



UNIVERSITY OF THE PHILIPPINES DILIMAN

CITIZEN'S CHARTER

2021 (3rd Edition)



Institute of Civil Engineering

I. VISION

The national institute of civil engineering, an internationally recognized institution in instruction, research and extension service, in civil engineering and its specialized fields.

II. MISSION

To nurture a culture of integrity, relevance, and excellence in civil engineering, and to synergize with interrelated institutions.



Institute of Civil Engineering

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Institute of Civil Engineering (COE-ICE)

External Services



1. Facility Rental

Processing of request for rental of facility and/or audio-visual equipment.

Office or Division:	Main Building, Institute of Civil Engineering			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Organizations, Schools, Companies, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the Director and endorsed by Organization/Office Head		Requesting Party		
2. Details about the Organization				
3. Activity area Layout with dimensions*				
4. Reservation and request form		ice.upd@up.edu.ph		
5. Official Receipt/Proof of Payment		UP Diliman Cash Office/Bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to: ice.upd@up.edu.ph	1. Receive and check request letter 1.1 Send the reservation procedure and request form to requestor	Refer to Table 1 below	5 Days	<i>Assisting Personnel</i> Deputy Director's Office
2. Reserve the facility at least 5 WORKING DAYS before the event 2.1 Check the reservation guidelines and procedure sent through email 2.2 Accomplish the REQUEST FORM FOR THE USE OF UP ICE FACILITIES 2.3 Prepare the corresponding attachments indicated in checklist 1-3 above 2.4 Submit the accomplished form and the attachments indicated in checklist 1-3 above	2. Check and availability of the facility 2.1 Check and review reservation form and requirements submitted			<i>Assisting Personnel</i> Deputy Director's Office

3. Wait for email/text notification of the approval of request form	3. Approval of request form			<i>Deputy Director for Planning, Development and Finance and Director</i>
4. Pay the approved fees indicated in the request form at least 3 WORKING DAYS before the event	4. Accept payment and issue Official Receipt			<i>Cashier</i> UP Diliman Cash Office
5. Email scanned official receipt or proof of payment	5. Email confirmation of the approval of reservation			<i>Assisting Personnel</i> Deputy Director's Office
6. Site visit and/or coordination of facility set-up	6. Accommodate requesting party on technical and other set-up needs as agreed in the request form 6.1 Set-up facility and schedule workforce	None		<i>Assisting Personnel</i> Deputy Director's Office
TOTAL		Table 1	5 Days	

**Required if you will be using the lobby and in rooms if the physical arrangement is to be modified.*

Table 1. Facility Rental Rates

Room/Space/Equipment*	Rate per hour (inclusive of aircon and maintenance fee)		
	Weekdays, within office hours (8AM-5PM)	Weekdays, outside office hours (8AM-5PM); Saturdays	Holidays and Sundays
ICE 201	PHP850.00	PHP890.00	PHP950.00
ICE 202	PHP850.00	PHP890.00	PHP950.00
ICE 203	PHP850.00	PHP890.00	PHP950.00
ICE 306A	PHP1,300.00	PHP1,335.00	PHP1,400.00
ICE 306B	PHP900.00	PHP935.00	PHP1,000.00
ICE 405	PHP4,250.00	PHP4,355.00	PHP4,550.00
ICE 408	PHP1,100.00	PHP1,150.00	PHP1,200.00
ICE 409A	PHP1,000.00	PHP1,050.00	PHP1,100.00
ICE 409B	PHP1,000.00	PHP1,050.00	PHP1,100.00
ICE 410	PHP900.00	PHP935.00	PHP1,000.00
ICE 411	PHP900.00	PHP935.00	PHP1,000.00

