmittal of MOA to Commission on Audit (COA) (1 copy)	Requesting CHED Office
Document 11: Certification of No Existing Unliquidated Fund Transfer (1 copy)	HEDF Accounting Unit
FOR NGO/PO	
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Memorandum of Agreement (MOA) (1 copy)	Requesting CHED Office
Document 4: Complete project proposal approved/signed by its officers which shall include the objectives, target beneficiaries, feasibility studies, risk assessment, design, plans, blueprints, charts, etc. (1 copy)	Project Proponent
Document 5: WFP and Sources and Details of Proponents Equity Participation in the Project (1 copy)	Project Proponent
Document 6: Logical Framework (1 copy)	Project Proponent
Document 7: Project Summary Sheet (1 copy)	Project Proponent
Document 8: Certificate of Registration with the Securities and Exchange Commission (SEC)	Project Proponent
Document 9: Authenticated copy of the latest Articles of Incorporation showing the original incorporators/organizers and the Secretary's Certificate for incumbent officers, together with the Certificate of Filing with the SEC. (1 copy)	Project Proponent
Document 10: Financial reports, audited by an Independent Certified Public Accountant for the past three years preceding the date of project implementation (1 copy)	Project Proponent
Document 11: Disclosure by the NGO/PO of other related business, if any and extent of ownership therein. (1 copy)	Project Proponent



Document 12: List and/or photographs of similar projects previously completed by the NGO/PO, if any, indicating the source of funds for their implementation. (1 copy)	Project Proponent
Document 13: A sworn affidavit of the Secretary of the NGO/PO that none of its incorporators, organizers, directors or officials is an agent of or related by consanguinity or affinity up to the fourth degree to the Officials of CHED authorized to process and/or approved the proposals, the MOA and the release of funds. (1 copy)	Project Proponent
Document 14: Certification of No Existing Unliquidated Fund Transfer (1 copy)	HEDF Accounting Unit
Document 15: Commission en Banc (CEB) Resolution (1 copy)	Commission Secretariat
Document 16: Transmittal of MOA to Commission on Audit (COA) (1 copy)	Requesting CHED Office
Document 17: Other documents that may be required later by COA (1 copy)	Requesting CHED Office
Document 18: Certification of Acceptance of Submitted Documents and Recommendation for Payment (for 2 nd /3 rd tranche payment only) (1 copy)	Requesting CHED Office
FOR GRANT UNDER NHERA	
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Memorandum of Agreement (MOA) (1 copy)	Requesting CHED Office
Document 4: Commission en Banc (CEB) Resolution (1 copy)	Commission Secretariat
Document 5: Project Summary Sheet (1 copy)	Project Proponent
Document 6: Project Proposal (1 copy)	Project Proponent
Document 7: Logical Framework (1 copy)	Project Proponent
Document 8: Terms of Reference (1 copy)	Project Proponent
Document 9: Workplan (1 copy)	Project Proponent
Document 10: Line Item Budget (1 copy)	Project Proponent
Document 11: Schedule of Deliverables and Tranche Releases (1 copy)	Project Proponent
Document 12: Proof of Transmittal of MOA to Commission on Audit (COA) (1 copy)	Requesting CHED Office
Document 13: Certification of No Existing Unliquidated Fund Transfer (1 copy)	HEDF Accounting Unit



Document 14: Certification of Acceptance and Recommendation for Payment (for 2 nd tranche payment only) (1 copy)		Requesting CHED Office		
FOR CO-HOSTING GRANT				
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office		
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit		
Document 3: Commission en Banc (CEB) Resolution (1 copy)		Commission Secretariat		
Document 4: Memorandum of Agreement (MOA) (1 copy)		Requesting CHED Office		
Document 5: Transmittal of MOA to Commission on Audit (COA) (1 copy)		Requesting CHED Office		
Document 6: Billing or Statement of Account (1 copy)		Grantee		
Document 7: Certificate of Acceptance of Submitted Documents and Recommendation for Payment (1 copy)		Requesting CHED Office		
Document 8: Certification of No Existing Unliquidated Fund Transfer (1 copy)		HEDF Accounting Unit		
FOR FINANCIAL ASSISTANCE FOR VOLUNTARY ACCREDITATION				
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office		
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit		
Document 3: Memorandum of Agreement (MOA) (1 copy)		Requesting CHED Office		
Document 4: Commission en Banc (CEB) Resolution (1 copy)		Commission Secretariat		
Document 5: Project Summary Sheet (1 copy)		Project Proponent		
Document 6: Project Proposal (1 copy)		Project Proponent		
Document 7: Logical Framework (1 copy)		Project Proponent		
Document 8: Proof of Transmittal of MOA to Commission on Audit (COA) (1 copy)		Requesting CHED Office		
Document 9: Certification of No Existing Unliquidated Fund Transfer (1 copy)		HEDF Accounting Unit		
Document 10: SEC Registration (1 copy)		Project Proponent		
Document 11: Financial Statement (1 copy)		Project Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office submits DV and above-mentioned	1. The HEDF Budget Unit attaches the approved ORS.	None	1 day	<i>Leana DS. Patungan</i> HEDFS-Budget



supporting documents.				
	2. The HEDF Accounting Unit evaluates the DV, ORS, and other supporting documents. If all in order, affixes signature in the DV certifying cash availability and completeness of supporting documents and propriety of amount claimed. The certified DV is forwarded to the HEDF Director/CHED Chairperson for signature.	None	7 days	<i>Myra Paz B. Manalo</i> HEDFS
	3. The HEDF Cashier Unit prepares check and bank documents (List of Due and Demandable Accounts Payable -Advice to Debit Accounts (LDDAP-ADA), and Advice of Checks Issued and Cancelled (ACIC)) for signature of the HEDF Director/CHED Chairperson.	None	3 days	<i>Rosanna B. Garcia</i> HEDFS-Cash
	4. The HEDF Cashier Unit brings the LDDAP-ADA and ACIC to the Land Bank of the Philippines.	None	1 day	<i>Rosanna B. Garcia</i> HEDFS-Cash
	5. The HEDF Cashier Unit releases check to SUC in exchange for an Official Receipt.	None	15 minutes	<i>Rosanna B. Garcia</i> HEDFS-Cash
	Total	None	12 days, 15 minutes	



Request for Payment of Student Grant

This service refers to the processing of disbursement voucher for the payment of:

- thesis/dissertation grant
- paper presentation grant

Office or Division:	Accounting, Budget, and Cashier Units of the HEDF
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	HEDF Project Implementors (CHED Central Office)
CHECKLIST OF REQUIREMENTS (Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)	
FOR FIRST RELEASE (THESIS/DISSERTATION)	
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Perfected Contract (1 copy)	Requesting CHED Office
Document 4: Profile of Grantee (1 copy)	Grantee
Document 5: Approved Recommendation (1 copy)	Requesting CHED Office
Document 6: Proof of Transmittal of Contract to Commission on Audit (COA) (1 copy)	Requesting CHED Office
FOR SECOND/THIRD RELEASE (THESIS/DISSERTATION)	
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Perfected Contract (1 copy)	Requesting CHED Office
Document 4: Certification of Submission of Final Paper (1 copy)	Requesting CHED Office
Document 5: Approval Sheet of Final Paper (1 copy)	Requesting CHED Office
Document 6: Proof of Transmittal of Contract to COA (1 copy)	Requesting CHED Office
FOR PAPER PRESENTATION	
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Perfected Contract (1 copy)	Requesting CHED Office
Document 4: Approved Recommendation (1 copy)	Requesting CHED Office
Document 5: Three Airfare Quotations (1 copy)	Grantee



Document 6: Travel Report (1 copy)		Grantee		
Document 7: Paper/electronic plane or bus tickets (1 copy)		Grantee		
Document 8: Original Boarding Pass (1 copy)		Grantee		
Document 9: Certificate of Appearance (1 copy)		Grantee		
Document 10: Official Receipt of Airfare Payment (1 copy)		Grantee		
Document 11: Official Receipt of Registration Fee Payment (1 copy)		Grantee		
Document 12: Proof of Transmittal of Contract to Commission on Audit (COA) (1 copy)		Requesting CHED Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office submits DV and above-mentioned supporting documents.	1. The HEDF Budget Unit attaches the approved ORS.	None	1 day	<i>Leana DS. Patungan</i> HEDFS-Budget
	2. The HEDF Accounting Unit evaluates the DV, ORS, and other supporting documents. If all in order, affixes signature in the DV certifying cash availability and completeness of supporting documents and propriety of amount claimed. The certified DV is forwarded to the HEDF Director/CHED Chairperson for signature.	None	7 days	<i>Myra Paz B. Manalo</i> HEDFS
	3. The HEDF Cashier Unit prepares bank documents (List of Due and Demandable Accounts Payable -Advice to Debit Accounts (LDDAP-ADA), Advice of Checks Issued and Cancelled (ACIC), and/or Financial Data Entry System (FinDES)) for signature of the HEDF Director/CHED Chairperson.	None	3 days	<i>Rosanna B. Garcia</i> HEDFS-Cash



	4. The HEDF Cashier Unit brings the LDDAP-ADA, ACIC, and/or FinDES to the Land Bank of the Philippines to transfer funds to bank account of payee.	None	1 day	<i>Rosanna B. Garcia</i> HEDFS-Cash
	Total	None	12 days	



Request for Payment of Honorarium

This service refers to the processing of disbursement voucher or payroll for the payment of honorarium of:

- technical expert (meeting)
- technical expert (monitoring)
- resource person
- reviewer
- faculty development program (FDP) coordinator

Office or Division:	Accounting, Budget, and Cashier Units of the HEDF
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	HEDF Project Implementors (CHED Central Office)
CHECKLIST OF REQUIREMENTS (Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)	
WHERE TO SECURE	
FOR TECHNICAL EXPERT (MEETINGS)	
Document 1: Disbursement Voucher, if one person (1 copy) or Payroll, if more than one person (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Authority to Hold Activity (ATHA) (1 copy)	Office of Executive Director/Deputy Executive Director
Document 4: Request for Budget Approval (RBA) (1 copy)	Office of Executive Director/Deputy Executive Director
Document 5: Attendance Sheet (1 copy)	Requesting CHED Office
Document 6: Minutes of the Meeting (1 copy)	Requesting CHED Office
Document 7: Proof of Appointment/ CHED Special Order (CSO) (1 copy)	Requesting CHED Office
FOR TECHNICAL EXPERT (MONITORING)	
Document 1: Disbursement Voucher, if one person (1 copy) or Payroll, if more than one person (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Authority to Hold Activity (ATHA) (1 copy)	Office of Executive Director/Deputy Executive Director
Document 4: Request for Budget Approval (RBA) (1 copy)	Office of Executive Director/Deputy Executive Director
Document 5: Authority to Travel (1 copy)	Office of Executive Director/Deputy Executive Director



