

**OFFICE OF THE CITY MAYOR  
– EDUCATION UNIT**




**CITIZENS CHARTER  
OFFICE OF THE CITY MAYOR – EDUCATION UNIT**

<b>Office or Division:</b>	Office of the City Mayor – Education Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Implementation of various education-related PPA's 1. Distribution of free school supplies and equipments (G2C) 2. Distribution of graduation paraphernalia (G2C) 3. Distribution of free food packs under the Malusog na Batang Pasig Program (G2C)
<b>Who may avail:</b>	1. All public students enrolled in various public schools in Pasig City 2. All public students enrolled in various public schools in Pasig City 3. All public students enrolled in various public schools in Pasig City

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
All beneficiaries of the various PPA's of the Education Unit must:  a. be enrolled in any public school in the City of Pasig (kinder to Senior High School)  b. must be endorsed properly per school through the Schools Division Office (DepEd)	Various public schools

<b>CLIENT STEPS</b>	<b>EDUCATION ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>All beneficiaries of the various PPA's of the Education Unit must:</p> <p>a. be enrolled in any public school in the City of Pasig (kinder to Senior High School)</p> <p>b. must be endorsed properly per school through the Schools Division Office (DepEd)</p>	a. Validate reports/ requests coming from the various schools	None	a. 1 week	Al Edralin Raymund Fontanilla Michelle Roman Lolita Vecina
	b. Prepare PR for the items	None	b. 1 day	
	c. be the implementing office for the PPAs	None	c. depends of the PPA	
	d. schedule distribution	None	d. 1 day	
	e. monitor the distribution	None	e. 1 week per PPA	
	f. prepare list and other documents necessary for liquidation	None	f. 1 day	
	g. prepare and submit liquidation report	None	g. 1 day	
			*atleast 45 days is required to fulfil the procurement process	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Beneficiaries may send their feedback to any of the following: a. suggestion box at the OCM-Education Unit b. Ugnayan sa Pasig c. various social media handles of the city government
How feedback is processed	For those feedback sent to the suggestion box, it will be opened only by the head of the education unit  For those feedback sent to Ugnayan, official report will be done and coursed through the office of the city mayor.  For those feedback sent to various social media account, the PIO will forward those concerns to the education unit.
How to file a complaint	Any complaint may be filed at the Office of the City Administrator or the Office of the City Mayor
How complaints are processed	With the endorsement of the OCA or the OCM, the Legal Office or HRMO may conduct preliminary investigation. Should the investigation yield reasons to be forwarded to the Administrative Cases Board
Contact Information	<ul style="list-style-type: none"> <li>• Education Unit: 8 244-8139 <b>EMAIL:</b> <a href="mailto:educationunit.pch@gmail.com">educationunit.pch@gmail.com</a></li> <li>• Ugnayan sa Pasig: 8 649-1111 loc. 550 <b>FB:</b><a href="https://www.facebook.com/OfficialUgnayanSaPasig/">https://www.facebook.com/OfficialUgnayanSaPasig/</a> <b>EMAIL:</b> <a href="mailto:ugnayansapasig.gov.ph">ugnayansapasig.gov.ph</a></li> </ul>

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