



Institute for Small-Scale Industries (ISSI)

External Services



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.

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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 ACTION	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	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.

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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 ACTION	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	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	2. Set schedule, if available	None	1 working day/s	Director; Any of requesting office / division



Online: info.issi@up.edu.ph				
3.Finalizing the Date				
*For Requested Schedule is Possible 3.A.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	3.A. Set schedule, if available	None	1 working day/s	Director; Any of requesting office / division
*For 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	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.

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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	
For Standard Requirement				
1. Letter of Request (1) Original Copy			Applicant / Client	
CLIENT STEPS	AGENCY ACTION	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	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	2. Take note of staff assignment	None	2 hour/s	Releasing Personnel (DO); Any of requesting office / division



of the Philippines, Quezon City Online: info.issi@up.edu.ph Notes/Instruction: 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. 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)			
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	
For Standard Requirement				
1. Filled-out loan slip/s (1) Original Copy			UP Institute for Small-Scale Industries (ISSI) - UP ISSI Library Circulation Desk	
CLIENT STEPS	AGENCY ACTION	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	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	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	College Librarian III UP ISSI Library; Institute for



				Small-Scale Industries (ISSI)
	2.3. Prepare receipt of books/materials returned.		2 minute/s	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	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		



5. 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)			
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	
For Standard Requirement				
1. Official proof of enrollment valid UP ID or Form 5 from the Office of the University Registrar (OUR)				
CLIENT STEPS	AGENCY ACTION	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	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	College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI)
3. Hand in duly accomplished loan slip,	3.1. Receive book, duly accomplished loan slip,	None	1 minute/s	College Librarian III



the book to be borrowed, and valid ID. Location: UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman	and valid ID.			UP ISSI Library; Institute for Small-Scale Industries (ISSI)
	3.2. Stamp due date and counter sign Due Date Slip.		1 minute/s	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	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, 4 minute/s		
Total Processing Fee:		Total Standard Fee: None		



6. 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.

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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	
For Standard Requirement				
1. Letter of request for certification (1) Original Copy			Applicant / Client	
<i>Remarks:</i> <i>Requesting party should indicate purpose of certification in letter.</i>				
CLIENT STEPS	AGENCY ACTION	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	None	5 hour/s	Receiving Personnel/RD Staff; Any of requesting office / division
	1.2. If verified, prepare certification for signature of Director		1 working day/s	Receiving Personnel/RD Staff; Any of requesting office / division
	1.3. Send hard copy or soft copy of certification to requesting party		1 hour/s	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	Releasing Personnel/R D 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		



7. Issuance of Certification

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

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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 ACTION	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	• Division Secretary TEED; Institute for Small-Scale Industries (ISSI)
	1.2. Prepare the certification.		1 working day/s	• Division Secretary TEED; Institute for Small-Scale Industries (ISSI)
	1.3. Sign the certification.		1 working day/s	• Division Head TEED; Institute for Small-Scale Industries (ISSI)
2. Receive the certification. Location: On-site: Room 401, 4th Floor, UP Institute for	2. Release the certification to the client.	None	1 working day/s	• Division Secretary TEED; Institute for Small-Scale



Small-Scale Industries, E. Jacinto St., UP Diliman Online: Through email at training_issi.upd@up.edu.ph Notes/Instruction: Certificate can be issued as an e- certificate.				Industries (ISSI)
Total Processing Time:		Working Days: 6 working day/s, 4 hour/s		
Total Processing Fee:		Total Standard Fee: None		



8. 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.

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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			UP Diliman - Cashier's Office	
<i>Remarks:</i> <i>Client should present the official receipt of their previously-paid mobilization fees, upon receipt of the final output.</i>				
CLIENT STEPS	AGENCY ACTION	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	2. Process payment and provide official receipt	Formula Fees Breakdown: Activity Fee	15 minute/s	Collecting Officer; Diliman Cash Office (DCO)



G. Apacible St., Diliman, Quezon City				
3. Present copy of official receipt Location: ISSI, E. Jacinto Street, Diliman, Quezon City	3. Prepare financial report	None	1 working day/s	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	RD Staff; Any of requesting office / division
General Remarks 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.				
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 Activity Fee as agreed upon				



9. 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)			
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	
<i>Remarks:</i> <i>To be submitted in ISSI or through issi.research@up.edu.ph.</i>				
CLIENT STEPS	AGENCY ACTION	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	Receiving Personnel/D O Staff; Any of requesting office / division
	1.2. RD reviews request		1 working day/s, 3 hour/s	RD Staff; Any of requesting office / division
	1.3. Director decides on approval/disapproval of request		1 working day/s, 2 hour/s	ISSI Director; Any of requesting office / division



	1.4. RD provides client with official feedback		1 hour/s	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	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	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	RD Staff; Any of requesting office / division
	4.2. Chancellor's approval of MOA		44 working day/s	UP Diliman Chancellor; Any of requesting office / division
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	RD Staff; Any of requesting office / division
6. Pay agreed-upon mobilization fees Location:	6. Process payment and provide official receipt	Formula Fees Breakdown:	15 minute/s	Collecting Officer, UPD Cashier's



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>		Mobilization Fee		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	• RD Staff; Any of requesting office / division
General Remarks 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.				
Total Processing Time:		Working Days: 62 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				



10. 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.

