



COMMISSION ON HIGHER EDUCATION

CITIZEN'S CHARTER

2022 (3rd Edition)



Republic of the Philippines
OFFICE OF THE PRESIDENT

COMMISSION ON HIGHER EDUCATION

CITIZEN'S CHARTER

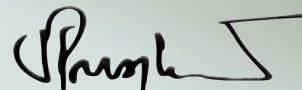
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FOREWORD

Mandated by the Republic Act (RA) No. 7722, otherwise known as the “Higher Education Act of 1994,” the Commission on Higher Education (CHED) carries out its function of establishing a complete, adequate and integrated system of higher education that (a) promotes relevant and quality higher education, (b) ensures access to quality higher education, (c) guarantees and protects academic freedom for continuing intellectual growth, advancement of learning and research, development of responsible and effective leadership, education of high level professionals, enrichment of historical and cultural heritages, and (d) commits to moral ascendancy that eradicates corrupt practices, institutionalizes transparency and accountability and encourages participatory governance.

To fulfill these mandates, CHED provides several internal and external services that are streamlined, efficient, responsive, and centered to the needs of the transacting public. The Commission, in compliance with RA No. 11032 or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018,” crafted this Citizen’s Charter to make its stakeholders aware of the services being offered and provide them with pertinent information on the procedures, requirements, and timelines, including a feedback and complaint mechanism that allows the continual improvement of the agency’s processes and operations.

The Commission is one with the Anti-Red Tape Authority (ARTA) in its objective of promoting ease of doing business and in creating an effective, efficient, and dedicated government. With this, the Commission commits to constantly develop, update, and improve its services which would help in the eventual realization of its national commitment to a transformational leadership that puts education as the central strategy for investing in the Filipino people, reducing poverty, and building national competitiveness.



J. PROSPERO E. DE VERA III, DPA

Chairperson





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MANDATE

The Commission on Higher Education 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.

VISION

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

MISSION

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

QUALITY POLICY STATEMENT

We, at the Commission on Higher Education (CHED), shall lead the Philippine higher education sector to:

- ▶ Cultivate an equitable and sustainable higher education landscape that produces locally responsive, innovative, globally competitive graduates, and lifelong learners;
- ▶ Harmonize mandates to promote inclusive access to higher education, ensure sustainable quality assurance of programs, and assert relevance of institutions;
- ▶ Exemplify resilience and humility in service, integrity, excellence, and development-driven mindset; and,
- ▶ Demonstrate continuous improvement in our Quality Management System to achieve our vision.



SERVICE PLEDGE

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

- ▶ **Ensure** timely response to communications, queries and requests and serve the public courteously and with utmost respect;
- ▶ **Develop** mechanisms to continually innovate and enhance our operations, systems and procedures, and enrich workforce/personnel to ensure quality service to the satisfaction of clientele;
- ▶ **Uphold** 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;
- ▶ **Continue** 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;
- ▶ **Adhere** to the agency's core values of fairness, integrity, teamwork, innovativeness, commitment and competence;
- ▶ **Take** 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;
- ▶ **Empower** higher education institutions in the implementation of their mandates to produce an educationally qualified workforce, enable professional organizations to assist in the growth and development of its members, share with the public necessary information through our website (www.ched.gov.ph), and encourage clients' feedbacks, comments and suggestions.

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



CENTRAL OFFICE

EXTERNAL SERVICES



The issuance of Certificate of Accreditation of NGO as National Service Training Program (NSTP) Service Provider is the process by which a Non-Government Organization(NGO) is vetted for its qualifications to be a service provider in the formulation and administering 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) – Local Student Affairs Division (LSAD)
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	

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit online application letter together with the supporting documents	1	Evaluate completeness of the documents, if found complete, receive the application and forward the same to the Division Chief for routing, otherwise return documents to applicant	None	0.5 day	Local Student Affairs Division (LSAD) Staff
2	Wait for schedule of ocular inspection	2	Arrange logistics and schedule of ocular inspection including preparation of travel authority and other travel arrangements and notify the NGO applicant	None	8.5 days	LSAD-NSTP Focal and Support Staff, CEPS, SEPS Director

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Prepare for ocular inspection	3	Conduct ocular inspection	Service fee is free (Cost for ocular inspection is chargeable to the applicant NGO)	3 days	LSAD-NSTP Focal
4	Wait for notice of result	4.1	Prepare and submit ocular and validation report	None	7.5 days	LSAD-NSTP Focal
		4.2	Review the ocular and validation report and affix initial			CEPS/ SEPS
		4.3	Recommend to the OED the approval of the Accreditation Certificate			Director
		4.4	Review and ensure the completeness of the requirements and affix initials			Executive Director
		4.5	Sign the Accreditation Certificate			Chairman
5	Claim the Accreditation Certificate	5	Release the Accreditation Certificate	None	0.5 day	LSAD-NSTP Focal
TOTAL				None	20 Working Days	

Application for Certification, Authentication and Verification (C.A.V) of Diploma and Transcript of Records of Graduates from Far Flung Regions



This service being provided by the CHED- Office of Student Development and Services (OSDS) aims to assist NCR-based Filipino higher education graduates from far-flung regions requesting for certified, authenticated and verified school documents for land-based, sea-based, overseas and local employment and other purposes.

OFFICE OR DIVISION	Office of Student Development and Services (OSDS) - International Student Affairs Division (ISAD)
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL	All applicants for Local and Overseas Employment

REQUIREMENTS	WHERE TO SECURE
1 Accomplished ISAD Application form	available at www.ched.gov.ph or CHED Central Office – Office of Student Development and Service
2 Original copy and Photocopy of Transcript of Records (T.O.R.)	HEI or personal copy
3 Original copy and Photocopy of Diploma	
* If applicable, Original Copy and True Copy of Related Learning Experience certified by HEI Registrar	

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit online the filled-up ISAD Application Form and requirements.	1	Receive and evaluate, the application for completeness of requirements and issue an Order Payment to the CHED Cashier. If not, return document or notify applicant.	None	1 day	International Student Affairs Division (ISAD) Staff
2	Pay the CAV Fee	2	Receive payment for the CAV Application and issue Official Receipt	Php 80.00		Cashier
3	Present the Official receipt to CAV Focal Person	3.1	Receive Official Receipt for payment of CAV Application and prepare Endorsement Letter	None		ISAD CAV Focal
		3.2	Review Endorsement Letter and affix initials			ISAD Chief EPS
		3.3	Sign Endorsement Letter		Director	
		3.4	Forward signed Endorsement Letter to the CHEDRO.		ISAD Focal Person	

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**APPLICATION FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (C.A.V) OF
DIPLOMA AND TRANSCRIPT OF RECORDS OF GRADUATES FROM FAR FLUNG REGIONS**



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Present the Official receipt to CAV Focal Person	3.5	Receive Endorsement Letter and evaluate attached documents for authenticity. If found in order, send reply confirmation on the authenticity of the HEI documents,	None	5 days	<i>CHEDRO CAO</i>
		3.6	Prepare CAV and affixes initials			<i>ISAD CAV</i>
		3.7	Review and affix initials on CAV.			<i>Focal CEPS/ SEPS</i>
		3.8	Sign the CAV.			<i>Director</i>
4	Claim the CAV	4	Affix CHED Seal and release the CAV	None		<i>ISAD Staff</i>
TOTAL				PHP 80.00 per copy	7 Working Days	

The issuance of Certificate of Eligibility for Admission to Medical Program (CEM) is a process by which a Foreign Student (FS) seeking admission to a Medical Program in a Philippine Medical School is evaluated based on his preparatory medical program credentials, National Medical Admission Test (NMAT) results and on other requirements for eligibility.

OFFICE OR DIVISION	Office of Student Development and Services (OSDS) – International Student Affairs Division (ISAD)
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 Medical Program in the Philippines

REQUIREMENTS	WHERE TO SECURE
1 Duly accomplished application form	www.ched.gov.ph or CHED Central Office - Office of Student Development and Service
2 Letter/Indorsement from HEI signed by the HEI Registrar	Higher Education Institution authorized to accept foreign students
3 Photocopy of Passport	
4 True copy of Transcript of Records from the preparatory medical program certified by HEI Registrar	
5 Photocopy of Diploma or Certificate of Graduation where he/she graduated certified by HEI Registrar	
6 Notice of Acceptance indicating the quota number of the student signed by the HEI Registrar	
FOR MEDICAL PROGRAM	
7 Photocopy of National Medical Admission Test (NMAT) result certified by HEI Registrar	

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**APPLICATION FOR CERTIFICATION OF ELIGIBILITY FOR
ADMISSION TO MEDICAL/DENTAL PROGRAM (CEM/CED)**



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit online the duly accomplished Application Form with the necessary requirements	1	Receive and evaluate application for CEM for completion of the attached requirements and issue order of payment for the cashier. If not complete, return documents or notify the applicant	Php 500.00	0.5 day	<i>International Student Affairs Division (ISAD) Staff</i>
2	Pay the corresponding fee	2	Receive payment and issue Official Receipt			<i>Cashier</i>
3	Present Official Receipt to ISAD FS Focal Person	3.1	Check the OR and review the submitted documents. If found in order, prepare the CEM, otherwise, prepare Deficiency Letter addressed to the HEI applicant	None	0.5 day	<i>ISAD FS Focal</i>
		3.2	Review the CEM/ Deficiency Letter and affix initials		5 days	<i>ISAD Chief EPS</i>
		3.3	Sign the CEM/ Deficiency Letter		0.5 day	<i>Director</i>
4	Claim the CEM	4	Affix dry seal on the CEM and release CEM or Deficiency Letter	None	0.5 day	<i>ISAD Staff</i>
TOTAL				PHP 500.00 per copy	7 working days	

Application for Autonomous or Deregulated Status of Private HEIs



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 (OIQAG) – Quality Assurance Division (QAD)
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2B - Government to Business
WHO MAY AVAIL	Private Higher Education Institutions (PHEIs)

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 spreadsheets 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.	

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
PHASE 1 (PROCESS COVERED BY CHED REGIONAL OFFICES)						
1	Submit application and corresponding documentary requirements to CHEDRO for review and endorsement to OIQAG.	1.1	Receives and acknowledges application documents.	None	1 day	CHEDRO Focal Person
		1.2	Checks completeness and preparation of endorsement.		3 days	CHEDRO FOCAL PERSON
		1.2.1	If complete, CHEDRO endorses documents to OIQAG for Phase 2 and informs the institution of the result of the CHEDRO process.			
		1.2.2	If not complete, CHEDRO informs the institution of the result of the CHEDRO checking for resubmission.			
2	Receives information on application from the CHEDRO.		None	1 day		
TOTAL			None	5 working days		

PHASE 2 (EVALUATION BY OIQAG AND TWG)						
3	Wait for the publishing of the list of autonomous or deregulated HEIs	3.1	OIQAG receives and acknowledges HEI's application documents from CHEDRO.	None	1 day	OIQAG-QAD
		3.2	Determines sufficiency of data, and conduct initial documentary analysis and prepares initial report based on CMO No. 46, s. 2012.	None	12 days	OIQAG-QAD
		3.3	Convenes TWG for presentation and deliberation of findings.	None	1 day	OIQAG-QAD
		3.4	Prepares Recommendation to the CEB	None	1 day	OIQAG-QAD
		3.5	CEB deliberates on the findings and recommendation of the TWG on HEI Classification.	None	1 day	Commission en banc
		3.6	Provide final decision on the vertical classification of HEI applicant.	None		
		3.7	Prepares CHED Memorandum Order (CMO) that will issue the list of autonomous or deregulated HEIs and the benefits attached to each status.	None	2 days	OIQAG-QAD
		3.8	Signs the CMO	None	0.5 day	OC
		3.9	Assigns CMO Number	None	0.5 day	AFMS - Records

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Receipt of communication informing the result of vertical classification.	4	Sends out communication to HEIs on the publishing of the grantees' list.	None	1 day	OIQAG-QAD AFMS
TOTAL				None	20 working days	

PHASE 3 (AWARDING OF CERTIFICATE)						
5	Wait for the invitation for the awarding of certificates	5	OIQAG prepares certificates based on the granted status.	None	1 day	OIQAG-QAD
6	Receipt of invitation for the awarding ceremony	6.1	Send out invitation to HEIs for the awarding of certificates	None	1 day	OIQAG-QAD
		6.2	Plan for the awarding ceremony	None	10 days	
7	Receipt of certificate	7	Awarding/issuance of certificate of the grant of status.	None	1 day	OIQAG-QAD, Commission en banc
TOTAL				None	13 Working Days	

This procedure refers to 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)

REQUIREMENTS	WHERE TO SECURE
FOR GOVERNMENT EMPLOYEES:	
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:	Sending Government agency
1 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.	
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 Letter of Intent	Applicant
2 Recommendation from employer or former dean/professor	Employer
3 Certificate of Employment	
4 Photocopy of Transcript of Academic Records (Baccalaureate/Graduate)	HEI
5 Photocopy of Diploma (Baccalaureate/Graduate)	
6 NBI/Police Clearance	NBI/Police Station

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Endorsement Letter together with required documents.	1	Receive, record & acknowledge application documents.	None	1 day	Assigned staff
2	Wait for schedule of panel interview	2.1	Evaluate and validate application documents.	None	4 days	Assigned staff
		2.2	Arrange and confirm panel interview with applicants and members of the Scholarship Screening Committee (SSC).		2 days	
3	Report for panel interview.	3	Conduct panel interview. Inform applicant of interview result and required additional documents.	None	1 day	Scholarship Screening Committee Assigned Staff
4	Submit additional requirements.	4.1	Prepare documentary requirements for submission to embassy/donor country and/or nominating agency.	None	12 days	Assigned staff
		4.2	Sign Status of Nomination for nominating agency.	None		IAS Director
		4.3	Sign endorsement for submission to the Embassy/donor agency. Submit endorsement together with other documentary requirements to Donor Agency/embassy through Department of Foreign Affairs (DFA).	None		IAS Director, Executive Director, CHED Chairman
		4.4	Receive notification from Donor Agency	None		Assigned staff
		4.5	Notify the applicants through phone	None		
		4.6	Drafts official communication for sending agency.			
		4.7	Sign Notice of Acceptance addressed to the head of sending agency/employer/ applicant			IAS Director
5	Process travel and other documents required by donor agency.	5	Monitor program and respond to queries and requests of scholar as needed.	None		Assigned staff
TOTAL				None	20 Working Days	

Application for Grant of Authority to Offer Programs via the ETEEAP



Expanded Tertiary Education Equivalency and Accreditation Program (ETEEAP) is a comprehensive educational assessment program that recognizes knowledge, skills, attitudes and values (KSAVs) obtained by individuals from formal, non-formal and informal education and training and related work experiences.

Deputized higher education institutions (HEI) may administer competency-based evaluation by utilizing equivalency competence standards and a comprehensive assessment system employing written test, interview, skills demonstration and other creative assessment methodologies and award appropriate certificate or degree to the candidate who has earned the equivalent credits.

The deputization of a higher education institution (HEI) to offer programs via ETEEAP will authorize HEIs to grant degrees to prospective student applicants based on the individual's formal, non-formal and informal education and training and related work experiences.

