



# CITIZEN'S CHARTER

## 1. Total Big-time Access Card (TBAC) Services

The Total Big-time Access Card serves as cashless payment to all TLRC services. The card is in three 3 denominations: 20, 50, and 100 pesos. This card is transferable. That is, students can share the card use as long as long as there is remaining amount. To avail of this card, the student will pay for a selected denomination (20, 50, and 100) at the Cash Office. To use the card, the student will present it to the TLRC staff before availing a particular service. The TLRC staff will deduct the amount of a particular service provided. The balance amount will be recorded at the back of the card for monitoring. Once the amount has been used up, the student will again buy another card.

<b>Office</b>	1. Teaching and Learning Resource Center 2. Cash Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	All UPV students, faculty, and staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished TBAC Payment Slip		TLRC and Cash Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents duly filled-out payment slip	1. Verifies and instructs client to pay at the Cash Office	None	1 min	1 – John Eric Cayona
2. Pays at the Cash Office	2. Receives payment and issues Official Receipt	20, 50, or 100	5 mins	2 – Cash Office Staff
3. Presents Official Receipt and payment slip (onsite)	3. Verifies payment slip and Official Receipt 3.1. Records OR number 3.2. Releases TBAC and OR	None	2 mins.	3 – 3.2 – John Eric Cayona
4. Claims the TBAC and the Official Receipt	4. Files the payment slip for records purposes	None	2 mins.	4 – John Eric Cayona
<b>TOTAL</b>		<b>varied</b>	<b>10 mins.</b>	

For your feedback and complaints, accomplish the on-site form "Client Satisfaction Measurement (CSM)" or the online form [https://bit.ly/CSM\\_TLRC](https://bit.ly/CSM_TLRC). For inquiries, you may reach the Teaching and Learning Resource Center through the contact information indicated below. Thank you.

CUB Basement, UP Visayas, 5023 Miagao, Iloilo (033) 315-8908 loc 248 [lrc.upvisayas@up.edu.ph](mailto:lrc.upvisayas@up.edu.ph) or [lrc@upv.edu.ph](mailto:lrc@upv.edu.ph)

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# CITIZEN'S CHARTER

## 2. Computer Use Services

TLRC offers computer use and internet access to help students in their academic requirements. Students who are officially enrolled have 30 hours free (plus 15 hours free for students doing thesis or special problem) computer use privilege per semester. Students who are doing their thesis or special problem must present a certification from their respective advisers. The TLRC computers are all connected to the internet and printer. They operate in Windows operating systems and applications.

<b>Office</b>	Teaching and Learning Resource Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	All UPV students only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. UP ID		n/a		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for Computer Use and presents UP ID	1. Checks UP ID and assigns computer workstation number	None	10 sec	1 – John Eric Cayona
2. Proceeds to the assigned computer workstation number	2. Scans UP ID to record time log-in	None	20 sec	2 – John Eric Cayona
3. Informs the staff to end session	3. Verifies the computer workstation number and UP ID  3.1. Scans UP ID to record time log-out	None	20 sec	3 – 3.1 – John Eric Cayona
4. Retrieves UP ID	4. Returns UP ID	None	10 sec	4 – John Eric Cayona
<b>TOTAL</b>		<b>None</b>	<b>1 min</b>	

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## CITIZEN'S CHARTER

### 3. Printing and Photocopying Services

Only UPV clients can avail themselves of the printing and photocopying services on a first-come and first-served basis.

<b>Office</b>	Teaching and Learning Resource Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	All UPV students, faculty, and staff only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
TBAC		TLRC and Cash Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests to print/photocopy and presents UP ID and TBAC	1. Verifies UP ID and TBAC or checks emailed document 1.1 Receives the document to print/photocopy 1.2 Records transaction in the TBAC	<b>Please refer to "Printing and Photocopying Rates"</b>	2 ½ mins.	1 – 1.2 – John Eric Cayona
2. Claims the print/photocopy materials, UP ID, and TBAC	2. Releases the print/photocopy materials, UP ID and TBAC	None	2 ½ mins.	2 – John Eric Cayona
<b>TOTAL</b>		<b>varied</b>	<b>5 mins</b>	

TLRC PRINTING AND PHOTOCOPYING RATES					
RATES (Computation is per page basis)	ORDINARY PAPER				SPECIAL PAPER
	Package A		Package B		Package C
	Black Printing		Multi-colour		Multi-colour
	Standard size (A4, Short, Long)	Large format (A3, Poster)	Standard size (A4, Short, Long)	Large format (A3, Poster)	Standard size (A4, Short, Long)
	2.00	10.00	10.00	50.00	25.00
<b>Note: If the special paper is provided by the client, Package B applies.</b>					

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# CITIZEN'S CHARTER

## 4. Use of Facilities (Audio – Visual Rooms) Services

The TLRC and ILP facilities are available for class and non-class purposes, i.e. but not limited to lectures, film showing, trainings, fora, etc. The Audio-Visual Rooms are fully furnished with multimedia equipment; the TLRC – AVR can accommodate 50 persons while the ILP – AVR can accommodate 100 persons.

