



UNIVERSITY OF THE PHILIPPINES DILIMAN

DEPARTMENT OF ART STUDIES

CITIZEN'S CHARTER

2021 (3rd Edition)



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I. **Mandate:**

Through the Republic Act 9500, otherwise known as “the University of the Philippines Charter of 2008”, an act strengthening the University of the Philippines as a national university, a public and secular institution of higher learning and a community of scholars dedicated to the research for truth and knowledge as well as the development of future leaders. Mandated to perform its unique and distinctive leadership in higher education and development.”

The University of the Philippines shall:

Lead in setting academic standards and initiating innovations in teaching, research and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics and technology; and maintain centers of excellences in such discipline and professions;

Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists and professionals, especially those who serve on the faculty of state and private colleges and universities;

Serve as a research university in various fields of expertise and specialization by conducting basic and applied research and development, and promoting research in various colleges and universities, and contributing to the dissemination and application of knowledge;

Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence;

Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel;

Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions and practice through academic and non-academic programs, including sports and the enhancement of nationalism and national identity;

Serve as a regional and global university in cooperation with international and scientific union networks of universities, scholarly and professional associations in the Asia Pacific Region and round the world; and

Provide democratic governance in the university based on collegiality representation, accountability, transparency and active participation of its constituents and promote the holding of fora for students, faculty and research, extension and professional staff (reps), administrative staff and alumni to discuss non-academic issues affecting the University.



II. Vision:

A great university, taking a leadership role in the development of a globally competitive Philippines.

Driven by:

Academic excellence and operational excellence;

Strong research and creative capability, supported by an expanded graduate program and geared to addressing the country's problems;

Excellent faculty and staff working in an environment conducive to outstanding performance and high productivity;

The best and brightest students from across the country prepared for successful careers and responsive citizenship;

Strong support from the alumni and other stake holders; High visibility and effective public service;

Modernized physical facilities and technological infrastructure for teaching, research and administration; and

Financial sustainability achieved by resource generation and administrative efficiency, while preserving its public character.

III. Mission:

Academic Freedom

UP has the right and responsibility to exercise academic freedom.

Academic Excellence

UP has the responsibility to maintain and enhance its high academic standards in the performance of its functions of instruction, research and extension, and public service.

Commitment to National Development

UP shall harness the expertise of the members of its community and other individuals to regularly study the state of the nation in relation to its quest for national development in the primary areas of politics and economics, among others.

UP shall identify key concerns, conduct research and formulate responsive policies regarding these concerns, give advice and recommendations to the President of the Philippines, Congress, the Supreme Court, the lower



courts, other government agencies and instrumentalities.

Social Responsibility

UP is committed to serve the Filipino nation and humanity, and relate its activities to the needs of the Filipino people and their aspirations for social progress and transformation, and provide venues for student volunteerism.

Democratic Access

UP shall take affirmative steps, which may take the form of an alternative and equitable admissions process to enhance the access of disadvantaged students.

Sports

UP shall undertake and support comprehensive sports programs that promote physical education, uphold excellence and encourage competitive participation in sports activities, instill school identity and solidarity, cultivate pride, self-discipline and teamwork.

Institutional and Fiscal Autonomy

UP has the right to be treated in a manner consistent with its institutional requirements as the national university by the service-wide agencies in the exercise of their respective jurisdiction.

Taking into account national goals and priorities, UP shall exclusively determine its teaching, research and extension thrusts, plans, policies, programs and standards, and on the basis of such determination, shall recommend its annual budget to the President of the Republic of the Philippines and Congress.

IV. Service Pledge:

Honor, excellence and democratic governance guided in decision-making: collegiality, representation, accountability, transparency, and active participation of the university's constituents.

Accessibility and responsiveness, breaking down bureaucratic walls and ensuring an administration accessible and responsive to its stakeholders.

Innovativeness and creativity in making decisions, not bounded by traditional solutions. UP shall be prepared to pursue innovative approaches in solving the problems and issues that confront the university.

One university, guided by the spirit of oneness: common standards of excellence, harmonized systems, common and shared services across constituent universities, yet decentralized decision-making and execution.