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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	
For Standard Requirement				
1. Official Proof of Enrollment Valid ID or Form-5 from Office of the University Registrar				
<i>Remarks:</i> <i>For UP Students</i>				
2. Valid ID Valid ID with picture				
<i>Remarks:</i> <i>For Non-UP users</i>				
3. Referral or Request Letter (1) Original Copy			Applicant / Client	
<i>Remarks:</i> <i>For Non-UP users</i>				
4. Duly Accomplished Photoduplication Permit (2) Original Copy			ISSI - UP ISSI Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Accomplish and hand in 2 copies of Photoduplication Permit and valid ID	1.1. Receive Photoduplication Permit and valid ID	None	3 minute/s	College Librarian III; Any of requesting



Location: UP ISSI Library				office / division
	1.2. Approve (stamp with date and time of release) request for photocopying		1 minute/s	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	College Librarian III; Any of requesting office / division
Total Processing Time:		Working Days: 5 minute/s		
Total Processing Fee:		Total Standard Fee: None		



11. 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.

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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. Official Receipt (1) Electronic Copy Or (1) Photo Copy			UP Diliman - Cashier's Office	
<i>Remarks:</i> <i>Client should present the official receipt of their previously-paid mobilization fees, upon receipt of the final output.</i>				
CLIENT STEPS	AGENCY ACTION	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: The client will be notified when the final output is ready for receipt or pickup.	1. Prepares final output and billing statement	None	1 working day/s	RD Staff; Institute for Small-Scale Industries (ISSI)
2. Receive final research output and billing statement Location:	2. File receiving copy/copies	None	30 minute/s	RD Staff; Institute for Small-Scale Industries (ISSI)



Onsite: UP Diliman Institute for Small-Scale Industries Online: issi.research@up.edu.ph (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: Client shall pay the balance (project fee) upon receipt of the output.	3. Process Payment and Provide Official Receipt	Formula Fees Breakdown: Project Fee	30 minute/s	Collecting Officer/Cash ier; 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.				



12. 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.

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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	
<i>Remarks:</i> To be submitted in ISSI or through issi.research@up.edu.ph .				
2. Approved Proposal (1) Original Copy Or (1) Electronic Copy			ISSI - Research Division	
3. Signed MOA and LIB (3) Original Copy			ISSI - Research Division	
CLIENT STEPS	AGENCY ACTION	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	- DO Staff/Receiving Personnel; Institute for Small-Scale Industries (ISSI) - Director; Institute for Small-Scale Industries (ISSI)



	1.2. RD reviews the request and emails the client with official feedback.		2 working day/s	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 <i>(or the client's organization/business address)</i>	2. Prepare and submit proposal, if request is approved	None	7 working day/s	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 <i>(or the client's organization/business address)</i>	3. Prepare Memorandum of Agreement (MOA) and Line Item Budget (LIB)	None	7 working day/s	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 <i>(or the client's organization/business address)</i>	4.1. Received client-signed MOA	None	15 minute/s	RD Staff; Institute for Small-Scale Industries (ISSI)
	4.2. Chancellor's Approval of MOA		44 working day/s	Chancellor; Office of the Chancellor (OC)
5. Receive fully signed MOA copy	5. Conduct organizational meeting	None	1 working day/s	RD Staff; Any of



Location: Onsite: UP Diliman Institute for Small-Scale Industries Online: issi.research@up.edu.ph <i>(or the client's organization/business address)</i>				requesting office / division
6. Pay agreed-upon mobilization fees Location: UP Diliman Cashier's Office, G. Apacible St., Diliman Quezon City Notes/Instruction: The client shall make the agreed-upon payment to initiate the research project, with the remaining balance due upon receipt of the final output.	6. Process payment and provide official receipt	Formula Fees Breakdown: Mobilization Fees	30 minute/s	Collecting Officer/Cash ier; 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/Rese arch Studies	None	1 hour/s	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: 61 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.



13. 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.

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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			ISSI - Director's Office	
CLIENT STEPS	AGENCY ACTION	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	• 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	• RD Staff; Any of requesting office / division
2. Receive the official written feedback on the request Location: Onsite: Room 402, Research Division, UP Institute for Small-Scale	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	None	17 working day/s	• Director; Institute for Small-Scale Industries (ISSI) • RD Staff; Any of requesting



Industries, Diliman, Quezon City Online: issi.research@up.edu.ph				office / division
3. Receive copy of comments and/or policy brief Location: Onsite: client's office/organization Online: issi.research@up.edu.ph	3. File receiving copy/copies	None	4 hour/s	RD Staff; Any of requesting office / division
General Remarks 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.				
Total Processing Time:		Working Days: 20 working day/s, 2 hour/s		
Total Processing Fee:		Total Standard Fee: None		



15. 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.

