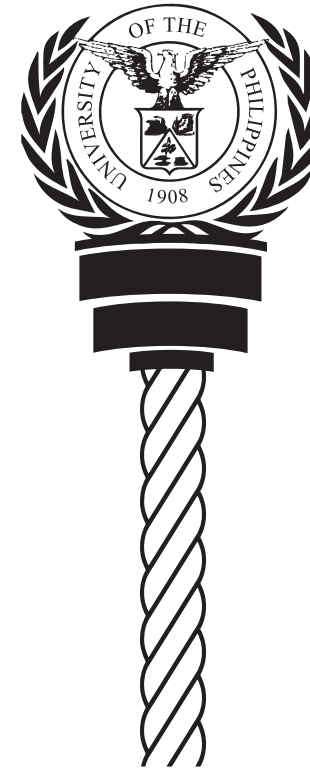




MANUAL OF OPERATIONS

(MOO)



OFFICE OF THE SECRETARY OF THE UNIVERSITY
MANUAL OF OPERATIONS

Professionalism and Competence

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Office of the Secretary of the University

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MESSAGE FROM THE PRESIDENT



To highlight the importance of a Manual of Operations, no less than **Dr. Lilian A. De Las Llagas**, in her capacity as Secretary of the University and of the Board of Regents, has initiated the production of her Office's Manual.

Assisted by key staff members, Dr. De Las Llagas has ably formulated a short, simple, and understandable Manual, which ensures the efficient implementation of activities and effective delivery of relevant service by the Office of the Secretary of the University.

Specifically, the Manual identifies the most basic tasks of the various OSU sections and explains how the office personnel should accomplish these relative to, among others, the following activities: how to execute meetings; how to track, maintain, and dispose of records; how to ensure communication flows; and how the OSU sections should relate to, or link with, one another.

Notably, this Manual allows the OSU to keep up with the advances in digital technology and to utilize the cyberspace in performing of its official functions. A case in point is the **eOSU website**, which has already become a hub for information and valuable data.

I believe that the current and future personnel of OSU will find the Manual an excellent resource of information on OSU's functions and processes. Consequently, this will enable OSU personnel to perform their individual and collective activities according to our University's high standards and expectations.

For a job well done, therefore, I extend my heartfelt congratulations to Secretary De Las Llagas and her staff! More power to you all!

And, may this Manual inspire the OSU personnel to take appropriate and timely actions for the benefit of various constituents and stakeholders of the University.

ALFREDO E. PASCUAL
PRESIDENT

FOREWORD

OSU'S EXCELLENCE IN CYBERSPACE LEADS THE WAY



Mabuhay at masigabong pagbati sa pamunuan ng Tanggapan ng Kalihim ng Unibersidad, sa pangunguna ng masipag na Dr. Lilian A. De Las Llagas!

The Office of the Secretary of the University (OSU) is a beehive of activity that supports the UP Board of Regents, the President, and other executive offices. As a university official, it is amazing that I have benefited from the support of the OSU, in all my

requests for supporting papers and other documents in relation to the work of the Office of the Vice President for Administration (OVPA).

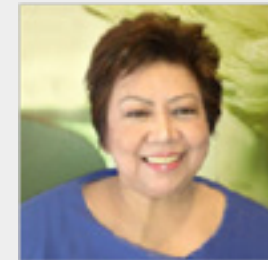
Through this operations manual, the OSU has shown the way for other executive offices in both the UP System and the Constituent Universities and their Units (CUs), on how to proceed in the promotion of operational excellence. The documentation of your processes and procedures is a benchmark for our own work in the OVPA.

The principle of "kaizen", or continuous improvements in Japanese, appears as a motivation behind the OSU manual. The effective use of cyberspace through digitalization, computerization and effective use of IT are all inevitable. The work of the OSU is a testament to how UP shape the minds that shape the nation, through the effective use of electronic records and cyberspace to support operational excellence.

MARAGTAS S.V. AMANTE
VICE PRESIDENT FOR ADMINISTRATION

PREFACE

TO SERVE WITH PROFESSIONALISM AND COMPETENCE



It is with great honor and pride to present the Manual of Operations of the Office of the Secretary of the University (OSU). It contains the processes, policies, and protocols of each OSU Section which reflect the discipline and rigor of the OSU staff in performing office functions. Guided by the UP Strategic Plan 2011-2017, and OSU's commitment to sustainably conform towards this plan and taking cognizance of OSU's functions, developing the Manual is part and parcel of OSU's continuing progression towards operational excellence and efficiency.