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Department of Art Studies

External Services



1. Admittance of Shifting Applicants (S1, S2, T1) to BA Program

Request for Permit to Transfer from CAL, other College within UP, other UP unit

Office or Division:	CAL-DAS			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD CAL Students, UPD Students, UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form with 2x2 picture		CAL Office of the College Secretary (OCS)		
2. True Copy of Grades 3. Certification of Good Moral Character 4. Certification of Not Under Contract		College to be transferred from		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Application Form and Attachments to CAL-OCS. 2. Wait for notification of exam and interview schedule from CAL-DAS. 3. Wait for notification from	1.1. Release list of applicants to CAL-DAS.	None	14 days after the deadline of application	<i>Receiving Personnel</i> Office of the College Secretary
	1.2. Forward list to CAL-DAS Undergraduate Committee for Pre-Evaluation 2.1. Notify applicants of exam and interview schedule and platform	None	2 weeks	<i>University Research Associate</i> CAL-DAS
	3.1. Submit Final Evaluation			



CAL-OCS for evaluation result	Report to CAL-OCS			
4. Finalize transfer application with CAL-OCS	4.1. Disseminate application result to applicants	None	5 minutes	<i>Receiving Personnel</i> CAL-OCS
	TOTAL:	None	28 days, 5 minutes	

2. Admittance of Shifting Applicants (T2 and Second Degree) to BA Program

Request for Permit to Transfer from Other University

Office or Division:	CAL-DAS			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students from UP and other school / universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form with 2X2 photo		Office of the University Registrar (OUR)		
2. True Copy of Grades 3. Certificate of Good Moral Character 4. Certification of Not Under Contract		College to be transferred from		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Application Form and Attachments to CAL-OCS.	1.1. Evaluate and release list of applicants to CAL-OCS.	None	1 month after the deadline of application	<i>Receiving Personnel</i> OUR



<p>2. Wait for notification of exam and interview schedule from CAL-DAS.</p> <p>3. Wait for notification from CAL-OCS for evaluation result.</p> <p>4. Finalize transfer application with CAL-OCS</p>	1.2. Release list of applicants to CAL-DAS	None	3 days	<i>Receiving Personnel CAL-OCS</i>
	1.3. Forward list to DAS Undergraduate Committee for Pre-Evaluation		3 weeks	<i>University Research Associate CAL-DAS</i>
	2.1. Notify applicants of exam and interview schedule and platform			
	3.1. Submit Final Evaluation Report to OCS			
	4.1. Disseminate application result to applicants.	None	5 minutes	<i>Receiving Personnel CAL-OCS</i>
	TOTAL:	None	54 days, 5 minutes	

3. Admittance of Applicants to MA Program

Request for Admittance to the MA Program

Office or Division:	CAL-DAS
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	UP MA Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter 2. Application Form w/ 2x2 Photo 3. GSO Recommendation Forms		CAL Graduate Studies Office (GSO)		
4. Transcript of Records		College to be Transferred from		
5. Official Certificate of General Weighted Average (CGWA) / Certificate of Grade Point Average (CGPA)		Office of the University Registrar (OUR)		
6. PSA Birth Certificate 7. PSA Certificate of Marriage		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Application Form and Attachments to CAL-GSO 2. Wait for notification of interview and examination schedule from CAL-DAS 3. Wait for notification from CAL-GSO for	1.1. Evaluate and release list of MA applicants to CAL-DAS	None	14 days after the deadline of application	<i>Receiving Personnel</i> Graduate Studies Office
	1.2. Forward list to DAS Graduate Studies Committee for Pre-Evaluation	None	3 weeks	<i>University Research Associate</i> CAL-DAS
	2. Notify applicants of interview and examination schedule, and platform			
	3. Submit Final Evaluation Report to GSO			



evaluation result				
4. Finalize transfer application with CAL-GSO	4. Disseminate application result to applicants	None	5 minutes	Receiving Personnel Graduate Studies Office
	TOTAL:	None	36 days, 5 minutes	

4. Assignment of MA Thesis Adviser

Request for Assignment of MA Thesis Adviser

Office or Division:	CAL-DAS			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	DAS Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Assignment of Adviser Form		Graduate Studies Office (GSO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Request for Assignment of Adviser form to CAL-GSO.	1.1. Forward Student's Evaluation and Request for Assignment of Adviser form to CAL-DAS.	None	3 days	Receiving Personnel CAL-GSO



2. Wait for notification of approval from CAL-DAS.	1.2. Forward request to DAS Graduate Studies Committee and Dept. Chair for endorsement. 1.3. Forward endorsed request to CAL-GSO for approval and preparation of Appointment paper.	None	1 day	<i>University Research Associate II</i> CAL-DAS
TOTAL:		None	4 days	

5. Enlistment of Students

Request for Enlistment of students to DAS courses

Office or Division:	CAL-DAS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify to enlist in a course through the UP Computerized Registration System (CRS) – Waitlisting Module. 2. Regularly check if slot has been granted to student.	1. Open courses through CRS for waitlisting. 2. Regularly grant waitlisting slots to student according to	None	4 hours	<i>University Research Associate</i> CAL-DAS



3. Lock enlistment through CRS.	priority or randomized.			
<p>3. Signify to enlist in a course through the UP Computerized Registration System (CRS) – Waitlisting Module.</p> <p>4. Regularly check if slot has been granted to student.</p> <p>5. Lock enlistment through CRS.</p>	<p>2. Open courses through CRS for waitlisting.</p> <p>3. Regularly grant waitlisting slots to student according to priority or randomized.</p>	None	4 hours	<p><i>University Research Associate</i></p> <p>CAL-DAS</p>
	TOTAL:	None	4 hours	