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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			UP Institute for Small-Scale Industries - Administrative Delivery Division	
4. Official Receipt (1) Original Copy Or (1) Electronic Copy			UP Diliman - Cash Office	
For Situational Requirement				
A. For currently enrolled UP Students				
A.1. UP ID valid UP ID from the Office of the University Registrar (OUR)				
A.2. Form 5 (1) Photo Copy Or (1) Electronic Copy			Applicant / Client	
<i>Remarks:</i> <i>This is an alternative to the required valid UP ID</i>				
CLIENT STEPS	AGENCY ACTION	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	15 minute/s	TEED Program Manager/Program Coordinator; Any of requesting office / division
	1.2. Email the participant the link to the Confirmation Form and get the client's details for the Statement of Account (SOA): 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	TEED Program Manager/Program Coordinator; Any of requesting office / division
2. For currently enrolled UP Students: 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. /For Non-UP clients: Provide the needed details for the SOA to the program management team. Location: UP ISSI TEED Office or through email	2. Issue the (discounted) Statement of Account to the client (if a UP student) or issue the Statement of Account to the client (if a non-UP client)	None	2 working day/s	TEED Program Manager/Program Coordinator or ADD Billing Officer; Any of requesting office / division
3.Forms of Payment				
*For Cash Payment 3.A.Pay the Participation Fee of the Training Program through the UPD Cash Office, using the provided SOA as basis for payment (printed) and bring your ID Location: UP Diliman Cash Office	3.A. UPD Cash Office receives payment and provides the Official Receipt to the client	Formula Fees Breakdown: Participation Fee	1 working day/s	UPD Cash Office Collecting Officer or UP ISSI Special Collecting Officer; Any of requesting office / division



*For Check Payment 3.B. Pay the Participation Fee of the Training Program through the UPD Cash Office by following the steps below. Location: Room 401, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman, Quezon City UP Diliman Cash Office Notes/Instruction: 3.B.1 Bring a printed copy of the SOA sent by the UP ISSI Program Management Team via email 3.B.2 Bring Manager's Check or Company Check payable to University of the Philippines- Diliman along with your valid ID (note: personal checks are not accepted) 3.B.3. Go to Rm. 401 of the UP ISSI Bldg., E. Jacinto St., UP Campus, Diliman, Quezon City to have your check endorsed 3.B.4. Pay at the UP Diliman Cash Office Note: If it is a Manager's Check or cash, the OR will be released as soon as possible. If it is a company check, the OR may be collected after 3 working days for clearance.	3.B. The program management team checks the SOA then the TEED head endorses the check by signing the back portion. (In the absence of the TEED head, the TEED OIC, UP ISSI Billing Officer or ISSI Program Manager may endorse the check instead.) Then UPD Cash Office receives the payment and provides the Official Receipt to the client.	Formula Fees Breakdown: Participation Fee	3 working day/s	TEED Program Management Team and TEED Head/TEED OIC/Program Manager/ADD Billing Officer and UPD Cash Office; Any of requesting office / division
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*For Through the SCO 3.C.Coordinate with the UP ISSI Program Management Team via email regarding paying through the UP ISSI Special Collecting Officer (UP ISSI SCO) Location: Room 401, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman, Quezon City Notes/Instruction: Note: If it is a Manager’s Check or cash, the OR will be released as soon as possible. If it is a company check, the OR may be collected after 3 working days for clearance.	3.C. UP ISSI SCO receives payment and provides the Official Receipt to the client	Formula Fees Breakdown: Participation Fee	3 working day/s	UP ISSI SCO; Any of requesting office / division
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	15 minute/s	TEED Program Manager/Program Coordinator; Any of requesting office / division
Total Processing Time:				
*For Cash Payment		Working Days: 3 working day/s, 4 hour/s, 30 minute/s		
*For Check Payment		Working Days: 5 working day/s, 4 hour/s, 30 minute/s		
*For Through the SCO		Working Days: 5 working day/s, 4 hour/s, 30 minute/s		
Total Processing Fee:				
*For Cash Payment		Total Standard Fee: None See other fees below		
*For Check Payment		Total Standard Fee: None		



	See other fees below
*For Through the SCO	Total Standard Fee: None See other fees below
Formula / Schedule of Fees • Participation Fee For the participation fee, please refer to https://beta.entrepreneurship.org.ph/ and search for the training calendar for the current year.	



