

Institute for Small-Scale Industries (ISSI)

1. Acceptance of Inquiries or Requests for Proposals

This service allows the consideration of requests received by UP ISSI and provides a way for clients to get feedback on their inquiries.

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| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) | | | |
| Who may avail: | All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Standard Requirement | | | | |
| 1. Letter of Request (1) Original Copy | | Applicant / Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Submit inquiry or letter of request addressed to UP ISSI Director Location: Onsite: Director's Office, Room 400 (4/F), E. Jacinto St., University of the Philippines, Diliman, Quezon City Online: info.issi@up.edu.ph | 1. Receiving personnel receives inquiry/request letter and forwards the inquiry/request letter to ISSI Division concerned | None | 4 hour/s | <ul style="list-style-type: none"> Receiving and Releasing Personnel (DO); Institute for Small-Scale Industries (ISSI) |
| Total Processing Time: | | Working Days: 4 hour/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

2. Acceptance of Requests for Appointments/Meetings

This service provides an avenue for clients to be able to discuss with the Director of UP ISSI on matters pertaining to entrepreneurship and the like.

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| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) | | | |
| Who may avail: | All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Standard Requirement | | | | |
| 1. Letter of Request (1) Original Copy | | Applicant / Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Submit letter of request addressed to UP ISSI Director Location: Onsite: Director's Office, Room 400 (4/F), E. Jacinto St., University of the Philippines, Diliman, Quezon City Online: info.issi@up.edu.ph | 1. Receive request letter | None | 4 hour/s | <ul style="list-style-type: none"> Receiving Personnel (DO); Any of requesting office / division |
| 2. Receive official response regarding appointment/meeting Location: Onsite: Director's Office, Room 400 (4/F), E. Jacinto St., University of the Philippines, Diliman, Quezon City Online: info.issi@up.edu.ph | 2. Set schedule, if available | None | 1 working day/s | <ul style="list-style-type: none"> Director; Any of requesting office / division |
| 3. Finalizing the Date | | | | |

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| Requested Schedule is Possible 3.A.Receive official response regarding regarding appointment/meeting Location: Onsite: Director's Office, Room 400 (4/F), E. Jacinto St., University of the Philippines, Diliman, Quezon City Online: info.issi@up.edu.ph | 3.A. Set schedule, if available | None | 1 working day/s | <ul style="list-style-type: none">Director; Any of requesting office / division |
| Rescheduling is Needed 3.B.Receive new schedule through letter/email (if original date is not possible) Location: Onsite: Director's Office, Room 400 (4/F), E. Jacinto St., University of the Philippines, Diliman, Quezon City Online: info.issi@up.edu.ph | 3.B. If not available, reset schedule and send to client | None | 1 working day/s | <ul style="list-style-type: none">Releasing Personnel (DO); Any of requesting office / division |
| Total Processing Time: | | | | |
| *For Requested Schedule is Possible | | Working Days: 2 working day/s, 4 hour/s | | |
| *For Rescheduling is Needed | | Working Days: 2 working day/s, 4 hour/s | | |
| Total Processing Fee: | | | | |
| *For Requested Schedule is Possible | | Total Standard Fee: None | | |
| *For Rescheduling is Needed | | Total Standard Fee: None | | |

3. Acceptance of Requests for UP ISSI Resource Persons and UP ISSI Institutional Representatives

This service facilitates requests for UP ISSI staff and UP ISSI Institutional Representatives to serve as resource persons in various activities.

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| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) | | | |
| Who may avail: | All Government Agencies, LGU's, GOCC's and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <div>For Standard Requirement</div> <div> <div>1. Letter of Request</div> <div>(1) Original Copy</div> <div>Applicant / Client</div> </div> | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Submit letter of request addressed to UP ISSI Director Location: Onsite: Director's Office, Room 400 (4/F), E Jacinto St., University of the Philippines, Quezon City Online: info.issi@up.edu.ph | 1. Receive request letter and inform concerned staff | None | 4 hour/s | <ul style="list-style-type: none"> Receiving Personnel (DO); Any of requesting office / division |
| 2. Receive approved list of ISSI resource person/s and/or ISSI institutional representative Location: Onsite: Director's Office, Room 400 (4/F), E Jacinto St., University of the Philippines, Quezon City Online: info.issi@up.edu.ph Notes/Instruction: | 2. Take note of staff assignment | None | 2 hour/s | <ul style="list-style-type: none"> Releasing Personnel (DO); Any of requesting office / division |

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| Processing time may vary if the concerned staff is on fieldwork assignment. | | | | |
| Total Processing Time: | | Working Days: 6 hour/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

4. Registration for Library Access

The UP ISSI Library accepts visitors/non-UP researchers including UP alumni, former UP faculty and staff; graduate students from other schools; government and private researchers; and undergraduate students from other schools. May be suspended during period of emergency subject to the existing national, local, and/or university guidelines.

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| Office or Division: | Institute for Small-Scale Industries (ISSI) | | |
| Category: | External Service | | |
| Classification: | Simple | | |
| Type of Transaction: | G2C (Government to Citizen) | | |
| Who may avail: | Non-UP Users | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| For Standard Requirement | | | |
| 1. Valid ID | | | |
| Valid ID with picture | | | |
| Remarks: | | | |
| For UP Alumni and Non-UP users | | | |
| <hr/> | | | |
| 2. Special Registration Permit Form | | Agency - Division: UP ISSI - UP ISSI Library | |
| (1) Original Copy | | | |
| Remarks: | | | |
| For UP Alumni and Non-UP users | | | |
| <hr/> | | | |
| 3. Approved Library Appointment | | Agency - Division: UP ISSI - Library | |
| (1) Original Copy | | | |
| Remarks: | | | |
| For UP Alumni and Non-UP users | | | |
| UP ISSI Library Appointment Confirmation Email (issi_library.upd@up.edu.ph) | | | |
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| For Situational Requirement | | | |
| A. If UP Alumni | | | |
| A.1. Proof of program completion or graduation from UP | | Agency - Division: UP - UP –Office of Alumni Relations, Office of the Registrar, Respective College/Unit | |
| (1) Original Copy | | | |
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B. If Non-UP User**B.1. Referral or Request Letter**

(1) Original Copy

Applicant / Client

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
|--|--|-----------------|-----------------|--|
| 1. Present valid ID with picture, referral letter or proof of program completion, and approved library appointment. Location: UP ISSI Library 4 th Floor, E. Virata Building E. Jacinto Street, Diliman 1101 Quezon City | 1. Verify identify of client and validity of ID, referral letter or proof of program completion, and approved library appointment. | None | 10 minute/s | <ul style="list-style-type: none">College Librarian III; Any of requesting office / division |
| 2. Accomplish Special Registration Permit Form Location: UP ISSI Library 4 th Floor, E. Virata Building E. Jacinto Street, Diliman 1101 Quezon City | 2. Check the accuracy of information | None | 5 minute/s | <ul style="list-style-type: none">College Librarian III; Any of requesting office / division |
| 3. Receive Library Permit Location: UP ISSI Library 4 th Floor, E. Virata Building E. Jacinto Street, Diliman 1101 Quezon City | 3. Issue Library Permit | None | 2 minute/s | <ul style="list-style-type: none">College Librarian III; Any of requesting office / division |

General Remarks

Registration for Library Use may be suspended during period of emergency subject to the existing national, local, and/or university guidelines.

To ensure effective and productive use of library and information resources, clients are encouraged to make an appointment for their visit at least two (2) days ahead of time by contacting the ISSI Library through email at issi_library.upd@up.edu.ph. Clients will receive a confirmation email with the details of their appointment.

Total Processing Time:

Working Days: 17 minute/s

Total Processing Fee:

Total Standard Fee: None

5. Resource on Demand

A service for processing articles and book chapter requests from journals, books, e-resources, and other materials available at the library. These documents are scanned and can be picked up in person or sent electronically via email.

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| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C (Government to Citizen) | | | |
| Who may avail: | UP Students | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Standard Requirement | | | | |
| 1. Request Letter (1) Original Copy | | Applicant / Client | | |
| 2. UP Web Mail Account (1) Original Copy | | Agency - Division: UP Diliman - Information Technology Development Center | | |
| For Situational Requirement | | | | |
| A. For Students | | | | |
| A.1. Official Proof of Enrollment (e.g. Valid Form 5) (1) Original Copy And (1) Photo Copy | | Agency - Division: Office of the University Registrar - Office of the University Registrar | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Send the request via email Location: Online: issi_library.upd@up.edu.ph Notes/Instruction: <i>Email should have these details:</i> <i>For book: title, author, edition, publication year, page numbers</i> <i>For periodicals: article title, article authors, periodical title,</i> | 1.1. Check Web OPAC and/or library databases for the availability of requested material | None | 2 working day/s | <ul style="list-style-type: none"> College Librarian III (UP ISSI Library); Any of requesting office / division |
| | 1.2. Send confirmation of availability of material, inform transaction limits, and confirm | | 30 minute/s | <ul style="list-style-type: none"> College Librarian III (UP ISSI) |

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| <i>periodical issue number, year of issue, page numbers</i> | with the client to proceed with transaction | | | Library); Any of requesting office / division |
| 2. Confirm to proceed with transaction Location: Online: issi_library.upd@up.edu.ph | 2. Prepare material for document delivery | None | 2 working day/s | <ul style="list-style-type: none"> College Librarian III (UP ISSI Library); Any of requesting office / division |
| 3. Receive the requested library material Location: From: UP ISSI Library, 4th Floor, UP ISSI Building, E. Jacinto St., UP Diliman | 3. Send material to client via email or courier | None | 5 minute/s | <ul style="list-style-type: none"> College Librarian III (UP ISSI Library); Any of requesting office / division |
| Total Processing Time: | | Working Days: 4 working day/s, 35 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

6. Issuance of Certification

This certification is issued to individuals requesting for proof that they have participated in UP ISSI Training Programs.

