



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

1. Processing of Incoming Communications Covering Various Requests and Proposals

Office or Division:	Office of the City Mayor – Education Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C) Government to Business (G2B)
Who may avail:	National Government Agencies Local Government Units Private Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ✓ Original letter of intent/request addressed to the City Mayor, indicating the complete details for the request related to education, sports and scholarship. ✓ Supporting documents related to the intent/request, as necessary. 	Originating office

CLIENT STEPS	UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request letter and supporting documents, if any, to the Office of the Mayor (OCM)	1.1 OCM receives and encodes submitted document/s in the tracking system.	None	10 minutes	Assigned Staff OCM
	1.2 Forward to the Education Unit for appropriate action.	None	5 minutes	
2. Wait	2.1 Education unit receives and encodes submitted document/s in the tracking system.	None	5 minutes	Assigned Staff Education Unit
	2.2 Unit head reviews the letter of	None	10 minutes	Head Education Unit

CLIENT STEPS	UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request and provides instructions for action.			
	2.3 Conducts Complete Staff Work based on the instructions for the said request/s. This could be coordination work with other departments or units for the conduct of an activity or acquisition of items.	None	1 day	Assigned Staff Education Unit
	2.4 Provides feedback to requesting office on the status/next steps of their request.	None	15 minutes	Assigned Staff Education Unit

2. Implementation of Programs, Projects and Activities (PPAs) with Local Government Agencies

Office or Division:	Office of the City Mayor – Education Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Local Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ✓ Original letter of intent/request addressed to the City Mayor. ✓ Accomplished project proposal for initial review ✓ Other supporting documents related to the proposal, as necessary. 	Originating office

CLIENT STEPS	UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits project letter of	1.1 OCM receives and encodes	None	10 minutes	Assigned Staff OCM

CLIENT STEPS	UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
intent/request and proposal to the Office of the Mayor (OCM)	submitted document/s in the tracking system. 1.2 Forwards to the Education Unit Head for review.			
	1.3 Evaluates the project proposal. 1.4 Provides initial recommendations after consultations with other departments and offices.	None	Depending of the number of project proposals received	Education Unit Head
2. Wait	2.1 Conducts Complete Staff Work to initiate the procurement of identified PPAs to concerned beneficiary 2.2 Prepares Purchase Request (PR) for the items related to the PPAs 2.3 Tracks the status of procurement after forwarding the PR 2.4 Coordinates with requesting agency for the schedule of implementation of PPAs 2.5 Prepares supporting documents for the monitoring. Secures requirements needed for	None None None None	1 week 1 day Prescribed procurement period. At least 45 days is required to fulfil the procurement process 1 day 1 day	Assigned Staff Education Unit

CLIENT STEPS	UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	liquidation / reporting such as attendance sheets, signed vouchers, etc.			
3. Receives / implements the requested PPAs	3.1 Provides required documents for acknowledgement of the requesting office. 3.2 Provides complete documentation. 3.3 Files the signed documents. Prepares the necessary reporting requirements	None	5 mins	Assigned Staff Education Unit

3. Application for Scholarship

Scholarship thru financial assistance to the Pasig City Scholar & Qualified Pasig City Residents

Office or Division:	Education Unit - Pasig City Scholarship Program
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<i>Bonafide</i> residents of Pasig City who are able to meet the program requirements.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pasig City Scholarship Program - Regular & Special Scholarship Programs New Applicants 1.1 Online Registration 1.2 Hard copy of Scholarship Application Form 1.3 Interview with parent/ guardian 1.4 One (1) size 1”X1” photo with white background 1.5 Photocopy: 1.5.1 School ID (front & back) 1.5.2 Report of Grades (front & back)	SECURE 1. Applicant’s school 2. Parents’ Employer/ Affidavit- PAO 3. Barangay Office SUBMIT Pasig City Scholar Office 2 nd Floor, Pasig Archive Building Pasig City Hall Complex Brgy. San Nicolas, Pasig City Drop Boxes placed at various school during the application period

