

**Type of Service:** Internal

**1. Use of facilities**

- a. Classroom 1, Peralta Hall, DMST Complex
- b. Classroom 2, Peralta Hall, DMST Complex
- c. Classroom 3, Quiaoit Hall, DMST Complex
- d. Third Floor, Vanguard Building
- e. DMST Quadrangle
- f. MA Room, Vallejo Hall, DMST Complex
- g. Others

<b>Office or Division:</b>	Department of Military Science and Tactics (DMST)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government, Government to Citizen, Government to Business
<b>Who may avail:</b>	University of the Philippines Units and Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	DMST website ( <a href="https://rotc.upd.edu.ph">https://rotc.upd.edu.ph</a> )
2. Payment Order Form	DMST Admin Office
3. Official Receipt	UP Diliman Cash Office
4. Payment of Janitorial Services	Requesting party
5. Permit to Use the Facility	DMST Admin Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form to the DMST email.	1.1. Notify the client of the receipt of the request form. 1.2. Evaluate and process the request. 1.3. Decide on the request. 1.4. Notify the client of the decision and issue a Payment Order Form to the client via e-mail.	None	1 day and 4 hours	1.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 1.2. Administrative Officer 1.3. Commandant and Department Head 1.4. <i>Releasing Personnel</i> , Department of Military Science and Tactics
2. Download and print the Payment Order Form and proceed to the UP Diliman Cash Office for payment.		See schedule of fees	Pause-Clock (To be accomplished by the client within one working day)	Requesting Party

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3. Pay janitorial services to the admin office of the DMST.	3.1. Receive the payment. 3.2. Issue acknowledgement receipt and forward payment to the maintenance personnel.	See schedule of fees	1 Hour	3.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 3.2. Administrative Assistant
4. Upload the Official Receipt to the DMST website.	4.1. Note the receipt number 4.2. Issue Permit to Use the Facility to the client via e-mail.	None	1 hour	3.1. Administrative Assistant 3.2. <i>Releasing Personnel</i> , Department of Military Science and Tactics
5. Download and print the Permit to Use the Facility and then present it to the guard on duty on the day of use.	Escort the client to the facility to be used.		1 hour	Guard on Duty
<b>TOTAL:</b>		None	<b>1 day and 3 hours</b>	

**Schedule of Fees**

**Classroom 1, Peralta Hall** (Capacity: 50 pax)

First three hours: PHP600.00 (w/o aircon) or PHP1,000.00 (w/ aircon)  
Per succeeding hour or fraction thereof: PHP150.00 (w/o aircon) or PHP250.00 (w/ aircon)  
Janitorial Services: PHP500.00

**Classroom 2, Peralta Hall** (Capacity: 25 pax)

First three hours: PHP500.00 (w/o aircon) or PHP800.00 (w/ aircon)  
Per succeeding hour or fraction thereof: PHP150.00 (w/o aircon) or PHP200.00 (w/ aircon)  
Janitorial Services: PHP500.00

**Classroom 3 Room, Quiaoit Hall** (Capacity: 40pax)

First three hours: PHP500.00 (w/o aircon)  
Per succeeding hour or fraction thereof: PHP150.00 (w/o aircon)  
Janitorial Services: PHP500.00

**Third Floor, Vanguard Building** (Capacity: 150 pax)

First three hours: PHP600.00  
Per succeeding hour or fraction thereof: PHP150.00  
Janitorial Services: PHP500.00

**DMST Quadrangle**

First three hours: PHP500.00  
Per succeeding hour or fraction thereof: PHP100.00  
Janitorial Services: PHP500.00

**MA Room, Vallejo Hall\*** (Capacity: 20pax)

Per month: PHP1,000 (w/o aircon) or PHP1,600.00 (w/ aircon)  
Total of four sessions per month (once a week)

Increments from base to frequency per week.

**Others**

<b>Projector Rental</b>	PHP 500.00 per day
<b>CPR Dummies</b>	PHP 400.00 each per day
<b>Dummy Rifles</b>	PHP 400.00 each per day

*\*The rent is cheaper and with no time limit the training will be open and free to at most 10 participants from either the Cadet Officers, Sponsors, UP ROTC Band, and the DMST staff*

**Type of Service:** External

**2. Use of facilities**

- a. Classroom 1, Peralta Hall, DMST Complex
- b. Classroom 2, Peralta Hall, DMST Complex
- c. Classroom 3, Quiaoit Hall, DMST Complex
- d. Third Floor, Vanguard Building
- e. DMST Quadrangle
- f. MA Room, Vallejo Hall, DMST Complex
- g. Others

