



COLEGIO DE MUNTINLUPA

College President: Dr. TERESITA C. FORTUNA, CESO III

Official Website: www.cdm.edu.ph

Telephone Number: (2) 8736-3547

Cellphone Number: 0999-357-4507 / 0915-683-4936

E-mail Address: colegiodemuntinlupa@gmail.com

CITIZEN'S CHARTER

1. Admission – Application

The admission is for every deserving and qualified student who wishes to study in Colegio de Muntinlupa. They shall not be denied application to the College because of age, sex, nationality, ethnic consideration, religious belief, or political affiliation. The detailed information about the application requirements is made available to everyone via CDM official Facebook Page or through direct inquiry to the College.

Office or Division:		Colegio de Muntinlupa <ul style="list-style-type: none"> • Office of the Registrar (RO) • Management Information System (MIS) 		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Applicants (Graduates of Senior High School)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Colegio de Muntinlupa Admission Application Form (Online) <i>Prepare Senior High School grades: 1st and 2nd semester for Grade 11 1st semester only for Grade 12</i>		Colegio de Muntinlupa - Office of the Registrar (RO) Admission Division - CDM Official Website (www.cdm.edu.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the CDMAT Online Application Form and wait for the confirmation e-mail	1. MIS staff will check and verify the submitted online application form and will send the e-mail confirmation to the applicant	None	10 minutes	RO Staff/ MIS Staff Office of the Registrar/ Management Information System
2. Check e-mail for the schedule of examination and pay attention to the requirements and other reminders	2. MIS Staff will send an e-mail regarding the schedule of examination and the requirements to be submitted on the day of examination	None	5 minutes	RO Staff/ MIS Staff Office of the Registrar/ Management Information System

2. Admission – Colegio de Muntinlupa Admission Test (CDMAT)

After the application, applicants will return to the scheduled date specified in the test permit or e-mail confirmation for them to take the CDMAT. The applicants are given two (2) sets of examination – the Aptitude Exam and the Technical Exam which is composed of Math, English, Chemistry, and Physics.

Office or Division:	Colegio de Muntinlupa <ul style="list-style-type: none"> • Office of Student Affairs (OSA) • Office of the Registrar (RO) 			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Applicants (Graduates of Senior High School)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out and signed CDMAT Online Application Form (2 hardcopies)		Applicant		
Passport size colored picture with white background (2 pieces)		Applicant		
Print-out of e-mail confirmation		Applicant		
Senior high School Grades		Applicant		
Photocopy of school ID		Applicant		
Pencil with Eraser (2 pieces)		Applicant		
Sharpener (1 piece)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the proctors or examination administrators	1. Proctors/ administrators will check the completeness of the requirements, assist the applicants, and will prepare for the examination	None	5 minutes	<i>OSA Staff/ RO Staff</i> Office of Student Affairs/ Office of the Registrar
2. Take the Aptitude Examination	2. Proctors will administer the Aptitude Examination	None	150 minutes (2 ½ hours)	<i>OSA Staff/ RO Staff</i> Office of Student Affairs/ Office of the Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Take the Technical Examination – Math, English, Chemistry, and Physics	3. Proctors will administer the Technical Examination – Math, English, Chemistry, and Physics	None	120 minutes (2 hours)	<i>OSA Staff/ RO Staff/ Faculty Member</i> Office of Student Affairs/ Office of the Registrar
4. Wait for the announcement of the Test Results and schedule of interview (<i>if passed</i>) via SMS, e-mail, or thru CDM official Facebook Page	4. CDM Staff will inform the applicants on the results of their exams and schedule of interview (<i>if passed</i>) via SMS, e-mail, or thru CDM official Facebook Page	None	at most one (1) week	<i>OSA Staff/ RO Staff/</i> Office of Student Affairs/ Office of the Registrar

3. Admission – Interview

After passing the CDMAT, the applicants will return to the scheduled date specified in the SMS, e-mail, or thru CDM official Facebook Page for them to undergo interviews by the Dean and/or respective Program Chairs. The applicants are interviewed by the respective Program Chair based on the applicant’s first choice of program of study.

Office or Division:		Colegio de Muntinlupa <ul style="list-style-type: none"> • Academic Department • Office of the Registrar (RO) • Office of Student Affairs (OSA) 		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Applicants (CDMAT Passers)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Interview Questionnaire Form (IQF) with attached Interview Assessment Form (IAF) (1 original copy)		Colegio de Muntinlupa - Office of Student Affairs (OSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Answer the Interview Questionnaire Form (IQF)	1. OSA Staff will give the applicants an IQF, and will endorse the applicants to the Dean and /or respective Program Chairs for interview	None	20 minutes	<i>OSA Staff</i> Office of Student Affairs
2. Interview with the Dean and /or respective Program Chairs	2. The Dean and /or respective Program Chairs will interview the applicants, and will answer the Interview Assessment Form (IAF) afterwards	None	20 minutes	<i>Dean and /or respective Program Chairs</i> Academic Department
3. Wait for the announcement of the result of interview	3. OSA Staff will inform the applicants on the results of their interview sessions	None	15 minutes	<i>OSA Staff</i> Office of Student Affairs

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Secure a medical referral slip and a checklist of pre-enrollment requirements, and pay attention to the submission schedule and other reminders	4. RO Staff will give the applicants a medical referral slip and a checklist of other pre-enrollment requirements, and brief the applicants on the schedule of submission and other reminders	None	5 minutes	<i>RO Staff</i> Office of the Registrar

4. Pre-Enrollment

After passing the Admission process, successful applicants must secure all necessary documents and submit the complete pre-enrollment requirements.

