



**UNIVERSITY OF THE PHILIPPINES
MANILA**

CITIZEN'S CHARTER
(2026, 1st Edition)



I. MANDATE

- To protect the intellectual property rights of the UP Manila research community
- To craft policies and guidelines based on knowledge and evidence-based researches
- To transfer the technologies, products, and processes developed by the UP Manila research community to the industry for the benefit of the general population

II. VISION

To be the leading technology transfer office in the Philippines that secures and translates health innovations towards nation building, in collaboration with local and international universities and industries by 2026.

III. MISSION

The University of the Philippines Manila – Technology Transfer and Business Development Office will proactively and competently secure and translate proprietary ideas and research outputs into scalable products and services that are responsive to the health needs of Filipinos and the world. We will manage the organization’s resources with integrity and commitment in providing opportunities for growth and productivity of its people.

We will provide a secure, efficient, and state-of-the-art management and operation system of the University’s intellectual properties, and excellence in business processes by following ethical and credible industry standards and partnerships.

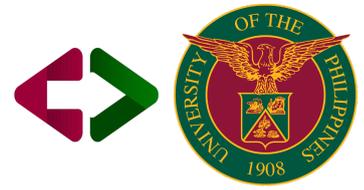
IV. SERVICE PLEDGE

A. Integrity

- valuing our advocacy and willingness to be forthcoming and to serve UP Manila and the country

B. Excellence

- doing outstanding work with passion and giving innovative solutions for our clients our partners, and the office we represent



C. Credibility

- exercising due diligence, compliance, and high level of accountability from ourselves to our colleagues, the office, to UP Manila and our clients and partners

D. Ethics

- showing continual observance of high respect and honor during our interaction and relationship with the clients and partners

E. Professionalism

- representing our office and, particularly, UP Manila, with an expert character and skillfulness while we maintain to build our capacity, to challenge ourselves with great ideas and strategies and to take responsibility in making tough decisions

F. Teamwork

- giving our full commitment and reminding ourselves that the office is not a “one-man show” as we all strive and ensure the well-being and success of everyone



V. LIST OF SERVICES

EXTERNAL SERVICES

1. Request to Use UP/UPM Trademarks (Commercial Use)
2. Licensing of UP Manila Technology
3. License Renewal
4. Royalty Collection and Remittance Process

INTERNAL SERVICES

1. Request to Use UP/UPM Trademarks (Internal Use)
2. Request to Use UP/UPM Trademarks (Fundraising/Non-Profit)
3. Request for Assistance in Patent/Utility Model/Industrial Design Application
4. Request for Assistance in Trademark Registration
5. Request for Assistance in Copyright Deposit
6. Request for IP and/or Technology Transfer Seminar/Training

**TECHNOLOGY TRANSFER AND BUSINESS
DEVELOPMENT OFFICE (TTBDO)
EXTERNAL SERVICES**



1. Request to Use UP/UPM Trademarks (Commercial Use)

Requesting to Use UP/UPM Trademarks for Commercial Use of Non-UPM-Affiliated Clients.

Office or Division	Technology Transfer and Business Development Office (TTBDO)
Classification	Simple
Type of Transaction	Government to Client
Who may Avail	Non-UPM Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Client
2. Request to Use UP Trademark Form	TTBDO
3. Copy of Identification Card of Client	UP Manila Legal Office (UPMLO)
4. Copy of Designs to be Approved	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter either physically or via email.	1.1 Acknowledge request and give list of requirements.	None	10 mins.	Administrative Staff
	1.2 Record Request to Use in Monitoring and Assign a Reference Number	None	10 mins.	Administrative Staff
2. Submit the completed "Request to Use Trademark" form along with the copy of the designs and a copy of the identification card of the client physically or via email.	2.1 Acknowledge submission and check completeness of requirements.	None	30 mins.	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
	2.2 Evaluate and determine the type of license to be issued, if any.	None	60 mins.	Administrative Staff/ Technology Transfer Officer/ Legal Compliance



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Officer
	2.3 Inform client of the type of license to be issued and the respective procedure	None	30 mins.	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
	2.4 Refer application to UP System TTBD0	None	1 day	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
TOTAL		None	1 day and 140 minutes	