This Manual primarily serves as a guide for current and future staff in performing the duties and responsibilities in running office operations to maintain standards of operational excellence. Believing in transparency in governance, this Manual also informs stakeholders of the operations being undertaken by OSU.

The OSU always strives to serve with professionalism and competence to deliver prompt and quality service. However, in order to stay on track with the current digital innovations in the University, there is a need to acknowledge that changes must be made to adapt to the fast-paced environment and the introduction of information technology in operations. This is the reason why procedures that are already in line with the shift towards realizing an electronic OSU (eOSU) are incorporated in this Manual. Through eOSU, the office could provide enhanced professional services and become more accessible to the public.

Browsing through this Manual will give you a glimpse of how OSU operationalizes its mandate as custodian of University policies and records, and as facilitator of governance through its work with the top University officials and policy-making bodies. This living document is a testament to the hard work put by each OSU staff in upholding honor and excellence in operational work in service of the University, and by extension, the country.

LILIAN A. DE LAS LLAGAS
SECRETARY OF THE UNIVERSITY
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OSU MANAGEMENT STAFF 2016

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MESSAGE FROM THE PRESIDENT
FOREWORD
PREFACE
AUTHORS
OSU MANAGEMENT STAFF 2016
TABLE OF CONTENTS
LIST OF ACRONYMS

THE OFFICE OF THE SECRETARY OF THE UNIVERSITY **1**
 About the OSU **2**
 The Secretary of the University and of the Board of Regents (SU-BOR) **2**
 The Assistant Secretary of the University (ASec) **3**
 2016 Functional Chart of OSU **4**

BOR-PAC SECRETARIAT SECTION **5**
The BOR-PAC Secretariat Section **6**
 Board of Regents **6**
 President's Advisory Council **6**
 President's Management Committee **6**

How to Prepare for the BOR Meeting **7**
 Setting the Date of the BOR Meeting **7**
 Organizing the BOR Meeting **7**
 Setting the BOR Agenda **8**
 Writing the BOR Summary of Decisions **9**
 Effecting the BOR Decisions **10**
 Writing the Minutes of the BOR Meeting **10**

How to Facilitate the Production of the UP Gazette **16**
 UP Gazette (BOR Decisions) **16**
 UP Gazette (Administrative Issuances) **16**

How to Prepare for the PAC Meeting **18**
 Setting the Date of the PAC Meeting **18**
 Organizing the PAC Meeting **18**
 Setting the PAC Agenda **19**
 Writing the PAC Summary of Decisions **19**
 Writing the Minutes of the PAC Meeting **19**

How to Prepare for the PMC Meeting **21**

Other Duties and Responsibilities of the BOR-PAC Secretariat Section **23**
 Conducting Policy Research **23**
 Writing Citations to Outgoing Regents/PAC Members **23**
 Welcoming and Orienting New Regents **23**
 Managing the OSU Website **23**
 Managing the OSU Facebook page **23**

RECORDS SECTION **25**
The Records Section **26**

How to Manage the OSU Records **27**
 Inspecting the Records **27**
 Classifying and Cross-Referencing the Records **27**
 Closing the Records **28**
 Filing the Records **28**
 Scheduling the Retention and Disposal of Records **29**

How to Store the OSU Records **30**
 Storing Hard Copies of Records at the OSU Records Room **30**
 Storing Electronic Records Using the LaserFiche Document Management System **30**

How to Ensure the Security of the OSU Records **30**

How to Request and Access the OSU Records **35**
 Requesting Records at the OSU Records Section **36**
 Accessing Records on the OSU Website **36**

COMMUNICATIONS SECTION **35**
The Communications Section **36**

How to Facilitate Communications Sent to OSU **36**

How to Log Communications Received and Released **39**
 Using the Document Tracking System (DTS) **39**
 Using the OSU Logbook **39**

ADMINISTRATIVE SECTION **41**
The Administrative Section **42**

How to Procure Office Supplies and Equipment **42**
 Procuring SSPMO Supplies **42**
 Procuring Non-SSPMO Supplies **45**
 Procuring Office Equipment **50**

How to Manage Office Supplies, Equipment, and Vehicles **52**
 Managing Office Supplies **52**
 Managing Office Equipment **52**
 Managing Office Vehicles **53**