Office or Division:		Colegio de Muntinlupa <ul style="list-style-type: none"> • Health Services Department • Office of the Registrar (RO) 		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Applicants (Successful Applicants)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Pre-enrollment/ Registration Form (1 original copy)		Colegio de Muntinlupa - Office of the Registrar (RO)		
Barangay Clearance (1 original copy)		Barangay Hall /Applicant		
Certificate of Residency (1 original copy)		Barangay Hall /Applicant		
Drug test result from <i>Ospital ng Muntinlupa</i> (1 original copy)		<i>Ospital ng Muntinlupa</i> (OsMun) /Applicant		
Medical Clearance (1 Original Copy) <i>Bring the results of the following laboratory tests:</i> 1. Chest X-Ray 3. Urinalysis 2. Hematology 4. Physical Examination		Colegio de Muntinlupa - Health Services Department		
PSA Birth Certificate (1 original copy)		Philippine Statistics Authority /Applicant		
Muntinlupa Care Card (MCC) (1 photocopy)		City Government of Muntinlupa – People’s Center/ Applicant		
Certificate of Good Moral Character (1 original copy)		Previous School of the Applicant		
Form 137/ Form 138 (1 original copy)		Previous School of the Applicant		
Passport size colored picture in business attire with white background (1 piece)		Applicant		
Long brown envelope (1 piece)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the results of the laboratory tests, and secure medical clearance	1. Physician will assess the laboratory test results, and issue a medical clearance to the applicants if there are no medical findings	None	15 minutes	<i>Physician</i> Health Services Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the pre-enrollment requirements to the Office of the Registrar (RO)	2. RO Staff will check the completeness of the submitted pre-enrollment requirements and encode the details to the SIM system	None	10 minutes	<i>RO Staff</i> Office of the Registrar
3. Secure a Pre-enrollment Form/ Enlistment Form and pay attention to the enrollment schedule and other reminders	3. RO Staff will issue an Enlistment Form to the applicants, and brief them on the enrollment schedule and other reminders	None	5 minutes	<i>RO Staff</i> Office of the Registrar

5. Enrollment

After completely submitting all the pre-enrollment requirements, at this stage, successful applicants may now proceed to the last process – Enrollment, to become a bonafide student of Colegio de Muntinlupa.

Office or Division:		Colegio de Muntinlupa • Office of the Registrar (RO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Applicants (Successful Applicants)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-enrollment Form (1 original copy)		Applicant		
Certificate of Registration (COR)		Colegio de Muntinlupa - Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show the Enlistment Form/ Pre-enrollment Form and enroll the courses (subjects) for the upcoming semester as per respective program curriculum	1. RO Staff will add the courses (subjects) for the upcoming semester as per respective program curriculum to the student account of the applicant	None	5 minutes	<i>RO Staff</i> Office of the Registrar
2. Get your Certificate of Registration (COR) and pay attention on the date of the start of the semester and other reminders	2. RO Staff will print and issue a Certificate of Registration (COR), and brief the students on the date of the start of the semester and other reminders	None	5 minutes	<i>RO Staff</i> Office of the Registrar

****For those applicants that plan to get their second degree in Colegio de Muntinlupa, there will be a payment of P1,200.00 tuition fee per unit and miscellaneous fee amounting to P2,300.00.*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Fill-out Feedback Form and drop it on the Suggestion Box or the concerned individual can write a formal letter and submit it to the Office of the College President.</p> <p>For inquiries and follow-up, clients may contact (02) 8736-3547.</p>
How feedbacks are processed?	<p>Every month, the Suggestion Box will be opened, and then the concerns will be encoded and summarized.</p> <p>For formal letters, it will be endorsed to the College President.</p> <p>All concerns will be forwarded to the responsible offices / individuals and will be addressed accordingly.</p>
How to file a complaint?	<p>Concerned individuals can write a formal letter and submit it to the Office of the College President.</p> <p>For inquiries and follow-up, clients may contact (02) 8-736-3547.</p>
How complaints are processed?	<p>Formal letter of complaints will be endorsed to the College President which will be forwarded to the responsible offices / individuals to be addressed accordingly.</p>
Contact Information of: <ul style="list-style-type: none"> • Contact Center ng Bayan (CCB) • Presidential Complaint Center (PCC) • Anti-Red Tape Authority (ARTA) 	<p>ARTA: <i>complaints@arta.gov.ph</i> : 1-ARTA (2782)</p> <p>PCC: 8888 CCB: (+63)908-8816-565 (SMS)</p>