ICE 412	PHP1,400.00	PHP1,470.00	PHP1,600.00
ICE Boardroom	PHP1,850.00	PHP1,920.00	PHP2,050.00
ICE Lobby A**	PHP475.00	PHP475.00	PHP475.00
ICE Lobby B**	PHP475.00	PHP475.00	PHP475.00
ICE Lobby C**	PHP475.00	PHP475.00	PHP475.00
ICE Lobby D**	PHP475.00	PHP475.00	PHP475.00
ICE Lobby (Whole)	PHP1,900.00	PHP1,900.00	PHP1,900.00
ICE Theater	PHP4,750.00	PHP4,950.00	PHP5,500.00
Room Projector	PHP500.00.00	PHP500.00	PHP500.00
Sound System	PHP1,750.00	PHP1,750.00	PHP1,750.00
Theater Projector	PHP1,000.00	PHP1,000.00	PHP1,000.00

**Use of own equipment is subject to admin approval. Please list all equipment in the request form.*

***This rate is only for one section only (~30 sq.m). The entire ICE lobby has four sections. If you will use more than one section of the lobby, please enter multiple ICE lobby entries in the form. If you will use the entire ICE Lobby, please enter ICE Lobby (Whole) in the form.*



2. Equipment Rental

Rental of Construction Materials and Structures Laboratory equipment.

Office or Division:	Construction Materials and Structures Laboratory (CoMS Lab), Institute of Civil Engineering			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Researchers, Institutions, Private Companies, Contractors, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter containing the purpose and requested equipment		Requesting Party		
2. Lab Usage Request Form		- comslab.upd@up.edu.ph - Construction Materials and Structures Laboratory (CoMS Lab)		
3. Claiming Form				
4. Official Receipt/Proof of payment		UP Diliman Cash Office/Bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request Letter to: comslab.upd@up.edu.ph	1.1 Check and review request 1.2 Send copy or link of request form to the Requesting Party	None	20 Minutes	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
	2. Fill out and submit the Lab Usage Request Form to: comslab.upd@up.edu.ph	Receive and review form for feasibility of experiment and availability of equipment	None	1 Day
	Endorse reviewed form	None	<i>Faculty-in-Charge</i> Construction Materials and Structures Laboratory or <i>Director</i> Institute of Civil Engineering	

	<p>1.1 Notify client on approval, rejection, or if any modifications on the form are needed for approval</p> <p>1.2 Assess fees to be paid and approved days of usage</p> <p>1.3 Send bill and approval of request to the requesting party and payment options</p>	None		<p><i>Assisting Personnel</i></p> <p>Construction Materials and Structures Laboratory</p>
<p>3. Process payment</p> <p>3.1 Select preferred payment option and pay amount declared on the approved bill</p> <p>3.2 Submit official receipt/proof of payment to: comslab.upd@up.edu.ph</p>	<p>1. Receive payment</p> <hr/> <p>2. Verify official receipt or proof of payment</p> <p>3. Send Claiming Form to requesting party</p>	Refer to Table 1 below	20 minutes	<p><i>Cashier</i></p> <p>UP Diliman Cash Office</p> <hr/> <p><i>Assisting Personnel</i></p> <p>Construction Materials and Structures Laboratory</p>
<p>4. Fill out Claiming Form and send to: comslab.upd@up.edu.ph</p>	<p>Receive and review the form and inform requesting party about the approval of the request and date of usage</p>	None	20 minutes	<p><i>Assisting Personnel</i></p> <p>Construction Materials and Structures Laboratory</p>
<p>5. Use of equipment</p>	<p>Orient, assist, supervise and monitor the equipment usage</p>	None	1 Day	<p><i>Assisting Personnel</i></p> <p>Construction Materials and Structures Laboratory</p>
TOTAL		Refer to Table 1 below	2 Days and 1 Hour	

Table 1. Equipment Rental Rates

Equipment	Students	Others
Concrete Mixer and related materials	PHP500.00/day	PHP1,000.00/day
Water Permeability Apparatus	PHP500.00/day	PHP1,500.00/day



3. Materials Testing

Testing of construction materials.