Document 6: Certificate of Appearance/ Attendance Sheet (1 copy)	Requesting CHED Office
Document 7: Accomplishment Report (1 copy)	Requesting CHED Office
Document 8: Proof of Appointment/ CHED Special Order (CSO) (1 copy)	Requesting CHED Office
FOR RESOURCE PERSON	
Document 1: Disbursement Voucher, if one person (1 copy) or Payroll, if more than one person (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Authority to Hold Activity (ATHA) (1 copy)	Office of Executive Director/Deputy Executive Director
Document 4: Request for Budget Approval (RBA) (1 copy)	Office of Executive Director/Deputy Executive Director
Document 5: Certificate of Appearance/ Attendance Sheet (1 copy)	Requesting CHED Office
Document 6: Minutes of the Meeting/ Accomplishment Report (1 copy)	Requesting CHED Office
Document 7: Invitation (1 copy)	Requesting CHED Office
Document 8: Program (1 copy)	Requesting CHED Office
Document 9: Copy of Presentation (1 copy)	Resource Person
Document 10: Certification of Services Rendered (1 copy)	Requesting CHED Office
Document 11: Computation of Honorarium (1 copy)	Requesting CHED Office
FOR REVIEWER	
Document 1: Disbursement Voucher, if one person (1 copy) or Payroll, if more than one person (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Authority to Hold Activity (ATHA) (1 copy)	Office of Executive Director/Deputy Executive Director
Document 4: Request for Budget Approval (RBA) (1 copy)	Office of Executive Director/Deputy Executive Director
Document 5: Invitation (1 copy)	Requesting CHED Office
Document 6: Rating/Evaluation Sheet (1 copy)	Requesting CHED Office
Document 7: Certification of Services Rendered (1 copy)	Requesting CHED Office
FOR FDP COORDINATOR	
Document 1: Disbursement Voucher, if one person (1 copy) or Payroll, if more than one person (1 copy)	OPSD
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Certification of Services Rendered (1 copy)	OPSD
Document 4: CSO or Proof of Appointment (1 copy)	OPSD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office submits DV or Payroll and above-mentioned supporting documents.	1. The HEDF Budget Unit attaches the approved ORS.	None	1 day	<i>Leana DS. Patungan</i> HEDFS-Budget
	2. The HEDF Accounting Unit evaluates the DV/Payroll, ORS, and other supporting documents. If all in order, affixes signature in the DV/Payroll certifying cash availability and completeness of supporting documents and propriety of amount claimed. The certified DV/Payroll is forwarded to the HEDF Director/CHED Chairperson for signature.	None	7 days	<i>Myra Paz B. Manalo</i> HEDFS
	3. The HEDF Cashier Unit prepares bank documents (List of Due and Demandable Accounts Payable -Advice to Debit Accounts (LDDAP-ADA), Advice of Checks Issued and Cancelled (ACIC), and/or Financial Data Entry System (FinDES)) for signature of the HEDF Director/CHED Chairperson.	None	3 days	<i>Rosanna B. Garcia</i> HEDFS-Cash
	4. The HEDF Cashier Unit brings the LDDAP-ADA, ACIC, and/or FinDES to the Land Bank of the Philippines to transfer funds to the bank account of the payee.	None	1 day	<i>Rosanna B. Garcia</i> HEDFS-Cash
	Total	None	12 days	



Request for Payment of First Salary of Project Technical Staff

This service refers to the processing of disbursement voucher or payroll for the payment of first salary of project technical staff.

Office or Division:	Accounting, Budget, and Cashier Units of the HEDF			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	HEDF Project Implementors (CHED Central Office)			
CHECKLIST OF REQUIREMENTS (Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)		WHERE TO SECURE		
Document 1: Disbursement Voucher, if one person (1 copy) or Payroll, if more than one person (1 copy)		Requesting CHED Office		
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit		
Document 3: Original DTR (1 copy)		Project Technical Staff		
Document 4: Accomplishment Report (1 copy)		Project Technical Staff		
Document 5: Original Contract (1 copy)		AFMS-HRMD		
Document 6: Proof of Transmittal of Contract to COA (1 copy)		Requesting CHED Office		
Document 7: Salary Computation (1 copy)		AFMS-HRMD		
Document 8: Certificate of Assumption (1 copy)		Requesting CHED Office		
Document 9: Land Bank Savings Account Number (1 copy)		Project Technical Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office submits DV or Payroll and above-mentioned supporting documents.	1. The HEDF Budget Unit attaches the approved ORS.	None	1 day	<i>Leana DS. Patungan</i> HEDFS-Budget
	2. The HEDF Accounting Unit evaluates the DV/Payroll, ORS, and other supporting documents. If all in order, affixes signature in the	None	7 days	<i>Myra Paz B. Manalo</i> HEDFS



	DV/Payroll certifying cash availability and completeness of supporting documents and propriety of amount claimed. The certified DV/Payroll is forwarded to the HEDF Director/CHED Chairperson for signature.			
	3. The HEDF Cashier Unit prepares bank documents (List of Due and Demandable Accounts Payable -Advice to Debit Accounts (LDDAP-ADA), Advice of Checks Issued and Cancelled (ACIC), and/or Financial Data Entry System (FinDES)) for signature of the HEDF Director/CHED Chairperson.	None	3 days	<i>Rosanna B. Garcia</i> HEDFS-Cash
	4. The HEDF Cashier Unit brings the LDDAP-ADA, ACIC, and/or FinDES to the Land Bank of the Philippines to transfer funds to bank account of payee.	None	1 day	<i>Rosanna B. Garcia</i> HEDFS-Cash
Total		None	12 days	



Request for Settlement of Account

This service refers to the processing of the disbursement voucher to settle account to a third party for the following expenses:

- hotel accommodation
- food and venue (bidding)
- food (send bill arrangement)
- airfare for foreign travel (travel agency)
- vehicle rental
- newspaper publication fee

Office or Division:	Accounting, Budget, and Cashier Units of the HEDF	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	HEDF Project Implementors (CHED Central Office)	
CHECKLIST OF REQUIREMENTS (Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)		WHERE TO SECURE
FOR HOTEL ACCOMMODATION		
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit
Document 3: Authority to Hold Activity (1 copy)		Office of Executive Director/Deputy Executive Director
Document 4: Request for Budget Approval (RBA) (1 copy)		Office of Executive Director/Deputy Executive Director
Document 5: Attendance Sheet/Certificate of Appearance (1 copy)		Requesting CHED Office
Document 6: Original Copy of Billing or Statement of Account with list of occupants and hotel rates (1 copy)		Hotel Establishment
FOR FOOD AND VENUE (BIDDING)		
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit
Document 3: Original Copy of Authority to Hold Activity (ATHA) (1 copy)		Office of Executive Director/Deputy Executive Director
Document 4: Original Copy of Request for Budget Approval (RBA) (1 copy)		Office of Executive Director/Deputy Executive Director
Document 5: Purchase Request (1 copy)		Requesting CHED Office



Document 6: Abstract of Canvass (with sample quotations from 3 service providers) (1 copy)	Requesting CHED Office
Document 7: Posting to PhilGEPS, if public bidding (1 copy)	BAC Secretariat
Document 8: BAC Resolution (1 copy)	BAC Secretariat
Document 9: Notice of Award (with acceptance/signature from the winning bidder) (1 copy)	BAC Secretariat
Document 10: Contract (1 copy)	Requesting CHED Office
Document 11: Original Copy of Statement of Account/Billing (1 copy)	Establishment
Document 12: Original Copy of Attendance Sheet (1 copy)	Requesting CHED Office
Document 13: Accomplishment Report (1 copy)	Requesting CHED Office
FOR FOOD (SEND BILL ARRANGEMENT)	
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Statement of Account (1 copy)	Establishment
Document 4: Purchase Order (1 copy)	Requesting CHED Office
Document 12: Original Copy of Attendance Sheet (1 copy)	Requesting CHED Office
Document 3: Original Copy of Authority to Hold Activity (ATHA) (1 copy)	Office of Executive Director/Deputy Executive Director
Document 4: Original Copy of Request for Budget Approval (RBA) (1 copy)	Office of Executive Director/Deputy Executive Director
Document 10: Minutes of the Meeting (1 copy)	Requesting CHED Office
FOR AIRFARE FOR FOREIGN TRAVEL (TRAVEL AGENCY)	
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Authority to Travel (1 copy)	Requesting CHED Office
Document 4: Quotations from three (3) travel agencies or its equivalent (1 copy)	Requesting CHED Office
Document 5: Flight Itinerary issued by the airline/ticketing office/travel agency (1 copy)	Travel Agency/Airline
Document 6: Original Statement of Account or Billing (1 copy)	Requesting CHED
FOR VEHICLE RENTAL	
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit



