



### CITIZEN'S CHARTER

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

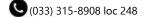
The Total Big-time Access Card serves as cashless payment to all TLRC services. The card is in three 3 denominations: 20, 50, and 100 pesos. This card is transferable. That is, students can share the card use as long as long as there is remaining amount. To avail of this card, the student will pay for 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.

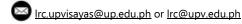
Office	Office 1. Teaching and Learning Resource Center							
	2. Cash Office							
Classification	Simple							
Type of Transaction	G2C – Government to Citize	n						
Who may avail	All UPV students, faculty, an	d staff						
CHECKLIST OF REQUIRE	MENTS	WHERE TO SE	CURE					
Accomplished TBAC Paym	ent Slip	TLRC and Cash	n Office					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PERSON RESPONSIBLE					
Presents duly filled- out payment slip	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 None 2 mins. 4 – John Eri for records purposes							
•	TOTAL	varied	10 mins.					

For your feedback and complaints, accomplish the on-site form "Client Satisfaction Measurement (CSM)" or the online form 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











# CITIZEN'S CHARTER

### 2. Computer Use Services

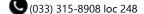
TLRC offers computer use and internet access to help students in their academic requirements. Students who are officially enrolled have 30 hours free (plus 15 hours free for students doing thesis or special problem) computer use privilege per semester. Students who are doing their thesis or special problem 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.

Office	Teaching and Learning Resource Center							
Classification	Simple							
Type of Transaction	G2C – Government to Citizen							
Who may avail	All UPV students only							
CHECKLIST OF REQUIRE	MENTS	WHERE TO SE	CURE					
1. UP ID		n/a						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
Requests for     Computer Use and     presents UP ID	Checks UP ID and     assigns computer     workstation number	None	10 sec	1 – John Eric Cayona				
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	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				
	TOTAL	None	1 min					

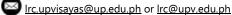
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# CITIZEN'S CHARTER

### 3. Printing and Photocopying Services

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

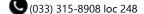
Office	Teaching and Learning Resource Center						
Classification	Simple						
Type of Transaction	G2C – Government to Citizer	า					
Who may avail	All UPV students, faculty, and	d staff only					
CHECKLIST OF REQUIRE	MENTS	WHERE TO SE	CURE				
TBAC		TLRC and Cash	n Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
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	Please refer to "Printing and Photocopying Rates"	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			
	TOTAL	varied	5 mins				

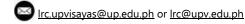
TLRC PRINTING AND PHOTOCOPYING RATES									
		ORDINA	RY PAPER		SPECIAL PAPER				
RATES	Packa	ge A	Packa	Package C					
(Computation	Black Pr	rinting	Multi-c	Multi-colour					
is per page	Standard size	Large format	Standard size	Large format	Standard size				
basis)	(A4, Short, Long)	(A3, Poster)	(A4, Short, Long)	(A3, Poster)	(A4, Short, Long)				
	2.00 10.00 10.00 50.00 25.00								
Note: If the sp	ecial paper is provi	ided by the client	t, Package B applie	s.					

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



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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.

Office	Office 1. Teaching and Learning Resource Center							
	2. Cash Office	esource certici						
Classification	Simple							
Type of Transaction								
Who may avail								
	no may avail All UPV students, faculty, and staff ECKLIST OF REQUIREMENTS WHERE TO SECURE							
Request for Use of Facilit		TLRC office or	online form @http	os://bit.ly/RUFF_TLRC				
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON				
		PAID	TIME	RESPONSIBLE				
1. Submits the duly	1. Verifies the request	None	1 day	1 – John Eric Cayona				
filled-out form	details (date, time,			or Rodel Farparan,				
	purpose, etc.)							
	1.1 Indicates the amount,			1.1 – John Cayona or				
	signs and endorses form			Rodel Farparan				
	to the Unit Head							
	1.2 Unit head signs			1.2 – TLRC Director				
	1.3 Informs the client to			1.3 – John Cayona or				
	pay at the Cash Office			Rodel Farparan				
2. Pays at the Cash	2. Collects payment and	Please refer to "TLRC Use of	½ day	2 – Cash Office Staff				
Office	issues Official Receipt	Facilities Rates"						
3. Presents Official	3. Records OR# and	None	½ day	3 – John Eric Cayona				
Receipt and RUFF returns OR and duplicate-				or Rodel Farparan				
	copy of RUFF to the client							
4. Claims OR and RUFF	4. Files the RUFF for	None	1 day	4 – John Cayona or				
(copy-furnish)			Rodel Farparan					
	TOTAL	varied	3 days					

