



**PAMANTASAN NG LUNGSOD NG MAYNILA  
CITIZEN'S CHARTER**

# PLM CITIZEN'S CHARTER

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## University Profile

The Pamantasan ng Lungsod ng Maynila was established by virtue of Republic Act No. 4196 on June 19, 1965. It formally opened classes on July 17, 1967. The University is located on a 2.8-hectare lot in Intramuros, Manila.

PLM is the first university in the country to have its official name in Filipino; the first tuition-free institution of higher learning in the Philippines and in Asia; it is likewise the first university funded solely by a city government. Its primary service is the provision of a tuition-free high quality tertiary education. PLM is proud to be among the top universities in the country today with affiliations and recognitions of excellence from various national and international organizations.

## Vision

A caring People's University

## Mission

Guided by this vision, we commit ourselves to provide quality education to the less privileged but deserving students and develop competent, productive, morally upright professionals, effective transformational leaders, and socially responsible citizens.

## Objectives

Anchored upon our vision and mission, we seek to:

1. Equip the stakeholders with the scientific and technological knowledge, skills, attitude, and values for effective and efficient delivery of quality education and services;
2. Conduct relevant and innovative researches for the enrichment of scholarships, advancement of the industry, and development of community both locally and internationally;
3. Promote extension services for community development and establish mutually beneficial linkages with industries and institutions at the local, national, and international levels;
4. Adhere to the values of excellence, integrity, nationalism, social responsibility and trustworthiness; creativity and analytical thinking; and
5. Enhance the goodwill and support of the stakeholders and benefactors for a sustainable caring people's University towards the transformation of the City of Manila and the nation.

## Our Service Pledge

We commit ourselves to...

- **P**rovide quality service to our stakeholders with utmost care and integrity
- **L**ead by example in paving way to conduct relevant and innovative researches; cultivating a conducive learning environment while promoting extension services and linkages with industries and institutions at the local, national, and international levels
- **M**aintain the values of service-orientedness, social responsibility, and camaraderie in pursuit of service excellence

# Students' Welfare Management

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## Office of Student Development and Services

### PROFILE

We provide our students services that will hone them to be student leaders by assisting them in their co-curricular and extra-curricular activities.

### LOCATION

Ground Floor, Gusaling Villegas

### AVAILABILITY OF SERVICE

8:00 am – 6:00 pm

### CLIENTS

Primarily students and faculty members, alumni

### SERVICE REQUIREMENTS

- A. Student Activities: Securing permit for staging curricular and extra-curricular by accredited student organizations
- B. Scholarship Application: Securing study privileges for qualified students

### DURATION

Arbitrary Schedule

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## SERVICE PROCEDURE

### A. For Student Activities

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEEs	FORM
1	Submit a request letter to the Office of the Vice President for Academic Affairs coursed through the Dean of the Office of Student Development and Services. The Vice President for Administration must be consulted regarding the availability of requested venues and equipment.	The OSDS Dean endorses the letter of request to the VPAA, with the Dean's comments and recommendations.	3-5 working days	OSDS Dean	None	None
2	Fill-out the Activity and Facilities Form signed by the organizer, co-signed by Faculty Adviser (if accredited), or signed by a faculty member, co-signed by the College Dean or Director (if it is a college or unit that will undertake the activity).	Once the request is approved, the OSDS informs the concerned party; after which, the OSDS endorses the letter, together with the "Activity and Facilities" form to the Vice President for Administration (VPA) for approval on the use of the venue requested.	3 – 5 working days	Administrative Assistant/ Dean, OSDS		Activity and Facilities Form

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STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
5	Wait for notice	Appropriate action shall be taken by the Vice President for Administration.	Submission of the request form should be at least 10 calendar days ahead of schedule. Request shall be treated on a first come, first served basis.		None	None
6	Properly manage the equipment and venue requested	Once approved, the VPA issues the permit.	2 – 3 days			

### B.1 Scholarship Application (for new applicants)

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Proceed to the OSDS to apply for scholarship grant.	Grant interviews to applicants	30 minutes – 1 hour	Clerk in charge	None	None
2	Submit requirements	Forward the list of candidates with the requirements (certificate of grades, application letter and registration form) to the secretariat of the scholarship provider for their screening.	One month before the start of semester			Scholarship Application Form



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STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
3	Wait for notification posted in the roster of scholars	Successful applicants shall be notified about their inclusion in the roster of scholars through posters and website	30 minutes – 1 hour	Clerk in charge	None	
*** End of Procedure ***						

### B.2 Scholarship Application (for existing scholars)

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Accomplishment of subsidy form	Processing of subsidy forms	Immediately upon request	Clerk in charge	None	Subsidy Form
2	Coordinate with the OSDS.	Coordination with the Accounting Department in processing the payment for the scholars' matriculation and tuition fees to the scholarship provider. A periodic report shall be submitted to the service provider when necessary.	Immediately upon request			None
*** End of Procedure ***						

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## Office of the University Registrar

### PROFILE

We are an academic support group that continuously coordinates with various academic units for efficient student admission and registration, records processing and management, records evaluation, and graduation of students.