<p>1.5.3 Proof of Enrolment</p> <p>1.5.4 Barangay Certificate of Residency with number of years of residence</p> <p>1.5.5 Proof of Parents/ Guardians Income; of both if both are working</p> <p>1.5.6 Written Essay: Why Do I want To Be A Pasig City Scholar?</p> <p>1.5.7 For Out-of-School Learners (OSL), add Presentation Portfolio Assessment Scoring Sheet with Passed grade and Learner's Permanent Record (AF-5)</p> <p>Renewal</p> <p>1.1 Online Registration</p> <p>1.2 Hard Copy of Scholarship Application Form</p> <p>1.3 One (1) size 1"X1" photo with white background</p> <p>1.4 Photocopy:</p> <p>1.4.1 School ID (front & back)</p> <p>1.4.2 Report of Grades (front & back)</p> <p>1.4.3 Proof of Enrolment</p> <p>1.4.4 Barangay Certificate of Residency</p> <p>1.4.5 Proof of Parents/ Guardians Income; of both if both working.</p>	
<p>2. Financial Assistance for Board/ Bar Examinations. Submit before the examination date</p> <p>2.1 Hard copy of Application Form (must be submitted <u>before</u> the exam date)</p> <p>2.2 One size 2"X2" ID Picture With White Background</p>	<p>SECURE</p> <ol style="list-style-type: none"> 1. School 2. Barangay Office 3. Professional Regulation Commission (PRC) / Supreme Court/ MARINA <p>SUBMIT</p> <p>Pasig City Scholar Office</p>

<p>2.3 Photocopy:</p> <p>2.3.1 Students Transcript of Record (TOR)</p> <p>2.3.2 Official Certificate of Graduation</p> <p>2.3.3 Endorsement by the College</p> <p>2.3.4 Notice Of Admission (NOA) issued by PRC/ Supreme Court/ MARINA as applicable</p> <p>2.3.5 Barangay Certificate of Residency stating the number of years of residence</p>	<p>2nd Floor, Pasig Archive Building Pasig City Hall Complex Brgy. San Nicolas, Pasig City</p>
<p>3. Incentives for Pasig City Scholars with Latin Honors</p> <p>3.1 Online Application</p> <p>3.2 Hard Copy of the application forms</p> <p>3.3 Copy of latest scholarship application</p> <p>3.4 Proof of award of Latin Honors</p> <p>3.5 For associate / technical-vocational courses, proof of honors</p>	<p>SECURE Applicant's school</p> <p>SUBMIT</p> <p>Pasig City Scholar Office 2nd Floor, Pasig Archive Building Pasig City Hall Complex Brgy. San Nicolas, Pasig City</p>
<p>4. Continuing High School Program Incentives (CHIP-In)</p> <p>New Applicants</p> <p>4.1 Online registration</p> <p>4.2 Hard copy of CHIP-In Application Form</p> <p>4.3 Interview of applicant accompanied by parent by CSWD</p> <p>4.4 Photocopy:</p> <p>4.4.1 Report of grades (front & back)</p> <p>4.4.2 Proof of Enrolment</p> <p>4.4.3 Barangay Certificate of Residency indicating number of years of residence</p> <p>4.4.4 Proof of Parents/ Guardians Income or</p>	<p>SECURE</p> <ol style="list-style-type: none"> 1. Applicant's school 2. Parents' Employer/ PAO (Affidavit) 3. Barangay Office <p>SUBMIT</p> <p>Pasig City Scholar Office 2nd Floor, Pasig Archive Building Pasig City Hall Complex Brgy. San Nicolas, Pasig City</p>

<p>Certificate of Indigency if applicable</p> <p>4.4.5 One size 1”X1” picture with white background</p>	
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CLIENT STEPS	UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Pasig City Scholarship Program – Regular & Special Programs</p>				
<p>1.1 Apply online</p> <p>1.2 Submit hard copy of required documents in a brown envelope to PCS Office or thru the drop boxes in the different schools</p> <p>1.3 Attend interview with 1 parent / guardian</p> <p>1.4 Wait / monitor the publication of the list of qualified scholars on the PIO Fb page or in the Pasig City Scholarship Office FB page</p>	<p>1.1 Coordinate with PIO on the post of the announcement of the schedule of the application period.</p> <p>1.2 Generate the copy of the online application list and check against the application forms and requirements submitted.</p> <p>1.3 Sort/classify the applications according to 1.) barangay; 2) academic level; 3.)Type of school (public or private); or 4.) Special Affiliations (PWD or Children of Solo Parent.</p> <p>1.4 Assess the requirements for compliance completeness and authenticity.</p> <p>1.5 Deficient / With Defect Mark the</p>	<p>None</p>	<p>2-2.5 months depending on the volume of applications</p>	<p>Ester Yamson All PCS Office staff</p>