17. 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)
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	UP Institute for Small-Scale Industries - Training and Entrepreneurship Education Division (TEED)
<i>Remarks:</i> <i>Note: The link's year may change to reflect the current year.</i> <i>2026 Training Registration link:</i> https://bit.ly/UPISSI_TrainingRegistration2026	
2. Accomplished Confirmation Form (1) Electronic Copy	UP Institute for Small-Scale Industries - Training and Entrepreneurship Education Division
<i>Remarks:</i> <i>Note: The link's year may change to reflect the current year</i> <i>2026 Training Confirmation link: https://bit.ly/UPISSI_TrainingConfirmation2026</i>	
3. Payment Confirmation (1) Electronic Copy	Applicant / Client
For Situational Requirement	
A. For currently enrolled UP Students	
A.1. UP ID	



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

A.2. Form 5
(1) Photo Copy Or (1) Electronic Copy

Applicant / Client

Remarks:

This requirement is an alternative to the valid ID.

CLIENT STEPS	AGENCY ACTION	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 2026 Training Registration link: https://bit.ly/UPIS SI_TrainingRegistration 2026	1.1. Receive the accomplished Reservation Form via the Google form	None	15 minute/s	TEED Program Manager/Program Coordinator; Any of requesting office / division
	1.2. Email the participant the link to the Confirmation Form and get the client's details for the Statement of Account (SOA): 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	TEED Program Manager/Program Coordinator; Any of requesting office / division



2. For currently enrolled UP Students: 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 /For non-UP clients: Provide the needed details for the SOA o the program management team. Location: Online: through the program management team's email or training_issi.upd@up.edu.ph	2. Issue the (discounted) Statement of Account to the client (if a UP Student) or issue the Statement of Account to the client (if a non-UP client)	None	2 working day/s	TEED Program Manager/Program Coordinator or ADD Billing Officer; Any of requesting office / division
3.Modes of Payment				
*For Paying Through the LandBank Link.Biz Portal 3.A.Pay the Participation Fee of the Training Program through the LandBank Link.Biz Portal, using the provided SOA as basis for payment Location: Online: through the LandBank Link.Biz Portal Notes/Instruction: The Deposit Slip will serve as your proof of payment (no other Official Receipt will be issued).	3.A. LandBank Link.Biz Portal received payment and provides the Payment Confirmation document to the client	Formula Fees Breakdown: Participation Fee	15 minute/s	LandBank Link.Biz Portal; Any of requesting office / division
*For Paying Through GCash 3.B.Pay through GCash by following the steps in the guide indicated below. Location: Online: through GCash	3.B. GCash receives payment and provides Payment Confirmation document to client	Formula Fees Breakdown: Participation Fee	15 minute/s	GCash App; Any of requesting office / division

Notes/Instruction:

The Deposit Slip will serve as your proof of payment (no other Official Receipt will be issued).

Step-by-Step Guide:
Paying via GCash App

1. Open the GCash App
2. Once the app is open, tap on **"Bills."**
3. Use the **Search Bar** or tap **"View All"** under Categories, then look for **UP Diliman – Trust Fund.**
4. Tap the biller and fill in the required details:
 - **Amount:** Enter the training fee to be paid.
 - **Transaction Type:** Select **Seminar/Training /Conference Fee.**
 - **Reference Number:** Input the Billing/SOA number found in your Billing Invoice sent by the Program Management Team.
 - **Name of Payor:** Enter your name or your company's name if applicable.
 - **Email Address (Optional):** You may provide your email address if you wish
5. After entering all details,



tap“Next” and check if the amount and information are correct. 6. Tap“Next” again to proceed, then press “Confirm” to finalize the payment. 7. Once the transaction is successful, take a screenshot of the confirmation as proof of payment and send it to the Program Management Team. <i>Note: Online transaction slips serve as your receipt. If you need an Official Receipt, it's better to pay on-site.</i>				
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	TEED Program Manager/Program Coordinator; Any of requesting office / division
Total Processing Time:				
*For Paying Through the LandBank Link.Biz Portal		Working Days: 2 working day/s, 4 hour/s, 45 minute/s		
*For Paying Through GCash		Working Days: 2 working day/s, 4 hour/s, 45 minute/s		
Total Processing Fee:				
*For Paying Through the LandBank Link.Biz Portal		Total Standard Fee: None		
		See other fees below		



*For Paying Through GCash	Total Standard Fee: None See other fees below
Formula / Schedule of Fees • Participation Fee For the participation fee, please refer to https://beta.entrepreneurship.org.ph/ and search for the training calendar for the current year.	