Document 3: Authority to Hold Activity (ATHA) (1 copy)	Office of Executive Director/Deputy Executive Director			
Document 4: Request for Budget Approval (RBA) (1 copy)	Office of Executive Director/Deputy Executive Director			
Document 5: Authority to Travel (1 copy)	Office of Executive Director/Deputy Executive Director			
Document 6: Certification from GSD that there is no available vehicle on the date of the activity (1 copy)	AFMS-GSD			
Document 7: Authority to Hire Vehicle (1 copy)	Requesting CHED Office			
Document 8: Posting to PhilGEPS (1 copy)	BAC Secretariat			
Document 9: Abstract of Canvass (Bidders must be PhilGEPS registered)	BAC Secretariat			
Document 8: BAC Resolution (1 copy)	BAC Secretariat			
Document 9: Notice of Award (1 copy)	BAC Secretariat			
Document 10: Contract (1 copy)	Requesting CHED Office			
Document 11: Original Copy of Statement of Account/Billing (1 copy)	Establishment			
FOR NEWSPAPER PUBLICATION FEE				
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office			
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit			
Document 3: Statement of Account (1 copy)	Newspaper			
Document 4: Advertising Contract (1 copy)	Requesting CHED Office			
Document 5: Purchase Request (1 copy)	Requesting CHED Office			
Document 6: BAC Resolution (1 copy)	BAC Secretariat			
Document 7: Notice of Award with acceptance or signature of winning bidder (1 copy)	BAC Secretariat			
Document 8: Abstract of Canvass with sample quotations from three service providers (1 copy)	Requesting CHED Office			
Document 9: Copy of published documents (1 copy)	Requesting CHED Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office submits DV and above-mentioned supporting documents.	1. The HEDF Budget Unit attaches the approved ORS.	None	1 day	Leana DS. Patungan HEDFS-Budget
	2. The HEDF Accounting Unit evaluates the DV, ORS, and other supporting documents. If all in order, affixes signature in the DV	None	7 days	Myra Paz B. Manalo HEDFS



	certifying cash availability and completeness of supporting documents and propriety of amount claimed. The certified DV is forwarded to the HEDF Director/CHED Chairperson for signature.			
	3. The HEDF Cashier Unit prepares bank documents (List of Due and Demandable Accounts Payable -Advice to Debit Accounts (LDDAP-ADA), and Advice of Checks Issued and Cancelled (ACIC)) for signature of the HEDF Director/CHED Chairperson.	None	3 days	<i>Rosanna B. Garcia</i> HEDFS-Cash
	4. The HEDF Cashier Unit brings the LDDAP-ADA and ACIC to the Land Bank of the Philippines to transfer funds to bank account of payee.	None	1 day	<i>Rosanna B. Garcia</i> HEDFS-Cash
Total		None	12 days	



Request for Payment of Airfare (Procurement Service)

This service refers to the processing of disbursement voucher for the payment of airfare purchased through:

- Procurement Service
- PAL Credit Line
- PAL Direct

Office or Division:	Accounting, Budget, and Cashier Units of the HEDF	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	HEDF Project Implementors (CHED Central Office)	
CHECKLIST OF REQUIREMENTS (Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)		WHERE TO SECURE
FOR PROCUREMENT SERVICE		
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit
Document 3: Billing Statement (1 copy)		Procurement Service
Document 4: Copy of Ticket (1 copy)		Requesting CHED
Document 3: Authority to Hold Activity (ATHA) (1 copy)		Office of Executive Director/Deputy Executive Director
Document 4: Request for Budget Approval (RBA) (1 copy)		Office of Executive Director/Deputy Executive Director
Document 5: Authority to Travel (1 copy)		Requesting CHED Office
FOR PAL CREDIT LINE		
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit
Document 3: Billing Statement (1 copy)		Philippine Airlines
Document 4: Copy of Ticket (1 copy)		Requesting CHED
Document 3: Authority to Hold Activity (ATHA) (1 copy)		Office of Executive Director/Deputy Executive Director
Document 4: Request for Budget Approval (RBA) (1 copy)		Office of Executive Director/Deputy Executive Director
Document 5: Authority to Travel (1 copy)		Requesting CHED Office
FOR PAL DIRECT		
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office



Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit		
Document 3: Authority to Hold Activity (ATHA) (1 copy)		Office of Executive Director/Deputy Executive Director		
Document 4: Request for Budget Approval (RBA) (1 copy)		Office of Executive Director/Deputy Executive Director		
Document 5: Authority to Travel (1 copy)		Requesting CHED Office		
Document 6: Breakdown of Airfare		Philippine Airlines		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office submits DV and above-mentioned supporting documents.	1. The HEDF Budget Unit attaches the approved ORS.	None	1 day	<i>Leana DS. Patungan</i> HEDFS-Budget
	2. The HEDF Accounting Unit evaluates the DV, ORS, and other supporting documents. If all in order, affixes signature in the DV certifying cash availability and completeness of supporting documents and propriety of amount claimed. The certified DV is forwarded to the HEDF Director/CHED Chairperson for signature.	None	7 days	<i>Myra Paz B. Manalo</i> HEDFS
	3. The HEDF Cashier Unit prepares check and bank documents (List of Due and Demandable Accounts Payable -Advice to Debit Accounts (LDDAP-ADA), and Advice of Checks Issued and Cancelled (ACIC)) for signature of the HEDF Director/CHED Chairperson.	None	3 days	<i>Rosanna B. Garcia</i> HEDFS-Cash
	4. The HEDF Cashier Unit brings the LDDAP-ADA	None	1 day	<i>Rosanna B. Garcia</i>



	and ACIC to the Land Bank of the Philippines.			HEDFS-Cash
	5. The HEDF Cashier Unit releases check to Procurement Service in exchange for an Official Receipt.	None	15 minutes	Rosanna B. Garcia HEDFS-Cash
Total		None	12 days, 15 minutes	



Request for Cash Advance

This service refers to the processing of disbursement voucher for release of cash advance relative to:

- local travel
- foreign travel

Office or Division:	Accounting, Budget, and Cashier Units of the HEDF	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	HEDF Project Implementors (CHED Central Office)	
CHECKLIST OF REQUIREMENTS (Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)		WHERE TO SECURE
FOR LOCAL TRAVEL:		
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit
Document 3: Authority to Hold Activity (1 copy)		Office of Executive Director/Deputy Executive Director
Document 4: Request for Budget Approval (1 copy)		Office of Executive Director/Deputy Executive Director
Document 5: Authority to Travel (1 copy)		Office of Executive Director/Deputy Executive Director
Document 6: Approved Itinerary of Travel (1 copy)		Office of HEDF Director
Document 7: Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books (1 copy)		HEDF Accounting Unit
FOR FOREIGN TRAVEL:		
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit
Document 3: Authority to Travel/Travel Order (1 copy)		Office of the Chairperson/Office of the President



Document 4: Approved Itinerary of Travel (1 copy)		Office of HEDF Director		
Document 5: Letter of Invitation of host/ sponsoring country/ agency/ organization (1 copy)		Host/Foreign Country		
Document 6: For Seminar/Training -Letter of Invitation addressed to CHED inviting participants (1 copy)		Host/Foreign Country		
Document 7: For Seminar/Training - Acceptance of the nominees as participants (1 copy)		Host/Foreign Country		
Document 8: Quotation of three (3) travel agencies or its equivalent (1 copy)		Requesting CHED Office		
Document 9: Flight Itinerary issued by the airline/ ticketing office/ travel agency (1 copy)		Requesting CHED Office		
Document 10: Copy of UNDP rates (1 copy)		Requesting CHED Office		
Document 11: Document to show the dollar to peso exchange rate at the date of grant of cash advance (1 copy)		Requesting CHED Office		
Document 12: Where applicable, authority from the OP to claim representation expenses (1 copy)		Office of the President		
Document 13: Certification from IAS (1 copy)		IAS		
Document 14: Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books (1 copy)		HEDF Accounting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office submits DV and above-mentioned supporting documents.	1. The HEDF Budget Unit attaches the approved ORS.	None	1 day	<i>Leana DS. Patungan</i> HEDFS-Budget
	2. The HEDF Accounting Unit evaluates the DV, ORS, and other supporting documents. If all in order, affixes	None	7 days	<i>Myra Paz B. Manalo</i> HEDFS



	signature in the DV/Payroll certifying cash availability and completeness of supporting documents and propriety of amount claimed. The certified DV/Payroll is forwarded to the HEDF Director/CHED Chairperson for signature.			
	3. The HEDF Cashier Unit prepares bank documents (List of Due and Demandable Accounts Payable - Advice to Debit Accounts (LDDAP-ADA), Advice of Checks Issued and Cancelled (ACIC), and/or Financial Data Entry System (FinDES)) for signature of the HEDF Director/CHED Chairperson.	None	3 days	<i>Rosanna B. Garcia</i> HEDFS-Cash
	4. The HEDF Cashier Unit brings the LDDAP-ADA, ACIC, and/or FinDES to the Land Bank of the Philippines to transfer funds to bank account of payee.	None	1 day	<i>Rosanna B. Garcia</i> HEDFS-Cash



Request for Reimbursement of Expenses

This service refers to the processing of request of reimbursement of the following expenses:

- Local Travel Expenses
- Airfare (Local Travel)
- Airfare (Foreign Travel)
- Supplies
- Food
- Accommodation
- Mailing
- All Others

Office or Division:	Accounting, Budget, and Cashier Units of the HEDF
Classification:	Internal Services
Type of Transaction:	Government to Government
Who may avail:	HEDF Project Implementors (CHED Central Office)
CHECKLIST OF REQUIREMENTS (Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)	
WHERE TO SECURE	
FOR LOCAL TRAVEL EXPENSES	
Document 1: Disbursement Voucher, if one person (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Authority to Hold Activity (1 copy)	Office of Executive Director/Deputy Executive Director
Document 4: Request for Budget Approval (1 copy)	Office of Executive Director/Deputy Executive Director
Document 5: Authority to Travel (1 copy)	Office of Executive Director/Deputy Executive Director
Document 6: Itinerary of Travel, specify residence (1 copy)	Office of HEDF Director
Document 7: Certificate of Travel Completed (1 copy)	Requesting CHED Office
Document 8: Certificate of Appearance (for monitoring activities) or Attendance Sheet (for meeting/workshop) – (1 copy)	Requesting CHED Office
Document 9: Travel Report (1 copy)	Payee



Document 10: Paper/electronic plane or original bus tickets	Payee
Document 11: Original boarding pass	Payee
Document 12: Original terminal fee	Payee
Document 13: Certification of Expenses not Requiring Receipts (1 copy)	Requesting CHED Office
Document 14: Official Receipts of Gasoline/Toll Fees (1 copy)	Requesting CHED Office
Document 15: If applicable, revised or supplemental Office Order or any proof supporting the change of schedule. (1 copy)	Requesting CHED Office
Document 16: Authority to Reimburse (1 copy)	Requesting CHED Office
Document 17: Trip Ticket, if driver (1 copy)	Payee
Document 18: Justification for the use of Taxi based on EO 77	Payee
FOR AIRFARE (LOCAL TRAVEL)	
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Authority to Hold Activity (1 copy)	Office of Executive Director/Deputy Executive Director/Office of the President
Document 4: Request for Budget Approval (1 copy)	Office of Executive Director/Deputy Executive Director/Office of the President
Document 5: Authority to Travel (1 copy)	Office of Executive Director/Deputy Executive Director/Office of the President
Document 6: Official Receipts (1 copy)	Payee
Document 7: Copy of Plane Ticket (1 copy)	Payee
Document 8: Authority to Reimburse (1 copy)	Requesting CHED Office
FOR AIRFARE (FOREIGN TRAVEL)	
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Authority to Travel (1 copy)	Office of Executive Director/Deputy Executive Director/Office of the President
Document 4: Approved Itinerary of Travel (1 copy)	Office of HEDF Director
Document 5: Letter of Invitation of Host/ Sponsoring Country/ Agency/ Organization (1 copy)	Payee
Document 6: Quotation of three (3) travel agencies or its equivalent (1 copy)	Requesting CHED Office
Document 7: Flight Itinerary issued by the airline/ ticketing office/ travel agencies (1 copy)	Requesting CHED Office