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	<p>envelope “Not OK”. Indicate the reason.</p> <p>1.6 Complete- Mark the envelop “OK”.</p> <p>1.7 On the computer-generated list, put circle opposite the applicant’s name to indicate it is good.</p> <p>1.8 Prepare the ranking list of scholars from highest to lowest grades per academic level or classification.</p> <p>1.9 Make a separate ranking list for the new private schools applicants in the elementary, junior, and senior high school levels.</p> <p>1.10 Weed out the names of applicants with siblings. Communicate with the concerned scholars to make them choose who will stay in the program. In the absence of a reply, PCS Office will retain the sibling who is</p>			

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	<p>entitled to a higher allowance.</p> <p>1.11 Make a separate ranking list for new private schools applicants in the elementary, junior, and senior high school.</p> <p>1.12 Input the 1% benefit for new applicants of Solo Parents who failed to hurdle the cut-off grade.</p> <p>1.13 Prepare the Scholars Masterlist for each academic level.</p> <p>1.14 Submit the master lists to the Education Unit Head and to the City Mayor for approval.</p> <p>1.15 Once approved, furnish PIO with the list of qualified scholars for publication on the PIO FB page, to be shared with the Pasig City Scholarship Office FB page.</p> <p>1.16 Entertain</p>			

CLIENT STEPS	UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>inquiries or concerns, if any from the applicants.</p> <p>1.17 Resolve the concerns and take the appropriate action.</p>			
<p>2.1 Monitor the announcement of the schedules of the release of the allowance on the Pasig City Scholarship Office FB page.</p>	<p>2.1 Prepare, check, and print the allowances payrolls per academic level, classification or manner of distribution, ("With ATM" or "Without ATM").</p> <p>2.2 Route the documents to the HRDO for checking and to the Education Unit Head for approval</p> <p>2.3 Prepare the Summary of Payroll required for the preparation of the ALOBS.</p> <p>2.4 Submit to the City Accounting Office for the preparation of the voucher.</p> <p>2.5 Forward all documents to Treasury for the issuance of the check, signature of the City Administrator on the check and release the check to the Pay Masters concerned for "Without ATM".</p> <p>Allowances of Scholars Without</p>	<p>None</p>	<p>1-2 weeks</p>	<p>Ester Yamson Gerald Tuazon Abby Resurreccion Joyce Karen Polintan Brian Dann Primalte Joana Patricia Saplan</p> <p>Ester Yamson Gerald Tuazon</p>

CLIENT STEPS	UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>ATM</p> <p>2.6 Announce the release schedule of the allowances by way of a post on the Pasig City Scholarship Office FB page.</p> <p>2.7 Assist the Payroll Section in the distribution of the scholars allowances</p> <p>Allowances of Scholars With ATM</p> <p>2.8 Obtain the check and the debit memo from the City Accounting Office</p> <p>2.9 Accomplish the Land Bank Findes.</p> <p>2.10 Deposit the check to LandBank.</p> <p>2.11 Announce the release dates of the allowances thru the Pasig City Scholarship Office FB page.</p>			<p>Abby Resurreccion Joyce Karen Polintan Brian Dann Primalte Joana Patricia Saplan</p> <p>Ester Yamson Gerald Tuazon Abby Resurreccion Joyce Karen Polintan Brian Dann Primalte Joana Patricia Saplan</p>
Financial Assistance for Board Examinations				
<p>2.1 Obtain the F.A. Application Form for Board Examinations at the PCS Office.</p> <p>2.2 Accomplish the application form and submit to the PCS Office together with the requirements.</p> <p>2.3 Photocopy:</p> <p>2.3.1 Students Transcript of Record</p>	<p>2.1 Every quarter, PCS processes all the application forms.</p> <p>2.2 Checks / reviews the application forms to determine if the applicants are qualified, and if the requirements are complete and authentic.</p> <p>2.3 Prepares the list</p>	None	1-2 weeks after the end of the Quarter	<p>Ester Yamson Gerald Tuazon Abby Resurreccion Joyce Karen Polintan Brian Dann Primalte Joana Patricia Saplan</p>