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|--|--|------------------------|---------------------------|--|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) | | | |
| Who may avail: | Participants of the UP ISSI Training Programs | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Standard Requirement | | | | |
| 1. Letter of Request (1) Original Copy Or (1) Electronic Copy | | Applicant / Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Submit letter of request for certification. Location: On-site: Room 401, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: Through email at training_issi.upd@up.edu.ph | 1.1. Receive and evaluate request, then validate information of the participant and training program attended. | None | 3 working day/s, 4 hour/s | <ul style="list-style-type: none"> Division Secretary TEED; Institute for Small-Scale Industries (ISSI) |
| | 1.2. Prepare the certification. | | 1 working day/s | <ul style="list-style-type: none"> Division Secretary TEED; Institute for Small-Scale Industries (ISSI) |
| | 1.3. Sign the certification. | | 1 working day/s | <ul style="list-style-type: none"> Division Head TEED; Institute for Small-Scale Industries (ISSI) |

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| <p>2. Receive the certification. Location:</p> <p>On-site: Room 401, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman</p> <p>Online: Through email at training_issi.upd@up.edu.ph</p> <p>Notes/Instruction:</p> <p><i>Certificate can be issued as an e-certificate.</i></p> | <p>2. Release the certification to the client.</p> | <p>None</p> | <p>1 working day/s</p> | <ul style="list-style-type: none"> Division Secretary TEED; Institute for Small-Scale Industries (ISSI) |
| Total Processing Time: | | Working Days: 6 working day/s, 4 hour/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

7. Room Rental Request for Training/Meetings

This service allows the use of the ISSI rooms for training programs or meetings of external clients.

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| Office or Division: | Institute for Small-Scale Industries (ISSI) |
| Category: | External Service |
| Classification: | Complex |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) |
| Who may avail: | Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs Cooperatives, Industry Associations |
| Operating Hours: | 8:00 AM - 5:00 PM |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---------------------------|-----------------|
|---------------------------|-----------------|

For Standard Requirement

1. Letter Request

(1) Original Copy

Applicant / Client

Remarks:

Duly signed letter of request from the client detailing the organization profile, purpose of rental, date and duration of the request and the number of participants

2. Online Room Reservation Form

(1) Electronic Copy

Agency - Division: UP ISSI - Administrative Delivery Division

3. Photocopy of OR

(1) Photo Copy

Applicant / Client

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
|--|--|-----------------|-----------------|--|
| 1. Submit letter at least three to five working days before the start of use. Location: 4/F, Administrative Delivery Division (ADD), UP Institute for Small-Scale Industries, Diliman, Quezon City | 1.1. Staff concerned evaluates the completeness of the submitted information | None | 2 hour/s | <ul style="list-style-type: none"> ADD staff; Any of requesting office / division |
| | 1.2. Staff concerned checks room availability on date and time requested | | 1 hour/s | <ul style="list-style-type: none"> ADD staff; Any of requesting office / division |

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| | 1.3. staff concerned forwards to AO/ADD Head and Director for approval | | 30 minute/s | <ul style="list-style-type: none"> ADD staff; Any of requesting office / division |
| | 1.4. AO/ADD Head and Director approves the request | | 2 working day/s | <ul style="list-style-type: none"> AO/ADD Head; Any of requesting office / division UP ISSI Director; Any of requesting office / division |
| <p>2. Once approved fill out the online google form and attach the request letter</p> <p>Location:</p> <p>Online: Google form link will be given upon request</p> | 2. Staff concerned evaluates the completeness of the submitted requirements | None | 1 hour/s | <ul style="list-style-type: none"> ADD Staff; Any of requesting office / division |
| <p>3. Coordinate with ADD staff regarding final details</p> <p>Location:</p> <p>4/F, Administrative Delivery Division (ADD), UP Institute for Small-Scale Industries, UP Diliman, Quezon City</p> | 3. Prepare Statement of Account (SOA) for room reservation | None | 1 working day/s | <ul style="list-style-type: none"> ADD Staff; Any of requesting office / division |
| <p>4. Pay room rental fees</p> <p>Location:</p> <p>Room 401, UP Institute for Small-Scale Industries, UP Diliman, Quezon City</p> <p>Notes/Instruction:</p> <p><i>Please refer to the table of rates.</i></p> <p><i>Provide a scanned copy of OR and send it to Administrative Delivery Division (ADD) official email address (add_upissi.upd@up.edu.ph).</i></p> <p><i>If the SCO is also onsite, this individual may accept the</i></p> | 4. UPD Cashier receives payment and issues OR | Formula Fees Breakdown: Rental Fee | 15 minute/s | <ul style="list-style-type: none"> UP Diliman Cashier; Any of requesting office / division |

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| <i>payment and issue an official receipt as an alternative option.</i> | | | | |
| 5. Provide photocopy of OR Location: Onsite: 4/F, Administrative Delivery Division (ADD), UP Institute for Small-Scale Industries, UP Diliman, Quezon City Online: add_upissi.upd.@up.edu.ph | 5. Receives OR copy for documentation purposes | None | 5 minute/s | <ul style="list-style-type: none"> ADD Staff; Any of requesting office / division |
| Total Processing Time: | | Working Days: 3 working day/s, 4 hour/s, 50 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: None See other fees below | | |

Formula / Schedule of Fees

Rental Fee

| Room No./Name <i>100% Capacity</i> | (No. of Persons) | Rates/4 Hrs. | Rates/8 Hrs. | Audio-Visual Operator <i>(8am-5pm)</i> | Weekend Payment for (2) Janitorial Service and Audio Visual Operator <i>(8am-5pm)</i> |
|--|-------------------------|-----------------------------|-----------------------------|--|---|
| | | Effective March 2022 | Effective March 2022 | | |
| [] 300 (Jose G. Sanvictores Room) | 45 | 2,691.00 | 5,382.00 | 650 | 800 |
| [] 301 (Toribio M. Teodoro Room) | 80 | 3,984.75 | 7,969.50 | 700 | 1,600 |
| [] 302 (Sotero Baluyot Lee Room) | 45 | 2,886.50 | 5,773.00 | 650 | 800 |
| [] 303 (3rd Floor) | 45 | 2,691.00 | 5,382.00 | 650 | 800 |
| [] 304 | 45 | 1,771.00 | 3,542.00 | 650 | 800 |
| [] 104-A (IAIC Lecture Room) | 30 | 1,495.00 | 2,990.00 | 650 | 800 |

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|--|----|---|-----------|--------------|--------------|
| <input type="checkbox"/> 104-B (Executive Lounge) | 30 | 1,495.00 | 2,990.00 | 650 | 800 |
| <input type="checkbox"/> Open Plaza (2nd Floor) | | 8,000.00 | 16,000.00 | 1,500 | 1,500 |
| <input type="checkbox"/> Gazebo Area (Ground Floor) | | | Free | Not Provided | Not Provided |
| EQUIPMENT NEEDED: | | Rate (in PhP) | | | |
| <input type="checkbox"/> Microphone | | 100.00/each for additional microphone | | | |
| <input type="checkbox"/> LCD | | <input type="checkbox"/> 480.00/hour for using ISSI LCD <input type="checkbox"/> 50.00/hour for using own LCD | | | |
| <input type="checkbox"/> Laptop | | <input type="checkbox"/> 150.00/hour for using ISSI laptop <input type="checkbox"/> 35.00/hour for using own Laptop | | | |
| <input type="checkbox"/> Sound System | | <input type="checkbox"/> 400.00/use with 2 units of microphone plus service of our technician | | | |
| | | | | | |
| <input type="checkbox"/> Others (Pls. specify) | | | | | |
| OTHER EXPENSES: | | Rate (in PhP) | | | |
| <input type="checkbox"/> Water Services (For Catering) | | 200.00/day for using ISSI tap water faucet | | | |

8. Processing Enrollment to a Regular Training Program (On-site Payment)

This procedure outlines the activities involved in processing the enrollment of MSME clients to the regular training programs of UP ISSI – from registration to the on-site payment of training program fees.