18. 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)			
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	
<i>Remarks:</i> <i>Letter of Request or Online Request generated through the online advisory platform of UP ISSI.</i>				
CLIENT STEPS	AGENCY ACTION	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	1.1. Business Enterprise Development Division (BEDD) receives request.	None	30 minute/s	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	Division Head, Business Enterprise Development Division (BEDD); Institute for Small-Scale



https://beta.entrepreneurship.org.ph/				Industries (ISSI)
	1.3. Assigned Mentor provides client with official feedback.		1 working day/s	BEDD Staff/Mentor ; Institute for Small-Scale Industries (ISSI)
2. Receive the official written feedback on the request via hard/soft copy. 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 Notes/Instruction: Duration of the mentoring activities will depend on what has been agreed upon by the client and the BEDD Staff/Mentor.	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	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		



19. 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)			
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	
<i>Remarks:</i> <i>Letter of Request addressed to Unit Head thru the Business Enterprise Development Division (BEDD) Head</i>				
2. Unit Endorsement (UE) (1) Original Copy			UP Institute for Small-Scale Industries - Business Enterprise Development Division (BEDD)	
3. Certification from Budget Office (CBO) (1) Original Copy			Office of the Vice Chancellor for Administration - Diliman Budget Office	
CLIENT STEPS	AGENCY ACTION	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,	1.1. BEDD reviews request and forwards to the Director's Office (DO).	None	1 working day/s	• Receiving Personnel, Business Enterprise Development Division (BEDD); Institute for Small-Scale Industries (ISSI)

E. Jacinto St., UP Diliman Online: Through email at enterprise_devt_issi.upd@up.edu.ph				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	UP ISSI Director; Institute for Small-Scale Industries (ISSI)
	1.3. BEDD provides client with official feedback.		1 working day/s	BEDD Staff; Institute for Small-Scale Industries (ISSI)
2. Receive the official written feedback on the request via hard/soft copy delivery. 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	2. Prepare and submit proposal, if request is approved.	None	7 working day/s	Business Enterprise Development Division (BEDD) Staff/Mentor ; Institute for Small-Scale Industries (ISSI)
3. Receive and approve submitted proposal. Location: On-site: Client's office/address Online: from BEDD mentor's email or from enterprise_devt_issi.upd@up.edu.ph	3. Prepare Memorandum of Agreement (MOA) and Line Item Budget (LIB).	None	7 working day/s	Business Enterprise Development Division (BEDD) Staff/Mentor ; Institute for Small-Scale Industries (ISSI)
4. Receive, approve, sign and submit legal department-reviewed MOA and LIB to the	4. Prepare and submit other supporting documents [Line Item Budget (LIB), if	None	20 working day/s	Business Enterprise Development Division



Business Enterprise Development Division (BEDD) office. Location: On-site: Room 403, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: from BEDD mentor's email or from enterprise_devt_issi.upd@up.edu.ph	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.			(BEDD) Staff / Head; Institute for Small-Scale Industries (ISSI) • Director; Office Extension Coordination (OEC)
5. Receive fully signed MOA copy. Location: On-site: Client's office/address Online: from BEDD mentor's email or from enterprise_devt_issi.upd@up.edu.ph	5. Conduct organizational meeting (face-to-face; virtual) before proceeding to the implementation of the project.	None	1 working day/s	• Business Enterprise Development Division (BEDD) Staff/Mentor ; Institute for Small-Scale Industries (ISSI)
General Remarks <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.				
Total Processing Time:		Working Days: 38 working day/s		
Total Processing Fee:		Total Standard Fee: None		



20. 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)			
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			Applicant / Client	
<i>Remarks:</i> <i>Letter of Request addressed to Unit Head thru the Business Enterprise Development Division (BEDD) Head</i>				
2. Unit Endorsement (UE) (1) Original Copy			UP Institute for Small-Scale Industries - Business Enterprise Development Division (BEDD)	
3. Certification from Budget Office (CBO) (1) Original Copy			Office of the Vice Chancellor for Administration - Diliman Budget Office	
CLIENT STEPS	AGENCY ACTION	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,	1.1. Business Enterprise Development Division (BEDD) reviews request and forwards to the Director's Office (DO).	None	1 working day/s	• Receiving Personnel, Business Enterprise Development Division (BEDD); Institute for Small-Scale Industries (ISSI)

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



				Industries (ISSI)
4. Client attends exploratory meeting with key personnel. Location: 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	4. Facilitate exploratory meeting with client.	None	2 hour/s	Business Enterprise Development Division (BEDD) Head and key personnel; Institute for Small-Scale Industries (ISSI)
5. Receive and review (unit and legal department) the draft Memorandum of Agreement (MOA) / Memorandum of Understanding (MOU) with Terms of Reference (TOR). Location: Online: Through email at enterprise_devt_issi.upd@up.edu.ph	5. Prepare and submit draft MOA or MOU with TOR based on exploratory meeting.	None	7 working day/s	BEDD Staff and Head; Institute for Small-Scale Industries (ISSI)
6. Submit unit and legal department-reviewed MOA/ MOU and TOR to BEDD, ISSI. 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	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.	None	20 working day/s	- Business Enterprise Development Division (BEDD) Staff, Head; Institute for Small-Scale Industries (ISSI) - Director; Office Extension Coordination (OEC) - Focal person; Diliman Legal Office (DLO)
General Remarks				