6. Post-Advising of Students

Request for Post-Advising of Students during Enrollment Period

Office or Division:	CAL-DAS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email notification to Faculty serving as Registration Adviser.	1.1. Delegates Faculty Members as Registration Adviser throughout the enrollment period. 1.2. Disseminate contact information and schedule of Registration Advisers through online platforms.	None	5 minutes	University Research Associate CAL-DAS



2. Wait for notification from Registration Adviser whether the student has been post- advised or not.	2.1 Access Post- Advising Requests received through email in the CRS.	None	15 Minutes	Registration Adviser CAL-DAS
	2.2. Review course selection of student. 2.3. Notifies student regarding concerns or approval of post-advising request.			
3. Finalize enrollment with OCS/GSO	3. Instruct students regarding enrollment procedures to finalize enlisted courses.	None	5 minutes	Receiving Personnel CAL-OCS / CAL-GSO
	TOTAL:	None	20 minutes	

7. Pre-Advising of Students

Request for Pre-Advising of Students during Enrollment Period

Office or Division:	CAL-DAS	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UP Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Updated Curriculum Checklist	Department of Art Studies	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Signify intent to be Pre-Advised through the UP Computerized Registration System (CRS).</p> <p>2. Send an email notification to adviser.</p> <p>3. Wait for notification from adviser.</p>	<p>2.1. Faculty Adviser reviews and offer advice on courses to take or not.</p> <p>2.2. Faculty Adviser tags the student as pre-advised through CRS.</p> <p>3.1. Faculty Adviser notifies student.</p>	None	30 minutes	Faculty Adviser CAL-DAS
4. Finalize pre-advised courses with CAL-OCS.	4. Finalize the selection of pre-advised courses submitted by student	None	5 minutes	<i>Receiving Personnel</i> CAL-OCS
	TOTAL:	None	35 minutes	



8. Request for borrowing of DAS Equipment (e.g. Projector, Laptop) for DAS Faculty, Majors, and students enlisted in DAS courses (during DAS course schedule)

Request for borrowing of equipment during class hours

Office or Division:	CAL-DAS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DAS Borrower's Sheet for Equipment		Department of Art Studies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Borrower's Sheet for Equipment form to DAS.	1. Forward form to DAS Chair and Administrative Officer for Approval.	None	30 minutes	<i>Receiving Personnel</i> CAL-DAS
2. Wait for notification of approval from CAL-DAS.	2.1 Notify requesting identity of CAL-DAS decision. 2.2. Prepare the equipment.			
	TOTAL:	None	30 minutes	

9. Request for Permit to use DAS Rooms and DAS Library

Request for Permit to use DAS Rooms

Office or Division:	CAL-DAS
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to DAS Chair		Requesting Identity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to CAL-DAS.	1. Forward letter to DAS Chair and Technician (DAS Room) / URA (DAS Library) for approval and verification of the facility's availability.	None	30 minutes	<i>Receiving Personnel</i> CAL-DAS
2. Wait for notification of approval from CAL-DAS.	2. Notify requesting identity of CAL-DAS Decision.			
	TOTAL:	None	30 minutes	

10. Request for Schedule of Proposal Defense

Request for scheduling of Proposal defense for MA Students

Office or Division:	CAL-DAS
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	DAS Graduate Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Schedule of Proposal Defense Form		CAL Graduate Studies Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Request for Schedule of Proposal Defense form to CAL-GSO. 2. Wait for notification of approval from CAL-DAS.	1.1. Forward Student's Evaluation and Request for Schedule of Proposal Defense form to CAL-DAS.	None	3 days	<i>Receiving Personnel</i> CAL-GSO
	1.2. Forward request to DAS Graduate Studies Committee and DAS Chair for endorsement. 1.3. Forward endorsed request to CAL-GSO for approval	None	1 day	<i>University Research Associate</i> CAL-DAS
	TOTAL:	None	4 days	

11. Substitution/Validation of Pre-taken Courses

Request for Crediting of Pre-taken course of student

Office or Division:	CAL-DAS
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Substitution Form / Validation Permit		Office of the College Secretary (OCS)		
2. Syllabus of Pre-taken course		College where the course was taken from		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Substitution Form/Validation Permit to CAL-DAS.	1.1. Receive application of student and forward to DAS Undergraduate Committee.	None	5 minutes	<i>Receiving Personnel</i> CAL-DAS
	1.2 After evaluation, submit decision to DAS Chair for signature	None	2 days	<i>DAS Undergraduate Committee</i> CAL-DAS
2. Wait for notification of decision from CAL-OCS.	1.3. DAS forwards decision to OCS.	None	5 minutes	<i>Releasing Personnel</i> CAL-DAS
	2.1 Notify student of DAS decision	None	5 minutes	<i>Receiving Personnel</i> CAL-DAS
	TOTAL:	None	2 days, 15 minutes	