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| Office or Division: | Institute for Small-Scale Industries (ISSI) |
| Category: | External Service |
| Classification: | Complex |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen) |
| Who may avail: | Owners and Employees of business enterprises especially Micro, Small and Medium Enterprises; Government employees and members of NGOs and cooperatives; those who are planning to set up a business |
| Operating Hours: | 8:00 AM - 5:00 PM |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| For Standard Requirement | |
| 1. Accomplished Registration Form (1) Electronic Copy | Applicant / Client |
| 2. Accomplished Confirmation Form (1) Electronic Copy | Applicant / Client |
| 3. Statement of Account (1) Original Copy Or (1) Electronic Copy | Agency - Division: Institute for Small-Scale Industries - Administrative Delivery Division |
| 4. Official Receipt (1) Original Copy Or (1) Electronic Copy | Agency - Division: University of the Philippines Diliman - Diliman Cash Office |
| For Situational Requirement | |
| A. For UP employees (including non-UP contractual staff) | |
| A.1. For regular UP employees and non-UP contractual staff | |
| Any of the following: | |
| <i>A.1.A. Employment ID</i> | |
| valid UP ID, from UPD HRDO | |
| <i>A.1.B. Proof of Employment</i> | |
| (1) Original Copy Or (1) Electronic Copy | Applicant / Client |

B. For currently enrolled UP Students**B.1. For currently enrolled UP Students**

Any of the following:

B.1.A. UP ID

valid UP ID, from the Office of the University Registrar
(OUR)

B.1.B. Form 5

(1) Photo Copy Or (1) Electronic Copy

Applicant / Client

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
|--|---|-----------------|-----------------|---|
| 1. Register to the regular training program by filling out the online pre-registration form. Location: through Google form | 1.1. Receive the accomplished Reservation Form via the Google form | None | 1 working day/s | <ul style="list-style-type: none">Program Manager / Program Coordinator TEED; Institute for Small-Scale Industries (ISSI) |
| | 1.2. Email the participant the link to the Confirmation Form and get the client's details for the Statement of account: name of payee (personal or company), address (if needed to be stated in the SOA), and TIN (if needed to be stated in the SOA) | | 1 working day/s | <ul style="list-style-type: none">Program Manager/Program Coordinator TEED; Institute for Small-Scale Industries (ISSI) |

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| <p>UP employees (including non-UP contractual staff)</p> <p>2.A.Present or send through email photocopy/electronic copy of valid UP ID or Proof of Employment to the program management team and provide the needed details for the SOA.</p> <p>Location:</p> <p>UP ISSI TEED Office or through email</p> | <p>2.A. Issue the (discounted) Statement of Account to the client.</p> | None | 2 working day/s | <ul style="list-style-type: none"> • Program Manager/ Program Coordinator TEED; Institute for Small-Scale Industries (ISSI) • Billing Officer ADD; Institute for Small-Scale Industries (ISSI) |
| <p>Currently enrolled UP Students</p> <p>2.B.Present or send through email photocopy/electronic copy of valid UP ID or Form 5 to the program management team and provide the needed details for the SOA.</p> <p>Location:</p> <p>UP ISSI TEED Office or through email</p> | <p>2.B. Issue the (discounted) Statement of Account to the client.</p> | None | 2 working day/s | <ul style="list-style-type: none"> • Program Manager / Program Coordinator TEED; Institute for Small-Scale Industries (ISSI) • Billing Officer ADD; Institute for Small-Scale Industries (ISSI) |
| <p>Non-UP clients</p> <p>2.C.Provide the needed details for the SOA to the program management team.</p> <p>Location:</p> <p>UP ISSI TEED Office or through email</p> | <p>2.C. Issue the Statement of Account to the client.</p> | None | 2 working day/s | <ul style="list-style-type: none"> • Program Manager / Program Coordinator TEED; Institute for Small-Scale Industries (ISSI) • Billing Officer ADD; Institute for Small-Scale Industries (ISSI) |

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| 3. Pay the Participation Fee of the Training Program through the UPD Cash Office, using the provided SOA as basis for payment. Location: UP Diliman Cash Office | 3. UPD Cash Office receives payment and provides the Official Receipt to the client. | Formula Fees Breakdown: Participation Fee | 1 working day/s | <ul style="list-style-type: none">Collecting Officer UPD Cash Office; Diliman Cash Office (DCO) |
| 4. Send proof of payment (electronic copy of Official Receipt) to the program management team. Location: through email | 4. Program management team receives the electronic copy of the Official Receipt to confirm payment of participation fee and for documentation. | None | 1 working day/s | <ul style="list-style-type: none">Program Manager / Program Coordinator TEED; Institute for Small-Scale Industries (ISSI) |
| Total Processing Time: | | | | |
| *For UP employees (including non-UP contractual staff) | | Working Days: 6 working day/s | | |
| *For Currently enrolled UP Students | | Working Days: 6 working day/s | | |
| *For Non-UP clients | | Working Days: 6 working day/s | | |
| Total Processing Fee: | | | | |
| *For UP employees (including non-UP contractual staff) | | Total Standard Fee: None See other fees below | | |
| *For Currently enrolled UP Students | | Total Standard Fee: None See other fees below | | |
| *For Non-UP clients | | Total Standard Fee: None See other fees below | | |
| Formula / Schedule of Fees | | | | |
| Participation Fee | | | | |
| Refer to https://beta.entrepreneurship.org.ph/2024/12/03/up-issi-training-calendar/ for the schedule of training participation fees. | | | | |

9. Checking-in (Returning) of Library Materials

A mode of returning borrowed books and other library resources (i.e. government property). May be suspended during period of emergency subject to the existing national, local, and/or university guidelines.

| | | | | |
|--|--|------------------------|------------------------|--|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C (Government to Citizen) | | | |
| Who may avail: | UP Students | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <div>For Standard Requirement</div> <div> <div>1. Filled-out loan slip/s</div> <div>(1) Original Copy</div> <div>Agency - Division: UP Institute for Small-Scale Industries (ISSI) - UP ISSI Library Circulation Desk</div> </div> | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Make an appointment at least two (2) days ahead of time by contacting UP ISSI Library through email at issi_library.upd@up.edu.ph . Location: Online: through email at issi_library.upd@up.edu.ph | 1. Send the client a confirmation email with the details of their appointment. | None | 1 hour/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI) |
| 2. Present books/materials for return/check-in. Location: UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman | 2.1. Receive and check the books/materials for return/check-in. | None | 1 minute/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI) |
| | 2.2. Verify status of books/materials and clear from the borrower's account. | | 2 minute/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; |

| | | | | |
|--|---|------------------------------------|------------|--|
| | | | | Institute for Small-Scale Industries (ISSI) |
| | 2.3. Prepare receipt of books/materials returned. | | 2 minute/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI) |
| 3. Receive ID and receipt of books/materials returned. Location: UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman | 3. Return the ID and issue receipt of books/materials returned to client. | None | 1 minute/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI) |
| General Remarks To ensure effective and productive use of library and information resources, clients are encouraged to make an appointment at least two (2) days ahead of time by contacting UP ISSI Library through email at issi_library.upd@up.edu.ph . Clients will receive a confirmation email with the details of their appointment. | | | | |
| Total Processing Time: | | Working Days: 1 hour/s, 6 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

10. Checking-Out (Borrowing) of Library Materials

A mode of borrowing books and other library resources (i.e. government property). May be suspended during period of emergency subject to the existing national, local, and/or university guidelines.

| | | | | |
|--|--|------------------------|------------------------|--|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C (Government to Citizen) | | | |
| Who may avail: | UP Students | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <div>For Standard Requirement</div> <div> 1. Official proof of enrollment valid UP ID or Form 5 from the Office of the University Registrar (OUR) </div> | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Make an appointment at least two (2) days ahead of time by contacting UP ISSI Library through email at issi_library.upd@up.edu.ph . Location: Online: through email at issi_library.upd@up.edu.ph | 1. Send the client a confirmation email with the details of their appointment. | None | 1 hour/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI) |
| 2. Secure loan slip from the librarian. Location: UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman | 2. Provide loan slip to client. | None | 1 minute/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI) |
| 3. Hand in duly accomplished loan slip, the book to be borrowed, and valid ID. Location: | 3.1. Receive book, duly accomplished loan slip, and valid ID. | None | 1 minute/s | <ul style="list-style-type: none"> College Librarian III UP ISSI |

| | | | | |
|--|--|------------------------------------|------------|--|
| UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman | | | | Library; Institute for Small-Scale Industries (ISSI) |
| | 3.2. Stamp due date and counter sign Due Date Slip. | | 1 minute/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI) |
| 4. Receive book. Location: UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman | 4. Hand out the book to be borrowed to the client. | None | 1 minute/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI) |
| <p>General Remarks</p> <p>To ensure effective and productive use of library and information resources, clients are encouraged to make an appointment at least two (2) days ahead of time by contacting UP ISSI Library through email at issi_library_upd@up.edu.ph. Clients will receive a confirmation email with the details of their appointment.</p> | | | | |
| Total Processing Time: | | Working Days: 1 hour/s, 4 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

11. Processing of Requests for Advisory Services

This service aims to process the requests for providing counseling to entrepreneurs/enterprises requiring advice to troubleshoot and resolve their various issues.

| | |
|----------------------------------|---|
| Office or Division: | Institute for Small-Scale Industries (ISSI) |
| Category: | External Service |
| Classification: | Complex |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) |
| Who may avail: | All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations |
| Operating Hours: | 8:00 AM - 5:00 PM |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

For Standard Requirement

1. Letter of Request

(1) Original Copy Or (1) Electronic Copy

Applicant / Client

Remarks:

Letter of Request or Online Request generated through the online advisory platform of UP ISSI.