2. Licensing of UP Manila Technology

Licensing of UP Manila Technology

Office or Division	Technology Transfer and Business Development Office (TTBDO)
Classification	Highly Technical
Type of Transaction	Government to Business
Who may Avail	Non-UPM Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	Client
2. Term Sheet	TTBDO
3. IP-related Document	TTBDO
4. IP Valuation	TTBDO
5. Technology Commercialization Plan	TTBDO
6. Terminal Report	TTBDO
7. Audited Financial Reports	TTBDO
8. Draft of Technology Licensing Agreement (TLA)	TTBDO
9. Business Plan	Client
10. Business Model Canvas (BMC)	Client
11. Deed of Assignment	UP Manila Legal Office (UPMLO)
12. All Technology/Project Related Agreements (MOA, RSA, CRA, etc)	Client
13. Business Registrations/Permits, etc. (Legal Documents)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit "Letter of Intent to License" together with licensing requirements (Listed in Checklist of Requirements above)	1.1 Receive, record and forward the request to staff in charge	None	5 mins.	Admin Officer
	1.2 Prepare an evaluation on the potential licensee (due diligence)	None	5 days	Business Development Officer
	1.3 Draft Term	None	3 days	Business



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Sheet			Development Officer
	1.4 Review Term Sheet	None	20 days (paused-clock)	Business Development Manager TTBDO Director UPM Legal Office
	1.5 Send approved Term Sheet to Licensee	None	5 mins	Business Development Officer
2. Submit Term Sheet comments to TTBDO for revision, if any.	2.1 Receive comments and revise Term Sheet	None	5 days	Business Development Officer
	2.2 Review revised Term Sheet	None	20 days (paused-clock)	Business Development Manager TTBDO Director UPM Legal Office
	2.3 Send revised Term Sheet to Licensee	None	5 mins	Business Development Officer
3. Submit signed Term Sheet to TTBDO.	3.1 Receive signed Term Sheet and secure a soft copy of the signed document	None	15 mins	Business Development Officer
	3.2 Route document soft copy and draft cover letter	None	1 day	Business Development Officer Legal Compliance Officer
	3.3 Submission and routing of cover letter for approval and signature	None	20 days (paused-clock)	Admin Officer Legal Compliance Officer TTBDO director



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				UPM Legal Office
	3.4 Receive fully signed Term Sheet and Cover Letter, and Draft Licensing Agreement (LA)	None	5 days	Legal Compliance Officer
	3.5 Review of Licensing Agreement	None	20 days (paused-clock)	Business Development Manager TTBDO Director UPM Legal Office
	3.6 Send approved LA to Licensee	None	10 mins	Business Development Officer
4. Submit LA comments to TTBDO for revision	4.1 Receive comments and revise Licensing Agreement	None	5 days	Business Development Officer Legal Compliance Officer
	4.2 Review of revised Licensing Agreement	None	20 days (paused-clock)	Business Development Manager TTBDO Director UPM Legal Office
	4.3 Preparation of requirements for FOB, if applicable.	None	10 days	Business Development Officer Licensee
	4.4 Request for Fairness Opinion Report (FOR) from DOST, if applicable.	None	32 days (paused-clock)	Business Development Officer DOST
	4.5 Receive FOR results from DOST, if applicable.	None	5 minutes	Admin Officer Business Development Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.6 Send approved revised LA to Licensee	None	10 mins	Business Development Officer
5. Submit signed Licensing Agreement to TTBD0.	5.1 Receive signed LA and secure a soft copy of the signed document	None	15 mins	Business Development Officer
6. Secure Manager's Cheque and Request for Order of Payment from TTBD0 for Upfront fee payment	6.1 Request Order of Payment from Accounting Office and send OP to Client	None	1 day	Business Development Officer Admin Officer
7. Submit hard copies of LA together with Upfront Fee Deposit Slip or Official Receipt to TTBD0	7.1 Process Official Receipt Issuance, if any, for the Licensee.	None	7 days	Business Development Officer
	7.2 Creates cover letter for Chief Legal's signature	None	1 day	Legal Compliance Officer
	7.3 Submission and routing of signed LAs to TTBD0 Director, Chief Legal, and Chancellor.	None	20 days (paused-clock)	TTBD0 Director UPM Legal Office Office of the Chancellor
	7.4 Notarize Licensing Agreement	None	120 mins	Legal Compliance Officer
	7.5 Attach the payment document of Licensee's Upfront Payment along with other Business Development	None	5 mins	Business Development Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents requested by Legal, and the Licensee's LA Hardcopy,			
	7.6 Preparation of Technology Transfer documents	None	20 days (paused-clock)	Business Development Officer Inventor
	7.7 Send Technology Transfer documents to Licensee	None	5 mins	Business Development Office
	7.8 Send notarized hard copies to Licensee, inventors, and Legal Compliance Officer (LCO) for filekeeping.	None	5 mins	Business Development Officer
	TOTAL	None	225 days & 205 mins	