### LOCATION

Ground floor, Gusaling Katipunan

### AVAILABILITY OF SERVICE

8:00 am – 6:00 pm

### CLIENTS

Primarily students and faculty members, alumni, and other linkages that may require student records

### SERVICE REQUIREMENTS

- A. For Admission and Registration: Freshman admission requirements are based on the guidelines set on a particular school year
- B. For Student Record: Securing of request forms

### DURATION

Arbitrary Schedule

# PLM CITIZEN'S CHARTER

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## SERVICE PROCEDURE

### A.1 For Admission and Registration (Freshman)

The Pamantasan ng Lungsod ng Maynila Admission Test (PLMAT) is a 3-hour examination consisting of subtests on English, Science, Mathematics, Filipino and Abstract Reasoning. Applicants' scores upon taking the PLMAT are weighted against a standardized PLMAT score. If their scores satisfy the suggested cut-off score, they will qualify for enrolment. The range of cut-off scores approximates the applicant's expected performance in the University. PLM reserves the right to accept or reject applicants on the basis of their performance scores in the admission test and other factors as deemed appropriate by the University.

The application form which is free of charge, is security coded and available only in PLM. Processing period normally starts third week of November.

### General Requirements

Manila residents who are graduates of public high schools of the Division of city Schools (DCS), Manila and other high schools in and outside Manila recognized by the department of Education (DepEd) may be admitted as freshmen into the University subject to the following:

1. Presentation of appropriate documents satisfying criteria for applicants
2. Performance in the PLM Admission Test

### Qualifying Requirements

Bring the original copy and photocopy of the following:

- Fourth year High School report Card (Form 138-original or Certified True Copy) with a General Weighted Average (GWA) of at least 80% or better.
- Birth Certificate
- Barangay Certification of manila Residency
- Parent's Latest Voter's ID/Voter's Registration Record, SK Voter's ID
- Parent's Income tax Return/Real Property Tax Receipt (2008), company ID

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### A.2 For Admission and Registration (Enrollment Procedure for other Year Levels)

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Claim the Preliminary Registration Form (PRF) and accomplish it with the necessary data for enrollment	Provide the Preliminary Registration Form (PRF)	1 – 3 minutes	College Personnel	None	Preliminary Registration Form (PRF)
2	Submit PRF along with other accomplished forms	Get and check accomplished PRF and other forms pertinent to enrollment.	3 – 5 minutes	Clerk	None	PRF, other forms needed by the enrollee (e.g. Shifting Form, Subsidy Form, Readmission, Overload, etc.)
3	Secure the Enrollment Assessment Stub (EAS) for Paying Students and Student Enrollment Record (SER) for Non-Paying Students	Release the Enrollment Assessment Stub (EAS) for Paying Students and Student Enrollment Record (SER) for Non-Paying Students	2 – 3 minutes	Records Management Analyst	None	<ul style="list-style-type: none"> <li>▪ Enrollment Assessment stub (EAS) – for Paying Students</li> <li>▪ Student Enrollment Record (SER) – for Non-Paying Students</li> </ul>
4	Proceed to Window A at the Cash Office for payment of fees and get the official receipt.	To be assisted by the cash Office	1 – 3 minutes	Administrative Assistant	Please refer to the schedule of fees as indicated at the Cash Office matrix	None
5	Proceed to the Student Activity Center and secure the Student Enrollment Record (SER)	Release the Student Enrollment Record (SER)	1 – 3 minutes	Clerk	None	Student Enrollment Record (SER)

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STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
6	Get classcards	Issue classcards	3 – 5 minutes	Clerk	None	None
7	Enlist for Physical Education subjects	Enlistment of Physical Education subjects	5 – 10 minutes	College Personnel	None	None
*** End of Procedure ***						

Note: Enlistment for ROTC/CWTS is on the first training day

### B. For Student Records

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Secure and accomplish a request form	Provide request form	1 – 3 minutes	Clerk in charge	None	OUR Request Form
2	Proceed to the Cash Office (Window B) for payment	Facilitate and process payment	3 – 5 minutes	None	Please refer to the schedule of fees as indicated at the Cash Office matrix	OUR Request Form
3	Secure an official receipt. Proceed to the Office of the University Registrar to officially acquire the claim stub.	Issue an official receipt	3 – 5 minutes	Clerk in charge		Official Receipt

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STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
4	Present claim stub	Release the requested document	<ul style="list-style-type: none"> <li>▪ 10 working days: <i>(Transcript of Record)</i></li> <li>▪ 5 working days: <i>(Certification of Grades)</i></li> <li>▪ 5-10 working days: <i>(Other requests)</i></li> </ul>	Clerk in charge	None	
*** End of Procedure ***						

# Personnel Welfare Management

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## Human Resource Development Office

### PROFILE

To efficiently and effectively manage all personnel actions that would complement the directives of the Office of the President and other agencies governed by such actions particularly the Civil Service Commission.