Department of Art Studies
Internal Services



1. Delivery of Communication/s

Delivery of correspondences to other Departments / Colleges

Office or Division:	CAL-DAS			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Department / College concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of communication to DAS	1.1. Release copy of communication to concerned Department / College. 1.2. Have it received by staff of concerned Department / College through DAS Logbook	None	10 Minutes	<i>Receiving /Releasing Personnel</i> CAL-DAS <i>Receiving Personnel</i> Concerned Department / College
	TOTAL:	None	10 Minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at the designated drop box in every unit/office.
How feedback is processed	<p>Every Friday, the Unit Anti Red Tape Focal Person of each unit/office opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to Head of Units/Colleges and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen copy furnished the UP Diliman ARTC.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: <u>8-981-8500 VOIP 2570</u></p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in every unit/office.</p> <p>Complaints can also be field via telephone. Make sure to provide the following information</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-up, clients may contact the following telephone number: <u>8-981-8500 VOIP 2570</u></p>
How complaints are processed	<p>The Unit Anti Red Tape Focal Person opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the UARTEFP shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The UARTEFP will create report after the investigation and shall submit it to the Office of the Chancellor through the UP Diliman ARTC.</p> <p>The UARTEFP will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number <u>8-981-8500 VOIP 2570</u></p>
Contact Information of Anti Red Tape Committee (ARTC)	<p>UP Diliman Anti Red Tape Committee (UPD-ARTC)</p> <p>Email address: <u>artc.upd@up.edu.ph</u></p> <p>Telephone Number: <u>8-981-8500 VOIP 2570</u></p>



University of the Philippines Diliman

CLIENT FEEDBACK FORM

Unit: _____

Service Requested: _____

Instruction: Please encircle the number that corresponds to your rating.

- A. How would you rate our service/s in term of quality?
1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent
- B. How would you rate our service/s in terms of timeliness?
1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent
- c. Overall, how would you rate your experience with our service/s?
1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent

Any suggestion/s on how we can improve our service delivery?



University of the Philippines Diliman

CLIENT COMPLAINT FORM

Unit: _____

Service Requested: _____

A. Name of Person being complaint: _____

B. Incident: _____

c. Evidence

Contact Information of Complainant

In order for us to give feedback on the action taken relative to your complaint, kindly provide us the following information:

Name of Complainant: _____

Telephone Number: _____

Email Address: _____



University of the Philippines Diliman
**College of Arts and
 Letters List of Offices**

Office	Address	Contact Number	Email Address
CAL Office of the Dean	Rm. 1112, Pav. 1, Palma Hall Roxas Avenue corner Roces Street, UP Diliman	8981-8500 loc 2101	cal_dean.updiliman@up.edu.ph
Office of the Dean Administrative Section	Rm. 1127, Pav. 1, Palma Hall Roxas Avenue corner Roces Street, UP Diliman	8981-8500 loc 2102, 2106	
CAL Office of the College Secretary	Rm. 1102, Pav. 1, Palma Hall Roxas Avenue corner Roces Street, UP Diliman	8381-8500 loc 2102	cal_sec.updiliman@up.edu.ph
CAL Graduate Studies Office	Rm. 1106, Pav. 1, Palma Hall Roxas Avenue corner Roces Street, UP Diliman	8381-8500 loc 2107	cal_gso.updiliman@up.edu.ph
Department of Art Studies	Rm. 1122, Pav. 1, Palma Hall Roxas Avenue corner Roces Street, UP Diliman	8981-8500 loc 2115	cal_das.updiliman@up.edu.ph
Department of English and Comparative Literature	Rm. 1120, Pav. 1, Palma Hall Roxas Avenue corner Roces Street, UP Diliman	8981-8500 loc 2118 or 2119	declkal.upd@up.edu.ph
Department of European Languages	Rm. 1218, Pav. 1, Palma Hall Roxas Avenue corner Roces Street, UP Diliman	8981-8500 loc 2121	cal_del.updiliman@up.edu.ph



University of the Philippines Diliman

Department of Filipino at Panitikan ng Pilipinas	Rm. 1105, Pav. 1, Palma Hall Roxas Avenue corner Roces Street, UP Diliman	8981-8500 loc 2123	dfpp.upd@up.edu.ph
Department of Speech Communication and Theatre Arts	Rm. 1109, Pav. 1, Palma Hall Roxas Avenue corner Roces Street, UP Diliman	8981-8500 loc 2133	cal_dscta.updiliman@u p.edu.ph