Document 8: Paper/electronic plane or bus tickets, boarding pass, terminal fee (1 copy)	Payee
Document 9: Certificate of Appearance (1 copy)	Payee
Document 10: Certificate of Travel Completed (1 copy)	Requesting CHED Office
Document 11: Travel Report (1 copy)	Payee
Document 12: Document to show the dollar to peso exchange rate	Requesting CHED Office
Document 13: Certification from IAS	IAS
Document 14: Copy of UNDP rates	Requesting CHED Office
Document 15: Where applicable, authority from the OP to claim representation expenses (1 copy)	Office of the President
FOR SUPPLIES	
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Authority to Reimburse (1 copy)	Requesting CHED Office
Document 4: Requisition and Issue Slip (1 copy)	Requesting CHED Office
Document 5: Approved RBA (1 copy)	Office of the Executive Director/Deputy Executive Director
Document 6: Purchase Request (1 copy)	Requesting CHED Office
Document 7: Certificate of Emergency Purchase (1 copy)	Requesting CHED Office
Document 8: Canvas papers of at least 3 price quotations and abstract (1 copy)	Requesting CHED Office
Document 9: Inspection and Acceptance Report or Waiver of Inspection (1 copy)	AFMS
Document 10: Official Receipts or Cash Sales Invoice (1 copy)	Payee
FOR FOOD	
Document 1: Disbursement Voucher (1 copy)	Requesting CHED Office
Document 2: Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
Document 3: Authority to Reimburse (1 copy)	Requesting CHED Office
Document 4: Official Receipts (1 copy)	Payee
Document 5: Accomplishment Report/ Minutes of the Meeting (1 copy)	Requesting CHED Office
Document 6: Original Authority to Hold Activity (1 copy)	Office of the Executive Director/Deputy Executive Director
Document 7: Original Request for Budget Approval (1 copy)	Office of the Executive Director/Deputy Executive Director
Document 8: Original Attendance Sheet (1 copy)	Requesting CHED Office
FOR ACCOMMODATION	



Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office		
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit		
Document 3: Authority to Reimburse actual expenses signed by the Head of Agency (1 copy)		Office of the Chairperson		
Document 4: Official Receipts (1 copy)		Payee		
Document 5: Authority to Hold Activity (1 copy)		Office of the Executive Director/Deputy Executive Director		
Document 6: Request for Budget Approval (1 copy)		Office of the Executive Director/Deputy Executive Director		
Document 7: Authority to Travel (1 copy)		Office of the Executive Director/Deputy Executive Director		
Document 8: List of Person Accommodated		Requesting CHED Office		
FOR MAILING				
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office		
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit		
Document 3: Authority to Reimburse (1 copy)		Requesting CHED Office		
Document 4: Summary of Disbursement (1 copy)		Requesting CHED Office		
Document 5: Official Receipts (1 copy)		Payee		
FOR ALL OTHER TYPES OF EXPENSES				
Document 1: Disbursement Voucher (1 copy)		Requesting CHED Office		
Document 2: Obligation Request and Status (ORS) (1 copy)		HEDF Budget Unit		
Document 3: CEB Resolution (1 copy)		Commission Secretariat		
Document 4: MOA (1 copy)		Requesting CHED Office		
Document 5: COA Transmittal (1 copy)		Requesting CHED Office		
Document 6: Billing or Statement of Account (1 copy)		Requesting CHED Office		
Document 7: Accomplishment Report (1 copy)		Requesting CHED Office		
Document 8: Certification (1 copy)		Requesting CHED Office		
Document 9: Proof to support the conduct of the activity (training application form, enrolment form, etc.) (1 copy)		Requesting CHED Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office submits DV and above-mentioned supporting documents.	1. The HEDF Budget Unit attaches the approved ORS.	None	1 day	<i>Leana DS. Patungan</i> HEDFS-Budget



	2. The HEDF Accounting Unit evaluates the DV, ORS, and other supporting documents. If all in order, affixes signature in the DV certifying cash availability and completeness of supporting documents and propriety of amount claimed. The certified DV is forwarded to the HEDF Director/CHED Chairperson for signature.	None	7 days	<i>Myra Paz B. Manalo</i> HEDFS
	3. The HEDF Cashier Unit prepares bank documents (List of Due and Demandable Accounts Payable -Advice to Debit Accounts (LDDAP-ADA), Advice of Checks Issued and Cancelled (ACIC), and/or Financial Data Entry System (FinDES)) for signature of the HEDF Director/CHED Chairperson.	None	3 days	<i>Rosanna B. Garcia</i> HEDFS-Cash
	4. The HEDF Cashier Unit brings the LDDAP-ADA, ACIC, and/or FinDES to the Land Bank of the Philippines to transfer funds to the bank account of the payee.	None	1 day	<i>Rosanna B. Garcia</i> HEDFS-Cash
Total		None	12 Days	



Regional Office External Services



Procedure in Addressing Complaints and Disputes

Office or Division:	Technical Highly Technical			
Classification:	Complex			
Type of Transaction:	G2G, G2B, G2C			
Who may avail:	Student, Faculty and Staff of HEIs and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A) Formal/Written Complaint - Letter of complaint is required but complainant is encouraged to attach supporting documents		Personal from the complainant		
B) Non-Formal/Walk-in Complaint - Personal		N/A		
C) Phoned-in Complaint - Personal		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A) Formal/Written Complaint: complainant submits written complaint personally or through email	Receiving Clerk records, and stamps one copy "received", if available, and returns to client, forwards to the Office of Regional Director	None	1 day	Receiving Clerk
	RD reviews and routes the documents to the CEPS or ES-in-charge	None		Regional Director/CEPS
	ES in charge records and analyzes complaint. If complaint needs	None	3 days	ES II



	validation/action from HEI or complainant, ES-in-charge drafts appropriate communication.			
	CEPS reviews letter, and if in order, affixes initials then forward letter to RD for approval/signature. If not returns to ES for revision.	None	1 day	CEPS
	RD reviews document, and if in order, approves and signs then forwards to Records Unit. If not in order, returns for revision before final approval and signature. RD Staff releases to releasing unit.	None		RD, CEPS, ES
	Records Unit Staff records and informs and/or releases communication to HEI/Complainant.	None		Records Officer
	TOTAL		5 days	
If complaint does not need validation/action from HEI *See ISO validation for inclusion of validation, etc.	ES-in-charge drafts letter addressed to complainant explaining/detailing information and/or CHEDRO action taken to address complainant's concern, affixes initials on the document, then forwards documents to CEPS for review.	None	1 day	ES-in-charge
	CEPS reviews letter, and if in order, affixes initials then forward letter to RD for	None		CEPS . ES



	approval/signature. If not returns documents to ES for revision			
	RD reviews document, and if in order, approves and signs then forwards to Records Unit. If not returns documents to ES for revision	None		RD,CEPS, ES
	Records Unit Staff records and informs/releases document and secures acknowledgement receipt from client. Or prepares communication for mailing	None	1 day	Records staff
	TOTAL		2 days	
Walk-in Complaint	Officer of the Day / Receiving unit records and refers walk-in client to designated staff	None	1 day	
	TOTAL		1 day	



Procedure in Evaluating Application to Conduct International Education Trips (IET)

Office or Division:	Technical Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business			
Who may avail:	Public and Private Higher Education Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized letter of intent		HEI Head		
Documentary requirements as per checklist <i>*There must be separate list of requirements for SUCs and Private HEIs (Atty. Jaro)</i> <i>Program requirement: Level II Accreditation or COD or COE or HEI is Autonomous / Deregulated, or with ISA classification</i>		Annex A CMO 26 s 2015		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits duly notarized letter of intent and documentary requirements as per checklist	1. Upon receipt of documents routed from RD or CEPS, in-charge will conduct initial evaluation of documents submitted	None	2 days	ES in-charge
	1.1. If documents are complete and compliant, in-charge will draft the following documents, affixes initial then forwards to CEPS for review: (a). Letter to HEI approving IET	None	2 days	ES in-charge



	(b). List of departing students, with required details such as round-trip flight information, parent's / guardian / spouse's written consent, approved documents from host country (if applicable), and list of supporting documents, for endorsement to BI, copy furnish OSDS and DFA			
	1.2. If documents are incomplete and not compliant, in-charge will draft letter of disapproval detailing found and noted deficiencies, affixes initial then forward to CEPS for review			
	2.CEPS reviews documents, and if found in order and appropriate, affixes initial then recommends for RD approval and signature	None	1 day	CEPS
	2.1. If document is not in order, CEPS returns document to ES in-charge for revision			
	3. RD reviews documents, and if found in order, approves and signs, then forwards to Records Unit for release	None	1 day	RD
	3.1 If document is not in order, RD returns document to ES in-charge for revision			
	4. Records Unit staff releases document and secures acknowledgement receipt from HEI, BI, DFA and OSDS	None	1 day	Records Unit Staff
	TOTAL			



Procedure in Evaluating Compliance Report for Local Off-Campus Activities

Office or Division:	Technical Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business			
Who may avail:	Public and Private Higher Education Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Autonomous / Deregulated PHEIs, COE / COD / Level II Accredited Programs, SUCs in Level III - Certificate of Compliance		Annex A CMO 62 s 2017		
For all other PHEIs & SUCs: 1. Certificate of Compliance 2. Report of Compliance		Annex A & Annex B CMO 62 s 2017		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits duly notarized Certificate of Compliance (and duly accomplished Report of Compliance)	1. Upon receipt of documents routed from RD or CEPS, in-charge will evaluate documents submitted	None	2 days	ES in-charge
	1.1. If documents are complete and compliant, in-charge will draft acknowledgement receipt of the documents submitted, affixes initials then forwards to CEPS for review	None	2 days	ES in-charge
	1.2. If documents are incomplete and not compliant, in-charge will draft letter of disapproval, affixes initials then forward to CEPS for review			