CLIENT STEPS	UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>(TOR) 2.3.2 Certificate of Graduation 2.2.3 Certificate of Good Moral Character 2.2.4 Comelec Voters Certification Record 2.2.5 College Dean's Endorsement 2.2.6 Barangay Certification of Residency stating number of years of residence 2.2.7 Notice of Admission (NOA) – PRC/ Supreme Court / MARINA 2.3 Wait for the advice of the PCS Office on the distribution of benefit schedule. 2.4 Come in person to collect the assistance on the due date. Bring ID.</p>	<p>of qualified applicants along with the recommendation letter for its approval by the Education Unit Head and the City Mayor. 2.4 Prepares and routes the payroll to the concerned offices, namely HRDO, Education Unit Head, City Budget Office, City Accounting Office, and the Treasury Office. 2.6 After the check is handed by the Treasury Department to the paymasters, obtains the schedule of release of allowances to the beneficiaries. 2.7 Advises the beneficiaries of the schedule of distribution of the benefit. 2.8 Assists in the actual distribution process.</p>			
<p>Incentives for Pasig City Scholars with Latin Honors</p>				
<p>3.1 Apply online 3.2 Submit the hard copy of the application form together with all the requirements to the PCS Office. 3.3 Wait for the advice of the PCS</p>	<p>3.1 Check the online generated list of applicants against the scholars' masterlist to verify if all applicants are graduating PCS scholars. 3.2 Check the</p>	<p>None</p>	<p>1-2 months</p>	<p>Ester Yamson Gerald Tuazon Abby Resurreccion Joyce Karen Polintan</p>

CLIENT STEPS	UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Office regarding the date of the distribution of the cash and the Certificate of Recognition.</p> <p>3.4 Come during the presentation.</p>	<p>submitted requirements.</p> <p>3.3 Prepare the list of qualified recipients and secure the approval of the Education Unit Head and the City Mayor.</p> <p>3.4 Prepare, check and process the payroll by routing it.</p> <p>3.5 When the check is ready, get the schedule of the presentation of the benefit and relay it to the grantees.</p>			
<p>Continuing High School Program Incentives (CHIP-In)</p>				
<p>4.1 Apply online</p> <p>4.2 Submit hard copy of the CHIP-In Application Form and required documents inside a brown envelope to the PCS Office.</p> <p>4.3 Attend the interview with 1 parent/ guardian.</p> <p>4.4 Wait for the publication of the qualified CHIP-In applicants on the CHIP-In Beneficiaries FB page,</p> <p>4.5 File an inquiry / appeal within the prescribed 5-day period for concerns.</p> <p>4.6 Verify to ensure that your concern is</p>	<p>4.1 Ready the application link.</p> <p>4.2 Coordinate with PIO on the official announcement of the application period.</p> <p>4.3 Schedule with CSWD the interview schedule of new CHIP-In applicants</p> <p>4.4 Review all applications for completeness, compliance and authenticity of supporting documents.</p> <p>4.5 Prepare the list of qualified beneficiaries and secure its approval by the Education Unit Head and the</p>	<p>None</p>	<p>1-2 months</p>	<p>Ester Yamson Gerald Tuazon Abby Resurreccion Joyce Karen Polintan Brian Dann Primalte Joana Patricia Saplan</p>