3. License Renewal

Renewal of Licensing Agreement for UPM Technologies

Office or Division	Technology Transfer and Business Development Office (TTBDO)
Classification	Highly Technical
Type of Transaction	Government to Business
Who may Avail	Industry Partner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Term Sheet	TTBDO
2. Licensing Agreement	TTBDO
3. Order of Payment	TTBDO
4. Upfront Fee Deposit Slip	Client
5. Business Development Documents	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Not Applicable	1.1 Draft Term Sheet 180 days before expiration	None	5 days	Business Development Officer
	1.2 Review Term Sheet	None	20 days (paused-clock)	Business Development Manager TTBDO Director UPM Legal Office
	1.3 Send approved Term Sheet to Licensee	None	5 mins	Business Development Officer
2. Submit Term Sheet comments to TTBDO for revision, if any.	2.1 Receives comments and revise Term Sheet	None	5 days	Business Development Officer
	2.2 Review Term Sheet	None	20 days (paused-clock)	Business Development Manager TTBDO Director UPM Legal Office
	2.3 Send revised Term Sheet to	None	5 mins	Business Development



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Licensee			Officer
3. Submit signed Term Sheet to TTBD0.	3.1 Receive signed Term Sheet and secure a soft copy of the signed document	None	15 mins	Business Development Officer
	3.2 Route document soft copy and draft cover letter	None	1 day	Business Development Officer Legal Compliance Officer
	3.3 Submission and routing of cover letter for approval and signature	None	20 days (paused-clock)	Admin Officer Legal Compliance Officer TTBD0 director UPM Legal Office
	3.4 Receive fully signed Term Sheet and Cover Letter, and Draft Licensing Agreement (LA)	None	5 days	Legal Compliance Officer
	3.5 Review of Licensing Agreement	None	20 days (paused-clock)	Business Development Manager TTBD0 Director UPM Legal Office
	3.6 Send approved LA to Licensee	None	10 mins	Business Development Officer
4. Submit LA comments to TTBD0 for revision	4.1 Receive comments and revise Licensing Agreement	None	5 days	Business Development Officer Legal Compliance Officer
	4.2 Review of	None	20 days	Business



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	revised Licensing Agreement		(paused-clock)	Development Manager TTBDO Director UPM Legal Office
	4.3 Send approved revised LA to Licensee	None	10 mins	Business Development Officer
5. Submit signed Licensing Agreement to TTBDO.	5.1 Receive signed LA and secure a soft copy of the signed document	None	15 mins	Business Development Officer
6. Secure Manager's Cheque and Request for Order of Payment (OP) from TTBDO for Upfront fee payment	6.1 Request Order of Payment from Accounting Office and sends OP to Client	None	1 day	Business Development Officer Admin Officer
7. Submit hard copies of LA together with Upfront Fee Deposit Slip or Official Receipt to TTBDO	7.1 Process Official Receipt issuance, if any, for the Licensee	None	7 days	Business Development Officer
	7.2 Creates cover letter for Chief Legal's signature	None	1 day	Legal Compliance Officer
	7.3 Submission and routing of signed LAs to TTBDO Director, Chief Legal, and Chancellor.	None	20 days (paused-clock)	TTBDO Director UPM Legal Office Office of the Chancellor
	7.4 Notarize Licensing Agreement	None	120 mins	Legal Compliance Officer
	7.5 Attach payment document of	None	5 mins	Business Development



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Licensee's Upfront payment along with other Business Development documents requested by Legal, and the Licensee's LA hard copy			Officer
	7.7 Send notarized hard copies to Licensee, Inventors, and Legal Compliance Officer (LCO) for filekeeping	None	5 mins	Business Development Officer
TOTAL		None	120 days & 190 mins	