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
|---|--|-----------------|-----------------|---|
| 1. Submit a letter of request via submission to Business Enterprise Development Division (BEDD) office or official email address, or fill-in online request form. Location: On-site: Room 403, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: Through email at enterprise_devt_issi.upd@up.edu.ph or clicking on "Online Mentoring" under the Extension tab at https://beta.entrepreneurship.org.ph/ | 1.1. Business Enterprise Development Division (BEDD) receives request. | None | 30 minute/s | <ul style="list-style-type: none"> Receiving Personnel, Business Enterprise Development Division (BEDD); Institute for Small-Scale Industries (ISSI) |
| | 1.2. BEDD Division head reviews request and assigns BEDD Staff/Mentor. | | 1 working day/s | <ul style="list-style-type: none"> Division Head, Business Enterprise Development Division (BEDD); |

| | | | | |
|--|--|--|-----------------|---|
| | | | | Institute for Small-Scale Industries (ISSI) |
| | 1.3. Assigned Mentor provides client with official feedback. | | 1 working day/s | <ul style="list-style-type: none"> BEDD Staff/Mentor; Institute for Small-Scale Industries (ISSI) |
| <p>2. Receive the official written feedback on the request via hard/soft copy.</p> <p>Location:</p> <p>On-site: Room 403, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman</p> <p>Online: Through email at enterprise_devt_issi.upd@up.edu.ph</p> <p>Notes/Instruction:</p> <p><i>Duration of the mentoring activities will depend on what has been agreed upon by the client and the BEDD Staff/Mentor.</i></p> | 2. The assigned BEDD mentor shall contact the client to confirm his/her availability to be aligned with mentor's availability. An email will be sent to both parties indicating the agreed-upon schedule and venue (physical or online) for the mentoring session/s. | None | 3 working day/s | <ul style="list-style-type: none"> BEDD Staff/Mentor, Business Enterprise Development Division (BEDD); Institute for Small-Scale Industries (ISSI) |
| Total Processing Time: | | Working Days: 5 working day/s, 30 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

12. Reference/Information and Bibliographic Services

This service identifies library resources appropriate in answering reference, information, bibliographic and research queries.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C (Government to Citizen), G2G (Government to Government) | | | |
| Who may avail: | UP Students and Non-UP Users | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Standard Requirement | | | | |
| 1. Duly Accomplished Reference Query Form (UP ISSI Library Form 2) (1) Original Copy | | Agency - Division: UP Institute for Small-Scale Industries - UP ISSI Library Circulation Desk | | |
| For Situational Requirement | | | | |
| A. For UP Students | | | | |
| A.1. Official proof of enrollment | | | | |
| valid UP ID or Form 5, from Office of the University Registrar | | | | |
| B. For Non-UP Users | | | | |
| B.1. Proof of Identification | | | | |
| Any Government-Issued ID | | | | |
| B.2. Letter of Referral or Request | | | | |
| (1) Original Copy | | Applicant / Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Hand-in the duly accomplished Reference Query Form, fill in the online request form at https://library.entrepreneurship.org.ph/ask-a-librarian/ , or email the query. Location: | 1.1. Receive reference query. | None | 3 minute/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale |

| | | | | |
|--|--|---|-----------------|---|
| <p>On-site: UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman</p> <p>Online: Through the Online Request Form at https://library.entrepreneurship.org.ph/ask-a-librarian/ or email at issi_library.upd@up.edu.ph</p> | 1.2. Conduct reference interview or send clarificatory email. | | 25 minute/s | <p>Industries (ISSI)</p> <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI) |
| | | | | |
| <p>2. Verify query. Location:</p> <p>On-site: UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman</p> <p>Online: Through email at issi_library.upd@up.edu.ph</p> | 2.1. Analyze query and determine possible information sources that may provide answer to the query. | None | 3 working day/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI) |
| | 2.2. Communicate answer to request. | | 30 minute/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI) |
| <p>3. Receive answer to query. Location:</p> <p>On-site: UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman</p> <p>Online: Through email at issi_library.upd@up.edu.ph</p> | <p>3. If answer to query is found, provide answer to client's query. If answer to query is not found from available library resource, refer client to other libraries.</p> | None | 2 minute/s | <ul style="list-style-type: none"> College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI) |
| <p>General Remarks</p> <p>To ensure effective and productive use of library and information resources, clients are encouraged to make an appointment at least two (2) days ahead of time by contacting UP ISSI Library through email at issi_library.upd@up.edu.ph. Clients will receive a confirmation email with the details of their appointment.</p> | | | | |
| Total Processing Time: | | Working Days: 3 working day/s, 1 hour/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

13. Processing Enrollment to a Regular Training Program (Online Payment)

This procedure outlines the activities involved in processing the enrollment of MSME clients to the regular training programs of UP ISSI – from registration to the online payment of training program fees.

| | |
|---|--|
| Office or Division: | Institute for Small-Scale Industries (ISSI) |
| Category: | External Service |
| Classification: | Complex |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen) |
| Who may avail: | Owners and Employees of business enterprises especially Micro, Small and Medium Enterprises; Government employees and members of NGOs and cooperatives; those who are planning to set up a business |
| Operating Hours: | 8:00 AM - 5:00 PM |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| For Standard Requirement | |
| 1. Accomplished Registration Form (1) Electronic Copy Remarks: 2025 Training Registration link: https://bit.ly/UPISSI_TrainingRegistration2025 | Agency - Division: Institute for Small-Scale Industries - Training and Entrepreneurship Education Division |
| 2. Accomplished Confirmation Form (1) Electronic Copy Remarks: 2025 Training Confirmation link: https://bit.ly/UPISSI_TrainingConfirmation2025 | Agency - Division: Institute for Small-Scale Industries - Training and Entrepreneurship Education Division |
| 3. Payment Confirmation (1) Electronic Copy | Applicant / Client |
| For Situational Requirement | |
| A. For UP employees (including non-UP contractual staff) A.1. For regular UP employees and non-UP contractual staff Any of the following: | |

A.1.A. Employment ID

valid UP ID, from UPD HRDO

A.1.B. Proof of Employment

(1) Original Copy Or (1) Electronic Copy

Agency - Division: Human Resource Development
Office (HRDO) - Human Resource Recruitment Division
(HRRD)

B. For currently enrolled UP Students

B.1. For currently enrolled UP Students

Any of the following:

B.1.A. UP ID

valid UP ID, from the Office of the University Registrar
(OUR)

B.1.B. Form 5

(1) Photo Copy Or (1) Electronic Copy

Applicant / Client

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
|--|--|-----------------|-----------------|---|
| 1. Register to the regular training program by filling out the online pre-registration form. Location: Online: Through the 2025 Training Registration link: https://bit.ly/UPISSI_TrainingRegistration2025 | 1.1. Receive the accomplished Reservation Form via the Google form | None | 15 minute/s | <ul style="list-style-type: none">• Program Manager / Program Coordinator TEED; Institute for Small-Scale Industries (ISSI) |

| | | | | |
|--|---|------|-----------------|--|
| | 1.2. Email the participant the link to the Confirmation Form and get the client's details for the Statement of account: name of payee (personal or company), address (if needed to be stated in the SOA), and TIN (if needed to be stated in the SOA) | | 4 hour/s | <ul style="list-style-type: none"> Program Manager/ Program Coordinator - Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| UP employees (including non-UP contractual staff) 2.A. Present or send through email photocopy/electronic copy of valid UP ID or Proof of Employment to the program management team and provide the needed details for the SOA. Location: On-site: 4F UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: Through the program management team's email or training_issi.upd@up.edu.ph | 2.A. Issue the (discounted) Statement of Account to the client. | None | 2 working day/s | <ul style="list-style-type: none"> Program Manager/ Program Coordinator - Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) Billing Officer - Administrative Delivery Division (ADD); Institute for Small-Scale Industries (ISSI) |
| Currently enrolled UP Students 2.B. Present or send through email photocopy/electronic copy of valid UP ID or Form 5 to the program management team and provide the needed details for the SOA. Location: On-site: 4F UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: Through the program management team's email or | 2.B. Issue the (discounted) Statement of Account to the client. | None | 2 working day/s | <ul style="list-style-type: none"> Program Manager/ Program Coordinator - Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |

| | | | | |
|--|--|--|-----------------|--|
| training_issi.upd@up.edu.ph | | | | <ul style="list-style-type: none"> Billing Officer - Administrative Delivery Division (ADD); Institute for Small-Scale Industries (ISSI) |
| <p>Non-UP clients</p> <p>2.C. Provide the needed details for the SOA to the program management team.</p> <p>Location:</p> <p>On-site: 4F UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman</p> <p>Online: Through the program management team's email or training_issi.upd@up.edu.ph</p> | 2.C. Issue the Statement of Account to the client. | None | 2 working day/s | <ul style="list-style-type: none"> Program Manager/ Program Coordinator - Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) Billing Officer - Administrative Delivery Division (ADD); Institute for Small-Scale Industries (ISSI) |
| <p>3. Pay the Participation Fee of the Training Program through the LandBank Link.Biz Portal, using the provided SOA as basis for payment.</p> <p>Location:</p> <p>Online: Through the LandBank Link.Biz Portal</p> | 3. LandBank Link.Biz Portal receives payment and provides the Payment Confirmation document to the client. | Formula Fees Breakdown: Participation Fee | 15 minute/s | <ul style="list-style-type: none"> Link.Biz Portal; LandBank |

| | | | | |
|---|--|------|-------------|---|
| 4. Send proof of payment (electronic copy of Payment Confirmation) to the program management team. Location: Online: Through the program management team's email or training_issi.upd@up.edu.ph | 4. Program management team receives the electronic copy of the Payment Confirmation to confirm payment of participation fee and for documentation. | None | 15 minute/s | <ul style="list-style-type: none"> Program Manager/ Program Coordinator - Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
|---|--|------|-------------|---|

| | |
|-------------------------------|--|
| Total Processing Time: | |
|-------------------------------|--|

| | |
|---|--|
| *For UP employees (including non-UP contractual staff) | Working Days: 2 working day/s, 4 hour/s, 45 minute/s |
| *For Currently enrolled UP Students | Working Days: 2 working day/s, 4 hour/s, 45 minute/s |
| *For Non-UP clients | Working Days: 2 working day/s, 4 hour/s, 45 minute/s |

| | |
|------------------------------|--|
| Total Processing Fee: | |
|------------------------------|--|

| | |
|---|--|
| *For UP employees (including non-UP contractual staff) | Total Standard Fee: None See other fees below |
| *For Currently enrolled UP Students | Total Standard Fee: None See other fees below |
| *For Non-UP clients | Total Standard Fee: None See other fees below |

| |
|--|
| <p>Formula / Schedule of Fees</p> <p>Participation Fee</p> <p>Refer to https://beta.entrepreneurship.org.ph/2024/12/03/up-issi-training-calendar/ for the schedule of training participation fees.</p> |
|--|

14. Processing of Requests to Provide Developmental Projects

This outlines the steps needed to request the provision of developmental projects. These are projects aimed to develop the MSME sector through extension services in collaboration with NGOs, NGAs, LGUs and other private organizations. Funding for the implementation of the project/s may be provided by partner agencies.

