

CITIZEN CHARTER BARANGAY COMPUTER LITERACY PROGRAM (BCLP)

EDUCATION

To provide quality training and education about computer technology for FREE.

Office or Division:	BARANGAY COMPUTER LITERACY PROGRAM
Classification:	NON- FORMAL EDUCATION
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	The Pasigueños such as unemployed/employed persons, out-of school youth, housewives and cityhall employees.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ENROLLMENT FORM	BCLP Office/BCLP Training Centers
2. BARANGAY CLEARANCE	Barangay Hall
3. 2pcs. Passport Size ID Picture	Computer Shop/Photo Shop

#	CLIENT STEPS (for BCLP Training Center)	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Walk-in Inquiry	Assist the person	none	1-2 min.	Office Clerk
2	Fill-up the inquiry Sheet	Provide the Inquiry Sheet to be filled up.	None	3 mins.	Office Clerk

#	CLIENT STEPS (for BCLP Training Center)	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.	Fill-up the enrollment form	Provide the Enrollment Form and proceed/submit it to the training center of your nearest barangay	none	3-5 mins.	Office Clerk/Trainer
TOTAL:				10 mins.	

#	CLIENT STEPS (for ITTC)	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Look for Mr. Archie Dellomos	Assist the person	none	1-2 min.	Mr. Dellomos
2	Fill-up the inquiry Sheet	Provide the Inquiry Sheet to be filled up.	none	3-5 mins.	Mr. Dellomos
3.	Submit a letter of intent of your respective offices together with the list of personnel who would like to avail the training program	Wait for the office memorandum coming from the concern offices.	none	Wait until further notice	BCLP Office
TOTAL:				7 mins.	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through our Facebook Page (https://www.facebook.com/BCLP.PasigCity)
How feedback is processed	Daily Monitoring in our Facebook Page
How to file a complaint	Proceed to the BCLP Office and submit a complaint letter.
How complaints are processed	Investigate and ask the people involve in the complaint. Verbally talk to the people involve, ask them to answer the complaint letter in writing within 72 hrs.
Contact Information	Through our Facebook Page