	2.CEPS reviews documents, and if found in order, affixes initials then recommends for RD approval and signature	None	1 day	CEPS
	2.1. If document is not in order, CEPS returns document to ES in-charge for revision			
	3. If documents are found in order, RD approves and signs document, then forwards to Records Unit for release	None	1 day	RD
	3.1 If document is not in order, RD returns document to ES in-charge for revision			
	4. Records Unit staff releases document and secures acknowledgement receipt from HEI	None	1 day	Records Unit Staff
	TOTAL			



Procedure in Evaluating Requirements for CHED Endorsement to SEC Articles of Incorporation and By-Laws of New Private Higher Education Institutions (PHEIs)

Office or Division:	Technical			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Private HEIs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Head of applying HEI		
GPR Checklist		CHEDRO		
Supporting Documents		HEI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit document application	The Receiving clerk receive the documents and return one received copy to the client	NONE	1 day	Receiving clerk
Pay the corresponding fee	The Collection Officer issue an OR	PHP 1,000.00 endorsement fee		Collection Officer
	Forwards the complete documents to the Regional Director	NONE		Receiving Clerk



	RD checks and routes the documents to the CEPS and CAO	NONE		Regional Director
	ES-in-charge drafts letter endorsing request to SEC, affixes initials on the letter, then forwards to CEPS for review		1 day	ES-in-charge
	CEPS reviews documents, and if in order, affixes initials then forward letter to RD for approval/signature - If not returns documents to ES for revision		1 day	CEPS
	RD reviews document, and if in order, approves and signs then forwards to Records Unit - If not returns documents to ES for revision			Regional Director
	Records Unit Staff releases document and secures acknowledgement receipt			Records Officer
	TOTAL		3 days	



Procedure in Processing Application for Increase in Tuition and Other School Fees

Office or Division:	Technical			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Private Higher Education Institutions (PHEIs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Advice (LOA) signed by the President/Head of the HEI		Office of the HEI President		
Documentary requirements as per checklist		CMO No. 08 s. of 2012		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits documents	Checks completeness of documents	NONE	30 minutes	Receiving Clerk
	ES-in-charge drafts reply letter to HEI	NONE	3 hours	ES II - in charge of TOSF
	ES-in-charge evaluates HEI application	NONE	32 hours	ES II - in charge of TOSF
	CEPS reviews documents and if in order, affixes initials, then forwards to RD for approval	NONE	16 hours	CEPS



	RD reviews document and if in order, approves and signs, then forwards to Records Office for release	NONE	4 hours	Regional Director
	Records Unit Staff releases the document and secures acknowledgement receipt from HEI	NONE	30 minutes	Releasing Section
	TOTAL		56 hours (7 days)	



Procedure in Processing Application for Initial Permit (GP); Government Recognition (GR); Certificate of Program Compliance (COPC) for undergraduate programs, except those that are OPSD-based and under the Legal Education Board (LEB)

Office or Division:	Technical			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business, G2G - Government to Government			
Who may avail:	Higher Education Institutions (HEIs) in Region 10			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Head of applying HEI		
GPR Checklist		CHEDRO		
Supporting Documents		HEI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit 3 set of duly accomplished application with documentary requirements per program	The Receiving clerk receive the documents and return one received copy to the client	NONE	1 day	Receiving clerk
Pay the corresponding fee	The Collection Officer issue an OR	PHP 8,000.00 application fee PHP 15,000.00 Inspection fee		Collection Officer



	Receiving Clerk routes the documents to the RD or CEPS	NONE		Receiving Clerk
	RD or CEPS forwards the documents to the ES-in-charge	NONE	1 day	RD or CEPS
	ES-in-charge performs documentary analysis	NONE	15 days	ES-in-charge
	<p>If documents are found complete and compliant, but validation is deemed necessary, ES-in-charge prepares letter informing HEI Head of that the institution will be subjected to RQAT evaluation, affixes initials on the document, then forwards to CEPS for review.</p> <p>If documents are found not compliant with minimum requirements, ES-in-charge prepares letter informing HEI of noted and observed deficiencies and that the request cannot be fully acted on due to these deficiencies, affixes initials on the document, then forwards to CEPS for review</p>	NONE	1 day	ES-in-charge
	<p>CEPS reviews letter and validates if action taken are in order, and if found in order, endorses to RD for approval.</p> <p>If CEPS has inputs/comments on the documents, makes notation then returns to ES-in-charge;</p>	NONE	1 day	CEPS



	RD reviews documents, and if found in order, approves and signs letter, then forwards to Records Unit for release. If RD has input/comments, makes notation, then returns to ES-in-charge.	NONE	1 day	RD
HEI receives document and provide acknowledgement receipt	Records Unit Staff records, informs and releases document and secures acknowledgement receipt of HEI	NONE	1 day	Records Unit Staff
	TOTAL		20 days	
Evaluation Phase (RQAT Inspection) – 20 days				
	ES-in-charge identifies RQAT to be involved in the inspection and conducts initial coordination to determine availability of RQAT to set schedule of HEI inspection	NONE	3 days	ES-in-charge
	Upon confirmation and finalization of schedule with RQAT, ES-in-charge drafts letter formally informing RQAT of the activity, and another letter addressed to the HEI Head to inform them of the schedule as well; ES-in-charge affixes initials on the letters, then forwards to CEPS for review and initial, then CEPS forwards to RD for review and signature and RD staff releases to Releasing unit and releasing unit releases to concerned person(client)	NONE	3 days	ES-in-charge, CEPS, RD, RD Staff, Releasing Unit



	<p>1. Ocular inspection. There will be a post conference where the Team will articulate the strengths and weakness of the program/HEI, with the note that the RD will write the HEI the official result relative to the application.</p>	NONE	3 days (inclusive of travel time)	
	<p>A.DEFICIENCY</p> <p>After the validation visit If HEI is found not fully compliant per RQAT Report, RD confers with CEPS to prepare Notice of Deficiency (NOD) and discuss action to be taken, the following steps are</p> <p>ES-in-charge drafts the NOD and discusses with the CEPS, if draft is in order, CEPS affixes initials and forwards to RD for review, approval and signature. RD Staff releases to Releasing Unit.</p> <p>If not in order return for revision, before final approval</p> <p>Note : the NOD will be based on the RQAT report, giving HEIs ten (10) working days to comply,</p> <p>B.DISAPPROVAL</p> <p>If application will be disapproved, ES-in-charge drafts the appropriate communication and discusses the draft with the CEPS, if draft is in order, CEPS affixes initials and forwards to RD for review, approval and signature. RD Staff releases to Releasing Unit.</p>	NONE	10 days	RD, CEPS, ES-in-charge, RD Staff



	<p>If not in order return for revision, before final approval of communication.</p> <p>C.APPROVAL</p> <p>If application will be approved, ES-in-charge drafts the appropriate communication and discusses the draft with the CEPS, if draft is in order, CEPS affixes initials and forwards to RD for review, approval and signature. RD Staff releases to Releasing Unit.</p> <p>If not in order return for revision, before final approval of the communication</p>			
HEI receives document and provide acknowledgement receipt	Records Unit Staff records, informs, releases document and secures acknowledgement receipt of HEI	NONE	1 day	Records Unit Staff
	TOTAL		20 days	



Procedure in Processing Application for Renewal Permit to Operate Undergraduate Programs, except those that are OPSD-based and under the Legal Education Board (LEB)

Office or Division:	Technical			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Higher Education Institutions (HEIs) in Region 10			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Head of applying HEI		
GPR Checklist		CHEDRO		
Supporting Documents		HEI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit 3 set of duly accomplished application with documentary requirements per program	The Receiving clerk receive the documents and return one received copy to the client	NONE	1 day	Receiving clerk
Pay the corresponding fee	The Collection Officer issue an OR	PHP 8,000.00 application fee		Collection Officer
	Receiving Clerk routes the documents to the RD or CEPS	NONE		Receiving Clerk



	RD or CEPS reviews and forwards the documents to the ES-in-charge	NONE	1 day	RD or CEPS
	ES-in-charge performs documentary analysis	NONE	15 days	ES-in-charge
	<p>A.DEFICIENCY</p> <p>After the validation visit If HEI is found not fully compliant per RQAT Report, RD confers with CEPS to prepare Notice of Deficiency (NOD) and discuss action to be taken, the following steps are</p> <p>ES-in-charge drafts the NOD and discusses with the CEPS, if draft is in order, CEPS affixes initials and forwards to RD for review, approval and signature. RD Staff releases to Releasing Unit.</p> <p>If not in order return for revision, before final approval</p> <p>Note : the NOD will be based on the RQAT report, giving HEIs ten (10) working days to comply,</p> <p>B.FOR OCULAR INSPECTION</p> <p>If application will require ocular inspection, ES-in-charge contacts school for schedule. ES drafts travel authority, submits to the CEPS, if draft is in order, CEPS affixes initials and forwards to RD for review, approval and signature. RD Staff releases to Releasing Unit.</p> <p>If not in order return for revision, before final approval of communication.</p> <p>C.APPROVAL</p>	NONE	2 days	ES-in-charge



	<p>If application will be approved, ES-in-charge drafts the appropriate communication and discusses the draft with the CEPS, if draft is in order, CEPS affixes initials and forwards to RD for review, approval and signature. RD Staff releases to Releasing Unit.</p> <p>If not in order return for revision, before final approval of the communication</p>			
HEI receives document and provide acknowledgement receipt	Records Unit Staff records, informs HEI, releases document and secures acknowledgement receipt of HEI	NONE	1 day	Records Unit Staff
	TOTAL		20 days	
Post Compliance Phase				
HEI submits 3 sets of the compliance documents	The Receiving clerk reviews the documents and return one copy with stamp "received" to the client	NONE	1 day	Receiving Clerk
	Receiving Clerk records and routes the documents to the RD or CEPS	NONE		Receiving Clerk
	RD or CEPS forwards the documents to the ES-in-charge	NONE	1 day	RD or CEPS
	ES-in-charge performs documentary analysis	NONE	15 days	ES-in-charge
	APPROVAL/ DISAPPROVAL	NONE	2 days	



	<p>If application will be approved/disapproved, ES-in-charge drafts the appropriate communication and discusses the draft with the CEPS, if draft is in order, CEPS affixes initials and forwards to RD for review, approval and signature. RD Staff releases to Releasing Unit.</p> <p>If not in order return for revision, before final approval of the communication</p>			
HEI receives document and provide acknowledgement receipt	Records Unit Staff records, informs HEI, releases document and secures acknowledgement receipt of HEI	none	1 day	Releasing unit
	TOTAL		20 days	