4. Royalty Collection and Remittance Process

Remittance of Royalty Collection

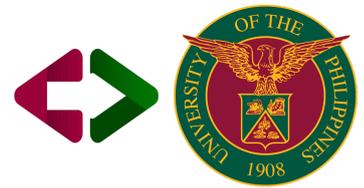
Office or Division	Technology Transfer and Business Development Office (TTBDO)
Classification	Highly Technical
Type of Transaction	Government to Business
Who may Avail	Industry Partner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cover letter with summary of sales	Client
2. Manager's check (photocopy)	Client
3. Gross sales report (summary)	Client
4. Order of payment	TTBDO
5. Proof of payment	Client
6. Official Receipt (OR) of royalty payment	UPM Cash Office
7. Royalty remittance requirements (Royalty Breakdown, OR, Royalty Checklist, Royalty Certificates)	TTBDO
8. Disbursement Voucher (DV) (UP Manila, UP System)	TTBDO
9. Obligation Request (UP Manila, UP System)	TTBDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of royalty payment requirements	1.1 Receive and forward submitted requirements to Accounting Office	None	10 mins	Business Development Officer UPM Accounting Office
	1.2 Request for Order of Payment	None	1 day (paused clock)	Business Development Officer UPM Accounting Office
	1.3 Forward Order of Payment to Client	None	5 mins	Business Development Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment of royalty and submission of proof of payment	2.1 Receive and submit proof of transaction for OR Issuance		14 days (paused clock)	Business Development Officer UPM Cash Office
	2.2 Forward original copy of OR to Client and secure OR photocopies for safekeeping	None	10 minutes	Business Development Office
	2.3 Submit of royalty remittance requirements	None	2 days	Business Development Officer
	2.4 Create and route Disbursement Voucher and Obligation Request form	None	2 days	Admin Officer TTBDO Director Office of the Vice Chancellor for Research
	2.5 Scan and upload documents to BULSA for DV processing	None	1 days	Admin Officer
	2.6 Submit and route accomplished and signed documents to Accounting Office	None	11 days	Admin Officer UPM Accounting Office
	2.7 Receive audit comments and revise submitted documents accordingly	None	1 day	Admin Officer Business Development Officer
	2.8 Scan and upload revised documents to BULSA for DV processing	None	3 days (Paused clock)	Admin Officer
	2.9 Submit and route accomplished and signed	None	14 days (Paused clock)	Admin Officer UPM Accounting



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents to Accounting Office			Office UPM Cash Office
	2.10 Notify UPM INVENTORS that the check is ready for pick-up	None	1 day	Admin Officer
	TOTAL	None	50 days and 25 mins	



**TECHNOLOGY TRANSFER AND BUSINESS
DEVELOPMENT OFFICE (TTBDO)
INTERNAL SERVICES**



1. Request to Use UP/UPM Trademarks (Internal Use)

Requesting to Use UP/UPM Trademarks for Internal Use (official functions of offices of UP Manila)

Office or Division	Technology Transfer and Business Development Office (TTBDO)
Classification	Simple
Type of Transaction	Government to Client
Who may Avail	Undergraduate and Graduate Students, Faculty, REPS, Administrative Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Request Letter	Client
6. Request to Use UP Trademark Form	TTBDO
7. Copy of Identification Card of Client	UP Manila Legal Office (UPMLO)
8. Copy of Designs to be Approved	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter either physically or via email.	1.1 Acknowledge request and give a list of requirements.	None	10 mins.	Administrative Staff
	1.2 Record Request to Use in the monitoring and assign a reference number (RN)	None	10 mins.	Administrative Staff
2. Submit the completed Request to Use Trademark Form along with the copy of the designs, and a copy of the identification card of the Client physically or via email.	2.1 Acknowledge submission and check completeness of requirements.	None	30 mins.	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
	2.2 Evaluate and determine the Type of License to be issued, if any.	None	60 mins.	Administrative Staff/ Technology Transfer Officer/ Legal



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Compliance Officer
	2.3 Inform client of the type of license to be issued and the respective procedure	None	30 mins.	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
	2.4 Draft Certification allowing use of UP/UPM trademarks.	None	30 mins	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
	2.5 Route for signature to UPM TTBDO Director and Vice Chancellor for Research	None	1 day (paused-clock)	Administrative Staff
	2.6 Send signed certification to client	None	30 mins	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
TOTAL		None	1 day and 200 minutes	



2. Request to Use UP/UPM Trademarks (Fundraising/Non-Profit)

Requesting to Use UP/UPM Trademarks for Fundraising/Non-Profit Use

Office or Division	Technology Transfer and Business Development Office (TTBDO)
Classification	Complex
Type of Transaction	Government to Client
Who may Avail	Undergraduate and Graduate Students, Faculty, REPS, Administrative Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9. Request Letter	Client
10. Request to Use UP Trademark Form	TTBDO
11. Copy of Identification Card of Client	UP Manila Legal Office (UPMLO)
12. Copy of Designs to be Approved	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter either physically or via email.	1.1 Acknowledge request and give a list of requirements.	None	10 mins.	Administrative Staff
	1.2 Record Request to Use in monitoring and assign a reference number (RN)	None	10 mins.	Administrative Staff
2. Submit the completed Request to Use Trademark Form along with the copy of the designs, and a copy of the identification card of the Client physically or via email.	2.1 Acknowledge submission and check completeness of requirements.	None	30 mins.	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
	2.2 Evaluate and determine the Type of License to be issued, if any.	None	60 mins.	Administrative Staff/ Technology Transfer Officer/ Legal Compliance