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) | | | |
| Who may avail: | All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Standard Requirement | | | | |
| 1. Letter of Request (1) Original Copy Or (1) Electronic Copy Applicant / Client Remarks: Letter of Request addressed to Unit Head thru the Business Enterprise Development Division (BEDD) Head | | | | |
| 2. Unit Endorsement (UE) (1) Original Copy Agency - Division: UP Institute for Small-Scale Industries - Business Enterprise Development Division (BEDD) | | | | |
| 3. Certification from Budget Office (CBO) (1) Original Copy Agency - Division: Office of the Vice Chancellor for Administration - Diliman Budget Office | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Submit letter of request to the Business Enterprise Development Division (BEDD) via submission to ISSI office or official email address. Location: On-site: Room 403, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman | 1.1. BEDD reviews request and forwards to the Director's Office (DO). | None | 1 working day/s | <ul style="list-style-type: none"> Receiving Personnel, Business Enterprise Development Division (BEDD); Institute for Small-Scale |

| | | | | |
|--|--|------|-----------------|--|
| <p>Online: Through email at enterprise_devt_issi.upd@up.edu.ph</p> | | | | <p>Industries (ISSI)</p> <ul style="list-style-type: none"> Division Head, Business Enterprise Development Division (BEDD); Institute for Small-Scale Industries (ISSI) |
| | 1.2. The UP ISSI Director endorses request. | | 1 working day/s | <ul style="list-style-type: none"> UP ISSI Director; Institute for Small-Scale Industries (ISSI) |
| | 1.3. BEDD provides client with official feedback. | | 1 working day/s | <ul style="list-style-type: none"> BEDD Staff; Institute for Small-Scale Industries (ISSI) |
| <p>2. Receive the official written feedback on the request via hard/soft copy delivery. Location:</p> <p>On-site: Room 403, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: Through email at enterprise_devt_issi.upd@up.edu.ph</p> | 2. Prepare and submit proposal, if request is approved. | None | 7 working day/s | <ul style="list-style-type: none"> Business Enterprise Development Division (BEDD) Staff/Mentor; Institute for Small-Scale Industries (ISSI) |
| <p>3. Receive and approve submitted proposal. Location:</p> <p>On-site: Client's office/address Online: from BEDD mentor's email or from enterprise_devt_issi.upd@up.edu.ph</p> | 3. Prepare Memorandum of Agreement (MOA) and Line Item Budget (LIB). | None | 7 working day/s | <ul style="list-style-type: none"> Business Enterprise Development Division (BEDD) Staff/Mentor; Institute for Small-Scale Industries (ISSI) |

| | | | | |
|---|--|--------------------------------|------------------|--|
| <p>4. Receive, approve, sign and submit legal department-reviewed MOA and LIB to the Business Enterprise Development Division (BEDD) office.</p> <p>Location:</p> <p>On-site: Room 403, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman</p> <p>Online: from BEDD mentor's email or from enterprise_devt_issi.upd@up.edu.ph</p> | <p>4. Prepare and submit other supporting documents [Line Item Budget (LIB), if applicable, Unit Endorsement (UE), Certificate from Budget Office (CBO), and Implementation Plan (IP)] for Office of Extension Coordination (OEC) review and approval before proceeding to implementation.</p> | None | 20 working day/s | <ul style="list-style-type: none"> Business Enterprise Development Division (BEDD) Staff / Head; Institute for Small-Scale Industries (ISSI) Director; Office Extension Coordination (OEC) |
| <p>5. Receive fully signed MOA copy.</p> <p>Location:</p> <p>On-site: Client's office/address</p> <p>Online: from BEDD mentor's email or from enterprise_devt_issi.upd@up.edu.ph</p> | <p>5. Conduct organizational meeting (face-to-face; virtual) before proceeding to the implementation of the project.</p> | None | 1 working day/s | <ul style="list-style-type: none"> Business Enterprise Development Division (BEDD) Staff/Mentor; Institute for Small-Scale Industries (ISSI) |
| <p>General Remarks</p> <p><i>Provide Developmental Projects</i> qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the Memorandum of Agreement between concerned parties, which includes the length of processing time as well as fees to be paid.</p> | | | | |
| Total Processing Time: | | Working Days: 38 working day/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

15. Processing of Requests to Provide Enterprise Incubation Service Providers Enabler Program

This outlines the steps needed to process requests for provision of Enterprise Incubation Service Providers Enabler Program. This program aims to provide mentorship and training programs to startups under Technology-based Business Incubation and Innovation (TBII) providers through institutional partnerships and collaborations.

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) | | | |
| Who may avail: | Startups or entrepreneurs who have a business idea that is high in value and high in uniqueness | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | | | |
| WHERE TO SECURE | | | | |
| For Standard Requirement | | | | |
| 1. Letter of Request (1) Original Copy Remarks: Letter of Request addressed to Unit Head thru the Business Enterprise Development Division (BEDD) Head | Applicant / Client | | | |
| 2. Unit Endorsement (UE) (1) Original Copy | Agency - Division: UP Institute for Small-Scale Industries - Business Enterprise Development Division (BEDD) | | | |
| 3. Certification from Budget Office (CBO) (1) Original Copy | Agency - Division: Office of the Vice Chancellor for Administration - Diliman Budget Office | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Submit letter of request to the Business Enterprise Development Division (BEDD) via submission to ISSI office or official email address. Location: On-site: Room 403, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP | 1.1. Business Enterprise Development Division (BEDD) reviews request and forwards to the Director's Office (DO). | None | 1 working day/s | <ul style="list-style-type: none"> Receiving Personnel, Business Enterprise Development Division (BEDD); Institute for Small-Scale |

| | | | | |
|---|--|-------------|------------------------|---|
| <p>Diliman</p> <p>Online: Through email at enterprise_devt_issi.upd@up.edu.ph</p> | | | | <p>Industries (ISSI)</p> <ul style="list-style-type: none"> Head, Business Enterprise Development Division (BEDD); Institute for Small-Scale Industries (ISSI) |
| | <p>1.2. The UP ISSI Director endorses request by signing Unit Endorsement.</p> | | <p>1 working day/s</p> | <ul style="list-style-type: none"> UP ISSI Director; Institute for Small-Scale Industries (ISSI) |
| | <p>1.3. BEDD acknowledges receipt of request and sends the official written feedback on the request to the client.</p> | | <p>1 working day/s</p> | <ul style="list-style-type: none"> Business Enterprise Development Division (BEDD) Staff; Institute for Small-Scale Industries (ISSI) |
| <p>2. Receive the official written feedback on the request.</p> <p>Location:</p> <p>Online: Through email at enterprise_devt_issi.upd@up.edu.ph</p> | <p>2. Set tentative schedule for exploratory meeting.</p> | <p>None</p> | <p>4 hour/s</p> | <ul style="list-style-type: none"> Business Enterprise Development Division (BEDD); Institute for Small-Scale Industries (ISSI) |
| <p>3. Client confirms availability for an exploratory meeting.</p> <p>Location:</p> <p>Online: from BEDD staff's email or from enterprise_devt_issi.upd@up.edu.ph</p> | <p>3.1. Coordinate with client to confirm date and time of exploratory meeting.</p> | <p>None</p> | <p>4 hour/s</p> | <ul style="list-style-type: none"> Business Enterprise Development Division (BEDD) Staff; Institute for Small-Scale Industries (ISSI) |

| | | | | |
|---|---|------|-----------------|---|
| | 3.2. Conduct face-to-face meeting or if virtual, send Zoom credentials for the exploratory meeting. | | 4 hour/s | <ul style="list-style-type: none"> Business Enterprise Development Division (BEDD) Staff; Institute for Small-Scale Industries (ISSI) |
| <p>4. Client attends exploratory meeting with key personnel. Location:</p> <p>On-site: Room 403, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman or client's place Online: Through BEDD staff's email or at enterprise_devt_issi.upd@up.edu.ph</p> | 4. Facilitate exploratory meeting with client. | None | 2 hour/s | <ul style="list-style-type: none"> Business Enterprise Development Division (BEDD) Head and key personnel; Institute for Small-Scale Industries (ISSI) |
| <p>5. Receive and review (unit and legal department) the draft Memorandum of Agreement (MOA) / Memorandum of Understanding (MOU) with Terms of Reference (TOR). Location:</p> <p>Online: Through email at enterprise_devt_issi.upd@up.edu.ph</p> | 5. Prepare and submit draft MOA or MOU with TOR based on exploratory meeting. | None | 7 working day/s | <ul style="list-style-type: none"> BEDD Staff and Head; Institute for Small-Scale Industries (ISSI) |

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| <p>6. Submit unit and legal department-reviewed MOA/ MOU and TOR to BEDD, ISSI.</p> <p>Location:</p> <p>On-site: Room 403, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman</p> <p>Online: Through email at enterprise_devt_issi.upd@up.edu.ph</p> | <p>6. Prepare and submit other supporting documents [Line Item Budget (LIB), if applicable, Unit Endorsement (UE), Certificate from Budget Office (CBO), and Implementation Plan (IP)] for Office of Extension Coordination (OEC) review and approval before proceeding to implementation.</p> | None | 20 working day/s | <ul style="list-style-type: none"> • Business Enterprise Development Division (BEDD) Staff, Head; Institute for Small-Scale Industries (ISSI) • Director; Office Extension Coordination (OEC) • Focal person; Diliman Legal Office (DLO) |
| <p>General Remarks</p> <p><i>Provide Enterprise Incubation Service Providers Enabler Program</i> qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the Memorandum of Agreement between concerned parties, which includes the length of processing time as well as fees to be paid.</p> | | | | |
| Total Processing Time: | | Working Days: 31 working day/s, 6 hour/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

16. Issuance of Certificate

This certification is issued to individuals requesting for proof that they have rendered service to the UP ISSI Research Division, or have attended seminars, lectures, forums, conferences, and RTDs organized by the UP ISSI Research Division.