Procedure in Processing Application for Student Financial Assistance Programs (StuFAPS)

Office or Division:	Technical Division	
Classification:	Simple, Complex, Highly Technical	
Type of Transaction:	G2C - Government to Client/Citizen	
Who may avail:	Incoming and Ongoing College Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Academic Requirements		
1.1 Incoming Freshmen		
1.1.1 Senior High School Graduate		
1.1.1.1 Photocopy of Grades in Grade 12 and Original Certificate of General Weighted Average (GWA) (minimum 75% or its equivalent passing grade)		School Principal
1.1.2 Candidate for Graduation in Senior High School		
1.1.2.1 Photocopy of Grades in Grade 12 (1st Semester) and Original Certificate of General Weighted Average (GWA) (minimum 75% or its equivalent passing grade)		School Principal
1.1.2.2 Photocopy of Grades in Grad 11 (1st and 2nd Semesters) and Original Certificate of General Weighted Average (GWA) (minimum 75% or its equivalent passing grade)		School Principal
1.1.3 Accreditation and Equivalency Test Passer (ALS)		
1.1.3.1 Photocopy of Alternative Learning System (ALS) Accreditation and Equivalency Test Certificate/Certificate of Rating (Secondary Level)		Department of Education (DepEd) Regional Office



1.1.3.2 Photocopy of Diploma	Department of Education (DepEd) Regional Office
1.1.4 Philippine Education Placement Test (PEPT) Passer	
1.1.4.1 Photocopy of Certificate of Rating (Secondary Level)	Department of Education (DepEd) Regional Office
1.1.4.2 Photocopy of Diploma	Department of Education (DepEd) Regional Office
1.2 With Earned Units in College	
1.2.1 Photocopy of Grades in all subjects in completed semesters and Original Certificate of Total General Weighted Average (GWA) in percentage	School Registrar
2. Other Requirements	
2.1 2x2 ID Picture	
2.2 Proof of Income (any of the following):	
2.2.1 For Children of Overseas Filipino Workers (OFW) and Seafarers, any one (1) of the following:	
2.2.1.1 Photocopy of Latest Contract	
2.2.1.2 Photocopy of Proof of Income	
2.2.2 For Children of Non-OFW, any one (1) of the following:	
2.2.2.1 Photocopy of Latest Income Tax Return (ITR) of Parents or Guardian	
2.2.2.2 Original Certificate of Tax Exemption	Bureau of Internal Revenue (BIR)
2.2.2.3 Case Study	Department of Social Welfare and Development (DSWD)
2.2.2.4 Affidavit of No Income	



2.2.2.5 Certificate of Indigency	Barangay
2.3 Certificate of Good Moral Character from the last school attended	Guidance Counselor or Principal
3. Additional Requirements belonging to the following programs:	
3.1 Rebel Returnees/Integrees	
3.1.1 Authenticated Certificate that the applicant is a bonafide rebel	Office of the Presidential Adviser on the Peace Process (OPAPP)
3.2 Members of Indigenous and Ethnic Peoples	
3.2.1 Certification of Membership	Either from the Office of Muslim Affairs or the National Commission on Indigenous Peoples
3.3 Solo Parent/Dependent of Solo Parent	
3.3.1 Affidavit duly executed by the applicant the he/she is a solo parent or a child of a solo parent with an attached Certification from a DSWD worker in the area	
3.3.2 Certification of Good Moral Character of the PARENT	Barangay Chair of the place of domicile
3.3.3 Certification of Good Health of the APPLICANT	City Health Office
3.3.4 Photocopy of Birth Certificate of the APPLICANT	Philippine Statistics Authority
3.3.5 Photocopy of SOLO PARENT ID	
3.4 Differently-Abled Persons (Persons with Disabilities)	
3.4.1 PWD Certification	Department of Social Welfare and Development (DSWD)
3.5 Senior Citizens/Dependent of Senior Citizens	
3.5.1 Photocopy of Senior Citizen ID	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application Phase				
1. Log-in to Gmail Account (example: juandelacruz@gmail.com) If not available, create a Gmail Account.	NONE	NONE		Client
2. Accomplish fully the online CHED StuFAPs Application Form as provided by the CHEDRO during the application period.	Send accomplished application form to the applicants Gmail address (System Generated)	NONE		Google System
3. Check the email provided in the online application and print the accomplished StuFAPs Application Form and the checklist in a white legal size (8.5"x13") bond paper. The applicant and his/her parent/guardian must affix their signatures.	NONE	NONE		Client
4. Prepare the complete documentary requirements	NONE	NONE		Client
5. Submit the personally of through mail/courier the accomplished CHED StuFAPs Application Form, Checklist and the required documents to CHEDRO	1. StuFAPs Unit Designated Staff (SDS) received filled-up StuFAP application form (Revised StuFAPs Form No. 1) (Submitted personally or on-line), checks completeness of required documents using the checklist	NONE	3 days	StuFAPs Designated Staff (SDS)



	1.1. If application form is found complete, SDS releases StuFAPs acknowledgement slip to applicant;	NONE		SDS
	1.2. If application form is found incomplete: 1.2.1. Applicant is immediately informed of noted deficiencies if application is submitted personally and return application documents	NONE		SDS
	TOTAL		3 days	
Verification and Approval Phases				
	2. If application document is complete and applicant has met criteria, SDS includes application for ranking	NONE	3 day	SDS
	3. SC consolidates qualified applications, prepares masterlist of applicants for ranking, and submits masterlist to the RSC for review;	NONE	3 days	SC
	4. The RSC reviews the masterlist, approves and ranks STUFAPs grantees;	NONE	1 day	RSC
	TOTAL		7 days	
Awarding Phase				



	5. Upon receipt of the communication from OSDS relaying the number of STUFAPS slots allotted for the CHEDRO, RD instructs SDS to prepare NOAs, with Acceptance Slip, (Form__) for qualified StuFAPs applicants, based on the number of StuFAPs slots given by OSDS;	NONE	1 day	RD
	6. SDS prepares individual NOAs for qualified applicants, then forwards to SC for review;	NONE	2 days	SDS
	7. SC reviews NOAs, affixes initials, then submits to RD for signature; RD staff releases to Releasing unit. If draft is not in order , return for revision,	NONE	3 days	SC
	8. SDS releases NOAs;	NONE	1 day	SDS
	TOTAL		7 days	
Acceptance Phase				
	9. SDS awaits reply from qualified applicants; 9.1. If SDS receives reply slip from applicant accepting StuFAPs grant, SDS includes applicant in the masterlist of grantees to be forwarded to CHED-OSDS for funding allocation;	NONE	1 day	SDS
	9.2. If applicant rejects the grant, SDS recommends to the RSC a replacement grantee from the ranked applicants;	NONE	1 day	SDS



	9.2.1. RSC reviews recommended replacement; 9.2.2. If RSC approves recommended replacement, the document of the recommended replacement grantee goes through the Awarding and Acceptance Phases;	NONE	1 day	RSC
	9.2.3. If recommended replacement is not approved by the RSC, SDS looks for another replacement applicant;	NONE	1 day	SDS
	10. If no reply from the qualified applicant is received on the reply date indicated in the NOA, SDS calls or sends SMS to qualified applicants to confirm and/or verify acceptance or not of the StuFAPs grant, and depending on the reply of qualified applicant, SDS follows Acceptance Phase	NONE	1 day	SDS
	TOTAL		5 days	

Note:

- a. All incoming and outgoing documents, pertinent to StuFAPs, are recorded in a logbook and/or in the DTS. maintained by the StuFAPs Designated Staff;
- b. All documents released must have an acknowledgement receipt from intended recipients;
- c. In the absence of the CEPS, the SvEPS alternates and performs his role in the process;
- d. In the absence of the RD, the duly authorized personnel can sign/approve the document.



Procedure in Processing Financial Benefits for STUFAPS Grantees

Office or Division:	Technical Division			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2C - Government to Client/Citizen, G2B - Government to Business			
Who may avail:	StuFAPs Grantees/ Registrar or School Scholarship Coordinator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment				
Billing Statement containing the student's Award Number, Name, Course, Year Level, General Weighted Average from the previous semester (for ongoing college students), Number of Units Enrolled and Actual Tuition and Other School Fees duly signed by the HEI Registrar, Chief Accountant and President		HEIs Scholarship Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Document Submission Phase				
HEI to submit 5 sets of documents to CHEDRO	The SDS receives the documents and return one received copy to the client	NONE	1 day	StuFAPs Unit Designated Staff (SDS)
	If documents are incomplete, SDS returns document to client, and immediately informs client of the deficiency found in the documents submitted.	NONE		SDS



Document Evaluation and Processing of Benefits Payment Phase				
	SDS evaluates submitted documents-	NONE	2 days	SDS
	<p>If documents are found in order/compliant-</p> <p>For payments direct to grantee, either through ATM or check issuance:</p> <p>SDS prepares ORS and DV, then forwards to SC and CEPS for signature and forwards to the Budget Unit</p>	NONE		SDS
	Budget Unit certifies availability of funds and forwards both ORS and DV to Accounting Unit;	NONE	1 day	Budget Unit
	Accounting Unit certifies cash availability, completeness of documents and appropriateness of amount claimed, then forwards to RD;	NONE	1 day	Accounting Unit
	RD approves payment, then forwards ORS and DV to Cashier;	NONE	1 day	RD
	RD Signs and returns to Cashier for release of payment	NONE	1 day	RD
	For payments through checks, Cashier prepares and signs checks, then forwards check to RD or authorized check co-signatory;	NONE	1 day	Cashier
	For payments through ATM, Cashier prepares LDDAP-ADA;	NONE		Cashier



	Cashier prepares bank advice;	NONE		Cashier
	Cashier forwards LDDAP-ADA and bank advice to RD for signature;	NONE		Cashier
	RD signs LDDAP-ADA and bank advice;	NONE		RD
	Cashier sends out LDDAP-ADA and releases bank advice;	NONE		Cashier
Benefits Advisement Phase				
	Upon advice of Cashier that payment is ready and available, Cashier informs Registrar or Scholarship Coordinator of HEI to claim/pick-up listing;	NONE	1 day	Cashier
Compliance Phase				
	Documents submitted by grantees to comply with noted deficiencies will pass through step 1 of the Document Submission Phase, and onwards.	NONE	1 day	Grantees/Registrar or School's Scholarship Coordinator
	TOTAL		10 days	

Note:

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| a. | All incoming and outgoing documents, pertinent to StuFAPs are recorded in a logbook and/or in the DTS, maintained by the StuFAPs Designated Staff; |
| b. | All documents released must have an acknowledgement receipt from intended recipients. |
| c. | In the absence of the CEPS, the SvEPS alternates and performs his role in the process; |
| d. | In the absence of the RD, the duly authorized personnel can sign/approve the documents. |

Process Measure/s			
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Grantees who will be paid direct, either through ATM or check issuance, required documents are:

- For new grantees paid via ATM, documents to be submitted are (a) Certificate of Enrolment; and (b) photocopy of LBP ATM Card with signature;
- For new grantees paid through issuance of check, to be submitted are (a) Certificate of Enrolment; and (b) photocopy of ID with signature; and
- For on-going grantees, whether paid through ATM or via check issuance, documents required for release of subsequent grants are (a) Certificate of Enrolment; and (b) certified true copy (CTC) of previous semester's grades;

For grantees whose benefits will be paid through the HEI, the following required documents will be submitted to the HEI Registrar, who will then submit to CHEDRO:

- For new grantees, Certificate of Enrolment; and
- For on-going grantees, (a) Certificate of Enrolment; and (b) CTC of previous semester grades using the CHED prescribed form;

The Document Submission Phase of the process is a simple transaction, which can be completed within three (3) working days.