### LOCATION

Second Floor, Gusaling Villegas

### AVAILABILITY OF SERVICE

8:00 am – 6:00 pm

### CLIENTS

University personnel, prospective applicants, and personnel separated from service requesting for records for reference and or legal purposes

### SERVICE REQUIREMENTS

- A. Personnel Administration: Processing of application, hiring, and promotion
- B. Remuneration: Processing of Salaries and other benefits

### DURATION

Arbitrary Schedule



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### SERVICE PROCEDURE

#### A. Personnel Administration\*

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Submit letter of intent with curriculum vitae and attachments	Accept and evaluate documents for possible employment	1 – 3 days	HRMO IV	None	Personnel Data Sheet
2	Subject to initial screening and psychological evaluation	Conduct initial screening and psychological evaluation	1 - 2 weeks	Training Specialist/ Head of Unit with pending application		None
3	Subject to final screening	Conduct final screening through the Personnel Board or Faculty Selection Board whichever applicable	15 – 60 minutes	HRDO Chief		None
4	Once hired, compliance to submit requirements for first payment	Acknowledge receipt of the submitted requirements	arbitrary	Administrative Assistant III		<ul style="list-style-type: none"> <li>▪ Report for Duty</li> <li>▪ Oath of Office (Panunumpa sa Katungkulan)</li> <li>▪ Personal Data Sheet</li> <li>▪ Statement of Assets, Liabilities and Networth</li> <li>▪ BIR 1902</li> <li>▪ Landbank Application</li> </ul>
5	Report to work	Advises client when to report for duty provided that all requirements are sufficiently submitted	At least 1 <sup>st</sup> working day of the week	HRMO IV		None
*** End of Procedure ***						

\*Note: Subject to the rules and laws of the CSC Omnibus Rules on Appointment and other Personnel Actions on publication and processing of appointments. All regular positions are subject to the availability of items.

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### B. Remuneration

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Submission of required documents	Once complete, the documents are collated and forwarded to the Accounting Office for first payment.	2 – 3 days		None	None

### C. Other Personnel Requests Non Related to Remuneration

REFERENCE TABLE			
Type of Form	Application Date	Processing Time (under normal circumstance)	Required Attachment
Change of Work Schedule	At least 1 week before the date of effectivity	3-5 working days	None
Permission to Study	At least 15 days before the date of enrollment	7 working days	Teaching Assignment (for faculty members)
Permission to Teach	At least 15 days before the start of classes	7 working days	Teaching Assignment (for faculty members)
Permission to Engage in Limited Practice of Profession/Management of Private Enterprise	At least 15 days before the official practice	7 working days	Teaching Assignment (for faculty members)

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STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Secure needed form at the Human Resource Development Office	Issue the needed form	1 – 2 minutes	HRMO I/Administrative Assistant	None	As indicated in the above Reference Table
2	Accomplish the requested form with the endorsement from the Head of Unit before submitting to the HRD Office	Accepts and evaluates the submitted documents. If papers are in order, the HRDO Chief recommends it for favorable action	Please refer to the Reference Table	HRDO Chief	None	Please refer to the Reference Table

# Financial Management Services

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## Cash Office

### PROFILE

We efficiently prepare and process the following:

- checks to pay valid obligations
- report of checks issued for submission to the Accounting Office
- payments received from clients.

### LOCATION

Ground floor, Gusaling Villegas

### AVAILABILITY OF SERVICE

8:00 am – 5:00 pm

### CLIENTS

Primarily students and university personnel

### REQUIREMENTS

- A. For routinary service request: a student should secure a request form from the Office of the University Registrar
- B. For enrollment: upon securing an enrollment form
- C. For payment of services particularly for first payment: upon receiving duly accomplished disbursement voucher

### DURATION

For routinary request

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### SERVICE PROCEDURE

#### A. For Routinary Service Request

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Secure request form from the Office of the University Registrar, the student should proceed to Window B	Issues official receipt to client	3 – 5 minutes	Administrative Assistant	None	OUR Request Form
2	Secure the receipt. Proceed to the Office of the University Registrar to officially acquire the claim stub.	None	2 – 3 minutes			<ul style="list-style-type: none"> <li>▪ OUR Request Form</li> <li>▪ Official Receipt</li> </ul>
*** End of Procedure ***						

#### B. For Enrollment

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	After securing the official enrollment form from the Office of the University Registrar proceed to Window A for payment	Issue an official receipt to client	3 – 5 minutes	Administrative Assistant	None	None
*** End of Procedure ***						

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### C. For Payment of Services

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEE	FORM
1	Coordinate with the respective units for follow up	If the requirements are sufficiently satisfied, checks are prepared for release.	2-3 working days	Administrative Assistant	None	None
2	Present PLM ID for proper identification	Release respective checks at Window C	2-3 minutes			

TABLE OF FEES	
Admission Fee	P 300.00
Diploma Fee	P 200.00
Course Description, Certification, etc.	P 50.00
English Translation of Diploma	P 50.00
Transcript of Record	P 100.00
Honorable Dismissal	P 100.00
ID	P 100.00
ID Replacement	P 100.00
Request for dry seal	P 50.00
Change of Registration Card	P 50.00