CLIENT STEPS	UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>resolved.</p> <p>4.7 Wait for the announcement of the schedule of the release of the allowance on the CHIP-In Beneficiaries FB page.</p> <p>4.8 Come personally to collect the allowance on your scheduled date. Bring ID.</p>	<p>City Mayor.</p> <p>4.6 Publish the list of qualified CHIP-In Beneficiaries on the CHIP-In Beneficiaries FB page.</p> <p>4.7 Prepare, print, and process the payroll by routing it to the HRDO, Budget Office, City Accounting Office and Treasury.</p> <p>4.8 Obtain the distribution of allowances schedule from the Payroll Section.</p> <p>4.9 Assist the Payroll Section in the distribution of the allowances to the CHIP-In Beneficiaries.</p>			

FEEDBACK AND COMPLAINTS MECHANISM

OCM - EDUCATION UNIT	
How to send feedback	Clients and beneficiaries may send their feedback/concerns/comments to any of the following: a. Suggestion box at the OCM-Education Unit b. Ugnayan sa Pasig communication channels c. Various social media handles of the city government (FB, Twitter, website and email)
How feedback is processed	For those feedback sent to the suggestion box, only the head of the education unit will read the submitted entries. For those feedback sent to Ugnayan communication channels, an official report will be prepared by their office. It will be forwarded to the Office of the City Mayor (OCM) for appropriate action. For those feedback sent to various social media accounts, the Public Information Office (PIO) will forward them to the education unit for review.
How to file a complaint	Any complaint may be filed at the OCA or OCM.
How complaints are processed	With the endorsement of the OCA or OCM, the Legal Office or HRMO may conduct preliminary investigation on the complaint. Should the investigation yield plausible basis to pursue a case, it will be forwarded to the Administrative Cases Board for resolution.
Contact Information	<ul style="list-style-type: none"> ● Education Unit: EMAIL: education@pasigcity.gov.ph ● Ugnayan sa Pasig: FB: https://www.facebook.com/OfficialUgnayanSaPasig/ TWITTER: https://twitter.com/UgnayanSaPasig EMAIL: ugnayan@pasigcity.gov.ph ● Pasig City Public Information Office (PIO): FB: https://www.facebook.com/PasigPIO TWITTER: https://twitter.com/pasiginfo EMAIL: info@pasigcity.gov.ph

PASIG CITY SCHOLARSHIP	
How to send feedback	Feedback/ Inquiries/ Concerns may be sent to the Pasig City Scholarship Office thru any: of the following: 1. Personal appearance at the PCS Office 2. Pasig City Scholarship Office FB 3. Email: scholarship office @ pasigcity. gov.ph 4. Ugnayan sa Pasig 5. Various Social Media Handles of the PASIG LGU

<p>How feedback is processed</p>	<p>Feedback sent to the PCS Office, Pasig City Scholars Fb and the PCS email, the concern will be elevated to the Head of the Pasig City Scholarship Program, to the Education Unit Head after getting the position of the staff concerned and the conduct of proper investigation as warranted.</p> <p>For feedback sent to Ugnayan sa Pasig Office, the PCS Office will be informed about the concern. PCS Office is required to comment / reply. All concerns raised thru the Ugnayan Office will be reported periodically to the City Mayor.</p> <p>For feedback to various media accounts of the Pasig LGU, the concerns will be forwarded to the PCS Office for appropriate action.</p>
<p>How to file a complaint</p>	<p>Any complaint may be filed with the Office of the City Administrator (OCA) or the Office of the City Mayor (OCM).</p>
<p>How complaints are processed</p>	<p>With the endorsement of the OCA or the OCM, the Legal Office or the Human Resource Development Office (HRDO). As warranted by the findings, the case will be forwarded to the Administrative Cases Board.</p>
<p>Contact Information</p>	<ul style="list-style-type: none"> • Pasig City Scholarship Office TEL. NO. 8643- 1111 local 1142 EMAIL: scholarshipoffice@pasig.gov.ph FB: Pasig City Scholarship Office • Education Unit: EMAIL: education@pasigcity.gov.ph • Ugnayan sa Pasig: FB: https://www.facebook.com/OfficialUgnayanSaPasig/ TWITTER: https://twitter.com/UgnayanSaPasig EMAIL: ugnayan@pasigcity.gov.ph • Pasig City Public Information Office (PIO): FB: https://www.facebook.com/PasigPIO TWITTER: https://twitter.com/pasiginfo EMAIL: info@pasigcity.gov.ph