<b>Office or Division:</b>	Department of Military Science and Tactics (DMST)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government, Government to Citizen, Government to Business
<b>Who may avail:</b>	Non-UP Units and Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	DMST website ( <a href="https://rotc.upd.edu.ph">https://rotc.upd.edu.ph</a> )
2. Payment Order Form	DMST Admin Office
3. Official Receipt	UP Diliman Cash Office
4. Payment of Janitorial Services	Requesting party
5. Permit to Use the Facility	DMST Admin Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form to the DMST email.	1.1. Notify the client of the receipt of the request form. 1.2. Evaluate and process the request. 1.3. Decide on the request. 1.4. Notify the client of the decision and issue a Payment Order Form to the client via e-mail.	None	1 day and 4 hours	1.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 1.2. Administrative Officer 1.3. Commandant and Department Head 1.4. <i>Releasing Personnel</i> , Department of Military Science and Tactics
2. Download and print the Payment Order Form and proceed to the UP Diliman Cash Office for payment.		See schedule of fees	Pause-Clock (To be accomplished by the client within one working day)	Requesting Party

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3. Pay janitorial services to the admin office of the DMST.	3.1. Receive the payment. 3.2. Issue acknowledgement receipt and forward payment to the maintenance personnel.	See schedule of fees	1 Hour	3.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 3.2. Administrative Assistant
4. Upload the Official Receipt to the DMST website.	4.1. Note the receipt number 4.2. Issue Permit to Use the Facility to the client via e-mail.	None	1 hour	3.1. Administrative Assistant 3.2. <i>Releasing Personnel</i> , Department of Military Science and Tactics
5. Download and print the Permit to Use the Facility and then present it to the guard on duty on the day of use.	Escort the client to the facility to be used.		1 hour	Guard on Duty
<b>TOTAL:</b>		None	<b>1 day and 3 hours</b>	

**Schedule of Fees**

**Classroom 1, Peralta Hall** (Capacity: 50 pax)

First three hours: PHP1,200.00 (w/o aircon) or PHP2,000.00 (w/ aircon)  
Per succeeding hour or fraction thereof: PHP300.00 (w/o aircon) or PHP500.00 (w/ aircon)  
Janitorial Services: PHP1,000.00

**Classroom 2, Peralta Hall** (Capacity: 25 pax)

First three hours: PHP1,000.00 (w/o aircon) or PHP1,600.00 (w/ aircon)  
Per succeeding hour or fraction thereof: PHP250.00 (w/o aircon) or PHP400.00 (w/ aircon)  
Janitorial Services: PHP1,000.00

**Classroom 3 Room, Quiaoit Hall** (Capacity: 40pax)

First three hours: PHP1,000.00 (w/o aircon)  
Per succeeding hour or fraction thereof: PHP250.00 (w/o aircon)  
Janitorial Services: PHP1,000.00

**Third Floor, Vanguard Building** (Capacity: 150 pax)

First three hours: PHP1,200.00  
Per succeeding hour or fraction thereof: PHP300.00  
Janitorial Services: PHP1,000.00

**DMST Quadrangle**

First three hours: PHP1,000.00  
Per succeeding hour or fraction thereof: PHP200.00  
Janitorial Services: PHP1,000.00

**MA Room, Vallejo Hall\*** (Capacity: 20pax)

Per month: PHP1,000 (w/o aircon) or PHP1,600.00 (w/ aircon)  
Total of four sessions per month (once a week)  
Increments from base to frequency per week.

**Others**

<b>Chairs Rental</b>	PHP 15.00 per piece
<b>Projector Rental</b>	PHP 500.00 per day
<b>CPR Dummies</b>	PHP 400.00 each per day
<b>Dummy Rifles</b>	PHP 400.00 each per day

*\*The rent is cheaper and with no time limit the training will be open and free to at most 10 participants from either the Cadet Officers, Sponsors, UP ROTC Band, and the DMST staff.*

**Type of Service:** External

### 3. Release of Certifications or Documents

- a. Certification of ROTC Grades
- b. PE Exemption for Rayadillo and UP ROTC Band
- c. Certification of AFP Serial Number and Rank
- d. Extract of AFP Enlistment Order

<b>Office or Division:</b>	Department of Military Science and Tactics (DMST)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	Students or Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	DMST website ( <a href="https://rotc.upd.edu.ph">https://rotc.upd.edu.ph</a> )
2. Payment Order Form	DMST Admin Office
3. Official Receipt	UP Diliman Cash Office
4. Valid ID (Principal/Representative)	Requesting Party
5. Special Power of Attorney (SPA) with Photocopy of the ID of Principal (Representative)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form to the DMST website.	1.1. Notify the client of the receipt of the request form. 1.2. Issue a Payment Order Form to the client via e-mail.	None	1 hour	1.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 1.2. Administrative Assistant
2. Download and print the Payment Order Form and proceed to the UP Diliman Cash Office for payment.		See schedule of fees	Pause-Clock (To be accomplished by the client within one working day)	Requesting Party
3. Upload the Official Receipt to the DMST website.	3.1. Note the receipt number 3.2. Check and retrieve the records of the client. 3.3. Prepare the certificate or document. 3.4. Sign the certificate or document.	None	2 days	3.1. Administrative Assistant 3.2. Administrative Aide 3.3. School Credits Evaluator 3.4. Commandant and Department Head 3.5. <i>Releasing Officer</i> , Department of Military Science and Tactics

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	3.5. Notify client that the certificate or document is ready for claiming.			
4. Present valid ID and SPA, if to be claimed by a representative, of the requesting party for claiming of the document or certificate.	Release the document or certificate to the client.	None	1 Hour	<i>Releasing Officer, Department of Military Science and Tactics</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 day and 2 hours</b>	
<b>Schedule of Fees</b> PHP20.00 per page.				