OFFICE OR DIVISION	Office of Programs and Standards Development (OPSD) - Non-Conventional Higher Education Division (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"> Center of Excellence (COE) or Center of Development (COD) in the program/ discipline to be offered through ETEEAP; 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; <p>Note: For SUCs, a Certificate of Program Compliance (COPC) will be required.</p>

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REQUIREMENTS	WHERE TO SECURE
BASIC DOCUMENTS	
1 Photocopy of Official Receipt for Payment of Application for ETEEAP Deputization/per additional ETEEAP program (CHED Administrative (CAO) No. 4, series of 2014)	to be submitted by the applying HEI
2 Letter of application	
3 Institutional and program profile.	
4 Certificate/s of Program Accreditation	
5 Certificate of Award (COE/COD)	
6 Board performance of the program to be offered through ETEEAP: 3 years prior to application (if applicable).	
7 Mission and Vision of the institution and Mission and Vision of the Program valuing and recognizing alternative learning	
8 Board Resolution endorsing the application for Deputization/Offering additional programs (for SUC applicants)	
9 Certificate of Program Compliance (for SUC applicants)	
INSTITUTIONAL MANAGEMENT AND SUPPORT	
1 Annual Budget Plan	to be submitted by the applying HEI
2 Marketing and Promotions Plan	
3 Institutional Development Plan for ETEEAP	
4 Organizational structure of the ETEEAP within the institution	
5 Schedule of fees (for the program being applied for offering via ETEEAP)	
PROGRAM CAPABILITY	
1 Compliance with specific policies, standards and guidelines (PSG) for specific program/s	to be submitted by the applying HEI
2 Curriculum of the resident program to be offered through the ETEEAP	
3 Matrix of competencies where credit will be awarded (based on Competency Standards)	
4 Assessment instruments	
5 List of internal and external assessors, their qualification and subject/competency assignment in the ETEEAP	
6 Criteria and procedure for selection of internal and external assessors	
7 Assessment procedures with timelines	
8 Competency enhancement program package to be provided	
9 Provision for research as a requirement for graduation	

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit application with complete required documents (per CMO No. 54, s. 2016)	1	Conduct preliminary evaluation and forward application with favorable recommendation to OPSD for final evaluation	HEI deputization - Php 15,000.00 per additional program - Php 15,000.00	3 days	CHEDRO
2	Wait for schedule of evaluation visit	2.1	Receive, record, acknowledge and review the application as to completeness of required documents.	None	3 days	Assigned Staff/Chief/Director
		2.2	If complete, refer to TP ETEEAP/schedules visit of TP ETEEAP and TC (concerned program).			
		2.3	If incomplete, notify CHEDRO of incomplete documents based on checklist			
		2.4	Notify the CHEDRO of the scheduled visit and prepare logistics for the visit			
3	Prepare for evaluation visit	3.1	Conduct TP ETEEAP meeting/evaluation visit	None	3 days	Assigned Staff/Chief OPSD Evaluation Team (TP/TC, OPSD, CHEDRO)
		3.2	Prepare report and notify applicant of deficiencies			
4	Receive report and prepare and submit compliance documents to OPSD copy furnished CHEDRO	4	Receive, acknowledge compliance documents	None	5 days	Assigned Staff

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Wait for notice of result	5.1	Review and refer submitted compliance documents to: TP ETEEAP and TP/TE/RQAT (specific to the program)	None	10 days	Assigned Staff/Chief, NHD-OPSD/ Director
		5.2	Conduct TP ETEEAP meeting to review the submitted compliance documents and signing of resolutions (includes processing of necessary administrative documents)		3 days	TP ETEEAP / TC concerned/ Assigned Staff/Chief, NHD-OPSD
		5.3.1	With favorable recommendation, prepare necessary documents and elevate the matter for inclusion in CEB agenda		3 days	Assigned Staff/Chief, NHD-OPSD
		5.3.2	If unfavorable, inform the HEI thru CHEDRO of disapproval		10 days	Commission en banc
		5.4	Deliberate and approve			
		5.5	Notify HEI of the action taken by the CEB (approval, disapproval, or notation) on the application, copy furnished CHEDRO and prepare CEB Resolution			
		5.6	Issue the Certificate of Deputization and forward to the Records Section released			
6	Claim the Certificate of Deputization	6	Release the Certificate of Deputization	None	CHED-CO Records Section	
TOTAL				For ETEEAP deputization Php 15,000.00 per additional program Php 15,000.00	40 Working Days	

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	Office of Planning, Research and Knowledge Management (OPRKM) - Research Management Division (RMD)
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G - Government to Government & G2C - Government to Citizen
WHO MAY AVAIL	Higher Education Institutions (HEIs)

REQUIREMENTS	WHERE TO SECURE
1 Duly signed Project Application Forms	CHED Website and OPRKM-RMD
2 Original copy of the endorsement by the Board of Regents for State Universities and Colleges	SUC Boards

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit full-blown proposal online on or before the deadline for proposals	1	Receive and record the fullblown proposal with complete requirements and advise the client of the timeline of the review process through an acknowledgment letter. If incomplete, inform the applicant sender of the deficiencies and the deadline for re-submission.	None	1 hour	<i>Project Technical Staff Assigned</i>
2	Receive acknowledgment letter	2	Forward complete fullblown proposal to Technical Experts.	None	30 minutes	<i>Project Technical Staff</i>

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
<p><i>To choose the best proposals, submissions from similar disciplines are pooled and are reviewed side by side by technical experts. The subsequent steps start the day after the deadline of submitting proposals.</i></p>						
3	Wait for notice of result of evaluation	3.1	None	10 days	Technical Evaluator OPRKM Senior EPS/ EPS II/ Project Technical Staff	
		3.2				3.3
		3.4				3 days
		3.4.1				
		3.4.2				
		4	For proposal with minor or major revision, prepare and submit revised proposal	4.1	None	7 days
4.2	5 days					
4.3						
4.4						

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	For proposal with minor or major revision, prepare and submit revised proposal	4.5	Review CSW to ensure proper revisions are made before forwarding to the Director IV	None	2 days	RMD Chief
		4.6	Review CSW, and sign and forward to ComSec for CEB/ManCom		3 days	OPRKM Director/ RMD-Technical Staff OPRKM
		4.7	Deliberate and decide on the proposal. If there are additional requirements to the proposal, notify the proponent.		10 days	Commission-en-banc
		4.8	Prepare letter addressed to the Head of the HEI and the project proponent (regrets and notice of approval), MOAs with full supporting documentary requirements		1 day	RMD-Technical Staff OPRKM
		4.9	If approved by the CEB, send letter and the prepared MOA for the HEI Head's signature and proper notarization.			
		4.10	If disapproved, send a letter of regret to the Head of the HEI and the proponent.			
5	For approved proposals, receive letter of confirmation and instruction to accomplish other supporting documents		End of process			
	For disapproved proposal, receive letter of regret					
TOTAL				None	40 Working Days	

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.

OFFICE OR DIVISION	Office of the Institutional Quality Assurance and Governance (OIQAG) - Quality Assurance Division (QAD)
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G - Government to Government; G2B - Government to Business
WHO MAY AVAIL	All Higher Education Institutions

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)	www.ched.gov.ph
3 CHEDRO approved visit schedule	To be coordinated with the CHEDRO

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PHASE I (APPLICATION & PREPARATION)						
1	Submits application letter for ISA visit including the proposed schedule to CHEDRO.	1	CHEDRO receives and acknowledges application letter of the HEI with information to submit completed SED at least 2 months prior to the proposed visit schedule.	None	1 day	CHEDRO Focal Person(s)
2	Receives acknowledgement of receipt of letter from CHEDRO					
3	Waits for the proposed visit schedule	3.1	CHEDRO endorses the application letter to OIQAG.	None	1 day	CHEDRO Focal Person(s)
		3.2	OIQAG receives and acknowledges CHEDRO-endorsed ISA application letter and earmarks the proposed visit schedule		1 day	OIQAG-QAD Focal Person(s)

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Submits accomplished SED to CHEDRO at least 2 months prior to the proposed ISA visit schedule	4.1	CHEDRO receives and acknowledges receipt of accomplished SED	None	1 day	CHEDRO Focal Person(s)
		4.2	CHEDRO reviews the appropriateness and completeness of the SED. If the SED is not in order, CHEDRO returns the SED to the HEI with the corresponding feedback for improvement.		7 days	CHEDRO Focal Person(s)
5	Receives feedback from the CHEDRO for the improvement of the SED, and returns to CHEDRO the revised SED. If the SED is complete and in order, this step is not necessary.					
6	Receives a copy of the CHEDRO endorsement of their SED to OIQAG	6.1	CHEDRO endorses the reviewed SED to OIQAG, copy furnished the HEI.	None	1 day	CHEDRO Focal Person(s)
		6.2	OIQAG receives and acknowledges the SED.		1 day	OIQAG-QAD Focal Person(s)
		6.3	OIQAG convenes the ISA team		4 days	OIQAG-QAD Focal Person(s)
		6.4	OIQAG prepares and disseminates communication on the confirmation of visit, which also contains the composition of the ISA Team, to the HEI through the CHEDRO.		2 days	OIQAG-QAD Focal Person(s)
7	Receives the communication on confirmation of visit, reviews the composition of the ISA Team and request for the replacement of assessors if conflict of interest is established					
8	Coordinates with CHEDRO Focal Person regarding the preparations for the visit	8.1	OIQAG arranges for the administrative and financial requirements of the visit	None	10 days	OIQAG-QAD Focal Person(s)
		8.2	OIQAG coordinates with the ISA Team and CHEDRO Focal Person for the travel and transportation arrangements		2 days	OIQAG-QAD Focal Person(s)
TOTAL				None	31 Working Days	

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PHASE II (ASSESSMENT VISIT STAGE)						
9	Waits for the conduct of the assessment visit	9.1	ISA Team conducts initial evaluation of the SED	None	1 day	ISA Team
		9.2	ISA Team conducts meeting with CHEDRO and OIQAG Focal Persons		1 day	ISA Team OIQAG-QAD Focal Person(s) CHEDRO Focal Person(s)
10	Participates in the assessment visit	10.1	ISA Team conducts assessment visit	None	3 days	ISA Team OIQAG-QAD Focal Person(s) CHEDRO Focal Person(s)
		10.2	ISA Team submits Assessment Report to OIQAG		1 day	ISA Team OIQAG-QAD Focal Person(s)
TOTAL				None	6 Working Days	

PHASE III (POST-ASSESSMENT STAGE)						
11	Receives the communication regarding the review and finalization process of the report.	11.1	OIQAG prepares and disseminates a communication to the HEI regarding the assessment report review and finalization process that will be undertaken before the release of results.	None	1 day	OIQAG-QAD Focal Person(s)
		11.2	TWG reviews and confirms the assessment report		2 days	TWG on ISA
		11.3	ISA Assessors finalize the assessment report		3 days	ISA Assessors
		11.4	OIQAG consolidates, formats, and prints the final assessment report		3 days	OIQAG-QAD Focal Person(s)
		11.5	OIQAG forwards the final assessment report to the HEI through the CHEDRO		1 day	OIQAG-QAD Focal Person(s)
12	Receives the assessment report	12	CHEDRO forwards a copy of the final assessment report to HEI	None	1 day	CHEDRO Focal Person(s)
TOTAL				None	11 Working Days	



Application for Permit/Recognition/Certificate of Program Compliance (COPC) to Operate Graduate Programs, Medicine, Dentistry, Nursing, Engineering and Programs Without Existing Policies, Standards and Guidelines (PSGs) – Phase 2: Issuance of Permit/Recognition/Certificate of Program Compliance

As provided for under Section 8 of Republic Act (R.A.) No. 7722, one of the powers and functions of the Commission is to evaluate and monitor the performance of programs of higher learning for appropriate incentives as well as the imposition of sanctions such as, but not limited to, diminution or withdrawal of subsidy, recommendation on the downgrading or withdrawal of accreditation, program termination or school course; This service refers to the processing of applications for issuance of Government Authorization such as Permit/Recognition and COPC to HEIs with intention to operate Graduate programs, Medicine, Dentistry, Nursing Engineering and programs without PSGs.

Application/s can be submitted in printed or electronic format to the CHED Regional Office for initial evaluation and issuance of certification of eligibility. (Please refer to CHEDRO Service on Application for Permit/Recognition/Certificate of Program Compliance (COPC) to operate Graduate Programs, Dentistry, Nursing, Engineering and Programs Without Existing Policies, Standards and Guidelines (PSGs) - Phase 1: Issuance of Certificate of Eligibility).

The application shall be forwarded by the CHEDRO to the Office of Programs and Standards Development (OPSD) – Standards Development Division (SDD) for deliberation and recommendation by the Technical Panel for approval by the Commission-en-banc (Phase 2).

OFFICE OR DIVISION	Office of Programs and Standards Development (OPSD) - Standards Development Division (SDD)
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2B - Government to Business
WHO MAY AVAIL	Higher Education Institutions in the Philippines

REQUIREMENTS		WHERE TO SECURE
FOR APPLICATION FOR INITIAL/RENEWAL PERMIT/RECOGNITION/COPC		
1	Complete application documents per GPR form	CHEDRO
2	CHEDRO favorable recommendation based on results of preliminary evaluation	CHEDRO (Phase 1: Issuance of Certificate of Eligibility)

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Waits for CHEDRO feedback/ acknowledgment letter	1.1	Receives, records and routes the application documents endorsed by the CHEDRO	None	2 days	Director Office Staff
		1.2	Receives, records, and forwards the application documents to the Division Chief/Asst. Division Chief for routing to focal person in-charge	None		Designated Staff-Office of the Division Chief
		1.3	Prepares acknowledgement letter with information on the action to be taken	None		

**APPLICATION FOR PERMIT/RECOGNITION/CERTIFICATE OF PROGRAM COMPLIANCE (COPC)
TO OPERATE GRADUATE PROGRAMS, MEDICINE, DENTISTRY, NURSING, ENGINEERING AND
PROGRAMS WITHOUT EXISTING POLICIES, STANDARDS AND GUIDELINES (PSGS) –
PHASE 2: ISSUANCE OF PERMIT/RECOGNITION/CERTIFICATE OF PROGRAM COMPLIANCE**



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Waits for CHEDRO feedback/ acknowledgment letter	1.4	Reviews the application documents and CHEDRO recommendation	None	3 days	<i>Division Chief/ Asst. Chief</i>
		1.5	Processes necessary administrative documents for the conduct of technical panel meeting to deliberate the recommendation of the technical evaluators			<i>Focal person in-charge of the program</i>
		1.6	Reviews, deliberates and acts on the result of the evaluation of technical evaluators and makes recommendation thru issuance of a Resolution			<i>Technical Panel</i>
		1.7	If with favorable recommendation, prepare CSW form with supporting documents to the CEB for final action OR If with no favorable recommendation, inform HEI thru CHEDRO of the result of evaluation (DENIAL/DISAPPROVAL)			<i>Focal person in-charge of the program</i>
For disapproved applications:						
2	Receives result through CHEDRO		End of process			
TOTAL			None	8 Working Days		
For application with Favorable Recommendation:						
3	Waits for feedback from CHEDRO	3.1	Deliberates and makes final decision on the application.	None	10 days	<i>Commission en banc</i>
		3.2	If approved/disapprove/ with notation, notifies HEI/s of the action taken by the CEB (approval, disapproval, or notation) on the application, copy furnished CHEDRO and prepare CEB resolution	None		<i>Chairperson</i>
		3.3	Issues Certificate of Government Authority and forward to the Records Section for release	None		<i>Executive Office</i>
4	Claims the Certificate of Government Authority	4	Releases the Certificate of Government Authority	None	<i>CHED-CO Records Section</i>	
TOTAL			None	10 Working Days		

Application for Permit/Recognition to Operate the Bachelor of Science in Marine Transportation (BSMT) and Bachelor of Science in Maritime Engineering (BSMarE) Programs



The agency recognizes the declared policy of the State to protect, foster, and promote the right of all citizens to quality education. In particular, the CHED, together with MARINA, recognizes that protecting and promoting the quality of maritime education is a matter of national interest and an international obligation, the Philippines being a party and signatory of the STCW '78, as amended.

Thus, higher education institutions intending to offer BS Marine Transportation (BSMT) and BS Marine Engineering (BSMarE) programs shall undergo the process of evaluation prior to the issuance of Government Permit/Recognition, in accordance with the provisions pertaining thereto in CMO 40, s. 2008, Joint CHED-MARINA Memorandum Circular (JCMMC) No. 1, s. 2019, and JCMMC No. 2, s. 2019.

OFFICE OR DIVISION	Office of Program and Standards Development (OPSD) - Division of Programs with International Conventions (DPIC)
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2B - Government to Business
WHO MAY AVAIL	Higher Education Institutions in the Philippines

REQUIREMENTS	WHERE TO SECURE
FOR APPLICATION FOR INITIAL/RENEWAL PERMIT	
1 Complete application documents per GPR form	CHEDRO
2 CHEDRO favorable recommendation based on results of preliminary evaluation	CHEDRO
3 Annex A, B, C1, C2, of JCMMC No. 2 series of 2019	CHEDRO, CHEDCO, CHED Website, Marina Website

HOW TO AVAIL OF THE SERVICE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submits complete application documents per GPR and Annexes of the Joint CHED-MARINA Memorandum Circular on processing of applications form to CHEDRO	1 Receives, records, and review completeness of content of application documents If complete, forwards application documents to OPSD If not, returns application documents to the institution (End Process)	Php 23,000/ program Breakdown: Application fee: Php 8,000 Inspection fee: Php15,000	5 days	CHEDRO

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Waits for feedback from CHEDRO/ acknowledgement letter	2.1	Receives, records, and forwards application documents to the Division concerned for routing	None	5 days	Office of the Director's Staff/ Designated staff
		2.2	Reviews completeness and content of the application documents			
		2.2.1	If complete, prepares acknowledgement letter and with information on the action to be taken; forward results of the review and the application documents to STCWO			
		2.2.2	If documentary findings are noted, prepares acknowledgement letter with noted deficiencies, copy furnished CHEDROs (process time restarts upon receipt of compliance)			
3	Receives acknowledgment letter with information on the action to be taken	3.1	Receives, records, and calls for joint CHED-MARINA (Evaluation and Inspection Team- EIT) review of application documents	None	May vary depending on the timelines of the agency concerned	MARINA - STCWO Accreditation Division
		3.2	Reviews application documents		1 day	Designated EIT
		3.2.1	If recommended for inspection, forwards results of the review to the TPME MARINA Secretariat		1 day	Designated EIT
		3.2.2	If documentary findings are noted, prepares letter to applicant HEI, copy furnished CHED			Focal person in-charge of the program
		3.3	Schedules TPME meeting and prepare administrative matters		9 days	MARINA Secretariat
		3.4	Conducts meeting and decide whether to conduct an inspection or not and inform the HEI			CHED-MARINA Secretariat TPME
		3.5	For inspection, prepares and arrange logistics			Designated Staff

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Receives information for inspection or not	4.1	Conducts evaluation and inspection and prepare inspection report	None	3 days	<i>MARINA STCW Executive Director & Lead Evaluator OPSD</i>
		4.2	Endorses inspection report to CHED-OPSD upon receipt from the EIT	None		
	Participates and assists the EIT during evaluation and inspection	4.3	Receives, records, and forwards inspection report for inclusion in the TPME agenda for discussion	None	3 days	<i>Designated EIT with MARINA</i>
		4.4	If inspection report indicates recommendation for further action, notifies the applicant HEI of the deficiencies	None		
5	Receive inspection report, submit deficiencies if necessary and wait for feedback	5.1	Schedule TPME meeting and prepare administrative matters	None	May vary depending on the timelines of the agency concerned	<i>MARINA Secretariat</i>
		5.2	Validate the results of inspection or re-inspection for concurrence with EIT. With concurrence, forward its recommendation to the Commission en banc (CEB) for action. For non-concurrence, seek clarification for a common recommendation to be endorsed to CEB for action	None	1 day	<i>CHED-MARINA Secretariat</i>
		5.3	Prepare endorsement with supporting documents to the CEB for final action	None	2 days	<i>Designated staff</i>

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APPLICATION FOR PERMIT/RECOGNITION TO OPERATE THE BACHELOR OF SCIENCE IN MARINE TRANSPORTATION (BSMT) AND BACHELOR OF SCIENCE IN MARITIME ENGINEERING (BSMARE) PROGRAMS



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Receive inspection report, submit deficiencies if necessary and wait for feedback	5.4	Deliberate on the recommendation and decide.	None	10 days	<i>Commission en Banc/</i>
		5.5	If approved, prepare CEB Resolution and notify HEI/s of the action taken by the CEB (approval, disapproval, or notation) on the application, copy furnished CHEDRO	None		<i>Commission Secretariat OPSD-TPME Secretariat</i>
		5.6	Issue Certificate of Government Authority and forward to the Records Section for release	None		
6	Claim the Certificate of Government Authority	6.1	Release the Certificate of Government Authority	None		<i>CHED-CO Records Section</i>
TOTAL				Php 23,000/ program	40 Working Days	
				Breakdown: Application fee: Php 8,000		
				Inspection fee: Php 15,000		

Application for Recognition as Higher Education Institution to Existing LUCs/Authority to Establish a Higher Education Institution (HEI) to LGUs



The service refers to 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 applications by the LGU-established institutions to be issued the authority to establish an HEI both per CMO No. 32, series of 2006 as emended. This is undertaken in coordination with the Department of Interior and Local Government.