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|---|--|------------------------|---|--|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C (Government to Citizen) | | | |
| Who may avail: | Those involved in and/or who have attended UP ISSI research activities | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <div style="background-color: #e1f5fe; padding: 5px;">For Standard Requirement</div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div> <p>1. Letter of request for certification (1) Original Copy</p> <p>Remarks:</p> <p>Requesting party should indicate purpose of certification in letter.</p> </div> <div>Applicant / Client</div> </div> | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Submit letter of request to the Research Division (RD) Location: Onsite: Room 402, Research Division, UP Institute for Small-Scale Industries, Diliman, Quezon City Online: issi.research@up.edu.ph | 1.1. Check records for verification 1.2. If verified, prepare certification for signature of Director | None | 5 hour/s 1 working day/s | <ul style="list-style-type: none"> Receiving Personnel/RD Staff; Any of requesting office / division Receiving Personnel/RD Staff; Any of requesting office / division |

| | | | | |
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| | 1.3. Send hard copy or soft copy of certification to requesting party | | 1 hour/s | <ul style="list-style-type: none"> Receiving Personnel/RD Staff; Any of requesting office / division |
| 2. Receive certificate and acknowledge receipt Location: Onsite: Room 402, Research Division, UP Institute for Small-Scale Industries, Diliman, Quezon City Online: issi.research@up.edu.ph | 2. Print and file certification and acknowledgement letter | None | 30 minute/s | <ul style="list-style-type: none"> Releasing Personnel/RD Staff; Any of requesting office / division |
| Total Processing Time: | | Working Days: 1 working day/s, 6 hour/s, 30 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

17. Preparation of Comments and Policy Briefs on Senate and House Bills Relevant to the MSME Sector

This procedure outlines the activities involved in preparing comments and policy briefs on Senate and House Bills relevant to the MSME sector, which are requested by outside parties, i.e. Senate and House committees.

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|---|---|---|---------------------------|--|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) | | | |
| Who may avail: | All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Standard Requirement | | | | |
| 1. Letter of Request (1) Original Copy | | Applicant / Client | | |
| 2. Letter of Approval (1) Original Copy | | Agency - Division: ISSI - Director's Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Submit letter of request to Director Location: Onsite: Room 400, Director's Office (DO), UP Institute for Small-Scale Industries, Diliman, Quezon City Online: info.issi@up.edu.ph | 1.1. DO receives request and forwards to the Research Division (RD) | None | 1 hour/s | <ul style="list-style-type: none"> Receiving Personnel, DO Staff; Any of requesting office / division |
| | 1.2. RD reviews request and emails client with official feedback | | 2 working day/s, 5 hour/s | <ul style="list-style-type: none"> RD Staff; Any of requesting office / division |

| | | | | |
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| <p>2. Receive the official written feedback on the request Location:</p> <p>Onsite: Room 402, Research Division, UP Institute for Small-Scale Industries, Diliman, Quezon City</p> <p>Online: issi.research@up.edu.ph</p> | <p>2. Prepare and submit comments and/or policy brief on Senate and House bill/s for ISSI Director's approval before submission to client, if client request is approved</p> | None | 17 working day/s | <ul style="list-style-type: none"> • Director; Institute for Small-Scale Industries (ISSI) • RD Staff; Any of requesting office / division |
| <p>3. Receive copy of comments and/or policy brief Location:</p> <p>Onsite: client's office/organization</p> <p>Online: issi.research@up.edu.ph</p> | <p>3. File receiving copy/copies</p> | None | 4 hour/s | <ul style="list-style-type: none"> • RD Staff; Any of requesting office / division |
| <p>General Remarks</p> <p>Total processing time may vary for this service. Days will depend on what has been agreed upon by the parties, which may go over 20 days.</p> | | | | |
| Total Processing Time: | | Working Days: 20 working day/s, 2 hour/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

18. Organizing a Forum/Symposium/Conference/Colloquium (Preparation)

This procedure outlines the preparatory activities of the UP ISSI Research Division in organizing forums/symposiums/conferences/colloquiums, before the actual conduct of the event.

| | | | | |
|---|---|------------------------|---------------------------|---|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) | | | |
| Who may avail: | All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | | | |
| WHERE TO SECURE | | | | |
| <div>For Standard Requirement</div> <div> 1. Letter of Request (1) Original Copy Remarks: To be submitted in ISSI or through issi.research@up.edu.ph. </div> | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Submit letter of request to Director Location: Onsite: Director's Office (DO), ISSI Online: issi.research@up.edu.ph | 1.1. Director's Office receives request and forwards this to the Research Division (RD) | None | 2 hour/s | <ul style="list-style-type: none"> Receiving Personnel/DO Staff; Any of requesting office / division |
| | 1.2. RD reviews request | | 1 working day/s, 3 hour/s | <ul style="list-style-type: none"> RD Staff; Any of requesting office / division |

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| | 1.3. Director decides on approval/disapproval of request | | 1 working day/s, 2 hour/s | <ul style="list-style-type: none"> ISSI Director; Any of requesting office / division |
| | 1.4. RD provides client with official feedback | | 1 hour/s | <ul style="list-style-type: none"> RD Staff; Any of requesting office / division |
| 2. Receive the official written feedback on the request Location: Onsite: the client's organization/business address Online: through client's email address | 2. Prepare and submit proposal, if request is approved | None | 7 working day/s | <ul style="list-style-type: none"> RD Staff; Any of requesting office / division |
| 3. Receive and approve submitted proposal Location: Onsite: the client's organization/business address Online: through client's email address | 3. Prepare Memorandum of Agreement (MOA) and Line Item Budget (LIB) | None | 7 working day/s | <ul style="list-style-type: none"> RD Staff; Any of requesting office / division |
| 4. Receive, approve and sign MOA and LIB Location: Onsite: client's organization/business address Online: through client's email address | 4.1. Receive client-signed MOA | None | 15 minute/s | <ul style="list-style-type: none"> RD Staff; Any of requesting office / division |
| | 4.2. Chancellor's approval of MOA | | 20 working day/s | <ul style="list-style-type: none"> UP Diliman Chancellor; Any of requesting office / division |

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|--|---|---|-----------------|---|
| 5. Receive fully signed MOA copy Location: Onsite: client's organization/business address Online: through client's email address | 5. Conduct coordination meeting with partner/s | None | 1 working day/s | <ul style="list-style-type: none">RD Staff; Any of requesting office / division |
| 6. Pay agreed-upon mobilization fees Location: UP Diliman Cashier's Office G. Apacible St, Diliman, Quezon City Notes/Instruction: <i>The client shall make the agreed-upon payment to initiate the event, with the remaining balance due upon receipt of the final output.</i> | 6. Process payment and provide official receipt | Formula Fees Breakdown: Mobilization Fee | 15 minute/s | <ul style="list-style-type: none">Collecting Officer, UPD Cashier's Office; Any of requesting office / division |
| 7. Present Official Receipt Location: Onsite: Research Division, UP ISSI Online: issi.research@up.edu.ph | 7. Review Official Receipt | None | 1 hour/s | <ul style="list-style-type: none">RD Staff; Any of requesting office / division |
| <div>General Remarks</div> <div></div> <p>Total processing time may vary for this service. Days will depend on what has been agreed upon by the parties, which may go over 20 days.</p> | | | | |
| Total Processing Time: | | Working Days: 38 working day/s, 1 hour/s, 30 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: None See other fees below | | |
| Formula / Schedule of Fees | | | | |
| Mobilization Fee as agreed upon | | | | |

19. Photocopy of Books and Other Library Resources

This service processes books and other library resources for photocopying. May be suspended during period of emergency subject to existing national, local, and/or university guidelines.

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|--|---|------------------------|------------------------|---|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C (Government to Citizen) | | | |
| Who may avail: | UP Student and Non-UP Users | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <div>For Standard Requirement</div> <div> 1. Official Proof of Enrollment Valid ID or Form-5 from Office of the University Registrar Remarks: For UP Students </div> <hr/> <div> 2. Valid ID Valid ID with picture Remarks: For Non-UP users </div> <hr/> <div> 3. Referral or Request Letter (1) Original Copy Remarks: For Non-UP users </div> <hr/> <div> 4. Duly Accomplished Photoduplication Permit (2) Original Copy </div> | | | | |
| <div> Agency - Division: ISSI - UP ISSI Library </div> | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Accomplish and hand in 2 copies of Photoduplication Permit and valid ID Location: | 1.1. Receive Photoduplication Permit and valid ID | None | 3 minute/s | <ul style="list-style-type: none"> College Librarian III; Any of |

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| UP ISSI Library | | | | requesting office / division |
| | 1.2. Approve (stamp with date and time of release) request for photocopying | | 1 minute/s | <ul style="list-style-type: none"> College Librarian III; |
| 2. Receive requested material Location: UP ISSI Library | 2. Hand over to client the requested material and 1 copy of the Photoduplication Permit and clip together 1 copy of the Photoduplication Permit Valid ID | None | 1 minute/s | <ul style="list-style-type: none"> College Librarian III; Any of requesting office / division |
| Total Processing Time: | | Working Days: 5 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

20. Organizing a Forum/Symposium/Conference/Colloquium (Final Output and Settlement)

This procedure outlines the post-activities of the UP ISSI Research Division for forums/symposiums/conferences/colloquiums that have been conducted.

