



## 5. Processing of Request for Credentials Service(Course/Subject Description)

A Course/Subject Description is requested by client to describe the content of the course taken by the student within the curriculum.

<b>Office or Division:</b>	Institute of Technology – Registrar’s Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Students, Private and Government Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form		From the Registrar’s Office		
2. Copy of Grades / TOR		From the student		
3. Official Receipt of payment		Cash Receipts Section, Fund Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the logbook	1.1 Ask the client to sign office logbook	None	5 minutes	<i>Receiving Staff</i> Respective Registrar’s Office
2. Get request form from the registrar’s office	2.2 Provide form			<i>Receiving Staff</i> Respective Registrar’s Office
3. Proceed to the ITECH Accounting Office for assessment and get order of payment	3.1 Check the requested documents 3.2 Issue order of payment	Php150.00 per Course description  Php50.00 per Subject description	5 minutes	<i>Receiving Staff</i> Respective ITECH Accounting Office
4. Pay the required fees at the Cashier	4.1 Accept payment from the student based on the order of payment  4.2 Issue official receipt to the student		4 minutes	<i>Cash Collection Officer</i> Fund Management Office Ground Floor, South Wing, PUP Main Bldg.
4. Go back to the Registrar’s Office to submit the original copy of official receipt with request form	Accept the request form with original copy of official receipt	None	13 minutes	<i>Receiving Staff</i> Respective Registrar’s Office



5. Processing of documents	Prepare the subject description	None	2 days and 4 hours and 10 minutes	Receiving Staff Respective Registrar's Office
5. Proceed to the ITECH Registrar's office and present the requested documents with original copy of official receipt	5.1 Accept requested documents with original copy of official receipt 5.2 Check the completeness of documents 5.3 Indicate in the claim stub the date of release of requested documents 5.4 Notify client when requested document/s is/are ready for release	None	10 minutes	Receiving Staff Respective Registrar's Office
6. Present clients claim stub together with authorization letter and ID, if claimant is immediate family member or Special Power of Attorney (SPA), if claimant is other than immediate family member.	a. verify the documents presented b. issue the requested subject description	None	7 minutes	Releasing Officer Respective Registrar's Office
7. Acknowledge receipt of the requested TOR.	a. Give logbook and sign and evaluate the service rendered.	None	6 minutes	Releasing Officer Respective Registrar's Office
<b>TOTAL</b>		<b>Php150.00 per Course Description</b> <b>Php50.00 per Subject Description</b>	<b>2 days 5 hours</b>	