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

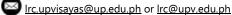
For your feedback and complaints, accomplish the on-site form "Client Satisfaction Measurement (CSM)" or the online form https://bit.ly/CSM\_TLRC. For inquiries, you may reach the Teaching and Learning Resource Center through the contact information indicated below. Thank you.



CUB Basement, UP Visayas, 5023 Miagao, Iloilo

(033) 315-8908 loc 248











# 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.

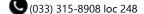
Of	fice	Teaching and Learning Resource Center							
Cla	assification	Simple							
Ту	pe of Transaction	G2C – Government to Citizen							
WI	ho may avail	All UPV students, faculty, and	d staff only						
CH	IECKLIST OF REQUIRE	MENTS	WHERE TO SE	CURE					
TB	AC		TLRC and Cash	n Office					
	CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON				
			PAID	TIME	RESPONSIBLE				
1.	Requests to avail of	1. Verifies TBAC and	Please refer	10 mins.	1 – 1.2 – John Eric				
	the service and	prepares the necessary	to "TLRC		Cayona				
	presents TBAC	equipment	Document						
		1.1 Performs the	Job						
		service/request	Solutions						
		1.2. Records transaction in	Rates"						
		the TBAC							
2.	Claims the service	2. Releases the service	None	5 mins.	2 – John Eric Cayona				
	output and TBAC	output and TBAC							
		TOTAL	varied	15 mins.*					

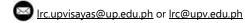
TLRC DOCUMENT JOB SOLUTIONS RATES							
RATES		LAMIN	RING B	INDING	SCANNING		
(Computation	ID	A5	A4	A3	Thin bind	Thick bind	(up to
is per job basis)	size	size	size	size	( <u>&lt;</u> 0.5" diameter)	(>0.5" diameter)	A3 size)
is per job basis)	10.00	15.00	30.00	50.00	20.00	40.00	2.00

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



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# CITIZEN'S CHARTER

#### 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.

Office	Teaching and Learning Resource Center							
Classification	Simple							
Type of Transaction	G2C – Government to Citizen							
Who may avail	All UPV students only							
CHECKLIST OF REQUIRE	MENTS	WHERE TO SE	CURE					
1. Tutorial Registration	on Form (TURF)	TLRC office or	online form @bit.	ly/TURF_TLRC				
2. Form 5								
3. Latest Copy of Grades								
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON				
		PAID	TIME	RESPONSIBLE				
1. Submits the duly-filled	1. Verifies documents	None	1 day	1 – 1.3 – Czar Ian				
out form, Form 5, and	1.2. Creates schedule for			Angel Esquivel				
latest Copy of Grades	tutorial							
	1.3. Emails the schedule of							
	the client							
2. Receives notification	2. Conducts the peer	None	1 day	2 – Czar Ian Angel				
and attends the peer	tutorial orientation		-	Esquivel and				
tutorial orientation	Sharon Nillana							
TOTAL None 2 days								
Notes								

#### Note:

- 1. Schedule will be available after the deadline for submission of requirements.
- 2. Only tutors are required to submit the latest Copy of Grades.

For your feedback and complaints, accomplish the on-site form "Client Satisfaction Measurement (CSM)" or the online form <a href="https://bit.ly/CSM\_TLRC">https://bit.ly/CSM\_TLRC</a>.

For inquiries, you may reach the Teaching and Learning Resource Center through the contact information indicated below. Thank you.

