

**CITIZEN CHARTER
HEALTH EDUCATION AND PROMOTION UNIT**

Health Education and Promotion

A unit that serves a variety of roles and is specifically trained to use appropriate educational strategies and methods to facilitate the development of policies, procedures and intervention conclusive to the health of individuals and communities

Office or Division:	City Health Office/ HEALTH EDUCATION AND PROMOTION UNIT
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Public and Private school, Health Center, Community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Submit a letter of request thru email and submit in person	5 th floor Rm 13, City Heath Office Send thru email add: <i>hepo.pasigcityhealth@gmail.com</i>

Submission of Requirements

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a letter of request to pasigcityhealth@gmail.com or hepo.pasigcityhealth@gmail.com	<ul style="list-style-type: none"> ▪ Acknowledge receipt of letter through email ▪ Check the availability of schedule ▪ Identify possible resource speakers for lecture and other logistics needed 	none None	1 minute 2-3 working days	Dr. Mariane Loe Bringuelo, MD Anna Galutera May Shani Aquino, RnN Rosemarie Huertas, RN Jesusa Cammagay, RN

Distribution of IEC Materials

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a letter of request to pasigcityhealth@gmail.com or hepo.pasigcityhealth@gmail.com	<ol style="list-style-type: none"> 1. Review request letter 2. Acknowledge receipt of request 	N/A	1 minute	Dr. Mariane Loe Bringuelo, MD Anna Galutera May Shani Aquino, RnN

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>A. Type of Public materials</p> <p>B. Design and layout of public materials</p> <p>C. Source of design & layout</p>	<p>3. Identify the logistics needed</p> <p>4. Send notification through email, call or text</p>			<p>Rosemarie Huertas, RN</p> <p>Jesusa Cammagay, RN</p>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru email; hepo.pasigcityhealth@gmail.com . Com Trunkline: 8642-7754
How feedback is processed	Upon received the message or phone call, check for accuracy and refer to HEPO Staff
How to file a complaint	Complainant may send a complaint send thru email: hepo.pasigcityhealth@gmail.com or send a letter at Room 13, 5 th Floor
How complaints are processed	Upon received the complaints, make an investigation about the complaint and refer to the City Health Officer for proper action
Contact Information	Room 13, 5 th Floor Pasig City Hall Email add: hepo.pasigcityhealth@gmail.com CP No. 8642-7754