Office or Division:	Construction Materials and Structures Laboratory (CoMS Lab), Institute of Civil Engineering			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Researchers, Institutions, Private Companies, Contractors, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		- comslab.upd@up.edu.ph - Construction Materials and Structures Laboratory (CoMS Lab)		
2. Pictures and actual test samples		Requesting Party		
3. Approved Bill		Construction Materials and Structures Laboratory (CoMS Lab)		
4. Claiming Form		- comslab.upd@up.edu.ph - Construction Materials and Structures Laboratory (CoMS Lab)		
5. Official Receipt/Proof of Payment		UP Diliman Cash Office/Bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Request Form at: comslab.upd@up.edu.ph 1.1 Send pictures of samples as directed to: comslab.upd@up.edu.ph	1. Receive and review the form and sample pictures for feasibility of the test method 2. Check availability of equipment to be used 3. Assess the fee based on test to be performed and number of samples for testing 4. Send bill to the requesting party	Assessed amount per Table 1 below	1 Day	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory

<p>2. Process payment</p> <p>2.1 Select preferred payment option as stated in the online Request Form and pay amount declared on the approved bill</p> <p>2.2 Submit bill and official receipt/proof of payment to: comslab.upd@up.edu.ph</p>	<p>1. Receive payment</p> <p>2. Verify official receipt or proof of payment</p> <p>3. Notify requesting party on the schedule of sample submission</p>		<p>1 Hour</p>	<p><i>Cashier</i> UP Diliman Cash Office or Online Payment</p> <p><i>Assisting Personnel</i> Construction Materials and Structures Laboratory</p>
<p>3. Submit test samples and printed bill on the scheduled drop off</p>	<p>Receive and inspect if the samples are prepared in accordance to test method declared in the bill</p> <p>Further review in case that non-conventional method is required</p> <p>Notify requesting party on the details of the approved version of non-conventional test method</p> <p>Ready samples according to measurement required for testing</p>	<p>None</p>	<p>1 Day and 4 Hours</p>	<p><i>Assisting Personnel</i> Construction Materials and Structures Laboratory</p> <p><i>Faculty-in-Charge</i> Construction Materials and Structures Laboratory</p> <p><i>Assisting Personnel</i> Construction Materials and Structures Laboratory</p>
<p>4. Witness testing through:</p> <p>4.1 Pictures and/or videos</p> <p>4.2 Scheduled time and date</p>	<p>Perform test and document proof of actual testing as executed</p> <p>Prepare data sheet</p> <p>Process result and prepare test report</p> <p>Certify test report</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 Hour per sample</p> <p>2 Days</p>	<p><i>Assisting Personnel</i> <i>Precision Instrument Technician III</i> <i>Laboratory Technician</i></p> <p>Construction Materials and Structures Laboratory</p> <p><i>Faculty-in-Charge</i></p>

				Construction Materials and Structures Laboratory
5. Fill out Claiming Form at: comslab.upd@up.edu.ph	1. Receive and review the form 2. Send certified test results to requesting party 3. For physical document requests, advise requesting party on the schedule of document pick-up. Dry-seal and release the test result.	None	2 Hours	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
TOTAL		Table 1 below	5 Days	

Table 1. Testing Rates

Test	Students	Others
Rubber Tensile/Tear/Bond Strength	PHP50.00/piece	PHP300.00/piece
Concrete Compression/Flexural Test	PHP50.00/piece	PHP100.00/piece
Rebar Tensile/Bending Test	PHP50.00/piece	PHP220.00/piece
Metal Tensile/ Flexural Test	PHP50.00/piece	PHP180.00/piece
Special Tests	PHP50.00/piece	PHP500.00/piece



Institute of Civil Engineering (COE-ICE)

Internal Services



1. Facility Rental

Processing of request for rental of facility and/or audio-visual equipment.