**Type of Service:** Internal

#### 4. Provision of Manpower or Personnel

- a. Rayadillo Honor Guards
- b. Ushering
- c. Lecturers (Military Science)
- d. UP ROTC Band (Quartet)
- e. UP ROTC Band (Full)

<b>Office or Division:</b>	Department of Military Science and Tactics (DMST)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government, Government to Citizen, Government to Business			
<b>Who may avail:</b>	UP Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form		DMST website ( <a href="https://rotc.upd.edu.ph">https://rotc.upd.edu.ph</a> )		
3. Transportation Allowance (if outside UP Diliman)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request form to the DMST website.	1.1. Notify the client of the receipt of the request form. 1.2. Evaluate and process the request. 1.3. Decide on the request. 1.4. Notify the client of the decision.	None	7 days	1.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 1.2. University Research Associate 1.3. Commandant and Department Head 1.4. <i>Releasing Personnel</i> , Department of Military Science and Tactics
2. Coordinate with the requested personnel for the performance of service.	Provide manpower and attend to the requested service.	None	Pause-Clock	<i>Requested Personnel</i> , Department of Military Science and Tactics
3. Pay transportation allowance to the requested personnel upon performance of the service.	Receive payment of the honorarium and transportation allowance.	See schedule of fees	Pause-Clock	<i>Requested Personnel</i> , Department of Military Science and Tactics
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	
<b>Schedule of Fees</b>				

**Honoraria**

<b>Rayadillo Honor Guards</b>	PHP 1,500.00 per cadet
<b>Ushers</b>	PHP 2,000.00 per sponsor
<b>Lecturers</b>	PHP 1,500.00 per lecture
<b>UP ROTC Band (Quartet)</b>	PHP 5,000.00 per group
<b>UP ROTC Band (Full)</b>	PHP 25,000.00 per group

**Transportation allowance**

Reimbursement of the transportation cost

**Type of Service:** External

### 5. Provision of Manpower or Personnel

- a. Rayadillo Honor Guards
- b. Ushering
- c. Lecturers (Military Science)
- d. UP ROTC Band (Quartet)
- e. UP ROTC Band (Full)

<b>Office or Division:</b>	Department of Military Science and Tactics (DMST)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Government, Government to Citizen, Government to Business
<b>Who may avail:</b>	Non-UP units and organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	DMST website ( <a href="https://rotc.upd.edu.ph">https://rotc.upd.edu.ph</a> )
2. Honoraria	Requesting Party
3. Transportation Allowance (if outside UP Diliman)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form to the DMST website.	1.1. Notify the client of the receipt of the request form. 1.2. Evaluate and process the request. 1.3. Decide on the request. 1.4. Notify the client of the decision.	None	7 days	1.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 1.2. University Research Associate 1.3. Commandant and Department Head 1.4. <i>Releasing Personnel</i> , Department of Military Science and Tactics
2. Coordinate with the requested personnel for the performance of service.	Provide manpower and attend to the requested service.	None	Pause-Clock	<i>Requested Personnel</i> , Department of Military Science and Tactics
3. Pay the honoraria and the transportation allowance to the requested personnel upon performance of the service.	Receive payment of the honorarium and transportation allowance.	See schedule of fees	Pause-Clock	<i>Requested Personnel</i> , Department of Military Science and Tactics
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	

**Schedule of Fees**

**Honoraria**

<b>Rayadillo Honor Guards</b>	PHP 1,500.00 per cadet
<b>Ushers</b>	PHP 2,000.00 per sponsor
<b>Lecturers</b>	PHP 1,500.00 per lecture
<b>UP ROTC Band (Quartet)</b>	PHP 5,000.00 per group
<b>UP ROTC Band (Full)</b>	PHP 25,000.00 per group

**Transportation allowance**

Reimbursement of the transportation cost

## 6. Feedback and Complaint Mechanisms

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the admin office.</p> <p>Contact info: 8981-8500 loc 4201 or dmst.updiliman@up.edu.ph</p>
How feedback is processed?	<p>Every Saturday, the Administrative Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8981-8500 local 4201.</p>
How to file complaints?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of admin office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8981-8500 local 4201.</p>
How complaints are processed?	<p>The Administrative Officer opens the complaints drop box on a weekly basis and evaluates each complaint.</p> <p>Upon evaluation, the Administrative Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Administrative Officer will create a report after the investigation and shall submit it to the Commandant and Department Head for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8981-8500 local 4201.</p>

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Office: Department of Military Science and Tactics  
Address: Vanguard Building, DMST Complex, Ylanan Road,  
University of the Philippines, Diliman, Quezon City  
Focal person: Jean Marianne A. Agojo, Administrative Aide VI  
Landline: 8981-8500 local 4203  
E-mail: [dmst.updiliman@up.edu.ph](mailto:dmst.updiliman@up.edu.ph)