OFFICE OR DIVISION	Office of Institutional Quality Assurance and Governance (OIQAG) - Coordination Governance Division (CGD)
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G - Government to Government
WHO MAY AVAIL	Local Government Units who signify intent to establish and operate Local Universities and Colleges (LUCs)

REQUIREMENTS	WHERE TO SECURE
FOR LGU APPLYING TO ESTABLISH A HEI	
Feasibility Study	LGU
FOR ESTABLISHED LUCs	
1 Accomplishment Report	LUC
2 CHED Issued Government Permit/Recognition/COPC to offer the program	
3 BOT approved Admission and Retention Policies	
4 BOT Resolution approving the Admission and Retention Policy	
5 Enrolment Data duly signed by the authorized personnel for the past five years	
6 Graduate Data Duly signed by the authorized personnel for the past five years	
7 Performance in the Board Exam for each Board Program for the past five years	

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APPLICATION FOR RECOGNITION AS HIGHER EDUCATION INSTITUTION TO EXISTING LUCs/AUTHORITY TO ESTABLISH A HIGHER EDUCATION INSTITUTION (HEI) TO LGUs



REQUIREMENTS	WHERE TO SECURE
FOR LGU APPLYING TO ESTABLISH A HEI AND FOR ALREADY ESTABLISHED 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 Local Budget Preparation Form No. 2 – Programmed Appropriation and Obligation for the Institution	
4 Proposed budget for the succeeding Fiscal Year	Certified by the Authorized LGU/LUC Officials BOT/BOR of the LUC
5 BOT/BOR Resolution approving the proposed Budget	
6 Approved Organization Chart	LUC
7 BOT/BOR Resolution approving the Organizational Chart	
8 Institutional Development Plan	LUC BOT/BOR of the LUC Approved by the Sanggunian and Certified by the Authorized LGU Offices
9 BOT/BOR Resolution approving the IDP	
10 Ordinance Approving the Institutional Development Plan	
11 Personnel Complement (Plantilla / Contracts)	Approved by the Sanggunian and Certified by the Authorized LGU Offices
12 Ordinance Creating the Plantilla Position	
13 Personal Service Itemization and Plantilla of Personnel	
14 Merit System and Procedure for Hiring	LUCs BOT/Certified True Copy by the Authorized LGU Offices
15 Procedure of Hiring Non-Plantilla Items (Teaching and Non-Teaching)	
16 BOT Resolution adopting the Merit System	
17 BOT Resolution adopting the Merit System	
18 Project Development Plan with Program of Work	LUC BOT/BOR of the LUC Approved by the Sanggunian and Certified by the Authorized LGU Office
19 BOT/BOR Resolution approving the PDP	
20 Ordinance Approving the Institutional Development	
21 Library Development Plan	LUC BOT/BOR of the LUC
22 BOT Resolution Approving the Library Development Plan	
23 Proof of Site Ownership / Usufruct	Approved by the Sanggunian and Certified by the Authorized LGU Offices
24 Ordinance allocating the site to the sole use of the LUC	
25 Inclusion of the Infra Development in the CDP/AIP	Certified by the Authorized LGU Offices

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APPLICATION FOR RECOGNITION AS HIGHER EDUCATION INSTITUTION TO EXISTING LUCs/AUTHORITY TO ESTABLISH A HIGHER EDUCATION INSTITUTION (HEI) TO LGUs



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit complete application for institutions to be recognized as Higher Education Institution/ issued with Certificate of Authority to Establish an HEI through CHEDRO	1	Receive and process application documents	None	Refer to CHEDRO Process	CHEDRO
2	Wait for feedback from CHEDRO	2	Receive and review application documents submitted by LGUs/ institutions attached to Certificate of Eligibility issued by CHEDRO	None	1 day	Technical Staff, OIQAG-CGD
3	Accept of Schedule of Verification Visit	3	Arrange for on-site verification visit, coordinate with CHEDRO, and prepares verification visit documents and funds transfer if deemed compliant otherwise the application shall be returned to CHEDRO	None	15 days	OIQAG-CGD Technical Staff and Director, HEDF Staff and Director
4	Present documents and other requirements process, and facilities to CHED Verification Visit Team	4	Conduct Verification Visit and Preparation of Report	None	8 days	Technical Staff, OIQAG-CGD, CHEDRO, LLS, DILG
5	Wait for the decision of the CEB	5.1	Submit recommendation for approval of the CEB to Commission Secretariat	None	15 days	Technical Staff, OIQAG, CGD
		5.2	Approve			CEB
		5.3	Prepare resolution			CEB Secretariat
		5.4	Prepare Certificate			Technical Staff
		5.5	Sign Certificate of Authority to Establish LUC / Certificate of Recognition as HEI if approved			OIQAG, CGD OIQAG Director Chairman, CHED
6	Receive Certificate of Authority to Establish/Certificate of Recognition	6	Issue Certificate of Authority to Establish LUC/Certificate of Recognition as HEI	None	1 day	Technical Staff, OIQAG, CGD
TOTAL				None	40 Working Days	

Application for Horizontal Classification (University, College, or Professional Institution) of Higher Education Institutions



As stipulated in the CHED Memorandum Order (CMO) No. 46, Series of 2012, horizontal typology evaluates HEIs with the aim to classify them as university, college or professional institutions. 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.

OFFICE OR DIVISION	Office of the Institutional Quality Assurance and Governance (OIQAG) - Quality Assurance Division (QAD)
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2B - Government to Business
WHO MAY AVAIL	Private Higher Education Institutions (PHEIs)

REQUIREMENTS	WHERE TO SECURE
1 Duly accomplished Horizontal Forms	www.ched.gov.ph (Template only)
2 Forms for College Form C1, Form C2, Form C3, Form C4, and Form C5	
3 Forms for Professional Institution Form P1, Form P2, Form P3, Form P4, Form P5, Form P6, and Form P7	
4 Forms for University Form U1, Form U2, and Form U3, Form U3B, Form U4, Form U5, Form U6, Form U7, Form U8	
5 USB Flash Drive/s containing e-copy of the completed vertical forms saved as spreadsheets and properly labelled supporting evidence.	

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PHASE 1 (RECEIPT OF APPLICATION BY CHED REGIONAL OFFICES)						
1	Submit application and corresponding documentary requirements to CHEDRO for review and endorsement to OIQAG.	1.1	Receives and acknowledges application documents.	None	1 day	CHEDRO Focal Person
		1.2	Checks completeness and preparation of endorsement.		3 days	
		1.3	If complete, CHEDRO endorses documents to OIQAG for Phase 2 and informs the institution of the result of the CHEDRO process.			
		1.4	If not complete, CHEDRO informs the institution of the result of the CHEDRO checking for resubmission.			
2	Receives information on application from the CHEDRO.			1 day		
TOTAL				None	5 Working Days	
PHASE 2 (EVALUATION BY OIQAG AND TWG)						
3	Wait for the final decision on the horizontal classification of HEI.	3.1	OIQAG receives and acknowledges HEI's application documents from CHEDRO.	None	1 day	OIQAG-QAD
		3.2	Determines sufficiency of data, and completeness of documents.	None	1 day	
		3.3	Convenes Team for onsite Evaluation.	None	10 days	
		3.4	Convenes TWG for presentation and deliberation of findings	None	2 days	
		3.5	Prepares Recommendation to the CEB	None	1 day	Commission en banc
		3.6	CEB deliberates on the findings and recommendation of the TWG on HEI Classification.	None	1 day	
		3.7	Provide final decision on the horizontal classification of HEI applicant.			
		3.8	OIQAG prepares certificates based on the granted status.	None	2 days	OIQAG-QAD
		3.9	Signs the Certificate	None	0.5 days	OC
		3.10	Sends out communication to HEI.	None	0.5 days	OIQAG-QAD AFMS
4	Receipt of communication informing the result of horizontal classification.					
TOTAL				None	19 Working Days	

Filing of Complaints, Appeals or Motions for Reconsideration



The Legal and Legislative Service (LLS) acts on complaints filed against CHED personnel, or those filed by any stakeholder concerning violations of CHED rules and regulations

OFFICE OR DIVISION	Legal and Legislative Service (LLS) - Investigation and Enforcement Division (IED)/ Legislative, Liaison and Mediation Division (LLMD)
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL	CHEDRO, Higher Education Institutions, Complainant/Requesting Party

REQUIREMENTS	WHERE TO SECURE
1 Written Complaint	to be submitted by Individuals/PHEIs

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit written complaint	1 Receive the letter-complaint and forward to the Director for evaluation	None	10 minutes	LLS-IED Staff
2 Wait for the advice to perform any of the following: <ul style="list-style-type: none"> prepare a position paper or meet for a clarificatory meeting attend mediation wait for the result of a fact-finding investigation 	2.1 Refer the complaint to the staff for appropriate action: <ul style="list-style-type: none"> May be referred for Mediation May be referred to HEI or other concerned Office for appropriate action May be referred to Fact-Finding (Please refer to procedures in fact-finding) 	None	1 day	LLS Director
	2.2 Send a letter to respondent HEI giving five (5) days from date of receipt to file a response together with supporting documents		5 days	LLS-IED Staff LLS Director
	2.3 Upon receipt of response, send acknowledgement letter to respondent HEI and a letter to complainant furnishing a copy of the respondent HEI's reply with the option for the complainant to file a position paper or meet with the respondent HEI for a clarificatory meeting.			
3 File position paper or attend the clarificatory hearing	3.1 Upon submission of position paper or conduct of clarificatory hearing, submit a report with findings and recommendations resolution and notify the parties.	None	12 days	LLS-IED Staff
TOTAL		None	18 Working Days	



HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
FOR MEDIATION					
4	Wait for notice of schedule of mediation	4.1	None	4 days	Director IV
		4.2			
		4.3			
FOR MEDIATION IN CHED CENTRAL OFFICE:					
5	Appear to the venue assigned by the LLS	5.1	None	6 days	Legal Assistant I and Director IV Legal Assistant I Assigned Mediator
		5.2			
		5.3			
		5.4			

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6	If mediation is successful, sign the Mediation Agreement and receive a copy	6	Keep records of the proceedings and documents	None	1 day	LLS-IED Staff
	If mediation failed, sign the Mediator's Report and receive a copy					
TOTAL				None	11 Working Days	
PHASE 2: FOR FACT-FINDING INVESTIGATION						
7	Submit request for fact-finding investigation	7.1	Receive the request for fact-finding investigation and forward to the Director for evaluation.	None	2 hours	LLS-IED Staff
8	Wait for letter of response	8.1	For complaints where FFI is not appropriate, send a letter of response to requesting party. Otherwise, recommend a creation of Fact Finding Team (FFT) for approval by the Executive Director	None	3 days	LLS Director/ LLS-IED Staff/ Executive Director
		8.2	Upon the approval of the creation and composition of the FFT, prepare the logistics and other documents needed for the investigation, coordinate the FFI to the CHEDRO concerned		1 day	LLS-IED Staff
		8.3	Conduct the FFI.		2 days	Fact Finding Team
		8.4	Prepare a report with recommendation for a resolution to be endorsed to the CEB for approval.		3 days	LLS-IED Staff
		8.5	Deliberate the matter, approve and sign the resolution.		9 days	CEB/ComSec
		8.6	Release the document to CHED Records and keep a duplicate copy on file.		1 day	LLS-IED Staff
9	Receive endorsement	9	Record and release the endorsement order	None	30 minutes	AFMS/Records Officer
TOTAL				None	20 Working Days	

Request for Additional Major for Recognized Graduate Programs and Undergraduate Programs without Policies, Standards and Guidelines (PSGs)



Anchored on the powers and functions of the Commission to evaluate and process applications for the issuance of Government Authorization, the evaluation of applications for additional major for undergraduate and graduate programs. HEIs which have been offering recognized higher education programs with the intention to offer additional tracks or majors seek permission/approval from the Commission.

Application for additional majors/tracks filed by the HEIs shall be subjected to the evaluation. Specific requirements for the additional major/track being applied for shall have to be determined by the Office of Programs and Standards in consultation with the respective Technical Panels.

Application/s can be submitted in printed or electronic format.

OFFICE OR DIVISION	Office of Programs and Standards Development (OPSD) – Standards Development Division (SDD)
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2B - Government to Business
WHO MAY AVAIL	Higher Education Institutions in the Philippines

REQUIREMENTS	WHERE TO SECURE
1 HEI's application letter duly signed by Chairman Board of Trustees/President or authorized representative	to be submitted by the applicant HEI
2 Copy of the government authority for the program	
3 Faculty Members	
Spreadsheet of faculty members who will handle the additional major should include the following information and supporting documents: <ul style="list-style-type: none"> Name Educational qualifications (where and when obtained 	
3.1 <ul style="list-style-type: none"> Professional License Numbers and Expiration date (if applicable) Field of specialization Subjects to be taught Nature of appointment (permanent/temporary) Status (fulltime/part-time) 	
4 Curriculum <ul style="list-style-type: none"> Proposed curriculum for additional major Course description Course syllabi Course outcomes Course map 	
5 List of library collection for the additional major	
6 List of facilities, equipment and other instructional devices for the additional major, if necessary, including pictures	CHEDRO (Phase 1: Issuance of Certificate of Eligibility)
7 CHEDRO favorable recommendation based on results of preliminary evaluation	

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REQUEST FOR ADDITIONAL MAJOR FOR RECOGNIZED GRADUATE PROGRAMS AND UNDERGRADUATE PROGRAMS WITHOUT POLICIES, STANDARDS AND GUIDELINES (PSGS)



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Wait for CHEDRO feedback/ acknowledgment letter	1.1	Receive, record, and review completeness of content of application documents and prepare acknowledgement letter with information on the action to be taken	None	3 days	<i>Designated Staff</i>
		1.2	If complete, conduct TE ocular/ virtual evaluation/review of application documents If incomplete, prepare and transmit deficiency letter with deadline of submission to HEIs, copy furnished CHEDRO		12 days	<i>ES II in-charge</i>
		1.3	Send letter of information to HEI thru CHEDRO regarding the result of the evaluation			
2	Receive letter of information		End of process			
FOR HEIS WITH DEFICIENCY/IES						
3	Submit compliance documents to OPSD copy furnished CHEDRO	5.1	Review completeness	None	5 days	ES II in-charge
		5.2	If complete, follow step No.1.2 OR			
		5.3	If incomplete, prepare indorsement letter returning the documents to HEI thru CHEDRO			
4	Receive letter of indorsement		End of process			
TOTAL				None	20 Working Days	

Request for Approval of 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 (OPSD) - Programs Development Division (PDD)
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G - Government to Government/G2B - Government to Business
WHO MAY AVAIL	Higher Education Institutions in the Philippines

REQUIREMENTS	WHERE TO SECURE
1 HEI/s Letter request	To be submitted by the applying HEI
2 CHEDRO indorsement – evaluation, and recommendation	
3 Copy of the curriculum vitae, citation, of the candidate, and accomplishment/s	
4 Copy of the Board Resolution duly signed by the Board Secretary stating approval the conferment, and citing significant contributions and accomplishments of the candidate/conferee	
5 Justification/Rationale for awarding/conferment of Honoris Causa	

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit online or written request to confer honorary degree addressed to the Commission through CHED Regional Office (CHEDRO)	1.1	Receive and check the completeness of the documents. In the case of incomplete submission, return the request to the applicant HEI	None	1 hour	CHEDRO Designated Staff
		1.2	Prepare and send acknowledgement letter to the HEI		1 day	
		1.3	Evaluate/check completeness of the documents in accordance with CHED Memorandum Order and forwards request to the OPSD, along with the CHEDRO recommendation			

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REQUEST FOR APPROVAL OF CONFERMENT OF HONORARY DOCTORATE DEGREES BY HIGHER EDUCATION INSTITUTIONS (HEIS)