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Officer
	2.3 Inform client of the type of license to be issued and the respective procedure	None	30 mins.	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
	2.4 Draft UP/UPM Trademark Licensing Agreement (if applicable)	None	7 days (paused-clock)	Legal Compliance Officer UPM Legal Office
	2.5 Send drafted UP/UPM Trademark Licensing Agreement to client for signature (if applicable)	None	1 day	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
3. Review and Sign UP/UPM Trademark Licensing Agreement and send back to TTBD0 staff (if applicable)	3.1 Receive and check completeness of signed UP/UPM Trademark Licensing Agreement (if applicable)	None	30 mins.	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
	3.2 Route UP/UPM Trademark Licensing Agreement for Signature (if applicable)	None	20 days (paused-clock)	Administrative Staff Legal Compliance Officer UPM Legal Office Office of the



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Vice Chancellor for Research Office of the Chancellor
	3.3 Process the notarization of UP/UPM Trademark Licensing Agreement (if applicable)	None	1 day	Administrative Staff
	3.4 Draft Certification allowing use of UP/UPM trademarks.	None	30 mins	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
	3.5 Route the Certification to UPM TTBD Director and Vice Chancellor for Research for signature	None	1 day (paused-clock)	Administrative Staff
	3.6 Send signed certification to client along with the notarized licensing UP/UPM Trademark Licensing Agreement (if applicable)	None	30 mins	Administrative Staff/ Technology Transfer Officer/ Legal Compliance Officer
TOTAL		None	30 days and 230 minutes	



3. Request for Assistance in Patent/Utility Model/Industrial Design Application

Request for Assistance in Patent/Utility Model/Industrial Design Application

Office or Division	Technology Transfer and Business Development Office (TTBDO)
Classification	Highly Technical
Type of Transaction	Government to Client
Who may Avail	Undergraduate and Graduate Students, Faculty, REPS, Administrative Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Client
2. Intellectual Property Disclosure Form	TTBDO
3. Deed of Assignment	UP Manila Legal Office (UPMLO)
4. Copies of Identification Cards (for Deed of Assignment)	Client
5. Drawings (if applicable)	Client
6. Project MOA/MOU (if applicable)	Client
7. Technical Reports/Publications (if applicable)	Client
8. Disclosure Documents (Supplementary)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and requirements.	1.1 Receive, acknowledge, and log request.	None	5 mins	Administrative Staff
	1.2 Forward the request to the Director	None	5 mins	Administrative Staff
	1.3 Receive and review the request	None	0.5 day	Director
	1.4 Forward request to concerned Unit Manager.	None	30 mins	Director
	1.5 Assign Technology Transfer officer to assess	None	30 mins	Technology and IP Manager



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	completeness of requirements and evaluate submitted disclosure documents.			
	1.6 Assess completeness of requirements and evaluate submitted disclosure documents.	None	0.5 day	Technology Transfer Officer
	1.7 Conduct a prior art search.	None	7 days (paused-clock)	Technology Transfer Officer
	1.8 Review and sign completed prior art search.	None	1 day	Technology Transfer Officer & Technology and Intellectual Property Manager
	1.9 Request meeting with client to discuss evaluation and recommendation based on prior art search.	None	10 mins	Technology Transfer Officer
2. Meet with TTBD0 to discuss evaluation of disclosure and prior art search results.	2.1 Present findings of prior art search and recommendations to client. Request additional disclosures if necessary.	None	0.5 day	Technology Transfer Officer/ Technology and Intellectual Property Manager
	2.2 Prepare IP Committee Report containing the Prior Art Search and Marketability Assessment.	None	7 days (paused-clock)	Technology Transfer Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Present Prior Art Search and Marketability Assessment Reports to IP Committee for approval	None	20 days (paused-clock)	Technology Transfer Officer Technology and Intellectual Property Manager TTBDO Director IP Committee
	2.4 Submit the filing application for IP Committee approval	None	3 days (paused-clock)	Technology Transfer Officer IP Committee
	2.5 Inform Client of IP Committee Approval.	None	30 mins	Technology Transfer Officer
	2.6 Prepare a Procurement Request for Services of Patent Agent (if applicable).	None	3 days	Administrative Staff Technology Transfer Officer
	2.7 Procure Services of Patent Agent (if applicable).	None	20 days (paused-clock)	Administrative Staff Procurement Management Office
	2.8 Prepare Contract of Service, Notice of Award, Notice to Proceed (if applicable).	None	3 days	Administrative Staff Technology Transfer Officer Legal Compliance Officer