Office or Division:	Main Building, Institute of Civil Engineering			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Organizations, Offices, Colleges, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Director and endorsed by Organization Adviser/Office Head		Requesting Party		
2. Attachments per Table 1 below				
3. Reservation and request form		ice.upd@up.edu.ph		
4. Official Receipt/Proof of Payment		UP Diliman Cash Office/Bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to: ice.upd@up.edu.ph	1. Receive and check request letter 1.1 Send the reservation procedure and request form to requestor			<i>Assisting Personnel</i> Deputy Director's Office
2. Reserve the facility at least 5 WORKING DAYS before the event 2.1 Check the reservation guidelines and procedure sent through email 2.2 Accomplish the REQUEST FORM FOR THE USE OF UP ICE FACILITIES 2.3 Prepare the corresponding attachments in Table 1 2.4 Submit the accomplished form and the attachments indicated in checklist number 2 above	2. Check availability of the facility 2.1 Check and review reservation form and requirements submitted	Refer to Table 2 below	5 Days	<i>Assisting Personnel</i> Deputy Director's Office

3. Wait for email/text notification of the approval of request form	3. Approval of request form			<i>Deputy Director for Planning, Development and Finance and Director</i>
4. Pay the approved fees indicated in the request form at least 3 WORKING DAYS before the event	4. Accept payment and issue Official Receipt			<i>Cashier</i> UP Diliman Cash Office
5. Email scanned official receipt or proof of payment	5. Email confirmation of the approval of reservation			<i>Assisting Personnel</i> Deputy Director's Office
6. Site visit and/or coordination of facility set-up	6. Accommodate requesting party on technical and other set-up needs as agreed in the request form 6.1 Set-up facility and schedule workforce	None		<i>Assisting Personnel</i> Deputy Director's Office
TOTAL		Table 2	5 Days	

**Required if you will be using the lobby. Required only in rooms if the physical arrangement of the room is to be modified.*

Table 1. Classification of Requesting Party

College of Engineering Organizations	Non-College of Engineering Organizations
<ul style="list-style-type: none"> • <i>Request Letter addressed to the Director and endorsed by Organization Adviser/Office Head</i> • <i>Approved list of annual activities</i> • <i>Activity area Layout with dimensions*</i> 	<ul style="list-style-type: none"> • <i>Request Letter addressed to the Director and endorsed by Organization Adviser/Office Head</i> • <i>Accomplished Activity Request Form from Office of Student Activities</i> • <i>Activity area Layout with dimensions*</i>

** Required if you will be using the lobby and in rooms if the physical arrangement is to be modified.*

Table 2. Facility Rental Rates

Room/Space/Equipment*	Weekdays, within office hours (8AM-5PM)		Weekdays, outside office hours (8AM-5PM); Saturdays	
	College of Engineering Organizations	Non- College of Engineering Organizations	College of Engineering Organizations	Non- College of Engineering Organizations
ICE 201	PHP500.00	PHP700.00	PHP530.00	PHP730.00
ICE 202	PHP500.00	PHP700.00	PHP530.00	PHP730.00
ICE 203	PHP500.00	PHP700.00	PHP530.00	PHP730.00
ICE 306A	PHP650.00	PHP950.00	PHP680.00	PHP980.00
ICE 306B	PHP500.00	PHP700.00	PHP530.00	PHP730.00
ICE 405	PHP1,800.00	PHP3,300.00	PHP1,890.00	PHP3,390.00
ICE 408	PHP600.00	PHP850.00	PHP630.00	PHP880.00
ICE 409A	PHP520.00	PHP750.00	PHP550.00	PHP780.00
ICE 409B	PHP520.00	PHP750.00	PHP550.00	PHP780.00
ICE 410	PHP500.00	PHP700.00	PHP530.00	PHP730.00
ICE 411	PHP500.00	PHP700.00	PHP530.00	PHP730.00
ICE 412	PHP750.00	PHP1,050.00	PHP810.00	PHP1,110.00
ICE Boardroom	PHP1,450.00	PHP1,650.00	PHP1,500.00	PHP1,700.00
ICE Lobby A**	PHP400.00	PHP425.00	PHP400.00	PHP425.00
ICE Lobby B**	PHP400.00	PHP425.00	PHP400.00	PHP425.00
ICE Lobby C**	PHP400.00	PHP425.00	PHP400.00	PHP425.00
ICE Lobby D**	PHP400.00	PHP425.00	PHP400.00	PHP425.00
ICE Lobby (Whole)	PHP1,600.00	PHP1,700.00	PHP1,600.00	PHP1,700.00
ICE Theater	PHP2,700.00	PHP3,750.00	PHP3,000.00	PHP3,950.00
Room Projector	PHP200.00.00	PHP300.00	PHP200.00	PHP300.00
Sound System	PHP1,000.00	PHP1,250.00	PHP1,000.00	PHP1,250.00
Theater Projector	PHP400.00	PHP600.00	PHP400.00	PHP600.00