<b>Office</b>	1. Teaching and Learning Resource Center 2. Cash Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	All UPV students, faculty, and staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Use of Facilities Form (RUFF)		TLRC office or online form @ <a href="https://bit.ly/RUFF_TLRC">https://bit.ly/RUFF_TLRC</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the duly filled-out form	1. Verifies the request details (date, time, purpose, etc.) 1.1 Indicates the amount, signs and endorses form to the Unit Head 1.2 Unit head signs 1.3 Informs the client to pay at the Cash Office	None	1 day	1 – John Eric Cayona or Rodel Farparan,  1.1 – John Cayona or Rodel Farparan  1.2 – TLRC Director 1.3 – John Cayona or Rodel Farparan
2. Pays at the Cash Office	2. Collects payment and issues Official Receipt	Please refer to "TLRC Use of Facilities Rates"	½ day	2 – Cash Office Staff
3. Presents Official Receipt and RUFF	3. Records OR# and returns OR and duplicate-copy of RUFF to the client	None	½ day	3 – John Eric Cayona or Rodel Farparan
4. Claims OR and RUFF (copy-furnish)	4. Files the RUFF for records purposes	None	1 day	4 – John Cayona or Rodel Farparan
<b>TOTAL</b>		<b>varied</b>	<b>3 days</b>	

TLRC USE OF FACILITIES RATES							
RATES (Computation is per hour basis)	VENUE			EQUIPMENT			
	MILC – ILP AVR	TLRC AVR	Interactive Classroom	LCD Projector	Laptop	Desktop	PA system
	175.00	50.00	Free	100.00	100.00	20.00 (Free for class use)	50.00

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# CITIZEN'S CHARTER

## 5. Document Job Solutions (Lamination, Ring Binding, and Scanning) Services

Only UPV clients can avail of the lamination, ring binding, and scanning services on a first-come first-served basis.

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<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	All UPV students, faculty, and staff only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
TBAC		TLRC and Cash Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests to avail of the service and presents TBAC	1. Verifies TBAC and prepares the necessary equipment 1.1 Performs the service/request 1.2. Records transaction in the TBAC	<b>Please refer to "TLRC Document Job Solutions Rates"</b>	10 mins.	1 – 1.2 – John Eric Cayona
2. Claims the service output and TBAC	2. Releases the service output and TBAC	None	5 mins.	2 – John Eric Cayona
<b>TOTAL</b>		<b>varied</b>	<b>15 mins.*</b>	

TLRC DOCUMENT JOB SOLUTIONS RATES							
RATES (Computation is per job basis)	LAMINATION				RING BINDING		SCANNING
	ID size	A5 size	A4 size	A3 size	Thin bind ( $\leq 0.5$ " diameter)	Thick bind ( $> 0.5$ " diameter)	(up to A3 size)
	10.00	15.00	30.00	50.00	20.00	40.00	2.00

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## 6. Peer Tutorial Program Services

This is designed for those who need selective learning assistance in certain skills or subject areas only. Generally, the target clientele of tutorial assistance will have relatively higher entry level skills than the target clientele of Bridge Program.

<b>Office</b>	Teaching and Learning Resource Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	All UPV students only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Tutorial Registration Form (TURF)</li> <li>2. Form 5</li> <li>3. Latest Copy of Grades</li> </ol>		TLRC office or online form @bit.ly/TURF_TLRC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the duly-filled out form, Form 5, and latest Copy of Grades	<ol style="list-style-type: none"> <li>1. Verifies documents</li> <li>1.2. Creates schedule for tutorial</li> <li>1.3. Emails the schedule of the client</li> </ol>	None	1 day	1 – 1.3 – Czar Ian Angel Esquivel
2. Receives notification and attends the peer tutorial orientation	<ol style="list-style-type: none"> <li>2. Conducts the peer tutorial orientation</li> </ol>	None	1 day	2 – Czar Ian Angel Esquivel and Sharon Nillana
<b>TOTAL</b>		<b>None</b>	<b>2 days</b>	
<b>Note:</b>				
<ol style="list-style-type: none"> <li>1. <b>Schedule will be available after the deadline for submission of requirements.</b></li> <li>2. <b>Only tutors are required to submit the latest Copy of Grades.</b></li> </ol>				

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