Provide Enterprise Incubation Service Providers Enabler 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: 31 working day/s, 6 hour/s
Total Processing Fee:	Total Standard Fee: None



21. 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)			
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			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 ACTION	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	- College Librarian III - UP ISSI Library; - Institute for Small-Scale Industries (ISSI)



On-site: UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: Through the Online Request Form at https://library.entreprenurship.org.ph/ask-a-librarian/ or email at issi_library.upd@up.edu.ph	1.2. Conduct reference interview or send clarificatory email.		25 minute/s	College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI)
2. Verify query. Location: On-site: UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: Through email at issi_library.upd@up.edu.ph	2.1. Analyze query and determine possible information sources that may provide answer to the query.	None	3 working day/s	College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI)
	2.2. Communicate answer to request.		30 minute/s	College Librarian III UP ISSI Library; Institute for Small-Scale Industries (ISSI)
3. Receive answer to query. Location: On-site: UP ISSI Library, 4th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Diliman Online: Through email at issi_library.upd@up.edu.ph	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.	None	2 minute/s	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: 3 working day/s, 1 hour/s		
Total Processing Fee:		Total Standard Fee: None		



22. 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.

Office or Division:	Institute for Small-Scale Industries (ISSI)	
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		
<i>Remarks:</i> <i>For UP Alumni and Non-UP users</i>		
2. Special Registration Permit Form (1) Original Copy		UP ISSI - UP ISSI Library
<i>Remarks:</i> <i>For UP Alumni and Non-UP users</i>		
3. Approved Library Appointment (1) Original Copy		UP ISSI - Library
<i>Remarks:</i> <i>For UP Alumni and Non-UP users</i> <i>UP ISSI Library Appointment Confirmation Email (issi_library.upd@up.edu.ph)</i>		
For Situational Requirement		
A. If UP Alumni		
A.1. Proof of program completion or graduation from UP (1) Original Copy		UP - UP –Office of Alumni Relations, Office of the Registrar, Respective College/Unit
B. If Non-UP User		



B.1. Referral or Request Letter (1) Original Copy			Applicant / Client	
CLIENT STEPS	AGENCY ACTION	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	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	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	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



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

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

Office or Division:	Institute for Small-Scale Industries (ISSI)
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	Office of the Vice Chancellor for Administration - Diliman Budget Office
4. Client Information Sheet (1) Original Copy Or (1) Electronic Copy	UP Institute for Small-Scale Industries - Training and Entrepreneurship Education Division (TEED)
<i>Remarks:</i> <i>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.</i>	
For Situational Requirement	
A. For Private Companies	
A.1. Secretary's Certificate (1) Original Copy Or (1) Photo Copy Or (1) Electronic Copy	Related Organization - Corporate Secretary
<i>Remarks:</i> <i>Photocopy/Electronic copy to include "certified true copy"</i>	
B. For LGUs	
B.1. Sanggunian or Board Resolution (1) Original Copy Or (1) Photo Copy Or (1) Electronic Copy	Municipal, City or Provincial Hall - Office of the Secretary to the Sanggunian



Remarks:

Photocopy/Electronic copy to include "certified true copy"

CLIENT STEPS	AGENCY ACTION	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, Quezon City Online: Through email at training_issi.upd@up.edu.ph	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	Division Head / Program Development Cluster, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)
2. Receive, accomplish and submit the Client Information Sheet to the Training and Entrepreneurship Education Division (TEED) through email. Location: Online: Through email at training_issi.upd@up.edu.ph	2.1. Endorse the request to the UP ISSI Director.	None	4 hour/s	Division Head / Program Development Cluster, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)
	2.2. UP ISSI Director approves the request.		4 hour/s	UP ISSI Director; Institute for Small-Scale Industries (ISSI)
	2.3. UP ISSI Director endorses the request to the TEED Head		4 hour/s	UP ISSI Director; Institute for Small-Scale Industries (ISSI)

	2.4. TEED Head assigns the request to the Program Development Cluster/Program Manager/Facilitator	4 hour/s	Division Head, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)
	2.5. Program Development Cluster/Program Manager/Facilitator prepares the draft program proposal with terms of reference	3 working day/s	Program Development Cluster/Program Manager/Facilitator, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)
	2.6. Program Development Cluster/Program Manager/Facilitator submits draft program proposal to the TEED Head for review and approval	1 working day/s	Program Development Cluster/Program Manager/Facilitator, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)
	2.7. TEED Head reviews the draft program proposal with terms of reference then sends it back to the Program Development Cluster with comments and approval	1 working day/s	Division Head, Training and Entrepreneurship Education Division (TEED); Institute for