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Wait for feedback from CHEDRO	2.1	Receive, log, and forward HE/s request to OPSD	None	1 hour	Records Section Staff
		2.2	Receive, log HEI/s request and forward to designated staff for action		2 days	Designated Staff
		2.3	Prepare evaluation report, CSW and transmittal to Executive Director for CEB approval		5 days	Chief PDD
		2.4	Deliberate and decide on the proposed conferment		9 days	Commission Secretariat/ Commission en Banc (CEB)
		2.5	Notify HEI/s of the action taken by the CEB (approval, disapproval, or notation) on the conferment of Honoris Causa		2 days	Designated Staff/Office of the Executive Director
3	Receive decision taken by the CEB		End of process			
TOTAL				None	20 Working Days	

Request for Assessment of Conferences/Meetings to be Attended by SUC Officials/Personnel



In accordance with the issuances on foreign travels by the Office of the President and Other National Government Agencies and pursuant to the government issuances on “Reiterating and Enforcing the Guidelines and Procedures with Respect to Foreign Trips of Government Officials and Personnel Under the Executive Department”, this procedure refers to 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

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	
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

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**REQUEST FOR ASSESSMENT OF CONFERENCES/MEETINGS
TO BE ATTENDED BY SUC OFFICIALS/ PERSONNEL**



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MULTI-YEAR OR HISTORICAL DATA WITH MORE THAN TWO LEVELS OF DISAGGREGATION						
1	Submit online request letter together with required documents.	1.1	Receive, record & acknowledge request.	None	2 days	Assigned staff
		1.2	If documents are incomplete, contact requesting SUC to submit lacking documents.			
2	Wait for reply/ endorsement	2.1	Evaluate international conference/ meeting.	None	10 days	Assigned staff
		2.2	Fills out IAS Form 10 – Assessment of International Conference and draft response		2 days	Assigned staff
		2.3	Review and finalize communication and assessment.		1 day	Chief
		2.4	Sign communication.		1 day	IAS Director
3	Receive thru email the communication/ endorsement	3.1	Email advance copy of communication to requesting SUC and officially release LLS-IED Staff by mail.	None	2 days	Assigned staff
TOTAL				None	18 Working Days	

Request for CHED Statistical Data/Information



OFFICE OR DIVISION	Office of Planning, Research and Knowledge Management (OPRKM) - Knowledge Management Division (KMD) - Information Management Unit (IMU)
CLASSIFICATION	Simple, Complex, and Highly Technical
TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL	Any Individual/Client

REQUIREMENTS	WHERE TO SECURE
1 Formal request letter stating the purpose/usage of the data/information with client's contact details including email address	Clients residence/office/ Higher Education Institutions where the client is affiliated
2 Filled-up request form for walk-in clients	Knowledge Management Division - Information Management Unit

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Send online request for CHED data/information	1.1	Receive and forward to the Statistician	None	5 minutes	IMU Staff
WITH READILY AVAILABLE FORMAT OR STATISTICAL TABLE						
		1.1.1	Process the requested data. For requests which are not available, notify the client	None	2.5 days	IMU Staff
2	Receive the Data/Information through email	2.1	Release the requested data/information thru email/fax		5 minutes	IMU Staff
TOTAL				None	3 Working Days	
WITH LESS THAN 3 LEVELS OF DISAGGREGATION						
		1.1.2	Process the requested data. For requests which are not available, notify the client	None	6 days	IMU Staff
2	Receive the Data/Information through email	2.2	Release the requested data/information thru email/fax		5 minutes	IMU Staff
TOTAL				None	7 Working Days	

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MULTI-YEAR OR HISTORICAL DATA WITH MORE THAN TWO LEVELS OF DISAGGREGATION						
		1.1.1	Process the requested data. For requests which are not available, notify the client	None	19 days	<i>IMU Staff</i>
2	Receive the Data/Information through email	2.1	Release the requested data/information thru email/fax		5 minutes	<i>IMU Staff</i>
TOTAL				None	20 Working Days	

Request for Endorsement of Applications for Students Internship Abroad Program (SIAP) to the Bureau of Immigration (BI)



The issuance of CHED Endorsement to the Bureau of Immigration (BI) for Students who will undergo Student Internship Abroad Program (SIAP) is the process for those students who enrolled in Higher Education Institutions and would undergo internship with existing tie up Foreign Host Establishments/Organizations (FHEs/Os).

OFFICE OR DIVISION	Office of Student Development and Services (OSDS) – International Student Affairs Division (ISAD)
CLASSIFICATION	Highly Technical
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)

REQUIREMENTS	WHERE TO SECURE
1 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	Qualified Higher Education Institution
2 Portfolio of Student Internship Abroad Program (SIAP) to be attended by the students	
2.1 Notarized Application Letter signed by HEI President or his/her Authorized representative (original);	
2.2 Transcript of Records with Seal (original);	
2.3 Passport (photocopy);	
2.4 Training Permit or Appropriate Visa issued by host country (photocopy);	
2.5 Medical Certificate (original)	
2.6 HEI Certification of Student Eligibility with Seal (original);	
2.7 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);	
2.8 Proof of level of accreditation of the program;	
2.9 Comprehensive Insurance Policy covering the whole duration of the internship period	
2.10 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;	
2.11 Internship Plan	

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REQUEST FOR ENDORSEMENT OF APPLICATIONS FOR STUDENTS INTERNSHIP ABROAD PROGRAM (SIAP) TO THE BUREAU OF IMMIGRATION (BI)



REQUIREMENTS		WHERE TO SECURE
2.12	FHEs/Os Directory (list of departing student interns together with address and telephone numbers of FHEs and dormitories;	
2.13	Proof of conduct of initial visit and inspection of the partner FHEs/Os;	
2.14	Proof of conduct of general orientation and pre-departure briefing of qualified student interns;	
2.15	Written consent from parents/guardian/spouse;	
2.16	Designation of a regular and qualified faculty member or authorized Internship Coordinator;	
2.17	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	

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1	Submit Application Letter together with the required supporting documents	1	Evaluate for completeness of requirements and if found complete, receive application and prepare endorsement addressed to the Office of Student of Development and Services (OSDS), otherwise, prepare deficiency letter addressed to the applicant HEI.	None	3.5 days	CHEDRO SIAP Focal
2	Receive the CHEDRO endorsement together with the supporting documents or deficiency letter	2	Release the documents to the concerned HEI SIAP Coordinator	None	0.5 day	CHEDRO SIAP Focal

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REQUEST FOR ENDORSEMENT OF APPLICATIONS FOR STUDENTS INTERNSHIP ABROAD PROGRAM (SIAP) TO THE BUREAU OF IMMIGRATION (BI)



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Submit CHEDRO Endorsement, Application Letter and supporting documents	3.1	Evaluate for completeness and compliance and receive the documents. If found in order, prepare the CHED Endorsement to the Bureau of Immigration, copy furnished the Department of Foreign Affairs (DFA), attaching the checklist of evaluation and timeline per batch of students.	None	5 days	<i>International Student Affairs Division ISAD SIAP Focal ISAD Chief EPS</i>
		3.2	Review the CHED Endorsement to the Bureau of Immigration and affixes initial and recommend to the OED the approval of the CHED Endorsement to the Bureau of Immigration		1 day	<i>Director</i>
		3.3	Review and initial the completeness of the requirements		2 days	<i>Executive Director</i>
		3.4	Sign the CHED Endorsement to Bureau of Immigration		3 days	<i>Chairperson</i>
4	Receive the CHED Endorsement to the Bureau of Immigration	4.1	Release the CHED Endorsement to the Bureau of Immigration, through the HEI's authorized representative, and send an e-copy to DFA for information and reference.	None		<i>ISAD SIAP Focal</i>
TOTAL				None	15 Working Days	

Request for Endorsement for Conversion/Extension of Visa of Foreign Students to the Bureau of Immigration



The issuance of CHED Indorsement to Bureau of Immigration for Foreign Students is a requirement for the conversion/extension of student visa of existing foreign students in the Philippines in case of student transfer, shifting to another program, taking additional program, or pursuing further studies in another Philippine HEI. This is a requirement by the B.I in coordination with the CHED, to be complied by the accepting authorized HEI.

OFFICE OR DIVISION	Office of Student Development and Services (OSDS) - International Student Affairs Division (ISAD)
CLASSIFICATION	Simple
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

REQUIREMENTS	WHERE TO SECURE
1 Letter/Indorsement from the accepting HEI signed by HEI Registrar	Higher Education Institution authorized to accept Foreign Students
2 Photocopy of Passport (both bio-page and visa page)	
3 True copy of Transcript of Records from the HEI last attended certified by HEI Registrar	
4 True Copy of Transfer Credentials issued by HEI last attended certified by HEI Registrar	
5 Notice of Acceptance from the accepting HEI signed by HEI Registrar	

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the complete requirements	1.1	Evaluate completeness of the requirements and if found with complete requirements, receive the request for CHED Indorsement to BI.	None	0.5 day	International Student Affairs Division (ISAD) Staff
		1.2	Review the submitted documents, if found in order, prepare the CHED Indorsement to BI, otherwise, prepare deficiency letter		0.5 day	ISAD FS Focal
		1.3	Review the CHED Indorsement to BI/deficiency letter and affix initials		0.5 day	ISAD Chief EPS
		1.4	Sign the CHED Indorsement to BI/deficiency letter		0.5 day	
2	Receive the CHED Indorsement to BI/ deficiency letter	2	Release the CHED Indorsement to BI/deficiency letter	None	0.5 days	ISAD Staff
TOTAL				None	3 Working Days	

Request for Endorsement for Tax Exemption of HEIs to the Department of Finance (DOF)



OFFICE OR DIVISION	Legal and Legislative Service (LLS) - Investigation and Enforcement Division (IED)
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2B - Government to Business
WHO MAY AVAIL	Higher Education Institutions

REQUIREMENTS	WHERE TO SECURE
1. Letter – Application by a duly authorized representative of the institution indicating that the requesting school is non-stock and non-profit educational corporation, and the items being imported (under oath)	Requesting Party
2. Bill of Lading/Airway bill Invoice or Importation documents such as placement orders/Proforma Invoice	
3. Deed of undertaking duly notarized which must state categorically that the imported articles shall be used actually, directly and exclusively for educational purposes and shall not be resold, or transferred for material consideration	
4. Certificate of CHED/DECS Recognition of School, Government Permit to Operate	
5. Certified True Copy of Articles of Incorporation and By-Laws	Requesting Party/Securities and Exchange Commission
6. In case of DONATIONS, Deed of Donation and the corresponding Deed of Acceptance	Donor
7. Copy of Official Receipt of the payment for tax exemption	AFMS-CHED

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**REQUEST FOR ENDORSEMENT FOR TAX EXEMPTION
OF HEIS TO THE DEPARTMENT OF FINANCE (DOF)**



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to the Cashier for payment of Tax Exemption	1	Issue official receipt (OR)	Php 1,500.00	30 minutes	AFMS/Cashier
2	Submit a letter request for Tax Exemption to the CHED Records Section with all the required documents	2.1	Receive, record and immediately forward the documents to the Legal and Legislative Service (LLS)	None	half day	AFMS/Records Officer
		2.2	Receive and record request and forward the document to the LLS Director		30 minutes	LLS-IED Staff
		2.3	Route the request to the staff for complete staff work		half day	LLS Director
		2.4	Evaluate the application and prepare the endorsement letter with appropriate recommendations to the Department of Finance and submit endorsement for review and initials		1 day	LLS-IED Staff
		2.5	Review, sign endorsement and forward to the CHED Chairman for approval		half day	LLS Director/Chief
		2.6	Sign Endorsement		1 day	OC Chairman
		2.7	Record and forward to Records Section		1 hour	LLS-IED Staff
3	Receive endorsement	3.1	Record and release the endorsement order	None	2 hours	AFMS/Records Officer
TOTAL				Php 1,500.00	5 Working Days	



CENTRAL OFFICE

INTERNAL SERVICES



Issuance of Certificate of Employment (COE) and Service Records (SR)



This service describes the procedure on how CHED officials and employees or those whose services are engaged through Job Order contracts (currently employed and separated) can request for their COE and SR for verification of their employment date and standing, job title, and compensation in the Commission.

OFFICE OR DIVISION	Administrative, Financial and Management Service (AFMS) – Human Resources and Development Division (HRDD)
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen & G2G – Government to Government
WHO MAY AVAIL	CHED Officials and Employees (currently employed and separated)

REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished HRDD Request Form	Hard copy is available at the HRDD Office E-copy (if available) can be requested from HRDD via email (hrdd@ched.gov.ph)

HOW TO AVAIL OF THE SERVICE					
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the HRDD Request Form and submit to HRDD Office; or requests for the HRDD Request Form (e-copy) via email, accomplishes the Form and submit to hrdd@ched.gov.ph.	1.1.1	If submitted to HRDD Office, evaluates correctness of the accomplished Form, if found complete, receives the Form. Otherwise, returns the Form to the client for revision.	None	1 hour	HRDD Personnel, HRDD-AFMS
	1.1.2	If submitted via email, acknowledges the receipt of the Form.	None	1 hour	HRDD Personnel, HRDD-AFMS
	1.2	Forwards the Form to the Division Chief for information and assignment to the responsible personnel.	None	1 hour	HRDD Personnel, HRDD-AFMS
	1.3	Evaluates correctness of the accomplished form, if found complete, prints the submitted Form, forwards the same to the Division Chief for information and assignment to responsible personnel. Otherwise, returns the Form to the client for revision.	None	1 hour	HRDD Personnel, HRDD-AFMS
	1.4	Prepares the requested document, endorses the same to the Division Chief for review or initials.	None	4 hours	HRDD Personnel, HRDD-AFMS

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**ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)
AND SERVICE RECORDS (SR)**



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Accomplishes the HRDD Request Form and submit to HRDD Office; or requests for the HRDD Request Form (e-copy) via email, accomplishes the Form and submit to hrdd@ched.gov.ph.	1.5	Reviews and initials the requested documents.	None	4 hours	<i>Division Chief, HRDD-AFMS</i>
		1.6	Forwards the prepared document to the Office of the Director, for signature or approval.		1 hours	<i>HRDD Personnel, HRDD-AFMS</i>
		1.7	Receives and records the requested document.		1 hour	<i>Secretary Office of the Director</i>
		1.8	Reviews and signs the document.		1 day	<i>Director Office of the Director</i>
		1.9	Releases the document to HRDD.		1 hour	<i>Secretary Office of the Director</i>
		1.10	Receives and records the signed document.		1 hour	<i>HRDD Personnel, HRDD-AFMS</i>
		1.11	Informs the client on the availability of the document (via e-mail).		1 hour	
2	Acknowledges the e-mail and receives the approved document on their time of availability	2	Releases the document to the client on	None	1 hour	
TOTAL				None	3 Working Days	

Request for Payment of Airfare (Procurement Service)



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

1. Procurement Service
2. PAL Credit Line
3. PAL Direct

OFFICE OR DIVISION	Higher Education Development Fund Staff (HEDFS) - Accounting, Budget, and Cashier Units/ Administrative, Financial and Management Service (AFMS) - Accounting, Budget and Cashier Units
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G - Government to Government
WHO MAY AVAIL	Project Implementors (CHED Central Office)

REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>	WHERE TO SECURE
FOR PROCUREMENT SERVICE	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Billing Statement (1 copy)	Procurement Service
4 Copy of Ticket (1 copy)	Requesting CHED
5 Authority to Hold Activity (ATHA) (1 copy)	Office of Executive Director/ Deputy Executive Director
6 Request for Budget Approval (RBA) (1 copy)	
7 Authority to Travel (1 copy)	Requesting CHED Office
FOR PAL CREDIT LINE	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Billing Statement (1 copy)	Philippine Airlines
4 Copy of Ticket (1 copy)	Requesting CHED
5 Authority to Hold Activity (ATHA) (1 copy)	Office of Executive Director/ Deputy Executive Director
6 Request for Budget Approval (RBA) (1 copy)	
7 Authority to Travel (1 copy)	Requesting CHED Office
FOR PAL DIRECT	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Authority to Hold Activity (ATHA) (1 copy)	Office of Executive Director/ Deputy Executive Director
4 Request for Budget Approval (RBA) (1 copy)	
5 Authority to Travel (1 copy)	Requesting CHED Office
6 Breakdown of Airfare	Philippine Airlines

Continue on the next page ➤

REQUEST FOR PAYMENT OF AIRFARE (PROCUREMENT SERVICE)



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit DV and above-mentioned supporting documents.	1.1	Attach the approved ORS	None	1 day	A05 Budget HEDFS/AFMS
		1.2	Evaluate the DV, ORS, and other supporting documents. If all in order, affix signature in the DV certifying cash availability and completeness of supporting documents and propriety of amount claimed and forward the certified DV to the Director/Chairperson for signature		7 days	Chief Accountant HEDF/AFMS Accounting Unit
		1.3	Prepare 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.		3 days	Cashier HEDFS/ AFMS-Cash
		1.4	Submit the LDDAP-ADA and ACIC to the Land Bank of the Philippines.		1 day	
		1.5	Release check to Procurement Service in exchange for an Official Receipt.			
TOTAL				None	12 Working Days	

Request for Payment of Cash Advance



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

1. local travel
2. foreign travel

OFFICE OR DIVISION	Higher Education Development Fund Staff (HEDFS) - Accounting, Budget, and Cashier Units/ Administrative, Financial and Management Service (AFMS) - Accounting, Budget and Cashier Units
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G - Government to Government
WHO MAY AVAIL	Project Implementors (CHED Central Office)

REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>	WHERE TO SECURE
FOR LOCAL TRAVEL	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Authority to Hold Activity (1 copy)	Office of Executive Director/ Deputy Executive Director
4 Request for Budget Approval (1 copy)	
5 Authority to Travel (1 copy)	Office of HEDF Director
6 Approved Itinerary of Travel (1 copy)	
7 Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books (1 copy)	HEDF/AFMS Accounting Unit
FOR FOREIGN TRAVEL	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Authority to Travel/Travel Order (1 copy)	Office of the Chairperson/ Office of the President
4 Approved Itinerary of Travel (1 copy)	Office of HEDF/AFMS Director
5 Letter of Invitation of host/ sponsoring country/ agency/ organization (1 copy)	Host/Foreign Country
6 For Seminar/Training - Letter of Invitation addressed to CHED inviting participants (1 copy)	
7 For Seminar/Training - Acceptance of the nominees as participants (1 copy)	
8 Quotation of three (3) travel agencies or its equivalent (1 copy)	Requesting CHED Office
9 Flight Itinerary issued by the airline/ticketing office/travel agency (1 copy)	

Continue on the next page

REQUEST FOR PAYMENT OF CASH ADVANCE



REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>		WHERE TO SECURE
10	Copy of UNDP rates (1 copy)	Requesting CHED Office
11	Document to show the dollar to peso exchange rate at the date of grant of cash advance (1 copy)	
12	Where applicable, authority from the OP to claim representation expenses (1 copy)	Office of the President
13	Certification from IAS (1 copy)	IAS
14	Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books (1 copy)	HEDF/AFMS Accounting Unit

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Submit DV and above-mentioned supporting documents.	1.1	Attach the approved ORS.	None	1 day	AO 5 Budget HEDFS/AFMS
		1.2	Evaluate the DV, ORS, and other supporting documents. If all in order, affix signature in the DV/Payroll certifying cash availability and completeness of supporting documents and propriety of amount claimed and forward the certified DV/Payroll to the Director/Chairperson for signature.		7 days	Chief Accountant HEDFS/AFMS
		1.3	Prepare 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.		3 days	Cashier HEDFS/AFMS- Cash
		1.4	Submit the LDDAP-ADA, ACIC, and/or FinDES to the Land Bank of the Philippines to transfer funds to bank account of payee.		1 day	
TOTAL			None	12 Working Days		

Request for Payment of First Salary/Honorarium



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

OFFICE OR DIVISION	Higher Education Development Fund Staff (HEDFS) - Accounting, Budget, and Cashier Units/ Administrative, Financial and Management Service (AFMS) - Accounting, Budget and Cashier Units
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G - Government to Government
WHO MAY AVAIL	Project Implementors (CHED Central Office)

REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>	WHERE TO SECURE
1 Disbursement Voucher, if one person (1 copy) or Payroll, if more than one person (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Original DTR (1 copy)	Project Technical Staff
4 Accomplishment Report (1 copy)	
5 Original Contract (1 copy)	AFMS-HRMD
6 Proof of Transmittal of Contract to COA (1 copy)	Requesting CHED Office
7 Salary Computation (1 copy)	AFMS-HRMD
8 Certificate of Assumption (1 copy)	Requesting CHED Office
9 Land Bank Savings Account Number (1 copy)	Project Technical Staff

Continue on the next page 

REQUEST FOR PAYMENT OF FIRST SALARY/HONORARIUM



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit DV and above-mentioned supporting documents.	1.1	Attach the approved ORS.	None	1 day	AO 5 Budget HEDFS/AFMS
		1.2	Evaluate the DV, ORS, and other supporting documents. If all in order, affix signature in the DV/Payroll certifying cash availability and completeness of supporting documents and propriety of amount claimed and forward the certified DV/Payroll to the Director/Chairperson for signature.		7 days	Chief Accountant- HEDFS/AFMS
		1.3	Prepare 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.		3 days	Cashier HEDFS/AFMS- Cash
		1.4	Submit the LDDAP-ADA, ACIC, and/or FinDES to the Land Bank of the Philippines to transfer funds to bank account of payee.		1 day	
TOTAL				None	12 Working Days	

Request for Payment of Institutional Grant



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

1. State University or College (SUC)
2. Non-Government Organization (NGO) or Private Organization (PO) identified as non-stock or non-profit corporation
3. Higher Education Institution (HEI) under the National Higher Education Research Agenda (NHERA) Project
4. HEI under Co-Hosting Scheme
5. HEI under the Financial Assistance for Voluntary Accreditation Project
6. Thesis/Dissertation Grant
7. Paper Presentation Grant

OFFICE OR DIVISION	Higher Education Development Fund Staff (HEDFS) - Accounting, Budget, and Cashier Units/ Administrative, Financial and Management Service (AFMS) - Accounting, Budget and Cashier Units
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G - Government to Government
WHO MAY AVAIL	Project Implementors (CHED Central Office)

REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>	WHERE TO SECURE
FOR 1ST TRANCHE PAYMENT (SUC)	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Perfected Memorandum of Agreement (MOA) (1 copy)	Requesting CHED Office
4 Commission en Banc (CEB) Resolution (1 copy)	Commission Secretariat
5 Project Summary Sheet (1 copy)	Project Proponent
6 Project Proposal (1 copy)	
7 Logical Framework (1 copy)	
8 Transmittal of MOA to Commission on Audit (COA) (1 copy)	Requesting CHED Office
9 Certification of No Existing Unliquidated Fund Transfer (1 copy)	HEDF/AFMS Accounting Unit

Continue on the next page

REQUEST FOR PAYMENT OF INSTITUTIONAL GRANT



REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>		WHERE TO SECURE
FOR 2ND OR 3RD TRANCHE PAYMENT (SUC)		
1	Disbursement Voucher (1 copy)	Requesting CHED Office
2	Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3	Perfected MOA (1 copy)	Requesting CHED Office
4	Commission en Banc (CEB) Resolution (1 copy)	Commission Secretariat
5	Terms of Reference (TOR) (1 copy)	Project Proponent
6	Work and Financial Plan (1 copy)	
7	Line Item Budget (1 copy)	
8	Schedule of Deliverables (1 copy)	
9	Certification of Acceptance of Submitted Documents and Recommendation for Payment (1 copy)	Requesting CHED Office
10	Transmittal of MOA to Commission on Audit (COA) (1 copy)	Requesting CHED Office
11	Certification of No Existing Unliquidated Fund Transfer (1 copy)	
FOR NGO/PO		
1	Disbursement Voucher (1 copy)	Requesting CHED Office
2	Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3	Memorandum of Agreement (MOA) (1 copy)	Requesting CHED Office
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
5	WFP and Sources and Details of Proponents Equity Participation in the Project (1 copy)	
6	Logical Framework (1 copy)	
7	Project Summary Sheet (1 copy)	
8	Certificate of Registration with the Securities and Exchange Commission (SEC)	
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)	
10	Financial reports, audited by an Independent Certified Public Accountant for the past three years preceding the date of project implementation (1 copy)	
11	Disclosure by the NGO/PO of other related business, if any and extent of ownership therein. (1 copy)	

Continue on the next page ➤

REQUEST FOR PAYMENT OF INSTITUTIONAL GRANT



REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>	WHERE TO SECURE
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
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)	
14 Certification of No Existing Unliquidated Fund Transfer (1 copy)	HEDF/AFMS Accounting Unit
15 Commission en Banc (CEB) Resolution (1 copy)	Commission Secretariat
16 Transmittal of MOA to Commission on Audit (COA) (1 copy)	Requesting CHED Office
17 Other documents that may be required later by COA (1 copy)	
18 Certification of Acceptance of Submitted Documents and Recommendation for Payment (for 2nd/3rd tranche payment only) (1 copy)	
FOR GRANT UNDER NHERA	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Memorandum of Agreement (MOA) (1 copy)	Requesting CHED Office
4 Commission en Banc (CEB) Resolution (1 copy)	Commission Secretariat
5 Project Summary Sheet (1 copy)	Project Proponent
6 Project Proposal (1 copy)	
7 Logical Framework (1 copy)	
8 Terms of Reference (1 copy)	
9 Workplan (1 copy)	
10 Line Item Budget (1 copy)	
11 Schedule of Deliverables and Tranche Releases (1 copy)	Requesting CHED Office
12 Proof of Transmittal of MOA to Commission on Audit (COA) (1 copy)	Requesting CHED Office
13 Certification of No Existing Unliquidated Fund Transfer (1 copy)	HEDF/AFMS Accounting Unit
14 Certification of Acceptance and Recommendation for Payment (for 2nd tranche payment only) (1 copy)	Requesting CHED Office

Continue on the next page ➤

REQUEST FOR PAYMENT OF INSTITUTIONAL GRANT



REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>		WHERE TO SECURE
FOR CO-HOSTING GRANT		
1	Disbursement Voucher (1 copy)	Requesting CHED Office
2	Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3	Commission en Banc (CEB) Resolution (1 copy)	Commission Secretariat
4	Memorandum of Agreement (MOA) (1 copy)	Requesting CHED Office
5	Transmittal of MOA to Commission on Audit (COA) (1 copy)	
6	Billing or Statement of Account (1 copy)	Grantee
7	Certificate of Acceptance of Submitted Documents and Recommendation for Payment (1 copy)	Requesting CHED Office
8	Certification of No Existing Unliquidated Fund Transfer (1 copy)	HEDF/AFMS Accounting Unit
FOR FINANCIAL ASSISTANCE FOR VOLUNTARY ACCREDITATION		
1	Disbursement Voucher (1 copy)	Requesting CHED Office
2	Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3	Memorandum of Agreement (MOA) (1 copy)	Requesting CHED Office
4	Commission en Banc (CEB) Resolution (1 copy)	Commission Secretariat
5	Project Summary Sheet (1 copy)	Project Proponent
6	Project Proposal (1 copy)	
7	Logical Framework (1 copy)	
8	Proof of Transmittal of MOA to Commission on Audit (COA) (1 copy)	Requesting CHED Office
9	Certification of No Existing Unliquidated Fund Transfer (1 copy)	HEDF Accounting Unit
10	SEC Registration (1 copy)	Project Proponent
11	Financial Statement (1 copy)	

Continue on the next page



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1	Submit DV and above-mentioned supporting documents.	None	1.1	Attach the approved ORS.	1 day	AO 5 Budget HEDFS/AFMS
	1.2		Evaluate 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/AFMS Director/CHED Chairperson for signature.	7 days	Chief Accountant HEDFS/AFMS	
	1.3		Prepare 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.	3 days	Cashier HEDFS/ AFMS-Cash	
	1.4		Submit the LDDAP-ADA and ACIC to the Land Bank of the Philippines.	1 day		
	1.5		Release check to SUC in exchange for an Official Receipt.			
TOTAL		None	12 Working Days			

Request for Reimbursement of Expenses



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

- | | |
|-----------------------------|------------------|
| 1. Local Travel Expenses | 5. Food |
| 2. Airfare (Local Travel) | 6. Accommodation |
| 3. Airfare (Foreign Travel) | 7. Mailing |
| 4. Supplies | 8. All Others |

OFFICE OR DIVISION	Higher Education Development Fund Staff (HEDFS) - Accounting, Budget, and Cashier Units/ Administrative, Financial and Management Service (AFMS) - Accounting, Budget and Cashier Units
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G - Government to Government
WHO MAY AVAIL	Project Implementors (CHED Central Office)

REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>	WHERE TO SECURE
FOR LOCAL TRAVEL EXPENSES	
1 Disbursement Voucher, if one person (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Authority to Hold Activity (1 copy)	Office of Executive Director/Deputy Executive Director
4 Request for Budget Approval (1 copy)	
5 Authority to Travel (1 copy)	
6 Itinerary of Travel, specify residence (1 copy)	Office of HEDF/AFMS Director
7 Certificate of Travel Completed (1 copy)	Requesting CHED Office
8 Certificate of Appearance (for monitoring activities) or Attendance Sheet (for meeting/workshop) – (1 copy)	
9 Travel Report (1 copy)	Payee
10 Paper/electronic plane or original bus tickets	
11 Original boarding pass	
12 Original terminal fee	
13 Certification of Expenses not Requiring Receipts (1 copy)	Requesting CHED Office
14 Official Receipts of Gasoline/Toll Fees (1 copy)	
15 If applicable, revised or supplemental Office Order or any proof supporting the change of schedule. (1 copy)	
16 Authority to Reimburse (1 copy)	

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REQUEST FOR REIMBURSEMENT OF EXPENSES



REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>	WHERE TO SECURE
17 Trip Ticket, if driver (1 copy)	Payee
18 Justification for the use of Taxi based on EO 77	
FOR AIRFARE (LOCAL TRAVEL)	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
3 Authority to Hold Activity (1 copy)	Office of Executive Director/ Deputy Executive Director/ Office of the President
4 Request for Budget Approval (1 copy)	
5 Authority to Travel (1 copy)	
6 Official Receipts (1 copy)	Payee
7 Copy of Plane Ticket (1 copy)	
8 Authority to Reimburse (1 copy)	Requesting CHED Office
FOR AIRFARE (FOREIGN TRAVEL)	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
3 Authority to Travel (1 copy)	Office of Executive Director/ Deputy Executive Director/ Office of the President
4 Approved Itinerary of Travel (1 copy)	Office of HEDF/AFMS Director
5 Letter of Invitation of Host/Sponsoring Country/Agency/ Organization (1 copy)	Payee
6 Quotation of three (3) travel agencies or its equivalent (1 copy)	Requesting CHED Office
7 Flight Itinerary issued by the airline/ticketing office/travel agencies (1 copy)	
8 Paper/electronic plane or bus tickets, boarding pass, terminal fee (1 copy)	Payee
9 Certificate of Appearance (1 copy)	
10 Certificate of Travel Completed (1 copy)	Requesting CHED Office
11 Travel Report (1 copy)	Payee
12 Document to show the dollar to peso exchange rate	Requesting CHED Office
13 Certification from IAS	IAS
14 Copy of UNDP rates	Requesting CHED Office
15 Where applicable, authority from the OP to claim representation expenses (1 copy)	Office of the President

Continue on the next page

REQUEST FOR REIMBURSEMENT OF EXPENSES



REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>	WHERE TO SECURE
FOR SUPPLIES	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
3 Authority to Reimburse (1 copy)	Requesting CHED Office
4 Requisition and Issue Slip (1 copy)	
5 Approved RBA (1 copy)	Office of the Executive Director/Deputy Executive Director
6 Purchase Request (1 copy)	Requesting CHED Office
7 Certificate of Emergency Purchase (1 copy)	
8 Canvas papers of at least 3 price quotations and abstract (1 copy)	
9 Inspection and Acceptance Report or Waiver of Inspection (1 copy)	AFMS
10 Official Receipts or Cash Sales Invoice (1 copy)	Payee
FOR FOOD	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF Budget Unit
3 Authority to Reimburse (1 copy)	Requesting CHED Office
4 Official Receipts (1 copy)	Payee
5 Accomplishment Report/ Minutes of the Meeting (1 copy)	Requesting CHED Office
6 Original Authority to Hold Activity (1 copy)	Office of the Executive Director/Deputy Executive Director
7 Original Request for Budget Approval (1 copy)	
8 Original Attendance Sheet (1 copy)	Requesting CHED Office
FOR ACCOMMODATION	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Authority to Reimburse actual expenses signed by the Head of Agency (1 copy)	Office of the Chairperson
4 Official Receipts (1 copy)	Payee
5 Authority to Hold Activity (1 copy)	Office of the Executive Director/Deputy Executive Director
6 Request for Budget Approval (1 copy)	
7 Authority to Travel (1 copy)	
8 List of Person Accommodated	Requesting CHED Office

Continue on the next page

REQUEST FOR REIMBURSEMENT OF EXPENSES



REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>		WHERE TO SECURE
FOR MAILING		
1	Disbursement Voucher (1 copy)	Requesting CHED Office
2	Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3	Authority to Reimburse (1 copy)	Requesting CHED Office
4	Summary of Disbursement (1 copy)	
5	Official Receipts (1 copy)	Payee
FOR ALL OTHER TYPES OF EXPENSES		
1	Disbursement Voucher (1 copy)	Requesting CHED Office
2	Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3	CEB Resolution (1 copy)	Commission Secretariat
4	MOA (1 copy)	Requesting CHED Office
5	COA Transmittal (1 copy)	
6	Billing or Statement of Account (1 copy)	
7	Accomplishment Report (1 copy)	
8	Certification (1 copy)	
9	Proof to support the conduct of the activity (training application form, enrolment form, etc.) (1 copy)	

Continue on the next page



HOW TO AVAIL OF THE SERVICE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit DV and above-mentioned supporting documents.	None	1.1 Attach the approved ORS.	1 day <i>AO 5 Budget HEDFS/AFMS</i>
	1.2 Evaluate 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/AFMS Director/CHED Chairperson for signature.		7 days <i>Chief Accountant-HEDFS/AFMS</i>	
	1.3 Prepare 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.		3 days <i>Cashier HEDFS/AFMS-Cash</i>	
	1.4 Submit the LDDAP-ADA and ACIC to the Land Bank of the Philippines.		1 day	
	1.5 Release check to SUC in exchange for an Official Receipt.			
TOTAL		None	12 Working 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:

1. hotel accommodation
2. food and venue (bidding)
3. food (send bill arrangement)
4. airfare for foreign travel (travel agency)
5. vehicle rental
6. newspaper publication fee

OFFICE OR DIVISION	Higher Education Development Fund Staff (HEDFS) - Accounting, Budget, and Cashier Units/ Administrative, Financial and Management Service (AFMS) - Accounting, Budget and Cashier Units
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G - Government to Government
WHO MAY AVAIL	Project Implementors (CHED Central Office)

REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>		WHERE TO SECURE
FOR HOTEL ACCOMMODATION		
1	Disbursement Voucher (1 copy)	Requesting CHED Office
2	Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3	Authority to Hold Activity (1 copy)	Office of Executive Director/Deputy Executive Director
4	Request for Budget Approval (RBA) (1 copy)	
5	Attendance Sheet/Certificate of Appearance (1 copy)	Requesting CHED Office
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)		
1	Disbursement Voucher (1 copy)	Requesting CHED Office
2	Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3	Original Copy of Authority to Hold Activity (ATHA) (1 copy)	Office of Executive Director/Deputy Executive Director
4	Original Copy of Request for Budget Approval (RBA) (1 copy)	
5	Purchase Request (1 copy)	Requesting CHED Office
6	Abstract of Canvass (with sample quotations from 3 service providers) (1 copy)	
7	Posting to PhilGEPS, if public bidding (1 copy)	BAC Secretariat
8	BAC Resolution (1 copy)	
9	Notice of Award (with acceptance/signature from the winning bidder) (1 copy)	

Continue on the next page

REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>	WHERE TO SECURE
10 Contract (1 copy)	Requesting CHED Office
11 Original Copy of Statement of Account/Billing (1 copy)	Establishment
12 Original Copy of Attendance Sheet (1 copy)	Requesting CHED Office
13 Accomplishment Report (1 copy)	
FOR FOOD (SEND BILL ARRANGEMENT)	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Statement of Account (1 copy)	Establishment
4 Purchase Order (1 copy)	Requesting CHED Office
5 Original Copy of Attendance Sheet (1 copy)	
6 Original Copy of Authority to Hold Activity (ATHA) (1 copy)	Office of Executive Director/ Deputy Executive Director
7 Original Copy of Request for Budget Approval (RBA) (1 copy)	
8 Minutes of the Meeting (1 copy)	Requesting CHED Office
FOR AIRFARE FOR FOREIGN TRAVEL (TRAVEL AGENCY)	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Authority to Travel (1 copy)	Requesting CHED Office
4 Quotations from three (3) travel agencies or its equivalent (1 copy)	
5 Flight Itinerary issued by the airline/ticketing office/travel agency (1 copy)	Travel Agency/Airline
6 Original Statement of Account or Billing (1 copy)	Requesting CHED
FOR VEHICLE RENTAL	
1 Disbursement Voucher (1 copy)	Requesting CHED Office
2 Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3 Authority to Hold Activity (ATHA) (1 copy)	Office of Executive Director/ Deputy Executive Director
4 Request for Budget Approval (RBA) (1 copy)	
5 Authority to Travel (1 copy)	AFMS-GSD
6 Certification from GSD that there is no available vehicle on the date of the activity (1 copy)	
7 Authority to Hire Vehicle (1 copy)	Requesting CHED Office
8 Posting to PhilGEPS (1 copy)	BAC Secretariat
9 Abstract of Canvass (Bidders must be PhilGEPS registered)	
10 Document 8: BAC Resolution (1 copy)	
11 Document 9: Notice of Award (1 copy)	

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REQUEST FOR SETTLEMENT OF ACCOUNT



REQUIREMENTS <i>(Note: All photocopied documents must be certified as true copy with signature over printed name, date and office.)</i>		WHERE TO SECURE
12	Contract (1 copy)	Requesting CHED Office
13	Original Copy of Statement of Account/Billing (1 copy)	Establishment
FOR NEWSPAPER PUBLICATION FEE		
1	Disbursement Voucher (1 copy)	Requesting CHED Office
2	Obligation Request and Status (ORS) (1 copy)	HEDF/AFMS Budget Unit
3	Statement of Account (1 copy)	Newspaper
4	Advertising Contract (1 copy)	Requesting CHED Office
5	Purchase Request (1 copy)	
6	BAC Resolution (1 copy)	BAC Secretariat
7	Notice of Award with acceptance or signature of winning bidder (1 copy)	
8	Abstract of Canvass with sample quotations from three service providers (1 copy)	Requesting CHED Office
9	Copy of published documents (1 copy)	

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit DV and above-mentioned supporting documents.	1.1	Attach the approved ORS.	None	1 day	AO 5 Budget HEDFS/AFMS
		1.2	Evaluate the DV, ORS, and other supporting documents. If all in order, affix signature in the DV certifying cash availability and completeness of supporting documents and propriety of amount claimed and forward the certified DV to the Director/Chairperson for signature		7 days	Chief Accountant HEDFS/AFMS
		1.3	Prepare 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.		3 days	Cashier HEDFS/AFMS-Cash
		1.4	Submit the LDDAP-ADA and ACIC to the Land Bank of the Philippines to transfer funds to bank account of payee.		1 day	
TOTAL				None	12 Working Days	



REGIONAL OFFICE

EXTERNAL SERVICES



College student and graduates from private HEIs who have the intention to secure employment here and abroad may apply for the Certification, Authentication and Verification of their scholastic records. This is to ensure that their academic documents being issued by their respective colleges/ universities are genuine and authentic thereby employers and other entities will be secured of engaging their services.

OFFICE OR DIVISION	Administrative Division
CLASSIFICATION	Individual Applications: Complex Applications through HEIs: Highly Technical
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
WHO MAY AVAIL	Graduates, Undergraduates Colleges Students and HEIs

REQUIREMENTS	WHERE TO SECURE
1 Letter of Request	HEI where the applicant graduated
2 Indorsement from HEI Registrar	
3 Original and Certified True Copy of the Transcript of Record	
4 Original and Certified True Copy of the Diploma	HEI Registrar
5 If applicant is an undergraduate, Original and Certified True Copy of the Certificate of Units Earned	
6 Certified True Copy of Issued S.O. (for BSN graduates) RLE- 2 sets	

HOW TO AVAIL THIS SERVICE						
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
INDIVIDUAL APPLICATIONS						
1	Submits the required documents	1.1	Receives and checks the completeness of the requirements:	None	1 hour	CAV Processor/ AO III
		1.1.1	If in order, issue order of payment to client and advise to proceed to Cashier, issue claim stub.			
		1.1.2	If not in order, return the document to the client with notation of the deficiency			

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HOW TO AVAIL THIS SERVICE						
CLIENT STEPS		AGENCY ACTION		FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Pays the CAV Fee	2	Receives payment and issue the OR to the client/s and forwards documents to CAV Processor	Php 80.00	30 minutes	Cashier
3	Waits for the release date	3.1	Verifies documents and entries against CHEDRO records (e.g., Form 19, records of S.O. released, enrolment list):	None	5 days	CAV Processor/ AO III
		3.1.1	If in order, prepares the Original and Duplicate copy of CAV			
		3.1.2	If not in order, prepares disapproval letter for signature of RD			
		3.2	Checks the correctness and completeness of the content of CAV and prepares the CAV			CAV Reviewer
		3.3	Signs the CAV and forwards the signed CAV to the Releasing Clerk			CAO CEPS
4	Claims the CAV	4.1	Seals and stamps release:	None	4 hours	Releasing Clerk
		4.1.1	If local, releases to applicant			
		4.1.2	If for DFA, transmits CAV with the master list via courier			
TOTAL				PHP 80.00 per copy	7 Working Days	

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APPLICATION FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (C.A.V.) OF ACADEMIC RECORDS



HOW TO AVAIL THIS SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
APPLICATIONS THROUGH EDUCATION INSTITUTIONS						
1	Submits the required documents	1.1	Receives the application documents	None	1 hour	CAV Processor
		1.2	Checks and reviews the completeness of documents	None	2-3 days <i>(depends on the volume of applications received)</i>	CAV Processor
		1.2.1	If in order, evaluates the correctness and consistency of the information provided in the requirements			
		1.2.2	If not in order, returns the document to the client with notation of the deficiency			
		1.3	If the documents are complete and accurate, informs the client to pay the corresponding fee	None	1-2 day/s <i>(depends on the volume of applications received)</i>	CAV Processor
		1.4	If there is discrepancy/ies noted, notifies the HEI/ Agency to comply	None	5-7 days <i>(depends on the volume of applications received)</i>	CAV Processor
2	Pays the corresponding fee	2	Receives payment and issue the OR to the client/s and forwards documents to CAV Processor	Php 80.00	3 hours	Cashier
3	Waits for the release date	3.1	Prepares the Original and Duplicate copy of CAV	None	5-7 days <i>(depends on the volume of applications received)</i>	CAV Processor/ AO III
		3.2	Checks the correctness and completeness of the content of CAV	None		CAV Reviewer
		3.3	Signs the CAV and forwards the signed CAV to the Releasing Clerk	None		CAO (CEPS)
4	Claims the CAV	4	Seals and releases the CAV to HEI/Agency	None	4 hours	Releasing Clerk
TOTAL				PHP 80.00	14-20 Working Days	

OFFICE OR DIVISION	Administrative Division
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL	Public

REQUIREMENTS	WHERE TO SECURE
1 Letter Request	Requesting Party
2 Photocopy of Transcript of Records/Diploma	HEI where the applicant graduated
3 Receipt for Payment for Certification Fee	CHED Regional Office

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter request and supporting documents	1	Receive letter request and supporting documents from the requesting party and forward the letter request and supporting documents to RD	None	1 day	Receiving Officer
2	Pay the required fee	2	Receive payment	Php 130.00		Collecting Officer
3	Wait for schedule of release	3.1	Route the letter request and supporting documents to the concerned CHEDRO staff for appropriate action	None	1 day	Regional Director
		3.2	Review letter request and supporting documents and prepares certification, if in order, affix initials then forward to CEPS for review			Concerned CHEDRO Staff
		3.3	Review documents, affix initials, if in order, and forward to RD for review			CEPS
		3.4	Approve and sign the certification and forward to Records Officer			Regional Director
4	Present the OR	4	Release the Certification to the requesting party upon presentation of the OR	None	1 day	Records Officer
TOTAL				PHP 130.00	3 Working Days	



OFFICE OR DIVISION	Technical Division
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2B - Government to Business
WHO MAY AVAIL	Higher Education Institutions (Public and Private)

REQUIREMENTS	WHERE TO SECURE
<i>The following documents duly notarized must be submitted to the Commission, through the CHEDROs concerned, on or before 01 April of the year if the HEIs approved planned tuition and/or other school fees increase that shall take effect:</i>	
1 Letter of Advice (LOA) signed by the President of the HEI informing the Commission of its intention to increase tuition and/or other school fees;	Requesting party
2 Certificate of Intended Compliance;	
3 Certificate of Compliance; and	
4 Comparative schedule of tuition and other school fees for the current Academic Year (AY) and the proposed increases for the ensuing AY with the difference(s) expressed in both peso and percentage terms;	
5 Certification that includes all information on the conduct and results of such consultation including objections raised by the student government/council, the faculty association, and/or other parties to the consultation. Such formal objections if presented, including counter proposals where made, should form part of the information required in the certification; and	
6 List of officers of the student council/government and/or in their absence, the duly recognized student organization/societies with their corresponding officers.	

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APPLICATION FOR INCREASE IN TUITION AND OTHER SCHOOL FEES (TOSF)



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit notarized Application Letter together with the required supporting documents during the two (2) weeks application period which will end on the last working day of February preceding the Academic Year (AY) the intended increase shall take effect	1	Receive and evaluate completeness of application documents using the prescribed Checklist. If complete and in order, accept the application, otherwise, return to the applicant-HEI for completion	None	4 hours	Receiving Staff/ Supervisor in charge
2	For non-compliant HEI: Receive notice	2.1	Review and evaluate the application documents and issue notice of disapproval to non-compliant HEI	None	Within 15 working days upon receipt of application documents	Supervisor in charge/CCEAP
	For compliant HEI: Wait for final decision from CHED Central Office	2.2	Submit the regional consolidated report to the Office of Executive Director (OED) through the Office of Student Development and Services (OSDS) on or before 01 April of every Academic Year		Within 5 days after all applications are reviewed for consolidation of data on TOSFI	Regional Director
3	For compliant HEI: Receive Memo regarding CEB decision	3	Release information on CEB decision of the TOSF increase	None		Supervisor in charge Records Officer
TOTAL				None	20 Working Days	

In the draft CMO on TOSFI, for Public HEIs, mechanism will still be determined by CHED and UniFAST

Application for Initial Permit (GP); Government Recognition (GR); Certificate of Program Compliance (COPC) for Undergraduate Programs, Except Medicine, Dentistry, Nursing, Engineering, Bachelor of Science in Marine Transportation (BSMT), Bachelor of Science in Maritime Engineering (BSMarE), Programs Without Existing Policies, Standards and Guidelines (PSGs) and those under the Legal Education Board (LEB)



OFFICE OR DIVISION	Technical Division
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G – Government to Government, G2B – Government to Business
WHO MAY AVAIL	Higher Education Institutions

REQUIREMENTS		WHERE TO SECURE
GPR CHECKLIST		
1	HEI's application letter duly signed by Chairman of Board of Trustees/ President or authorized representative including notarized affidavit	To be submitted by the applying HEI
2	<p>FOR PRIVATE HEI: Articles of Incorporation and By-Laws duly registered with Securities and Exchange Commission</p> <p>FOR LOCAL COLLEGE: Copy of original Ordinance approving Establishment</p> <p>FOR SUCS: Copy of Charter</p>	
3	Copy(ies) of Transfer of Certificate(s) Title (TCT)/Lease Contract/ Ownership of School Building	
4	Certificate of Occupancy for building(s) to be used in the name of HEI and indicated for educational purpose issued by City/Municipality's Office of Building Officials	
5	Feasibility study to include:	
a	Brief description of proposed program	
b	Institutional mandate & philosophy and goals of proposed program	
c	<p>Management viability such as:</p> <ul style="list-style-type: none"> • Management capability and administrative competence as reflected in Organizational chart and qualifications of Management personnel 	
d	<p>Market viability in terms of:</p> <ul style="list-style-type: none"> • Demand for graduates/employment opportunities (at least in the next 5 years) • Prospective students (enrollment projection) • Presence of existing higher education institutions (HEIs) offering same course within the area 	

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REQUIREMENTS	WHERE TO SECURE
<p>e Financial viability in terms of sustainability of operation such as:</p> <ul style="list-style-type: none"> • Financial soundness • Projected income and expenditure • Schedule of proposed tuition & other fees 	
<p>f Other operational aspects</p> <ul style="list-style-type: none"> • Location of schools in relation to factors that are not conducive to learning such cockpits, dancing halls, bars or recreational places of questionable character, bowling alleys, movie houses, markets, garbage dumps, funeral parlors, jails, cemeteries and others 	
<p>6 School Administrators (President, Vice President(s), Director(s), Dean(s), Program Chair(s)/Head(s), Coordinator(s), etc.)</p>	
<p>a Spreadsheet should include following information:</p> <ul style="list-style-type: none"> • Name • Position/Designation • Educational qualifications (where and when obtained) • Professional License Number & Expiration date (if applicable) • Nature of appointment (permanent/temporary) • Status (fulltime/part-time) 	
<p>b Certified true copy of Transcript of Records</p>	
<p>c Certified true copy of Professional License (if applicable)</p>	
<p>d Copy of Resume/Curriculum Vitae</p>	
<p>e Copy of notarized appointment/contract of employment (to be submitted if already hired)</p>	
<p>f Letter of commitment (if not yet hired but to submit notarized appointment/contract before issuance of initial permit/recognition)</p>	
<p>g Approved resignation from previous employer (to be submitted before issuance of initial permit/recognition)</p>	
<p>7 Faculty Members</p>	
<p>a Spreadsheet should include following information (separate spreadsheet for faculty handling General Education subjects and Professional subjects):</p> <ul style="list-style-type: none"> • Name • Educational qualifications (where and when obtained) • Professional License Number & Expiration date (if applicable) • Field of specialization • Subjects to be taught • Nature of appointment (permanent/temporary) • Status (fulltime/part-time) 	
<p>b Certified true copy of Transcript of Records</p>	
<p>c Certified true copy of Professional License (if applicable)</p>	
<p>d Copy of Resume/Curriculum Vitae</p>	

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REQUIREMENTS		WHERE TO SECURE
e	Copy of notarized appointment/contract of employment (to be submitted if already hired)	
f	Letter of commitment (if not yet hired but to submit notarized appointment/contract before issuance of initial permit/recognition)	
g	Approved resignation from previous employer (to be submitted before issuance of initial permit/recognition)	
8	Non-teaching personnel (Registrar, Guidance Counselor, Administrative staff, etc.)	
a	Spreadsheet should include following information: <ul style="list-style-type: none"> • Name • Educational qualifications (where and when obtained) • Professional License Number & Expiration date (if applicable) • Nature of appointment (permanent/temporary) • Status (fulltime/part-time) 	
b	Certified true copy of Transcript of Records	
c	Certified true copy of Professional License (if applicable)	
d	Copy of notarized appointment/contract of employment	
9	Curriculum <ul style="list-style-type: none"> • Distribution of subjects per term • Summary of units • Course description (by subject) • Course Syllabus (by subject) 	
10	Library	
a.	Librarian (copy of Transcript of Record, appointment, professional license)	
b.	Facilities (floor space in sq. m.) – to include pictures	
c.	Seating capacity (combined number of students & faculty at one time)	
d.	Library collections (books, journals, magazines, dictionaries, almanacs, etc.) <ul style="list-style-type: none"> • List of 5 non- duplicated book titles per subject in the curriculum published within the last 5 years • List of book collections/accessioned books <ul style="list-style-type: none"> o Start-up -3,000 library collections (for initial permit) o Minimum of 5,000 library collections (for recognition) • List of subscription to relevant professional journals 	
	<i>Note: List should be in spreadsheet to include author, title of book, year of publication and number of volumes</i>	