The Document Evaluation and Processing of Benefits' Payment Phases are complex transactions, which can be completed within seven (7) working days.



CHEDRO-PR-10: Procedure in Processing Request for Additional Major of Recognized Undergraduate Programs

Office or Division:	Technical Division			
Classification:	Highly technical			
Type of Transaction:	G2B - Government to Business, G2G - Government to Government			
Who may avail:	Local Universities and Colleges (LUCs), Private Higher Education Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Head of applying HEI		
GPR Checklist		CHEDRO		
Supporting Documents		HEI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit 3 sets of duly accomplished application with documentary requirements per additional major of recognized program	The Receiving clerk receives the documents and return one received copy to the client	NONE	2 minutes	Receiving clerk
Pay the corresponding fee	The Collection Officer issues an OR	PHP 8,000.00 application fee PHP 15,000.00 Inspection fee	2 minutes	Collection Officer



	Receiving Clerk routes the documents to the RD or CEPS	NONE	1 day	Receiving Clerk
	RD or CEPS forwards the documents to the ES-in-charge	NONE	1 day	RD or CEPS
	ES-in-charge performs documentary analysis	NONE	3 hours	ES-in-charge
	<p>If documents are found complete and compliant, but validation is deemed necessary, ES-in-charge prepares letter informing HEI Head of that the institution will be subjected to RQAT evaluation, affixes initials on the document, then forwards to CEPS for review.</p> <p>If documents are found not compliant with minimum requirements, ES-in-charge prepares letter informing HEI of noted and observed deficiencies and that the request cannot be fully acted due to deficiencies, affixes initials on the document, then forwards to CEPS for review</p>	NONE	1 day	ES-in-charge
	<p>CEPS reviews letter and validates if action taken are in order, and if found in order, endorses to RD for approval.</p> <p>If CEPS has inputs/comments on the documents, makes notation then returns to ES-in-charge;</p>	NONE	1 day	CEPS
	<p>RD reviews documents, and if found in order, approves and signs letter, then forwards to Records Unit for release.</p> <p>If RD has input/comments, makes notation, then returns to ES-in-charge.</p>		1 day	RD



HEI receives document and provide acknowledgement receipt	Records Unit Staff releases document and secures acknowledgement receipt of HEI	NONE	1 day	Records Unit Staff
	ES-in-charge identifies RQAT to be involved in the inspection and conducts initial coordination to determine availability of RQAT to set schedule of HEI inspection		1 day	ES-in-charge
	Upon confirmation and finalization of schedule with RQAT, ES-in-charge drafts letter formally informing RQAT of the activity, and another letter addressed to the HEI Head to inform them of the schedule as well; ES-in-charge affixes initials on the letters, then forwards to CEPS for review		1 hour	ES-in-charge
	<p>After the validation visit If HEI is found not fully compliant per RQAT Report, RD confers with CEPS to prepare NOD discuss action to be taken</p> <ol style="list-style-type: none"> 1. CEPS discusses with ES-in-charge the preparation of NOD 2. ES-in-charge drafts the NOD based on the RQAT report, giving HEIs ten (10) working days to comply, affixes initials, then forwards to CEPS for review 3. CEPS reviews NOD, and if found in order, affixes initials, then forwards to RD for signature; If CEPS has comments or recommendations on NOD, makes notation then returns NOD to ES-in-charge for revision 	NONE	2 days	RD, CEPS, ES-in-charge



	<p>4. RD Reviews NOD, and if in order, approves and signs the letter, then forwards to Records Unit for release; If RD has comments or recommendations on NOD, makes notation then returns NOD to ES-in-charge for revision</p> <p>If application is not favorably recommended, RD instructs CEPS to prepare letter to HEI disapproving the application, citing reasons indicated in the RQAT Evaluation Report</p> <p>2. CEPS confers with ES-in-charge to prepare documents</p> <p>3. ES-in-charge prepares letter for HEI Head, affixes initials on the documents, then forwards to CEPS for review</p> <p>4. CEPS reviews documents, and if found in order, affixes initials, then forwards to RD for signature; If CEPS has comments or recommendations, makes notation document to ES-in-charge for revision</p> <p>5. RD Reviews document, and if in order, approves and signs the letter, then forwards to Records Unit for release; If RD has comments or recommendations, makes notation then returns document to ES-in-charge for revision</p>			
HEI receives document and provide acknowledgement receipt	Records Unit Staff releases document and secures acknowledgement receipt of HEI	NONE	1 day	Records Unit Staff



	TOTAL		20 days	
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Procedure in Processing Request for Issuance of CAV of Academic Records

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G, G2B, G2C			
Who may avail:	Graduates and Undergraduates College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1 (Letter of Request)		Registrar's Office		
Document 2 (Indorsement)		Registrar's Office		
Document 3 (Certified True Copy of the Transcript of Record)		Registrar's Office		
Document 4 (Certified True Copy of the Diploma)		Registrar's Office		
Document 5 (If applicant is an undergraduate, Certificate of Units Earned)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Evaluate to completeness of the documents; 1.1 if in order, the document will be forwarded to the Collection Officer; 1.2 if not in order, the evaluator will return the document to the client with notation of the deficiency	NONE	7 minutes	CAV Evaluator



2. Fill in the Customer Feedback Form	2. The Collection Officer will issue the Claim stub and the OR to the clients	PHP 80.00 PHP 30.00	2 minutes	Collection Officer
	3. The Collection Officer will forward the documents to the CAV Processor	NONE	1 minute	CAV Processor
	4. The CAV Processor prepares the Original and Duplicate copy of CAV	NONE	3 minutes	CAV Processor
	5. The CAV Reviewer checks the correctness and completeness of the content of CAV	NONE	3 minutes	CAV Reviewer
	6. The CAO signs the CAV	NONE	1 minute	Chief Administrative Officer (CAO)
	7. The CAV Processor forwards the signed CAV to the Releasing Clerk	NONE	1 minute	Releasing Clerk
	TOTAL			



Procedure in Processing Request to revise Curricula of Academic Programs, except those that are OPSD-based and under the Legal Education Board (LEB)

Office or Division:	Technical			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business; G2G - Government to Government			
Who may avail:	Higher Education Institutions (HEI)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposed Curriculum		HEI		
Complete set of program outcomes, including its proposed additional program outcomes		HEI		
Proposed performance indicators for each outcome.		HEI		
Proposed measurement system for the level of attainment of each indicator		HEI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
HEI to submit 2 sets of documents to CHEDRO	The Receiving clerk receives the documents and return one received copy to the client	NONE	1 day	Receiving clerk
	Receiving Clerk routes the documents to the RD or CEPS	NONE		Receiving Clerk
	RD or CEPS forwards the documents to the ES-in-charge	NONE		RD or CEPS
	ES-in-charge performs documentary analysis	NONE	15 days	ES-in-charge



	<p>If documents are found complete and compliant with minimum standards, based on the prescribed checklist for the concerned program:</p> <ol style="list-style-type: none"> 1. ES-in-charge stamps curriculum as "Contents Noted" 2. ES-in-charge prepares transmittal letter for CEPS review 	NONE		ES-in-charge
	<p>If documents are not complete and not compliant with minimum standards:</p> <ol style="list-style-type: none"> 1. ES-in-charge prepares NOD giving the HEI ten (10) working days to comply, and forwards to CEPS for review 	NONE		ES-in-charge
	<p>CEPS reviews letter and validates if action taken are in order, and if found in order, endorses to RD for approval.</p> <p>If CEPS has inputs/comments on the documents, makes notation then returns to ES-in-charge;</p>	NONE	1 day	CEPS
	<p>RD reviews documents, and if found in order, approves and signs letter, then forwards to Records Unit for release.</p> <p>If RD has input/comments, makes notation, then returns to ES-in-charge.</p>	NONE		RD
HEI receives document and provides	Records Unit Staff releases document and secures acknowledgement receipt of HEI	NONE	1 day	Records Unit Staff



acknowledgement receipt				
	TOTAL		18 days	
<u>Compliance Phase</u>				
HEI to submit 2 sets of documents to CHEDRO	Repeat all steps in the application phase	NONE	18 days	
	If compliance documents are found still non-compliant or if HEI fails to submit compliance documents within the given period of compliance, ES-in-charge may call for a conference with the HEI and provide technical assistance until noted deficiency is fully complied with	NONE	1 day	ES-in-charge
	TOTAL		19 days	
Note: <ol style="list-style-type: none"> 1. All incoming and outgoing documents, pertinent to StuFAPs, are recorded in a logbook and/or in the DTS. maintained by the StuFAPs Designated Staff; 2. All documents released must have an acknowledgement receipt from intended recipients; 3. In the absence of the CEPS, the SVEPS alternates and performs his role in the process; 4. In the absence of the RD, the duly authorized personnel can sign/approve the document. 				