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.9 Route for approval the Contract of Service, Notice of Award, and Notice to Proceed (if applicable).	None	20 days (paused-clock)	Administrative Staff UPM Legal Office
	2.10 Transmit Contract of Service, Notice of Award, and Notice to Proceed to contracted Agent (if applicable).	None	3 days	Technology Transfer Officer
	2.11 Transmit Complete Disclosure Documents and Drawings to Agent (if applicable).	None	3 days	Technology Transfer Officer
3. Submit accomplished Deed of Assignment and copies of identification cards of proponents.	3.1 Check completeness of Deed of Assignment and copies of identification cards of proponents. Prepare for routing.	None	1 day	Technology Transfer Officer Legal Compliance Officer
	3.2 Route Deed of Assignment for signature.	None	20 days (paused-clock)	Legal Compliance Officer Administrative Staff UPM Legal Office
	3.3 Draft initial set of claims.	None	7 days (paused-clock)	Technology Transfer Officer



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Patent Agent
	3.4 Review the drafted initial set of claims.	None	3 days (paused-clock)	Technology & Intellectual Property Manager
4. Approve drafted initial set of claims	4.1 Present the drafted initial set of claims.	None	0.5 day	Technology Transfer Officer Technology and Intellectual Property Manager/ Patent Agent
	4.2 Revise the drafted initial set of claims.	None	3 days (paused-clock)	Technology Transfer Officer Patent Agent
	4.3 Review the revised drafted initial set of claims.	None	3 days (paused-clock)	Technology & Intellectual Property Manager
5. Approve final set of claims	5.1 Present the revised claims.	None	0.5 day	Technology Transfer Officer Technology and Intellectual Property Manager/ Patent Agent
	5.2 Draft the patent description.	None	7 days (paused-clock)	Technology Transfer Officer Patent Agent
	5.3 Review the drafted patent description.	None	3 days (paused-clock)	Technology & Intellectual Property Manager
6. Approve draft patent description.	6.1 Present the draft patent description.	None	0.5 day	Technology Transfer Officer/ Technology and



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Intellectual Property Manager/ Patent Agent
	6.2 Revise the draft patent description.	None	7 days (paused-clock)	Technology Transfer Officer Patent Agent
	6.3 Review the revised patent description.	None	3 days (paused-clock)	Technology & Intellectual Property Manager
7. Approve the revised patent description.	7.1 Present the revised patent description.	None	0.5 day	Technology Transfer Officer Technology and Intellectual Property Manager/ Patent Agent
	7.2 Draft the abstract of the patent.	None	0.5 day	Technology Transfer Officer Patent Agent
	7.3 Review and check the drawings of the patent.	None	0.5 day	Technology Transfer Officer Patent Agent
	7.4 Review all the final versions of the requirements and parts of the patent (claims, abstract, description, drawings).	None	3 days	Technology & Intellectual Property Manager
	7.5 Revise and prepare all the final versions of the requirements and parts of the patent	None	1 day	Technology Transfer Officer Patent Agent



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(claims, abstract, description, drawings), if necessary.			
	7.6 Prepare the documents for processing of payment of filing fees.	None	3 days	Technology Transfer Officer Administrative Staff
	7.7 Submit and route the documents for processing of payment of filing fees.	None	20 days (paused-clock)	Administrative staff Accounting Office
8. Approve the final version of the patent application.	8.1 Submit the final version of the patent application to the client for approval.	None	1 day	Technology Transfer Officer Patent Agent
	8.2 File the patent application through IPOPHL eDocFile.	None	1 day	Technology Transfer Officer Patent Agent
	8.3 Inform the client of the successful filing of application and orient on the timeline of processing of the Intellectual Property Office of the Philippines.	None	10 mins	Technology Transfer Officer Patent Agent
TOTAL		None	180.5 days and 120 minutes	

4. Request for Assistance in Trademark Registration

Request for Assistance in Trademark Registration



Office or Division	Technology Transfer and Business Development Office (TTBDO)
Classification	Highly Technical
Type of Transaction	Government to Client
Who may Avail	Undergraduate and Graduate Students, Faculty, REPS, Administrative Staff