**Use of own equipment is subject to admin approval. Please list all equipment in the request form.*

***This rate is only for one section only (~30 sq.m). The entire ICE lobby has four sections. If you will use more than one section of the lobby, please enter multiple ICE lobby entries in the form. If you will use the entire ICE Lobby, please enter ICE Lobby (Whole) in the form.*



2. Equipment Usage

Usage of Construction Materials and Structures Laboratory equipment for class and research purposes.

Office or Division:	Construction Materials and Structures Laboratory (CoMS Lab), Institute of Civil Engineering			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Students, Faculty, Staff, Researchers, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter endorsed by adviser/head of department		Requesting Party		
2. Lab Usage Request Form		- comslab.upd@up.edu.ph - Construction Materials and Structures Laboratory (CoMS Lab)		
3. Claiming Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request Letter to: comslab.upd@up.edu.ph	1. Check and review request	None	20 Minutes	<i>Assisting Personnel</i>
	1.1 Send copy or link of request form to the Requesting Party			Construction Materials and Structures Laboratory
2. Fill out and submit the Lab Usage Request Form to: comslab.upd@up.edu.ph	2. Receive and review form for feasibility of experiment and availability of equipment	None	20 Minutes	<i>Assisting Personnel</i>
	2.1 Endorse reviewed form			<i>Faculty-in-Charge</i> Construction Materials and Structures Laboratory or <i>Director</i> Institute of Civil Engineering

<p>3. Fill out Claiming Form and send to: comslab.upd@up.edu.ph</p>	<p>3. Notify approval, rejection, or if any modifications on the form are needed for approval</p> <p>3.1 Notify requesting party on the approved date and days of usage</p>	None	20 Minutes	<p><i>Assisting Personnel</i></p> <p>Construction Materials and Structures Laboratory</p>
4. Use of equipment	4. Orient, assist, supervise and monitor the equipment usage	None	1 Day	<p><i>Assisting Personnel</i></p> <p>Construction Materials and Structures Laboratory</p>
TOTAL		None	1 Day and 1 Hour	



3. Materials Testing

Testing of materials for class and research purposes.

Office or Division:	Construction Materials and Structures Laboratory (CoMS Lab), Institute of Civil Engineering			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Students, Faculty, Staff, Researchers, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		- comslab.upd@up.edu.ph - Construction Materials and Structures Laboratory (CoMS Lab)		
2. Test Samples		Requesting Party		
3. Claiming Form		- comslab.upd@up.edu.ph - Construction Materials and Structures Laboratory (CoMS Lab)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the Request Form at: comslab.upd@up.edu.ph	1. Receive and review the form for feasibility of the test method 1.1 Check availability of equipment to be used 1.2 Confirm approval of request and notify requesting party on the schedule of sample submission	None	1 Day	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
	2. Submit test samples on the scheduled drop off			2. Receive and inspect if the samples are prepared in accordance to test method to be used
	2.1 Further review in case that non-conventional method is required		1 Day and 4 Hours	<i>Faculty-in-Charge</i> Construction Materials and Structures Laboratory
	2.3 Notify requesting party on the details of the	<i>Assisting Personnel</i>		