Procedure in the Verification/Validation of Higher Education Institutions (HEIs) with Alleged Prohibited Acts Concerning Higher Education Institutions

Office or Division:	Technical			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Complaint		From the complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit written complaint	The Receiving clerk receive the documents and return one received copy to the client	None	5 days	Receiving Officer
	(Query Phase) Forwards the complete documents to the Regional Director	None		Receiving Officer
	RD checks and consults with CEPS regarding the complaint	None		Regional Director
	CEPS requests Focal Person to prepare letter to HEI President/Head to address the allegation/s with in five (5) working days			CEPS
	Focal Person drafts letter endorsing to HEI President/Head for comments/action on the allegations,			Focal Person



	affixes initials on the letter, then forwards to CEPS for review			
	CEPS reviews documents, and if in order, affixes initials then forward letter to RD for approval/signature - If not returns documents to FP for revision		1 day	CEPS
	RD reviews document, and if in order, approves and signs then forwards to Records Unit - If not returns documents to FP for revision			RD
	Records Unit Staff releases document and secures acknowledgement receipt from HEI			Records Officer
HIE submits reply letter	Response and Investigative Phase: Upon receipt of HIE response	None		
	RD decides whether or not to form a Fact-Finding committee		14 days	RD
	(1) RD forwards documents to FP with instruction to draft an acknowledgement letter to HEI President/Head and another letter addressed to complaint, if any, informing of the HEI reply			RD
	FP prepares letters and forwards to CEPS for review			FP
	CEPS reviews documents, and if in order, affixes initials then forward letter to RD for approval/signature - If not returns documents to FP for revision			CEPS



	RD reviews document, and if in order, approves and signs then forwards to Records Unit - If not returns documents to FP for revision		RD
	Records Unit Staff releases document and secures acknowledgement receipt from HEI		Records Officer
	(2) For HIE found not recognized or offering program without authority, RD orders CEPS to prepare CDO		RD
	CEPS prepares CDO addressed to HEI President/Head giving HIEs fifteen (15) working days to act and implement the order, affixes initials then forward to RD for approval/signature		CEPS
	RD reviews document, and if in order, approves and signs then forwards to Records Unit for release - If not returns documents to CEPS for revision		RD
	Records Unit Staff releases document and secures acknowledgement receipt from HEI		Records Officer
	(3) If HEI fails to comply with the CDO with the time given, RD asks CEPs to prepare endorsement of the HEI case/fact-finding report to LLS		RD
	CEPS prepares endorsement document to LLS, affixes initials then forward to RD for approval/signature		CEPS



	RD reviews endorsement to LLS, and if in order, approves and signs then forwards to Records Unit for release - If not returns documents to CEPS for revision			RD
	Records Unit Staff releases document to LLS and secures acknowledgement receipt			Records Officer
	TOTAL		20 days	



Procedure on Issuance of Certificates

Office or Division:	Technical			
Classification:	Simple, Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Party		
Photocopy of Transcript of Records/Diploma		School Graduated		
Receipt for Payment for Certification fee		CHEDRO 10		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request and supporting documents	Receiving Officer receives letter request and supporting documents from the requesting party	None	1 day	Receiving Officer
Pay the required fee	Collecting Officer receives payment	130.00		Collecting Officer
	Receiving Officer forwards the letter request and supporting documents to RD	None		Receiving Officer



	RD routes the letter request and supporting documents to the concerned CHEDRO Staff for appropriate action	None	1 day	RD
	Concerned CHEDRO Staff reviews letter request and supporting documents and prepares certification, if in order, affixes initials then forwards to CEPS for review	None		Concerned CHEDRO Staff
	CEPS reviews documents, affixes initials, if in order, and forwards to RD for review	None		CEPS
	RD approves and sign the certification and forwards to Records Officer	None	1 day	RD
Present the OR	Records Officer releases the Certification to the requesting party upon presentation of the OR	None		Records Officer
	TOTAL		3 days	

Note:

1. All incoming and outgoing documents, pertinent to StuFAPs, are recorded in a logbook and/or in the DTS. maintained by the StuFAPs Designated Staff;
2. All documents released must have an acknowledgement receipt from intended recipients;
3. In the absence of the CEPS, the SVEPS alternates and performs his role in the process;
4. In the absence of the RD, the duly authorized personnel can sign/approve the document.



Procedure on Issuance of CHED Endorsement of Activities

Office or Division:	Technical			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business; G2G - Government to Government			
Who may avail:	Higher Education Institutions; Academic Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request for CHED endorsement		Organizer		
Copy of the Registration Certificate from the Securities and Exchange Commission (SEC)		Organizer		
List of speakers/resource persons together with their educational qualifications		Organizer		
Program of activities		Organizer		
Syllabi of the topics to be discussed		Organizer		
Registration fee, venue and time duration of the proposed activity		Organizer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting entity to submit 2 sets of documents to CHEDRO	<p>The Receiving clerk receives the documents and return one received copy to the client</p> <p>Receiving Clerk routes the documents to the RD or CEPS</p>	NONE	1 day	Receiving clerk



	RD or CEPS forwards the documents to the ES-in-charge	NONE	1 day	RD or CEPS
	<p>ES-in-charge performs documentary analysis</p> <ul style="list-style-type: none"> • If activity is within the region and no fees will be collected, ES-in-charge drafts regional memorandum • If activity is within the region but fees are to be collected, or if activity is nation in scope, ES-in-charge drafts letter informing requesting entity to forward request to CHED Central Office. 	NONE		ES-in-charge
	<p>CEPS reviews letter and validates if action taken are in order, and if found in order, endorses to RD for approval.</p> <p>If CEPS has inputs/comments on the documents, makes notation then returns to ES-in-charge;</p> <p>RD reviews documents, and if found in order, approves and signs letter, then forwards to Records Unit for release.</p> <p>If RD has input/comments, makes notation, then returns to ES-in-charge.</p>	NONE	1 day	CEPS, RD
Requesting entity receives document and provides acknowledgement receipt	Records Unit Staff releases document and secures acknowledgement receipt of requesting entity	NONE		Records Unit Staff



	TOTAL	NONE	3 days	
<p>Note:</p> <ol style="list-style-type: none">5. All incoming and outgoing documents, pertinent to StuFAPs, are recorded in a logbook and/or in the DTS. maintained by the StuFAPs Designated Staff;6. All documents released must have an acknowledgement receipt from intended recipients;7. In the absence of the CEPS, the SvEPS alternates and performs his role in the process;8. In the absence of the RD, the duly authorized personnel can sign/approve the document.				



Procedure on Issuance of National Service Training Program (NSTP) Serial Numbers

Office or Division:	Technical			
Classification:	Simple			
Type of Transaction:	G2G, G2B, G2C			
Who may avail:	College Graduates, HEIs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the HEI		Registrar's Office		
2. Accomplished template for the issuance of NSTP Serial Nos.		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
HEI applies for the issuance of serial numbers	1. Upon receipt of the HEI application for issuance of NSTP serial numbers, routed from the Regional Director and/or CEPS, NSTP In-charge evaluates documents	None	1 day	NSTP In Charge for the issuance of Serial Number
	1.1 If application documents are in order, NSTP In-charge assigns corresponding NSTP serial number, and prepares communication addressed to President/Head of HEI and forward to CEPS for review	None		NSTP In Charge for the issuance of Serial Number
	1.2 If application documents are not in order, NSTP In-Charge prepares communication for HEI and forwards to CEPs for review	None	1 day	NSTP In Charge for the issuance of Serial Number



	2. If CEPs finds the communication in order, affixes initials and forwards to RD for signature /approval	None		NSTP In Charge for the issuance of Serial Number
	2.1 If CEPS has comments on the communication, makes notation then returns to NSTP In-Charge for revision	None		NSTP In Charge for the issuance of Serial Number
	3. If RD finds the communication in order, approves/signs communication and forwards to Releasing Clerk for release to concerned HEI	None	1 day	RD's Secretary
	3.1 If RD has comments on the communication, makes notation then returns to NSTP In-Charge for revision	None		RD's Secretary
	Releasing Clerk releases communication and secures HEI acknowledgment receipt	None		Releasing Clerk
	TOTAL			



Procedure on Issuance of Special Orders (Sos)

Office or Division:	Administrative Division	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Private Higher Education Institutions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Notarized SO Application form		Registrar's Office
2. Form 9 (Summary of Courses and Grades)		Registrar's Office
3. Permanent Record		Registrar's Office
4. Accomplished Evaluation sheet		Registrar's Office
5. Approved Curriculum		Registrar's Office
6. Certificate of Live Birth		Registrar's Office
7. Marriage Contract, if married		Registrar's Office
8. Summary of Related Learning Experiences/Cases Attended (for Nursing/Midwifery Programs)		Registrar's Office
9. Thesis/Dissertation Book and Copy of Abstract (for Graduate and Post-Graduate Programs)		Registrar's Office
10. Digitized Copy of Thesis/Dissertation saved in Two (2) Compact Disk (for Graduate and Post-Graduate Programs)		Registrar's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application	1. Verifies the completeness of the documents	NONE	1 Day	SO Staff
2. Pay, doc stamp	2. Issues an Official Receipt	PHP 30.00 per application		Collection Officer
	3. Processes the Special Order Application	NONE	18 days (depending on the volume of applications received, the number of processing days may be exceeded)	
	3.1. Records/logs-in the application. A tracking slip is attached and forwards to the Education Supervisor-in-Charge of the Program for Evaluation	NONE		SO Staff
	3.2. Evaluates the application against the government recognition and approved curriculum and forwards the application to the Records Section for Verification	NONE		Education Supervisor-in-Charge of the Program
	3.3. Verifies the name and grades of Students against the Summary of Courses Taken (F19) 3.3.a. If Complete, forwards to Records Officer for Issuance of Special Order Number 3.3.b. If Incomplete, forwards to SO Staff for	NONE		SO Staff



	Deficiency or Discrepancy Letter			
	<p>3.4. Prepares the Special Order Application for Issuance, and forwards to Regional Director for approval.</p> <p>3.4.a. Assigns Special Order Number, and print the Special Order number in the Special Order Application Form</p> <p>3.4.b. Issues a Letter of Deficiency or Discrepancy</p>	NONE		<p>Records Officer</p> <p>SO Staff</p>
	3.5. Approves and Signs the Special Order Application	NONE		Regional Director
3. Receive the Special Order	4. Release the Approved Special Order and Deficiency or Discrepancy Letter	NONE	1 Day	SO Staff
	TOTAL		20 days	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information

Office	Address	Contact Information

Office	Address	Contact Information