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|---|---|---|------------------------|---|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) | | | |
| Who may avail: | All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | | | |
| WHERE TO SECURE | | | | |
| For Standard Requirement | | | | |
| 1. Official Receipt (1) Photo Copy Or (1) Electronic Copy Agency - Division: UP Diliman - Cashier's Office Remarks: Client should present the official receipt of their previously-paid mobilization fees, upon receipt of the final output. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Receive copy of event proceedings Location: Onsite: client's organization/business address Online: through client's email address | 1. File receiving copy/copies and prepare billing statement | None | 1 working day/s | • RD Staff; Institute for Small-Scale Industries (ISSI) |
| 2. Receive billing statement and pay balance Location: UP Diliman Cashier's Office G. Apacible St., Diliman, Quezon City | 2. Process payment and provide official receipt | Formula Fees Breakdown: Activity Fee | 15 minute/s | • Collecting Officer; Diliman Cash Office (DCO) |

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| 3. Present copy of official receipt Location: ISSI, E. Jacinto Street, Diliman, Quezon City | 3. Prepare financial report | None | 1 working day/s | <ul style="list-style-type: none"> RD Staff; Institute for Small-Scale Industries (ISSI) |
| 4. Receive financial report Location: Onsite: client's office/organization Online: through client's email address | 4. File receiving copy/copies | None | 15 minute/s | <ul style="list-style-type: none"> RD Staff; Any of requesting office / division |
| General Remarks <div style="border: 1px solid black; height: 30px; width: 100px; margin-bottom: 10px;"></div> <p>Total processing time may vary for this service. Days will depend on what has been agreed upon by the parties, which may go over 20 days.</p> | | | | |
| Total Processing Time: | | Working Days: 2 working day/s, 30 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: None See other fees below | | |
| Formula / Schedule of Fees <div> Activity Fee as agreed upon </div> | | | | |

21. Policy Paper/Monograph/Research Studies (Preparation)

This procedure outlines the activities involved in preparing policy papers/monographs/research studies commissioned by outside parties, particularly its requesting and planning stage.

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|--|---|------------------------|------------------------|--|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) | | | |
| Who may avail: | All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Standard Requirement | | | | |
| 1. Letter of Request (1) Original Copy Or (1) Electronic Copy Remarks: To be submitted in ISSI or through issi.research@up.edu.ph . Applicant / Client | | | | |
| 2. Approved Proposal (1) Original Copy Or (1) Electronic Copy Agency - Division: ISSI - Research Division | | | | |
| 3. Signed MOA and LIB (3) Original Copy Agency - Division: ISSI - Research Division | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Submit letter of request to Director Location: Onsite: UP Diliman Institute for Small-Scale Industries Online: issi.research@up.edu.ph | 1.1. Receives request and forwards it to the Research Division (RD) | None | 6 hour/s | <ul style="list-style-type: none"> DO Staff/Receiving Personnel; Institute for Small-Scale Industries (ISSI) Director; Institute for Small-Scale Industries (ISSI) |

| | | | | |
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| | 1.2. RD reviews the request and emails the client with official feedback. | | 2 working day/s | <ul style="list-style-type: none"> RD Staff; Institute for Small-Scale Industries (ISSI) |
| 2. Receive the official written feedback on the request Location: Through email: issi.research@up.edu.ph (or the client's organization/business address) | 2. Prepare and submit proposal, if request is approved | None | 7 working day/s | <ul style="list-style-type: none"> RD Staff; Any of requesting office / division |
| 3. Receive, review and approve submitted proposal Location: Location: Onsite: UP Diliman Institute for Small-Scale Industries Online: issi.research@up.edu.ph (or the client's organization/business address) | 3. Prepare Memorandum of Agreement (MOA) and Line Item Budget (LIB) | None | 7 working day/s | <ul style="list-style-type: none"> RD Staff; Any of requesting office / division |
| 4. Receive, approve and sign MOA and LIB Location: Onsite: UP Diliman Institute for Small-Scale Industries Online: issi.research@up.edu.ph (or the client's organization/business address) | 4.1. Received client-signed MOA | None | 15 minute/s | <ul style="list-style-type: none"> RD Staff; Institute for Small-Scale Industries (ISSI) |
| | 4.2. Chancellor's Approval of MOA | | 20 working day/s | <ul style="list-style-type: none"> Chancellor; Office of the Chancellor (OC) |
| 5. Receive fully signed MOA copy Location: Onsite: UP Diliman Institute for Small-Scale Industries Online: issi.research@up.edu.ph (or the client's organization/business address) | 5. Conduct organizational meeting | None | 1 working day/s | <ul style="list-style-type: none"> RD Staff; Any of requesting office / division |

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| 6. Pay agreed-upon mobilization fees Location: UP Diliman Cashier's Office, G. Apacible St., Diliman Quezon City Notes/Instruction: <i>The client shall make the agreed-upon payment to initiate the research project, with the remaining balance due upon receipt of the final output.</i> | 6. Process payment and provide official receipt | Formula Fees Breakdown: Mobilization Fees | 30 minute/s | <ul style="list-style-type: none">Collecting Officer/Cashier Diliman Cash Office (DCO) |
| 7. Present official receipt Location: Onsite: UP Diliman Institute for Small-Scale Industries Online: issi.research@up.edu.ph | 7. Reviews OR and start preparation for the Policy Paper/Monograph/Research Studies | None | 1 hour/s | <ul style="list-style-type: none">RD Staff; Institute for Small-Scale Industries (ISSI) |
| General Remarks The rates and actual implementation or provision of the policy paper/monograph/research studies vary. They will depend on what has been agreed upon by the parties. | | | | |
| Total Processing Time: | | Working Days: 37 working day/s, 7 hour/s, 45 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: None See other fees below | | |
| Formula / Schedule of Fees Mobilization Fees As agreed upon. | | | | |

22. Policy Paper/Monograph/Research Studies (Final Output & Settlement)

This procedure details the steps involved in receiving requested policy papers, monographs, or research studies commissioned by external parties, particularly after their implementation.

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|--|---|------------------------|------------------------|---|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) | | | |
| Who may avail: | All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <div>For Standard Requirement</div> <div> <div>1. Official Receipt</div> <div>(1) Electronic Copy Or (1) Photo Copy</div> <div>Remarks:</div> <div>Client should present the official receipt of their previously-paid mobilization fees, upon receipt of the final output.</div> </div> <div>Agency - Division: UP Diliman - Cashier's Office</div> | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Receive status of final output Location: Through email: issi.research@up.edu.ph Notes/Instruction: <i>The client will be notified when the final output is ready for receipt or pickup.</i> | 1. Prepares final output and billing statement | None | 1 working day/s | <ul style="list-style-type: none"> RD Staff; Institute for Small-Scale Industries (ISSI) |
| 2. Receive final research output and billing statement Location: Onsite: UP Diliman Institute for Small-Scale Industries Online: issi.research@up.edu.ph | 2. File receiving copy/copies | None | 30 minute/s | <ul style="list-style-type: none"> RD Staff; Institute for Small-Scale Industries (ISSI) |

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|---|---|--|-------------|---|
| (or the client's organization/business address) | | | | |
| 3. Pay Balance (Project Fee) Location: UP Diliman Cashier's Office, G. Apacible St., Diliman Quezon City Notes/Instruction: <i>Client shall pay the balance (project fee) upon receipt of the output.</i> | 3. Process Payment and Provide Official Receipt | Formula Fees Breakdown: Project Fee | 30 minute/s | <ul style="list-style-type: none">Collecting Officer/Cashier, Institute for Small-Scale Industries (ISSI) |
| General Remarks This service is particularly intended for clients who have requested for the preparation/implementation/provision of policy papers/monographs/research studies and are awaiting the final output. | | | | |
| Total Processing Time: | | Working Days: 1 working day/s, 1 hour/s | | |
| Total Processing Fee: | | Total Standard Fee: None See other fees below | | |
| Formula / Schedule of Fees Project Fee As agreed upon. | | | | |

23. Request for Conduct of a Special Training Program (for Existing Clients)

This procedure outlines the activities involved in requesting for the conduct of special training programs commissioned by outside parties that are existing clients of UP ISSI.