	WHERE TO SECURE
1. Request Letter	Client
2. Copy of Mark/s to be registered for trademark	Client
3. Trademark Information Form	TTBDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and requirements.	1.1 Receive, acknowledge, and log request.	None	5 mins	Administrative Staff
	1.2 Forward the request to the Director.	None	5 mins	Administrative Staff
	1.3 Receive and review the request	None	0.5 day	Director
	1.4 Forward request to the concerned Technology and IP Manager.	None	30 mins	Director
	1.5 Assign Technology Transfer Officer to assess completeness of requirements and evaluate submitted disclosure documents.	None	30 mins	Technology and IP Manager
	1.6 Assess completeness of requirements and evaluate submitted disclosure documents.	None	0.5 day	Technology Transfer Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Conduct trademark assessment and search report.	None	1 day	Technology Transfer Officer
	1.8 Review and sign trademark assessment and search report.	None	1 day	Technology Transfer Officer & Technology and Intellectual Property Manager
	1.9 Send Trademark Assessment and Search Report to client.	None	1 hr	Technology Transfer Officer
	1.10 Prepare IP Committee Report containing the results of trademark search and assessment of registrability.	None	7 days (paused-clock)	Technology Transfer Officer
	1.11 Present Report to IP Committee for Approval.	None	20 days (paused-clock)	Technology Transfer Officer Technology and Intellectual Property Manager TTBDO Director IP Committee
	1.12 Submit the filing application for IP Committee approval	None	3 days	IP Committee
	1.13 Inform Client of IP Committee Approval.	None	30 mins	Technology Transfer Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.14 Prepare and file trademark application through IPOPHL eTMFile.	None	0.5 day	Technology Transfer Officer
	1.15 Prepare documents for processing of payment of filing fees.	None	0.5 day	Technology Transfer Officer/ Administrative Staff
	1.16 Submit and route documents for processing of payment of filing fees.	None	20 days (paused-clock)	Administrative staff Accounting Office
	1.17 Inform client of the successful filing of the application and orient them on timeline of processing of the Intellectual Property Office of the Philippines.	None	10 mins	Assigned Technology Transfer Officer
TOTAL		None	54 days, 1 hr, and 110 mins	



5. Request for Assistance in Copyright Deposit

Request for Assistance in Copyright Deposit

Office or Division	Technology Transfer and Business Development Office (TTBDO)
Classification	Highly Technical
Type of Transaction	Government to Client
Who may Avail	Undergraduate and Graduate Students, Faculty, REPS, Administrative Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Client
2. Copyright Information Form	TTBDO
3. Copies of work to be deposited	Client
4. IDs of Authors	Client
5. Notarized Deed of Assignment (DOA) and/or Memorandum of Agreement (for IP ownership provisions)	UP Manila Legal Office (UPMLO)/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and requirements.	1.1 Receive, acknowledge, and log request	None	5 mins	Administrative Staff
	1.2 Forward the request to the Director	None	5 mins	Administrative Staff
	1.3 Receive and review the request.	None	0.5 day	Director
	1.4 Forward request to concerned Technology and IP Manager.	None	30 mins	Director
	1.5 Assign Technology Transfer Officer to assess completeness of requirements and evaluate submitted disclosure documents.	None	30 mins	Technology and IP Manager



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Assess completeness of requirements and evaluate submitted disclosure documents.	None	0.5 day	Technology Transfer Officer
	1.7 Prepare and route the Authorization and Appointment of Agent (AAA) for signature.	None	20 days (paused-clock)	Technology Transfer Officer
	1.8 Receive signed AAA.	None	5 mins	Technology Transfer Officer
	1.9 Prepare and accomplish Bureau of Copyright and Related Rights (BCRR) Transaction Forms.	None	1 hour	Technology Transfer Officer
	1.10 Review requirements (BCRR Transaction Forms, Deed of Assignment, Copies of Works, & Authorization and Appointment of Agent) for submission to IPOPHL.	None	1 hour	Technology Transfer Officer
	1.11 Facilitate the submission of the copyright deposit to IPOPHL.	None	10 mins	Technology Transfer Officer
	1.12 Prepare and route documents (including SOA from IPOPHL) for processing of	None	20 days (paused-clock)	Technology Transfer Officer Administrative staff



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	payment of filing fees.			Accounting Office
	1.13 Receive instruction from IPOPHL to submit physical copies of copyright documents to IPOPHL.	None	3 days	Bureau of Copyright and Related Rights, IPOPHL
	1.14 Submit physical copies of copyright documents to IPOPHL for processing of Certificate of Copyright Registration.	None	1 day	Administrative Staff/ Technology Transfer Officer
	1.15 Inform client of the successful filing of application and orient on timeline of processing of the Intellectual Property Office of the Philippines.	None	10 mins	Technology Transfer Officer
TOTAL		None	45 days, 2 hrs and 95 minutes	



6. Request for IP and/or Technology Transfer Seminar/Training

Request for IP and/or Technology Transfer Seminar/Training

Office or Division	Technology Transfer and Business Development Office (TTBDO)
Classification	Simple
Type of Transaction	Government to Client
Who may Avail	Undergraduate and Graduate Students, Faculty, REPS, Administrative Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Email Request, containing: <ol style="list-style-type: none"> topic/s attendees, and number of attendees proposed date proposed venue (if not zoom) purpose and other training requirements 	c/o Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and requirements.	1.1 Receive, acknowledge, and log request.	None	5 mins	Administrative Staff
	1.2 Request forwarded to the Director	None	5 mins	Administrative Staff
	1.3 Request received and reviewed by the Director	None	0.5 day	Director
	1.4 Forward request to concerned Unit Manager	None	30 mins	Director
	1.5 Assign TTBDO officer to draft program proposal for the requested training/seminar	None	30 mins	Technology and IP Manager or Technology Licensing and Business Development