			Small-Scale Industries (ISSI)
	2.8. The Program Development Cluster/Program Manager/Facilitator finalizes the program proposal and endorses it to the UP ISSI Director for approval and signature	1 working day/s	Program Development Cluster/Program Manager/Facilitator, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)
	2.9. The UP ISSI Director approves and signs the draft program proposal and sends it back to the Program Development Cluster/Program Manager/Facilitator	1 working day/s	UP ISSI Director; Institute for Small-Scale Industries (ISSI)
	2.10. The Program Development Cluster/Program Manager/Facilitator sends the initial program proposal with terms of reference to the client	1 working day/s	Program Development Cluster/Program Manager/Facilitator, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)

3. Receive, review and send comments on the initial program proposal with terms of reference. Location: Online: Through email at training_issi.upd@up.edu.ph	3.1. Revise and finalize the program proposal with terms of reference based on the comments of the client	None	2 working day/s	Program Development Cluster/Program Manager/Facilitator, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)
	3.2. Endorse the program proposal with terms of reference for signature of the UP ISSI Director		1 working day/s	Program Development Cluster / Program Manager/Facilitator, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)
4. Receive, approve and sign the program proposal with terms of reference Location: Online: Through email at training_issi.upd@up.edu.ph	4. Prepare the draft Memorandum of Agreement	None	3 working day/s	Program Manager/Facilitator, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)
5. Receive, review and send comments on the draft Memorandum of Agreement with Certificate of Availability of Funds and Secretary's Certificate (for private companies)	5.1. Send the reviewed MOA to OEC with the required attachments for review of DLO then finalize the MOA and submit this to OEC so they can forward to DLO for the DLO stamp	None	44 working day/s	Program Manager/Facilitator, Training and Entrepreneurship Education Division (TEED);

or Sanggunian/Board Resolution (for LGUs) Location: Online: Through the program management team's email or training_issi.upd@up.edu.ph	and signature of the Chancellor			Institute for Small-Scale Industries (ISSI) • Director; Institute for Small-Scale Industries (ISSI)
	5.2. Send signed proposal to the client.		1 working day/s	• Program Management Team, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)
6. Sign the Memorandum of Agreement (ensure wet signature) Location: On-site: Room 401, 4th Floor, UP Institute for Small-Scale Industries, E. Virata Hall, E. Jacinto St., UP Campus, Diliman, Quezon City	6.1. Receive the signed MOA and have it notarized	None	1 working day/s	• Program Manager/Facilitator, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)
	6.2. Submit copy of notarized MOA with attachments to OEC		4 hour/s	• Program Manager/Facilitator, Training and Entrepreneurship Education Division (TEED); Institute for Small-Scale Industries (ISSI)
7. Receive fully signed and notarized copy of MOA Location: On-site: sent to the client's address	7.1. Coordinate with the client for the logistics preparation before implementing the special training program	None	1 working day/s	• Program Manager/Facilitator, Training and Entrepreneurship Education



Notes/Instruction: The duration of the special training program will depend on what was agreed upon.				Division (TEED); Institute for Small-Scale Industries (ISSI)
	7.2. Request from ADD Staff to prepare Statement of Account		1 working day/s	Administrative Staff, Administrative Delivery Division (ADD); Institute for Small-Scale Industries (ISSI)
8.Payment Options				
*For Cash Payment 8.A.Pay the agreed-upon fees. Location: On-site: Diliman Cash Office (DCO) or Room 401, 4 th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Campus, Diliman	8.A. Receive payment and issue official receipt (c/o UPD Cash Office or UP ISSI TEED Special Collecting Officer depending on the location)	Formula Fees Breakdown: Agreement-based Fee	1 working day/s	- Cashier; Diliman Cash Office (DCO) - TEED Special Collecting Officer; Institute for Small-Scale Industries (ISSI)
*For Check Payment 8.B.Pay the agreed-upon fee Location: On-site: Diliman Cash Office (DCO) or Room 401, 4 th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Campus, Diliman	8.B. Receive payment and issue official receipt (c/o UPD Cash Office or UP ISSI TEED Special Collecting Officer depending on the location)	Formula Fees Breakdown: Agreement-based Fee	3 working day/s	- Cashier; Diliman Cash Office (DCO) - TEED Special Collecting Officer; Institute for Small-Scale Industries (ISSI)