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REQUIREMENTS		WHERE TO SECURE
11	Physical facilities to be used exclusively for tertiary programs (to include pictures) <ul style="list-style-type: none"> • School site • Total floor area (in sq. m.) • Buildings • Number & size of classrooms/ lecture rooms • Number & types of laboratories • Note: Refer to PSG for the Program applied for 	
12	List of equipment and other instructional devices/aids	
13	Support facilities <ul style="list-style-type: none"> • Audio visual room • Sports and recreational, if outsourced to include notarized MOA • Canteen • Faculty lounge • Student lounge 	
14	Support services <ul style="list-style-type: none"> • Guidance and counseling • Medical and dental services for students and faculty, if outsourced to include notarized MOA 	
15	NSTP <ul style="list-style-type: none"> • Coordinator (copy of Transcript of Record & appointment) • NSTP office <ul style="list-style-type: none"> - Affiliation to Accredited NSTP Provider, if outsourced, to include notarized MOA 	
16	School bond in the amount of one hundred thousand pesos (P100,000.00) in cash or check payable to CHEDRO (for newly established private HEI only)	
17	Application fee in the amount of eight thousand pesos (P8,000) in cash or check payable to CHEDRO	
18	Inspection fee in the amount of fifteen thousand pesos (P15,000) in cash or check payable to CHEDRO	

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit complete application requirements – per GPR Checklist, one (1) set/folder (soft and hard copies and duly accomplished self-evaluation form per program	1	Review and receive complete application documents. If incomplete, return to the applicant-HEI	Application Fee: Php 8,000.00 per program Inspection Fee: Php 15,000.00 per program (for IP and GR)	4 hours	Receiving staff assisted by Supervisor in charge of the program

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Receive receiving copy	2	Return one received copy to the client and forward application to RD for routing	None	30 minutes	Receiving Staff
3	Wait for notice	3	Conduct documentary analysis of the HEIs application per GPR Checklist and CHED minimum requirements of the program applied for: **Only applications with complete and compliant documents will be subjected to RQAT visit	None	Within 7 days after receipt of complete application documents	Supervisor in charge
		3.1	If compliant, prepare and send notice of RQAT visit (thru, email, fax or mail)			
		3.2	If not compliant, prepare and send notice of disapproval (thru, email, fax or mail)			
4	Receive notice of RQAT visit or notice of disapproval	4	Prepare documents notify RQAT of schedule	None	1 day	Records Officer
5	For RQAT visit, prepare for RQAT Visit	5	Conduct RQAT validation and prepare RQAT report	None	Within 10 days after documentary analysis (depending on the availability of RQAT)	RQAT and Supervisor in charge of the program
6	Wait for letter/notice of result	6.1	If complete and compliant, process the GP/GR/COPC.	None	Within 3 days after RQAT visit	Supervisor in charge
		6.2	If report indicates minor deficiencies, prepare and send letter of deficiency for compliance within 10 days upon receipt			
		6.3	If report indicates major deficiencies, prepare and send letter of disapproval			

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7	Receive letter/ notice of result If complete and compliant, wait for release of GP/GR/COPC	7.1	If complete and compliant, issue GP/GR/COPC	None	If complete and compliant, 3 days	Records Officer
	With minor deficiency/ies, submit compliance documents	7.2	With minor deficiency/ies, receive compliance documents, return one received copy to the client and forward documents to RD for routing		With minor deficiency/ies within 10 days after receipt of notice of deficiency/ies	
8	If complete and compliant, receive GP/GR/COPC With minor deficiency/ies, wait for result of review	8.1	If complete and compliant, end of process	None	With minor deficiency/ies, 5 days	Supervisor in charge
		8.2	With minor deficiency/ies, review compliance documents.			
		8.3	If complete and compliant, prepare and issue GP/GR/COPC.			
		8.4	If not complete or compliant, prepare and send notice of disapproval.			
9	If complete and compliant, receive GP/GR/COPC. If not complete or compliant, receive notice of disapproval	9	End of process	None	1 day	Supervisor in charge Regional Director
TOTAL				Application Fee: Php 8,000.00 per program Inspection Fee: Php 15,000.00 per program (for IP and GR)	40 Working Days	

Application for Issuance of Special Orders (SOs)



OFFICE OR DIVISION	Administrative Division/Technical Division
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2B – Government to Business
WHO MAY AVAIL	Private Higher Education Institutions

REQUIREMENTS		WHERE TO SECURE
1	Notarized SO Application form (by bulk or one application per student)	HEI
2	Form 9 (Summary of Courses and Grades)	
3	Form 137 – not necessary; this is part of admission requirements of the school	
4	Accomplished Evaluation Sheet	
5	CHED Approved Curriculum	
PROGRAM SPECIFIC		
6	Summary of Related Learning Experiences/Cases Attended (for Nursing/Midwifery Programs only)	HEI
7	Certificate of Completion (for Programs with On-the-Job Training (OJT))	
8	Training Record Book/OBT Certificate (for Maritime Programs only)	
FOR GRADUATE PROGRAMS		
9	Certificate of Comprehensive Exam Passed (Master's and Doctorate programs), Certificate of Oral Revalida Taken (Non-thesis or Capstone Project)	HEI
10	Thesis/Dissertation Book and Copy of Abstract (for Graduate and Post-Graduate Programs)	
11	Digitized Copy of Thesis/Dissertation saved in Two (2) Compact Disk (for Graduate and Post-Graduate Programs)	
OTHERS		
12	For transferee students only - Original Copy of TOR – this is part of the admission requirements	HEI
13	Certificate of Live Birth (PSA original copy) – not necessary, this is part of the admission requirements unless with correction	
14	Marriage Contract, if married (PSA original copy) - if with correction in the name/changed status within the duration of the program	
15	For foreign students only, Notice of acceptance/admission (NOA) & Certificate of Eligibility of Admission (CEA)	

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APPLICATION FOR ISSUANCE OF SPECIAL ORDERS (SOs)



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit application	1	Check the completeness of the requirements	None	1 day	Records Officer
2	Pay Document Stamp	2	Process the Special Order Application	Php 30.00		Cashier
3	Receives acknowledgement receipt	3	Issues acknowledgement receipt to applicant-HEI	None	30 minutes	Receiving Staff
4	Waits for the release of the Special Order	4.1	Processes the Special Order Application	None	1 day	Records Officer
		4.1.1	Records/logs-in the application. A Tracking slip/ Processing Sheet is attached and forwards to the Education Supervisor II in-Charge of the Program Evaluation			
		4.1.2	Evaluates the application against the government recognition and approved curriculum and forwards the application to the Records Section for Verification	None	7 days	Education Supervisor II
		4.1.2.1	For Maritime students only verification of TRB and On-board training			
		4.2.2	If in order, forwards documents to Records Officer otherwise, prepares disapproval letter for RD's signature			
		4.2	Verifies the name and subjects of Students in the Enrolment List against the Summary of Courses Taken (F 19)	None	7 days	Records Officer
		4.3.1	If application is in order, assigns Special Order Number, and print the Special Order number in the Special Order Application Form	None	1 day	Records Officer
		4.3.2	If there is a noted deficiency, ES II in charge of the program prepares letter of disapproval for signature of RD			ES II

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How to Avail of the Service						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		4.4.1	If in order, CEPS/SEPS/ES II reviews issued S.O. and affix initials on the 2nd copy	None	1 day	CEPS/SEPS/ES II/CAO
		4.4.2	If not in order, CEPS/SEPS/ES II reviews the deficiency and affix initials on the 2nd copy of the disapproval letter			
		4.5.1	If in order, Records Unit staff affixes SO number and forwards to RD for his approval and signature of the Special Order	None	1 day	Regional Director
		4.5.2	If RD has comments, makes notation then returns document to ES-in-charge for revision			
5	Receives acknowledgement receipt	5	Release the Approved Special Order or Deficiency/ Discrepancy Letter	None	1 day	Records Officer
TOTAL				None	20 Working Days	



OFFICE OR DIVISION	Technical Division
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B – Government to Business, G2G – Government to Government, G2C – Government to Citizen
WHO MAY AVAIL	Higher Education Institutions, College Graduates

REQUIREMENTS	WHERE TO SECURE
1 Request Letter from the HEI	HEI Registrar’s Office
2 Accomplished template for the issuance of NSTP Serial Numbers	HEI Registrar’s Office

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit application for the issuance of NSTP Serial Numbers	1	Receive and route the application for the issuance of NSTP Serial Numbers	None	30 minutes	NSTP in-charge for the issuance of Serial Number
2	Wait for notice of result	2.1	Evaluate documents:	None	2 days	NSTP in-charge for the issuance of Serial Number
		2.1.1	If application documents are in order, assign corresponding NSTP serial number, and prepare communication addressed to President/Head of HEI and forward to CEPS for review			
		2.1.2	If application documents are not in order, prepare communication issuing the NSTP Serial number for HEI for signature of RD			Regional Director
3	Claim the issued NSTP Serial Number	3	Release communication and secure HEI acknowledgement receipt	None	Less than half day	Releasing Clerk
TOTAL				None	3 Working Days	

Application for Permit/Recognition/Certificate of Program Compliance (COPC) to operate Graduate Programs, Dentistry, Nursing, Engineering and Programs Without Existing Policies, Standards and Guidelines (PSGs) - Phase 1: Issuance of Certificate of Eligibility



As provided for under Section 8 of Republic Act (R.A.) No. 7722, one of the powers and functions of the Commission is to evaluate and monitor the performance of programs of higher learning for appropriate incentives as well as the imposition of sanctions such as, but not limited to, diminution or withdrawal of subsidy, recommendation on the downgrading or withdrawal of accreditation, program termination or school course.

This service refers to the processing of applications for issuance of Government Authorization such as Permit/Recognition and COPC to HEIs with intention to operate Graduate programs, Medicine, Dentistry, Nursing Engineering and programs without PSGs.

Application/s can be submitted in printed or electronic format to the CHED Regional Office for preliminary evaluation including ocular inspection and issuance of certification of eligibility (Phase 1).

The application with certification of eligibility shall be forwarded by the CHEDRO to the Office of Programs and Standards Development (OPSD) – Standards Development Division (SDD) for deliberation and recommendation by the Technical Panel for approval by the Commission-en-banc Please refer to CHED Central Office Service - Application for Permit/Recognition/Certificate of Program Compliance (COPC) to Operate Graduate Programs, Medicine, Dentistry, Nursing, Engineering and Programs Without Existing Policies, Standards and Guidelines (PSGs) – Phase 2: Issuance of Permit/Recognition/Certificate of Program Compliance.

OFFICE OR DIVISION	Technical Division
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2B – Government to Business, G2G – Government to Government
WHO MAY AVAIL	Higher Education Institutions in the Philippines

REQUIREMENTS		WHERE TO SECURE
GPR CHECKLIST		
1	HEI's application letter duly signed by Chairman of Board of Trustees/ President or authorized representative including notarized affidavit	To be submitted by the applying HEI
2	For private HEI: Articles of Incorporation and By-Laws duly registered with Securities and Exchange Commission For local college: Copy of original Ordinance approving establishment For SUCs: Copy of Charter	
3	Copy(ies) of Transfer of Certificate(s) Title (TCT)/Lease Contract/ Ownership of School Building	
4	Certificate of Occupancy for building(s) to be used in the name of HEI and indicated for educational purpose issued by City/Municipality's Office of Building Officials	

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REQUIREMENTS	WHERE TO SECURE
<p>5 Feasibility study to include:</p> <p>Brief description of proposed program</p> <p>Institutional mandate & philosophy and goals of proposed program</p> <p>Management viability such as: Management capability and administrative competence as reflected in Organizational chart and qualifications of Management personnel</p> <p>Market viability in terms of:</p> <ul style="list-style-type: none"> • Demand for graduates/employment opportunities (at least in the next 5 years) • Prospective students (enrollment projection) • Presence of existing higher education institutions (HEIs) offering same course within the area <p>Financial viability in terms of sustainability of operation such as:</p> <ul style="list-style-type: none"> • Financial soundness • Projected income and expenditure • Schedule of proposed tuition & other fees <p>Other operational aspects Location of schools in relation to factors that are not conducive to learning such cockpits, dancing halls, bars or recreational places of questionable character, bowling alleys, movie houses, markets, garbage dumps, funeral parlors, jails, cemeteries and others</p>	
<p>6 School Administrators (President, Vice President(s), Director(s), Dean(s), Program Chair(s)/Head(s), Coordinator(s), etc.)</p> <p>Spreadsheet should include following information:</p> <ul style="list-style-type: none"> • Name • Position/Designation • Educational qualifications (where and when obtained) • Professional License Number & Expiration date (if applicable) • Nature of appointment (permanent/temporary) • Status (fulltime/part-time) <p>Certified true copy of Transcript of Records</p> <p>Certified true copy of Professional License (if applicable)</p> <p>Copy of Resume/Curriculum Vitae</p> <p>Copy of notarized appointment/contract of employment (to be submitted if already hired)</p> <p>Letter of commitment (if not yet hired but to submit notarized appointment/contract before issuance of initial permit/recognition)</p> <p>Approved resignation from previous employer (to be submitted before issuance of initial permit/recognition)</p>	

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REQUIREMENTS	WHERE TO SECURE
7 Faculty Members	
Spreadsheet should include following information: <ul style="list-style-type: none"> • Name • Educational qualifications (where and when obtained) • Professional License Number & Expiration date (if applicable) • Field of specialization • Subjects to be taught • Nature of appointment (permanent/temporary) • Status (fulltime/part-time) 	
Certified true copy of Transcript of Records	
Certified true copy of Professional License (if applicable)	
Copy of Resume/Curriculum Vitae	
Copy of notarized appointment/contract of employment (to be submitted if already hired)	
Letter of commitment (if not yet hired but to submit notarized appointment/contract before issuance of initial permit/recognition)	
Approved resignation from previous employer (to be submitted before issuance of initial permit/recognition)	
8 Non-teaching personnel (Registrar, Guidance Counselor, Administrative staff, etc.)	
Spreadsheet should include following information: <ul style="list-style-type: none"> • Name • Educational qualifications (where and when obtained) • Professional License Number & Expiration date (if applicable) • Nature of appointment (permanent/temporary) • Status (fulltime/part-time) 	
Certified true copy of Transcript of Records	
Certified true copy of Professional License (if applicable)	
Copy of notarized appointment/contract of employment	
Curriculum <ul style="list-style-type: none"> • Distribution of subjects per term 9 <ul style="list-style-type: none"> • Summary of units • Course description (by subject) • Course Syllabus (by subject) 	

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REQUIREMENTS	WHERE TO SECURE
10 Library	
Librarian: copy of Transcript of Record, appointment, professional license	
Facilities: floor space in sq. m. – to include pictures	
Seating capacity: combined number of students & faculty at one time	
Library collections (books, journals, magazines, dictionaries, almanacs, etc.) <ul style="list-style-type: none"> • List of 5 non- duplicated book titles per subject in the curriculum published within the last 5 years • List of book collections/accessioned books <ul style="list-style-type: none"> - Start-up -3,000 library collections (for initial permit) - Minimum of 5,000 library collections (for recognition) • List of subscription to relevant professional journals Note: List should be in spreadsheet to include author, title of book, year of publication and number of volumes	
11 Physical facilities to be used exclusively for tertiary programs (to include pictures) Note: Refer to PSG for the Program applied for	
School site	
Total floor area (in sq. m.)	
Buildings	
Number & size of classrooms/ lecture rooms	
Number & types of laboratories	
12 List of equipment and other instructional devices/aids	
13 Support facilities	
Audio visual room	
Sports and recreational, if outsourced to include notarized MOA	
Canteen	
Faculty lounge	
Student lounge	
14 Support services	
Guidance and counseling	
Medical and dental services for students and faculty, if outsourced to include notarized MOA	
15 NSTP	
Coordinator (copy of Transcript of Record & appointment)	
NSTP office	
Affiliation to Accredited NSTP Provider, if outsourced, to include notarized MOA	

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REQUIREMENTS		WHERE TO SECURE
16	School bond in the amount of six thousand pesos (P6,000.00) in cash or check payable to CHEDRO (for newly established private HEI only)	
17	Application fee in the amount of four thousand pesos (P4,000) in cash or check payable to CHEDRO	
18	Inspection fee in the amount of four thousand pesos (P4,000) in cash or check payable to CHEDRO	

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit complete application documents and receive receiving copy	1.1	Receive complete application documents per GPR checklist. If incomplete, return to applicant HEI. If complete, return one received copy to the client and forward application to RD for routing	None	1 day	Designated Officer
		1.2	Conduct documentary analysis as to completeness and per general requirements and compliance with PSGs:	None	5 days	CHEDRO ES II in-charge CEPS RD
		1.2.1	If incomplete prepare disapproval letter to HEI and return documents			
		1.2.2	For complete and compliant application documents, prepare communication inviting CHED Experts (RQAT, TP/TE) to conduct joint ocular evaluation and administrative documents (RBA, TA)			