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Manager
	1.6 Draft and submit program proposal for the requested training/seminar	None	1 day	Technology Transfer Officer or Business Development Officer
	1.7 Review program proposal for the requested training/seminar	None	2 hrs	Technology and IP Manager or Technology Licensing and Business Development Manager
	1.8 Revise and submit to Director the program proposal for the requested training/seminar	None	0.5 day	Technology Transfer Officer or Business Development Officer
	1.9 Approval of the program proposal for the requested training/seminar	None	1 hr	Director
	1.10 Send to requesting party the program proposal for the requested training/seminar	None	10 mins	Technology Transfer Officer or Business Development Officer
	TOTAL	None	2 days, 4 hrs and 20 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

Feedback and Complaints Mechanism	
How to send feedback?	<p>The UP System Administration conducts two (2) Service Feedback Forms</p> <p><u>SERVICE FEEDBACK FORM</u> This form is for general transactions or dealings of clients with UPSA Offices and Units.</p> <p><u>CLIENT SATISFACTION MEASUREMENT SURVEY</u> This feedback form shall be accomplished by clients as requested by UPSA Offices and Units after clients have availed services indicated in the latest UPSA Citizen's Charter.</p> <p>Physical copies of these forms are also available in the UPSA Offices and Units.</p> <p>Transacting clients may answer the online form or accomplish the physical form and leave it at the office/unit they transacted with.</p>
How is feedback processed?	<p>Feedback shall be processed differently based on the channel used by clients:</p> <ol style="list-style-type: none"> 1. For the Service Feedback Form, the UPSA CART Secretariat shall review the submissions received at the end of the week and refer the results to the concerned offices/units within the day. Feedback requiring answers shall be answered within three (3) days upon receipt of the feedback from UP OVPA. 2. For the Client Satisfaction Measurement Survey, the UPSA CART Secretariat shall review the submissions received at the end of the month and refer the results to the concerned offices/units within three (3) days. Feedback requiring answers shall be answered within three (3) days upon receipt of the feedback from UP OVPA. 3. For feedback received directly by the office through the submission of physical forms, the UPSA Offices/Units shall review it within the week and respond to feedback by clients within three (3) days.



	<p>For inquiries and follows-ups, the UPSA CART may be contacted via the following channels: Email: tapat.up@up.edu.ph Contact Number: (02) 8981-8500 loc 2525</p>
How to file complaints?	<p>Client may answer the following form: UPSA Complaints Form</p> <p>The client may also send a complaint letter/email directly to the office/unit being complained of or to the UP Office of the Vice President for Administration via tapat.up@up.edu.ph. Client shall make sure the following information are provided:</p> <ul style="list-style-type: none">- Name of the person being complained- Incident- Evidence- Contact Details
How are complaints processed?	<p>Both email and the form shall be checked by the UPSA CART Secretariat regularly and make sure that complaints received within the day are acknowledged and referred to the appropriate resolving office/unit. The UPSA CART shall make sure that the complaints are managed and resolved in a timely manner.</p> <p>The UPSA CART shall maintain a monitoring sheet of complaints received by UPSA. The summary of these monitoring sheets shall be provided to the UP President during Management Review.</p> <p>For inquiries and follows-ups, the UPSA CART may be contacted via the following channels: Email: tapat.up@up.edu.ph Contact Number: (02) 8981-8500 loc 2525</p>
Contact Information of ARTA, PCC, CCB	<p>You may send all complaints against UPSA to</p> <ol style="list-style-type: none">1. Anti-Red Tape Authority (ARTA) Email: complaints@arta.gov.ph Hotline: 1-ARTA (1-2782) ARTA Complaint Center 0928-690-4080 0969-257-72422. 8888 Citizens' Complaint Center (8888 CCC) Complaint Form Hotline: 8888 Via text: Send your Name (or Anonymous) /



	<p>Concerned Agency / Complete details of the complaint then send it to 8888.</p> <p>3. Contact Center ng Bayan (CCB) Mobile SMS: 0908-8816565 Email: email@contactcenterngbayan.gov.ph Website: www.contactcenterngbayan.gov.ph CSC Hotline: 8932-0111</p>
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LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Technology Transfer and Business Development Office	2/F UP Manila Main Building, Joaquin Gonzales Compound Padre Faura Street, Ermita, Manila, Philippines	Email: ttbdo.upm@up.edu.ph Tel. No.: +63(2) 88141293 Website: http://ttbdo.upm.edu.ph/