*For LDDAP-ADA 8.C. Pay the agreed-upon fees. Location: On-site: Diliman Cash Office (DCO) or Room 401, 4 th Floor, UP Institute for Small-Scale Industries, E. Jacinto St., UP Campus, Diliman	8.C. Endorse the LDDAP-ADA, receive the payment and issue the official receipt (c/o the UPD Cash Office or UP ISSI depending on the location)	Formula Fees Breakdown: Agreement-based Fee	1 working day/s	- Cashier; Diliman Cash Office (DCO) - TEED Special Collecting Officer; Institute for Small-Scale Industries (ISSI)
*For Landbank Linkbiz 8.D. Pay the agreed-upon fees. Location: Online: https://www.landbank.com/e-banking/other-digital-banking-services/linkbizportal	8.D. Receive proof of online transaction, monitor BULSA for the issuance of the Acknowledgement Receipt then issue this Acknowledgement Receipt	Formula Fees Breakdown: Agreement-based Fee	7 working day/s	Program Coordinator, Training and Entrepreneurship Education Division; 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:

*For Cash Payment	Working Days: 66 working day/s, 4 hour/s
*For Check Payment	Working Days: 68 working day/s, 4 hour/s
*For LDDAP-ADA	Working Days: 66 working day/s, 4 hour/s
*For Landbank Linkbiz	Working Days: 72 working day/s, 4 hour/s

Total Processing Fee:

*For Cash Payment	Total Standard Fee: None See other fees below
*For Check Payment	Total Standard Fee: None See other fees below
*For LDDAP-ADA	Total Standard Fee: None



	See other fees below
*For Landbank Linkbiz	Total Standard Fee: None See other fees below
Formula / Schedule of Fees Agreement-based Fee As stated in the signed MOA or proposal	



25. 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.

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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			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			Office of the University Registrar - Office of the University Registrar	
CLIENT STEPS	AGENCY ACTION	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: Email should have these details: For book: title, author, edition, publication year, page numbers	1.1. Check Web OPAC and/or library databases for the availability of requested material	None	2 working day/s	• College Librarian III (UP ISSI Library); Any of requesting office / division
	1.2. Send confirmation of availability of material, inform transaction limits, and confirm with the client		30 minute/s	• College Librarian III (UP ISSI Library); Any of requesting



For periodicals: article title, article authors, periodical title, periodical issue number, year of issue, page numbers	to proceed with transaction			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	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	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		



26. Room Rental Request for Training/Meetings

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

Office or Division:	Institute for Small-Scale Industries (ISSI)			
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	
<i>Remarks:</i> <i>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</i>				
2. Online Room Reservation Form (1) Electronic Copy			UP ISSI - Administrative Delivery Division	
3. Photocopy of OR (1) Photo Copy			Applicant / Client	
CLIENT STEPS	AGENCY ACTION	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	• ADD staff; Any of requesting office / division
	1.2. Staff concerned checks room availability on date and time requested		1 hour/s	• ADD staff; Any of requesting office / division
	1.3. staff concerned forwards to AO/ADD Head and Director for approval		30 minute/s	• ADD staff; Any of requesting office / division



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



If the SCO is also onsite, this individual may accept the payment and issue an official receipt as an alternative option.					
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	• 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 100% Capacity	(No. of Persons)	Rates/4 Hrs. Effective March 2022	Rates/8 Hrs. Effective March 2022	Audio- Visual Operator (8am-5pm)	Weekend Payment for (2) Janitorial Service and Audio Visual Operator (8am-5pm)
[] 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
☐ 104-B (Executive Lounge)	30	1,495.00	2,990.00	650	800
☐ Open Plaza (2nd Floor)		8,000.00	16,000.00	1,500	1,500
☐ Gazebo Area (Ground Floor)			Free	Not Provided	Not Provided

EQUIPMENT NEEDED: Rate (in PhP)

☐ Microphone **100.00/each** for additional microphone

☐ LCD ☐ **480.00/hour** for using ISSI LCD ☐ **50.00/hour** for using own LCD

☐ Laptop ☐ **150.00/hour** for using ISSI laptop ☐ **35.00/hour** for using own Laptop

☐ Sound System ☐ **400.00/use** with 2 units of microphone plus service of our technician

☐ Others (Pls. specify)

OTHER EXPENSES: Rate (in PhP)

☐ Water Services (For Catering) **200.00/day** for using ISSI tap water faucet

• **Rental Fee for UP Students**

*to follow (could not attach/upload image)



RATES FOR UP STUDENTS/ORG

Room No./Name 100% Capacity	Capacity	50% Rates/4hrs	50% Rates/ 8hrs
[] 300 (Jose G. Sanvictores Room)	45	Php 1,345.50	Php 2,691.00
[] 301 (Toribio M. Teodoro Room)	80	Php 1,992.38	Php 3,984.75
[] 302 (Sotero Baluyot Lee Room)	45	Php 1,443.25	Php 2,886.50
[] 303 (3rd Floor)	45	Php 1,345.50	Php 2,691.00
[] 104-B (Executive Lounge)	30	Php 747.50	Php 1,495.00
[] Open Plaza (2nd Floor)		Php 4,000.00	Php 8,000.00
[] Gazebo Area (Ground Floor)		Free	Free
<i>Overtime payment for janitorial staff may be applied when necessary.</i>			