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	For Incomplete application documents, receive letter of disapproval	2	For incomplete application documents, end of process	None	3 days	CHEDRO ES II in-charge CEPS RD
	For complete application documents: Wait for notice of visit	2	For complete and compliant application documents, prepare and send notice of visit	None	12 days	
3	Prepare for ocular inspection	3.1	Conduct ocular inspection to validate HEI's compliance	None	3 days	CHEDRO ES II in-charge CEPS RD
		3.2	Conduct post/exit conference with the HEI Officials and prepare evaluation report			
		3.3	Furnish HEI copy of the evaluation report duly conformed by the President/authorized representative and submit to CHEDRO			
		3.4	If found compliant, review action and prepare endorsement letter to the CHED-OPSD forwarding the Report on the Result of the Preliminary Evaluation and endorsing the eligibility of the HEI to proceed to the next phase – Issuance of Permit/Recognition			
		3.5	If found non-compliant, prepare and send disapproval letter to the HEI, copy furnish OPSD			
4	If compliant, receive Certificate of Eligibility and wait for feedback from CHEDRO on result of Phase 2	4.1	If compliant, issue Certificate of Eligibility	None	1 day	ES II in-charge
	If non-compliant receive letter of disapproval	4.2	If non-compliant, end of process.			
TOTAL				None	22 Working Days	

Application for Renewal Permit to Operate Undergraduate Programs, Except Medicine, Dentistry, Nursing, Engineering, Bachelor of Science in Marine Transportation (BSMT), Bachelor of Science in Maritime Engineering (BSMarE), Programs Without Existing Policies, Standards and Guidelines (PSGs) and those under the Legal Education Board (LEB)



OFFICE OR DIVISION	Technical Division
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2B – Government to Business
WHO MAY AVAIL	Higher Education Institutions

REQUIREMENTS	WHERE TO SECURE
1 HEI's application letter duly signed by Chairman of Board of Trustees/ President or authorized representative including notarized affidavit	to be submitted by the applying HEI
2 Copy of latest permit issued by CHED for the program	
3 Certificate of occupancy under the name of HEI and indicated for educational purpose issued by the City/Municipality's Office of Building Officials (for additional or new buildings only) and valid fire safety certificate	
4 Approved Schedule of tuition and other fees	
5 Qualification of Dean/Program Chair if new	
6 Spreadsheet of faculty who handles the program	
7 Spreadsheet of non-teaching personnel if there is new	
8 Noted curriculum	
9 List of newly acquired library materials	
10 List of newly acquired facilities, equipment and other instructional materials	
11 NSTP coordinator if there is new	
12 Official receipt of application fee for the program Note: Application fee for renewal and application and inspection fee for recognition	

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit complete application requirements - per GPR Checklist, one (1) set/folder (soft and hard copies and duly accomplished self-evaluation form per program	1	Receive and review application documents for completeness per GPR Checklist. If incomplete, return to the applicant-HEI	None	1 day	Receiving clerk
2	Pay the corresponding application fee	2	Issue an Official Receipt	Php 8,000.00		Cashier
3	Receive receiving copy	3.1	Return one received copy to the client and forward application to RD or CEPS for routing.	None		Receiving Staff
		3.2	Review and route the documents to the ES II in-charge.		RD or CEPS	
4	Wait for notice of result	4.1	Conduct documentary analysis of the HEIs application per GPR Checklist and CHED minimum requirements of the program applied for	None	Within 10 days after receipt of complete application documents	Education Supervisor II in charge
		4.1.1	If compliant, process for issuance of renewal permit			
		4.1.2	If with minor deficiencies, prepare notice of deficiency/ies for compliance within 10 days upon receipt.			
		4.2	If with major deficiencies, prepare letter of disapproval.			

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Receive letter/notice of result If complete and compliant, wait for release of renewal permit	5.1	For recommendation of renewal permit, review supporting documents and action taken, prepare renewal permit	None	If complete and compliant, 2 working days	CEPS RD
	With minor deficiency/ies, prepare and submit compliance documents With letter of disapproval, end of process	5.2	With minor deficiency/ies, receive compliance documents, return one received copy to the client and forward documents to RD for routing		With minor deficiency/ies, within 10 working days after receipt of notice of deficiency/ies	Records Officer
6	If complete and compliant in first submission, receive renewal permit With minor deficiency/ies, submit compliance documents and wait for notice of result	6.1	If complete and compliant, Issue renewal permit	None	5 days	Education Supervisor II in charge
		6.2	For submitted deficiencies, review compliance documents			
		6.2.1	For complete and compliant re-submission, process renewal permit (go back to Steps 5.1-6.2)			
		6.2.2	For incomplete and/or non-compliant resubmission, issue and release notice of disapproval.			
7.1	For complete and compliant re-submission, receive renewal permit	End of process				
7.2	For incomplete and/or non-compliant resubmission receive notice of disapproval					
TOTAL				Php 8,000 application fee	30 Working Days	



This process generally aims to improve the implementation of the CHED Scholarship Programs (CSPs) and make effective utilization of the scholarship funds consistent with the mandates of CHED under Section 8(i) of RA 7722.

OFFICE OR DIVISION	Administrative Division
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL	In-coming College Students

REQUIREMENTS	WHERE TO SECURE
1 Citizenship – Certified True Copy of Birth Certificate	from the applicant
2 Academic	
High school report card for incoming freshmen students eligible for college; and	
Duly certified true copy of grades for Grade 11 and 1st Semester of Grade 12 for graduating	
3 Financial – The student-applicants shall submit any of the following documents:	
Latest Income Tax Return (ITR) of parents or guardians;	
Certificate of Tax Exemption from the Bureau of Internal Revenue (BIR);	
Certificate of Indigence	
Case Study report from DSWD; and	
Latest copy of contract or proof of income may be considered for children of Overseas Filipino Workers (OFW) and seafarers	

HOW TO AVAIL OF THE SERVICE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submits filled-up application form online together with complete/correct requirements per application checklist and Receive acknowledgement receipt	1 Review the completeness and correctness of application documents. (Receive only applications with complete and correct documents and Issues acknowledgement receipt)	None	3 hours (excluding queuing time) 5 minutes per applicant	<i>StuFAP Receiving Staff</i>

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APPLICATION FOR STUDENT FINANCIAL ASSISTANCE PROGRAMS (STUFAPS)



HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Wait for notice of status of application	2	Review application documents per StuFAPs criteria and conduct validation. (If applicant has met the criteria, application will be eligible for ranking. If not, applicant will be disqualified.) Conduct ranking of applicants	None	Within 14 days after the close of the application period	StuFAPs Coordinators/ RD
3	Receive notice of status of application	3.1	Issue notice of status of application for applicants below quota/cut-off	None	7 days after evaluation of application documents	StuFAPs Coordinators RD
		3.2	Consolidate qualified applications and prepare masterlist		7 days after deadline of application period	StuFAPs Coordinators/ RD/ Regional Scholarship Committee
4	Receive notice of status of application (within quota)	4	Issue notice of award for qualified applicants	None	5 days after the selection of qualified applicants	StuFAP Coordinator RD
5	Reply to notice of award	5	Receive reply of acceptance of notice of award	None	7 days	StuFAP Coordinator
TOTAL				None	40 Working Days	

OFFICE OR DIVISION	Technical Division
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2B – Government to Business, G2G – Government to Government, G2C – Government to Citizen
WHO MAY AVAIL	Public

REQUIREMENTS	WHERE TO SECURE
Written Complaint	From the complainant

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit written complaint through email	1	Receive the documents and return one received copy of the client and forward the complete documents to the Regional Director	None	1 day	Receiving Officer
QUERY PHASE						
2	Wait for agency action and recommendation	2.1	Discuss the merits of the complaint	None	5 days	Regional Director CEPS Focal Person
		2.2	Prepare letter to HEI President/Head to address the allegation/s within five (5) working days with appropriate initial and signature and forward to Records Unit	None		
3	Receive letter of acknowledgment and action taken	3	Release document to respondent HEI and secure acknowledgement receipt from HEI	None		Records Officer
TOTAL				None	6 Working Days	

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HOW TO AVAIL OF THE SERVICE							
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
RESPONSIVE AND INVESTIGATIVE PHASE					14 days		
4	Wait for result of query from the respondent HEI	4.1	Upon receipt of HEI response, send an acknowledgement letter to respondent HEI President/Head and a letter to the complainant furnishing the respondent HEI reply	None		<i>Regional Director/ CEPS Focal Person</i>	
		4.2	Release document and secure acknowledgement receipt from the complainant and from the respondent HEI			<i>Records Officer</i>	
FOR FINDINGS ON AN HEI NOT RECOGNIZED OR OFFERING PROGRAM WITHOUT AUTHORITY:							
			<ul style="list-style-type: none"> Issue Cease and Desist Order (CDO) addressed to HEI President/Head giving fifteen (15) working days to act and implement the order 	None		<i>Regional Director CEPS</i>	
			<ul style="list-style-type: none"> Release document and secure acknowledgement receipt from HEI 			<i>Records Unit</i>	
			<ul style="list-style-type: none"> If HEI fails to comply with the CDO in the time given, prepare endorsement of the HEI case/fact-finding report to LLS 			<i>Regional Director CEPS</i>	
PHASE 1: FOR FACT-FINDING INVESTIGATION							
			<ul style="list-style-type: none"> Prepare documents for endorsement for fact-finding investigation to LLS. 	None		<i>Regional Director CEPS</i>	
			<ul style="list-style-type: none"> Release document to LLS and secure acknowledgement receipt 			<i>Records Officer</i>	
TOTAL				None		20 Working Days	

Evaluation of Requirements for CHED

OFFICE OR DIVISION	Technical Division
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B – Government to Business
WHO MAY AVAIL	Private Higher Education Institutions

REQUIREMENTS	WHERE TO SECURE
FOR NEW APPLICATION (REGISTRATION)	
1 Letter Request of the Requesting Party	Requesting Party
2 Notarized Affidavit of Undertaking	
3 Notarized SEC System Generated Articles of Incorporation	Securities and Exchange Commission
4 Signed SEC System Generated By-Laws	
5 Copy of CHED Official Receipt as proof of payment for SEC Endorsement	Cashier-CHED
6 For Stock Corporation:	Requesting Party
Paid up capital of Php5Million pursuant to Section 20, Article V of Manual of Regulations for Private Higher Education (MORPHE)	
Notarized Treasure’s Affidavit	
FOR AMENDMENT	
1 Letter Request of the Requesting Party	Requesting Party
2 Notarized Affidavit of Undertaking (if applicable: Annex B)	
3 Copy of Amended Articles of Incorporation	
4 Director’s or Trustees’ Certificate – notarized and signed by majority of the directors or trustees and the corporate secretary indicating the amended provisions	
5 Notarized Secretary’s Certificate on no pending case of intra-corporate dispute	
6 Copy of Government Recognition of programs offered issued by the CHED (if applicable)	
7 Copy of Certificate of Incorporation or latest Certificate of Filing of Amended of Incorporation (AOI) together with the corresponding AOI	Requesting Party/Securities and Exchange Commission
8 Copy of CHED Official Receipt as proof of payment for SEC Endorsement	Cashier-CHED

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REQUEST FOR ENDORSEMENT OF ARTICLES OF INCORPORATION AND BY-LAWS OF NEW PRIVATE HIGHER EDUCATION INSTITUTIONS (PHEIS) TO SEC



REQUIREMENTS		WHERE TO SECURE
9	For increase in capital stock (stock corporation only)	Requesting Party
	Notarized Treasurer's Affidavit	
	List of Stockholders before and after the increase and their stockholdings	
10	For change of name: Name Verification Slip	Securities and Exchange Commission

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit document application	1	Receive the documents and return one received copy to the client	None	1 day	Receiving Clerk
2	Pay the corresponding fee	2.1	Issue an Official Receipt	Php 1,000.00 endorsement fee		Collection Officer
		2.2	Return one received copy to the client and forward application to RD for routing			
3	Receive receiving copy	3.1	Prepare letter endorsing request to SEC for initial and signature	None	2 days	Receiving Clerk ES II in-charge Regional Director/CEPS
		3.2	Review and sign letter of endorsement			
4	Receive document	4	Release document and Secure acknowledgement receipt	None		Records Officer
TOTAL				None	3 Working Days	



OFFICE OR DIVISION	Administrative Division
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL	StuFAPs Grantees

REQUIREMENTS	WHERE TO SECURE
1 Payment	HEIs Scholarship Coordinator
2 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	

HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	FOR NEW SCHOLARS Submit requirements for payment including copy of LBP ATM Card	1	FOR NEW SCHOLARS Review the completeness and correctness of application documents. Receive only application with complete and correct documents.	None	1 hour	<i>StuFAPs Staff</i>
	FOR ON-GOING SCHOLARS/GRANTEES Submit grades of the previous semester and enrolment of the current semester		FOR ON-GOING SCHOLARS/GRANTEES Review the completeness and correctness of documents			

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HOW TO AVAIL OF THE SERVICE						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Wait for notice of release	2.1	Prepare supporting documents and obligation request (OR)	None	10 days	StuFAPs Staff
		2.2	Sign OR and forward to Budget Unit for processing		3 days	StuFAPs Head RD
		2.3	Receive, re-evaluate OR and certify availability of funds and forward to Accounting Unit		3 days	Budget Officer
		2.4	Prepare Disbursement Voucher (DV)		5 days	Accounting Staff
		2.5	Review and certify cash availability, completeness of documents and appropriateness of amount claimed and forward to Director's Office		3 days	Accountant
		2.6	Approve payment and forward OR and DV for payment		3 days	Regional Director
		2.7	Prepare check or LDDAP-ADA and prepare bank advice for signature of RD/ Authorized Representative		3 days	Cashier
		2.8	Sign check or LDDAP-ADA and bank advice and return to Cashier		3 days	Regional Director
		2.9	Send LDDAP-ADA and bank advice to bank		4 hours	Cashier
3	Receive payment through check or ATM	3.1	Release payment grantee/HEI	None	30 minutes	Cashier
TOTAL				None	35 Working Days	



FEEDBACK & COMPLAINTS MECHANISM



We, at the Commission on Higher Education commits to deliver our services to the clients with utmost quality and excellence. Hence, please let us know your suggestions, comments, and feedback regarding the services you availed of in order to help us further improve our delivery.

<p>How to send feedback</p>	<p>The clients may secure from the Public Assistance Complaint Desk (PACD) and accomplish the CHED CUSTOMER FEEDBACK FORM, and drop it in the designated box of the CHED Central/Regional Office that served them.</p> <p>or</p> <p>they may provide their feedback via 0999 444 5996 or info@ched.gov.ph.</p>
<p>How feedbacks are processed</p>	<p>Feedback requiring answers are referred to the appropriate offices by the officer-in-charge. Offices concerned are required to answer within three working days from receipt. For inquiries and follow up, you may contact 0999 444 5996 or info@ched.gov.ph.</p>
<p>How to file complaints</p>	<p>Complaints can be filed via email at info@ched.gov.ph together with the following information: Name of the person being complained, description of the incident, evidence for the complaint, description of the incident, evidence (photos, recording, documents, etc.).</p> <p>Complainants can also write the Commission, and have it received in person at the Public Assistance Complaint Desk (PACD) at the CHED Central Office or through mail at HEDC Bldg., CP Garcia Avenue, UP Diliman, Quezon City. The PACD can be reached through 02 8441 1260.</p>
<p>How complaints are processed</p>	<p>The complaints are forwarded by the officer-in-charge to the concerned office. Concerned offices will conduct their own investigation and will respond directly to the client copy furnished the info@ched.gov.ph.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ANTI-RED TAPE AUTHORITY: complaints@arta.gov.ph (+632) 8478-5093</p> <p>PRESIDENTIAL COMPLAINTS CENTER: 8888</p> <p>CONTACT CENTER NG BAYAN: 0908-881-6565</p>



LIST OF OFFICES



OFFICE	ADDRESS	CONTACT INFORMATION
OFFICE OF THE CHAIRPERSON	4F Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8351-74-13 (02) 8441-12-56; (02) 8441-12-60 chairperson@ched.gov.ph
OFFICE OF COMMISSIONER MARITA R. CANAPI	4F Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8441-11-68 comm.canapi.office@ched.gov.ph
OFFICE OF COMMISSIONER RONALD L. ADAMAT	4F Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8441-11-73 radamat@ched.gov.ph
OFFICE OF COMMISSIONER JO MARK M. LIBRE	4F Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8441-11-72 commissionerlibre@ched.gov.ph
OFFICE OF COMMISSIONER ALDRIN A. DARILAG	4F Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8441-11-43 comaldrin.darilag@ched.gov.ph
OFFICE OF THE EXECUTIVE DIRECTOR (OED)	3F Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8355-52-03 (02) 8441-12-16 executivedirector@ched.gov.ph
OFFICE OF PROGRAMS AND STANDARDS DEVELOPMENT (OPSD)	3F Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8441-12-28 opspd2019@ched.gov.ph
OFFICE OF STUDENT DEVELOPMENT AND SERVICES (OSDS)	3F Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8988-00-01 (02) 8441-12-20 osds@ched.gov.ph
LEGAL AND LEGISLATIVE SERVICE (LLS)	3F Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8988-00-02 chedlegal@ched.gov.ph
OFFICE OF INSTITUTIONAL QUALITY ASSURANCE & GOVERNANCE (OIQAG)	2F Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8441-12-54 (02) 8351-08-03 oiqag@ched.gov.ph
INTERNATIONAL AFFAIRS STAFF (IAS)	2F Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8441-07-50 ias@ched.gov.ph
HIGHER EDUCATION DEVELOPMENT FUND STAFF (HEDFS)	2F Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8441-12-35 (02) 8441-13-69; (02) 8408-7254 hedf@ched.gov.ph
OFFICE OF PLANNING, RESEARCH, & KNOWLEDGE MANAGEMENT (OPRKM)	GF Higher Education Development Center 55 C.P. Garcia Avenue, UP Campus 1101 Quezon City	Tel. No. (02) 8441-11-69 No. (02) 8441-11-49 oprkmdirector@ched.gov.ph
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