How to Manage Human Resources **56**
 Hiring Contractual Services **56**
 Paying the Honorarium/Salary of Contractual Services **60**
 Submitting Periodic Reports **61**
 Applying for a Leave **62**
 Evaluating the Performance of the OSU Staff **62**
 Attending/Holding Seminars and Workshops **63**

How to Manage Office Finances **64**
 Preparing the OSU Annual Budget **64**
 Applying for Cash Advance **64**

How to Manage Delivery of Communications **67**

LIST OF ANNEXES

LIST OF ACRONYMS

AO	- ADMINISTRATIVE OFFICER	PMC	- PRESIDENT'S MANAGEMENT COMMITTEE
AORDER	- ADMINISTRATIVE ORDER	PR	- PURCHASE REQUEST
APC	- ADMINISTRATIVE PERSONNEL COMMITTEE	PO	- PURCHASE ORDER
APP	- ANNUAL PROCUREMENT PLAN	OP	- OFFICE OF THE PRESIDENT (OF UP)
AQ	- ABSTRACT OF QUOTATIONS	OR	- OBLIGATION REQUEST
ASEC	- ASSISTANT SECRETARY OF THE UNIVERSITY	OSU	- OFFICE OF THE SECRETARY OF THE UNIVERSITY
BAC	- BIDS AND AWARDS COMMITTEE	OSU FB	- OFFICE OF THE SECRETARY OF THE UNIVERSITY FACEBOOK PAGE
BOR	- BOARD OF REGENTS	OSU-MOO	- OFFICE OF THE SECRETARY OF THE UNIVERSITY MANUAL OF OPERATIONS
COA	- COMMISSION ON AUDIT	OVPS	- OFFICE OF THE VICE PRESIDENTS
CSC	- CIVIL SERVICE COMMISSION	OVPA	- OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION
CU	- CONSTITUENT UNIVERSITY	RA 9184	- GOVERNMENT PROCUREMENT REFORM ACT
DR	- DELIVERY RECEIPT	RA 9470	- NATIONAL ARCHIVES OF THE PHILIPPINES ACT OF 2007
DTR	- DAILY TIME RECORD	RA 9500	- THE UP CHARTER
DTS	- DOCUMENT TRACKING SYSTEM	RER	- REIMBURSEMENT AND EXPENSE RECEIPT
DTT	- DRIVER'S TRIP TICKET	RIS	- REQUISITION AND ISSUE SLIP
DV	- DISBURSEMENT VOUCHER	SAO	- SYSTEM ACCOUNTING OFFICE
EO	- EXECUTIVE ORDER	SBO	- SYSTEM BUDGET OFFICE
EOSU	- ELECTRONIC OFFICE OF THE SECRETARY OF THE UNIVERSITY	SPR	- STOCK POSITION REPORT
EUP	- ELECTRONIC UNIVERSITY OF THE PHILIPPINES	SSPMO	- SYSTEM SUPPLY AND PROPERTY MANAGEMENT OFFICE
FMIS	- FINANCIAL MANAGEMENT INFORMATION SYSTEM	SU-BOR	- SECRETARY OF THE UNIVERSITY AND THE BOARD OF REGENTS
GSIS	- GOVERNMENT SERVICE INSURANCE SYSTEM	TIN	- TAX IDENTIFICATION NUMBER
HRDO	- HUMAN RESOURCES DEVELOPMENT OFFICE	UP	- UNIVERSITY OF THE PHILIPPINES
IAR	- INSPECTION AND ACCEPTANCE REPORT	VP	- VICE PRESIDENT (OF UP)
ISSI	- INSTITUTE FOR SMALL SCALE INDUSTRIES		
IT	- INFORMATION TECHNOLOGY		
ITDC	- INFORMATION TECHNOLOGY DEVELOPMENT CENTER		
MC	- MEMORANDUM CIRCULAR		
MOA	- MEMORANDUM OF AGREEMENT		
MOOE	- MAINTENANCE AND OTHER OPERATING EXPENSES		
MOU	- MEMORANDUM OF UNDERSTANDING		
MR	- MEMORANDUM RECEIPT		
MROT	- MONTHLY REPORT ON OFFICIAL TRAVEL		
PAC	- PRESIDENT'S ADVISORY COUNCIL		
PDA	- PROGRAM DEVELOPMENT ASSOCIATE		
PERC	- PERFORMANCE EVALUATION REVIEW COMMITTEE		
PHILGEPS	- PHILIPPINE GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM		