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|--|---|--|------------------------|--|
| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) | | | |
| Who may avail: | Business enterprises especially MSMEs, Government Agencies, Non-Government Organizations, Cooperatives | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Standard Requirement | | | | |
| 1. Letter of Request (1) Original Copy Or (1) Electronic Copy | | Applicant / Client | | |
| 2. Certification of Availability of Funds (1) Original Copy | | Applicant / Client | | |
| 3. Certification of no special budgetary outlay from the University (1) Original Copy | | Agency - Division: Office of the Vice Chancellor for Administration - Diliman Budget Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Submit letter of request for a customized training program. Location: On-site: Room 401, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: Through the program management team's email or training_issi.upd@up.edu.ph | 1.1. Receive and deliberate on the letter of request and endorse to the UP ISSI Director, if request is acceptable. | None | 1 working day/s | <ul style="list-style-type: none"> Division Head / Program Development Cluster / Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |

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| | 1.2. UP ISSI Director approves the request. | | 1 working day/s | <ul style="list-style-type: none"> UP ISSI Director; Institute for Small-Scale Industries (ISSI) |
| | 1.3. Draft Terms of Reference. | | 3 working day/s | <ul style="list-style-type: none"> Program Development Cluster / Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| 2. Review and approve Terms of Reference. Location: Online: Through the program management team's email or training_issi.upd@up.edu.ph | 2.1. Review and finalize the Terms of Reference. | None | 4 hour/s | <ul style="list-style-type: none"> Program Development Cluster / Division Head, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |

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| | 2.2. Prepare and send the initial proposal. | | 3 working day/s | <ul style="list-style-type: none"> Program Development Cluster / Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| 3. Review and send comments on the proposal. Location: Online: Through the program management team's email or training_issi.upd@up.edu.ph | 3. Finalize the proposal. | None | 2 working day/s | <ul style="list-style-type: none"> Program Development Cluster / Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| 4. Sign the approved proposal. Location: On-site: Room 401, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: Through the program management team's email or training_issi.upd@up.edu.ph | 4. Endorse the proposal for signature of the Unit Head. | None | 2 working day/s | <ul style="list-style-type: none"> Program Development Cluster / Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| 5. Submit signed proposal for a Special Training Program. Location: On-site: Room 401, 4th Floor, UP Institute for Small-Scale | 5.1. Send signed proposal. | None | 4 hour/s | <ul style="list-style-type: none"> Division Head / Program Development Cluster / Program Manager/Facilitator |

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| <p>Industries, E. Jacinto St., UP Diliman</p> <p>Online: Through the program management team's email or training_issi.upd@up.edu.ph</p> | | | | <p>Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)</p> |
| | <p>5.2. Prepare the Memorandum of Agreement (MOA).</p> | | <p>2 working day/s</p> | <ul style="list-style-type: none"> Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| <p>6. Review and send comments on the Memorandum of Agreement.</p> <p>Location:</p> <p>Online: Through the program management team's email or training_issi.upd@up.edu.ph</p> | <p>6. Finalize the Memorandum of Agreement.</p> | <p>None</p> | <p>2 working day/s</p> | <ul style="list-style-type: none"> Program Manager/Facilitator / Program Implementation Cluster, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| <p>7. Sign the Memorandum of Agreement, and submit the Certification of Availability of Funds.</p> <p>Location:</p> <p>On-site: Room 401, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman</p> <p>Online: Through the program management team's email or training_issi.upd@up.edu.ph</p> | <p>7.1. Receive the signed MOA and Certification.</p> | <p>None</p> | <p>1 hour/s</p> | <ul style="list-style-type: none"> Program Manager/Facilitator / Program Implementation Cluster, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |

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| | 7.2. Send and endorse the MOA and attachments (Certification of Availability of Funds, Certification of no special budgetary outlay from the University) to the Office for Extension Coordination (OEC). | | 4 hour/s | <ul style="list-style-type: none"> Program Manager/Facilitator / Program Implementation Cluster, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| | 7.3. Coordinate with OEC for the signing of the MOA by the Chancellor. | | 20 working day/s | <ul style="list-style-type: none"> Program Manager/Facilitator / Program Implementation Cluster, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) Focal Person; Office Extension Coordination (OEC) |
| <p>8. Receive fully signed and notarized copy of MOA.</p> <p>Location:</p> <p>On-site: sent to the client's address</p> <p>Notes/Instruction:</p> <p><i>The duration of the special training program will depend on what was agreed upon.</i></p> | 8. Coordinate with client for the logistics preparation before implementing the special training program. | None | 1 working day/s | <ul style="list-style-type: none"> Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |

General Remarks

Conduct of a Special Training Program qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the Memorandum of Agreement between concerned parties, which includes the length of processing time as well as fees to be paid.

Total Processing Time:

Working Days: 38 working day/s, 5 hour/s

Total Processing Fee:

Total Standard Fee: None

24. Request for Conduct of a Special Training Program (for New Clients)

This procedure outlines the activities involved in the request for conduct of special training programs commissioned by outside parties that are new clients of UP ISSI.

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| Office or Division: | Institute for Small-Scale Industries (ISSI) | | | |
| Category: | External Service | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B (Government to Business), G2G (Government to Government) | | | |
| Who may avail: | Business enterprises especially MSMEs, Government Agencies, Non-Government Organizations, Cooperatives | | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For Standard Requirement | | | | |
| 1. Letter of Request (1) Original Copy Or (1) Electronic Copy | | Applicant / Client | | |
| 2. Certification of Availability of Funds (1) Original Copy | | Applicant / Client | | |
| 3. Certification of no special budgetary outlay from the University (1) Original Copy | | Agency - Division: Office of the Vice Chancellor for Administration - Diliman Budget Office | | |
| 4. Client Information Sheet (1) Original Copy Or (1) Electronic Copy Remarks: The Client Information Sheet form will be sent by email (through TEED staff's email or training_issi.upd@up.edu.ph) to the client for accomplishment. | | Agency - Division: UP Institute for Small-Scale Industries - Training and Entrepreneurship Education Division (TEED) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE (Designation; Office) |
| 1. Submit letter of request for a customized training program. Location: On-site: Room 401, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman | 1. Receive and review letter of request. If approved, send the Client Information Sheet form to the client through email. | None | 1 working day/s | <ul style="list-style-type: none"> Division Head / Program Development Cluster, Training and Entrepreneurship Education Division |

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| Online: Through email at training_issi.upd@up.edu.ph | | | | (TEED); Institute for Small-Scale Industries (ISSI) |
| <p>2. Receive, accomplish and submit the Client Information Sheet to the Training and Entrepreneurship Education Division (TEED) through email. Location:</p> <p>Online: Through TEED staff's email or at training_issi.upd@up.edu.ph</p> | 2.1. Endorse the request to the UP ISSI Director. | None | 4 hour/s | <ul style="list-style-type: none"> Division Head / Program Development Cluster / Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| | 2.2. UP ISSI Director approves the request. | | 1 working day/s | <ul style="list-style-type: none"> UP ISSI Director; Institute for Small-Scale Industries (ISSI) |
| | 2.3. Draft Terms of Reference (TOR). | | 3 working day/s | <ul style="list-style-type: none"> Program Development Cluster / Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| <p>3. Review and approve Terms of Reference. Location:</p> <p>Online: Through the program management team's email or training_issi.upd@up.edu.ph</p> | 3.1. Review and finalize the Terms of Reference. | None | 1 working day/s | <ul style="list-style-type: none"> Program Development Cluster / Division Head Training and Entrepreneurship Education |

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| | | | | Division (TEED); Institute for Small-Scale Industries (ISSI) |
| | 3.2. Prepare and send the initial proposal. | | 3 working day/s | <ul style="list-style-type: none"> Program Development Cluster / Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| 4. Review and send comments on the proposal. Location: Online: Through the program management team's email or training_issi.upd@up.edu.ph | 4. Finalize the proposal. | None | 2 working day/s | <ul style="list-style-type: none"> Program Development Cluster / Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| 5. Sign the approved proposal. Location: On-site: Room 401, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: Through the program management team's email or training_issi.upd@up.edu.ph | 5.1. Endorse the proposal for signature of the UP ISSI Director. | None | 2 working day/s | <ul style="list-style-type: none"> Program Development Cluster / Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) Director; Institute for |

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| | | | | Small-Scale Industries (ISSI) |
| | 5.2. Send signed proposal to the client. | | 1 working day/s | <ul style="list-style-type: none"> Program Management Team, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| 6. Receive signed proposal for a Special Training Program. Location: On-site: Client's office/address Online: Through the program management team's email or training_issi.upd@up.edu.ph | 6. Prepare the Memorandum of Agreement (MOA). | None | 3 working day/s | <ul style="list-style-type: none"> Program Manager/Facilitator, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| 7. Review and send comments on the Memorandum of Agreement. Location: Online: Through the program management team's email or training_issi.upd@up.edu.ph | 7. Finalize the Memorandum of Agreement. | None | 2 working day/s | <ul style="list-style-type: none"> Program Manager/Facilitator / Program Implementation Cluster, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| 8. Sign the Memorandum of Agreement, and submit the Certification of Availability of Funds. Location: On-site: Room 401, 4th Floor, UP Institute for Small-Scale | 8.1. Receive the signed MOA and Certification. Send and endorse the MOA and attachments to the Office for Extension Coordination (OEC). | None | 1 working day/s | <ul style="list-style-type: none"> Program Manager/Facilitator / Program Implementation Cluster, Training and Entrepreneurship |

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| Industries, E. Jacinto St., UP Diliman Online: Through the program management team's email or training_issi.upd@up.edu.ph | | | | Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| | 8.2. Coordinate with OEC for the signing of the MOA by the Chancellor. | | 20 working day/s | <ul style="list-style-type: none"> Program Manager / Program Implementation Cluster TEED; Institute for Small-Scale Industries (ISSI) OEC Focal Person; Office Extension Coordination (OEC) |
| 9. Receive fully signed and notarized copy of MOA. Location: On-site: sent to the client's address | 9. Coordinate with the client for the logistics preparation before implementing the special training program. | None | 1 working day/s | <ul style="list-style-type: none"> Program Manager/Facilitator Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI) |
| General Remarks Conduct of a Special Training Program qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the Memorandum of Agreement between concerned parties, which includes the length of processing time as well as fees to be paid. | | | | |
| Total Processing Time: | | Working Days: 41 working day/s, 4 hour/s | | |
| Total Processing Fee: | | Total Standard Fee: None | | |