	approved version of non-conventional test method			Construction Materials and Structures Laboratory
	2.4 Ready samples according to measurement required for testing			
3. Witness testing through:	3. Perform test and/or document proof of actual testing as executed		1 Hour per sample	<i>Assisting Personnel Precision Instrument Technician III Laboratory Technician</i>
3.1 Pictures and/or videos	3.1 Prepare data sheet			
3.2 Scheduled time and date	3.2 Process result and prepare test report		2 Days	Construction Materials and Structures Laboratory
	3.3 Certify test report			<i>Faculty-in-Charge</i> Construction Materials and Structures Laboratory
4. Fill out Claiming Form and submit at: comslab.upd@up.edu.ph	4.1 Receive and review the form 4.2 Send certified test results to requesting party 4.3 For physical document requests, advise requesting party on the schedule of document pick-up. Dry-seal and release the test result.	None	2 Hours	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
TOTAL:		None	4 Days and 7 Hours	



FEEDBACK AND COMPLAINT MECHANISMS	
How to send a feedback	<p>Accomplish the Client Feedback Form and drop it at the designated box at the lobby guard.</p> <p>Clients may also contact ICE at (02) 89818500 loc. 3181-3182 or through email at ice.upd@up.edu.ph.</p>
How feedback is processed	<p>Every Friday, the ICE Anti-Red Tape Focal Person (IARTFP) collects all feedback forms for recording and submission to the ICE Committee on Anti-Red Tape (ICART) for review.</p> <p>Feedback requiring answers is forwarded to the concerned office to provide the necessary answer.</p> <p>The answer to the feedback is reviewed by the ICART and relayed to the client within three (3) days from the receipt of the feedback.</p> <p>For inquiries and follow-up, clients may contact ICE at (02) 89818500 loc. 3181-3182 or through email at ice.upd@up.edu.ph.</p>
How to file a complaint	<p>Answer the Client Complaint Form and drop it at the designated box at the lobby guard. Clients may also call or email ICE and provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence - Name of complainant and contact information <p>For inquiries and follow-up, clients may contact ICE at (02) 89818500 loc. 3181-3182 or through email at ice.upd@up.edu.ph.</p>
How complaints are processed	<p>The IARTFP checks the drop box on a daily basis. Complaint received is immediately evaluated and referred to the relevant office for proper action.</p> <p>For inquiries and follow-up, clients may contact ICE at (02) 89818500 loc. 3181-3182 or through email at ice.upd@up.edu.ph</p>
Contact Information	<p>Telephone Number: (02) 89818500 loc. 3181-3182 Email: ice.upd@up.edu.ph</p>



CLIENT FEEDBACK FORM

Unit: _____

Service Requested: _____

Instruction: Please encircle the number that corresponds to you rating.

A. How would you rate our service/s in term of quality?

1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent

B. How would you rate our service/s in term of timeliness?

1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent

C. Overall, how would you rate your experience with our service/s?

1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent

Any suggestion/s on how we can improve our service delivery?



University of the Philippines Diliman
College of Engineering
Institute of Civil Engineering
Tel. No. (02) 89818500 loc. 3181-3182 Email: ice.upd@up.edu.ph

CLIENT COMPLAINT FORM

Unit: _____

Service Requested: _____

A. Name of Person being complained:

B. Incident:

C. Evidence:

Contact information of the Complainant

In order for us to give feedback on the action taken relative to your complaint, kindly provide us the following information:

A. Name of complainant: _____

B. Contact Number: _____

C. Email Address: _____



This

CERTIFICATE OF COMPLIANCE

is presented to the

University of the Philippines

for being fully-compliant with the set of Freedom of Information (FOI) requirements, as validated by the Presidential Communications Operations Office, pursuant to Section 5 (b) of Memorandum Circular No. 2021-1, issued by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information, and Reporting Systems (Task Force Administrative Order 25, s. 2011).

Manila, Philippines.


JOSE RUPERTO MARTIN M. ANDANAR

Secretary and FOI Champion
Presidential Communications Operations Office

