



PASIG CITY SCIENCE HIGH SCHOOL

CITIZEN'S CHARTER

2023 FIRST EDITION

*(as mandated by Republic Act No. 11032 or
the Ease of Doing Business and Efficient Government Service Delivery Act of 2018)*

OUR VISION STATEMENT:

Pasig City Science High School (PCSHS) is envisioned to be a world class institution that is globally and locally competitive and responsive to the ever-changing needs of the times, especially in the fields of Science and Technology.

OUR MISSION STATEMENT:

Pasig City Science High School (PCSHS) aims to fully develop well-rounded, science and technology-oriented students, nurturing and gender-sensitive persons, and future leaders with a vision for excellence.

SERVICE PLEDGE:

We, the officials and employees of Pasig City Science High School commit to deliver quality public service and shall discharge our duties with utmost responsibility and serve with integrity and promptness at all times.

We shall endeavor to:

1. Regularly update and made available this service guide or its functional equivalent to the transacting public;
2. Consult the students and parents for the purpose of gathering feedback and suggestions on the efficiency, effectiveness and economy of our services;
3. Be polite and courteous at all times;
4. Demonstrate sensitivity and appropriate behavior and professionalism;
5. Wear the prescribed office uniform and official ID for proper identification;
6. Be available during office hours; and
7. Respond fairly to all complaints and treat everyone equally.

REGISTRAR'S OFFICE

I. ADMISSION OF STUDENTS

An incoming Grade 7 and Grade 11 learner from any private and public elementary school in the City of Pasig duly recognized by the Department of Education (DepEd) needs to fill out an application form and submit in the PCSHS drop box the required documents vital in determining the applicant's eligibility to take the entrance examination to avail of the full scholarship program of PCSHS which includes the provisions for free school uniform, P.E. uniform, textbooks, bags, leather shoes, rubber shoes, notebooks and a monthly allowance.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	Incoming Grade 7 and Grade 11 Learners
CHECKLISTS OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished Application Form	1. Registrar's Office or download at: G7: https://bit.ly/3GLXdFh G11: https://bit.ly/3Zq4FIk
2. Form 138 (Report Card)	2. Applicant's school
3. Grade 5 Report Card for incoming Grade 7 Learner and Grade 9 Report Card for incoming Grade 11 Learner	3. Applicant's school
4. Two (2) copies of identical 2 x 2 pictures with white background	4. Photo studio/Photo Printing services
5. Certificate of Good Moral Character	5. Applicant's school
6. Original and photocopy of Birth Certificate of the applicant	6. Philippine Statistics Authority/ Local Civil Registrar's Office
For Parent/Guardian:	
1. Updated Voter's Identification. Residency in Pasig City should not be less than three (3) years	1. COMELEC Office (Pasig City Hall)
2. Community Tax Certificate	2. Treasurer's Office, Pasig City Hall
For Guardians:	
1. Duly notarized Affidavit of Guardianship	3. Notary Public

HOW TO AVAIL OF THE SERVICES:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form from the Registrar's Office or download application form at G7: https://bit.ly/3GLXdFh G11: https://bit.ly/3Zq4FIk	Issue application forms/make forms available at the school's website	NONE	1 minute	Justain Marie Sondia Veronica Elizondo Joseph Munsod Daryl C. Zaragosa

2. Submit duly accomplished application form, birth certificate, Form 138, Certificate of Good Moral Character, proof of residency and CEDULA	Receive, assess, evaluate application form and required documents for completeness and validity.	NONE	10 minutes per application	Justain Marie Sondia Veronica Elizondo Joseph Munsod Daryl C. Zaragoza
	Post the complete list of entrance exam qualifiers together with the entrance examination date on the school's official Facebook account.	NONE	Five (5) working days after last day of submission of requirements	Charlie O. Fababaer
	Prepare and make available materials for entrance exam	NONE	Five (5) working days	Justain Marie Sondia Joseph Munsod Veronica Elizondo Daryl Zaragoza
4. Undergo entrance exam		NONE		
	Post schedule of interview on the school's official Facebook account.	NONE		Charlie O. Fababaer
5. Undergo interview	Conduct one-on-one interview	NONE	5 minutes per applicant	Charlie O. Fababaer Maricar E. Oriarte Danilo Ungos Lowell H. De Ramon Leilani Lucero Carmela C. Abelarde Desiree Didulo Elmer DV Legarda Avel B. Alcalde
	Encode cumulative scores of applicants from entrance and interview results	NONE	30 minutes	Justain Marie Sondia Veronica Elizondo Joseph Munsod
	Review, evaluate and approve the list of Passers for posting.	NONE	1 day	Charlie O. Fababaer Maricar E. Oriarte Danilo Ungos Lowell H. De Ramon Leilani Lucero Carmela C. Abelarde Desiree Didulo Elmer DV Legarda

				Avel B. Alcalde
	Post the complete list of PASSERS and the schedule of enrolment for new students.	NONE	3 minutes	Charlie O. Fababaer
6. Check name from the list of PASSERS and proceed to the Registrar's Office for enrolment.	Enrol students	NONE	5 minutes per student	Justain Marie Sondia Veronica Elizondo Joseph Munsod Daryl Zaragosa
Total			10 days and 54 mins	

2. ONLINE ENROLMENT FOR OLD STUDENTS

OLD students who complied with the school retention policy can re-enrol at Pasig City Science High School.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	Old students who comply with school retention policy
CHECKLISTS OF REQUIREMENTS	WHERE TO SECURE
1. Enrollment Form – Enhanced Basic Education Enrollment Form	Registrar's Office
2. Report Card	Student

HOW TO AVAIL OF THE SERVICES:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Access the enrolment form using this link: https://bit.ly/3ITzpQ9	Generate and download responses of students for sectioning.	NONE	5 minutes	Justain Marie Sondia
Total			5 minutes	

3. ONSITE ENROLMENT FOR NEW STUDENTS

NEW students whose names are included in the List of Passers for admission are qualified to enrol at Pasig City Science High School .

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	Passers of conducted admission (new students)
CHECKLISTS OF REQUIREMENTS	WHERE TO SECURE
1. Enrollment Form – Enhanced Basic Education Enrollment Form	Registrar's Office
2. Report Card	Student

HOW TO AVAIL OF THE SERVICES:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check date and time of enrollment posted on the school's official Facebook account.	Post list of enrollees with assigned room, date and time of enrollment.	NONE	5 minutes	Mr. Charlie O. Fababaer
2. Secure enrolment form from the Registrar's Office or download at https://bit.ly/3RS664	Issue enrolment forms/make forms available at the school's website	NONE	1 minute	Veronica Elizondo Joseph Munsod Daryl C. Zaragosa
3. Enrollees will proceed to their respective room assignment.	Provide brief orientation and instruction to the enrollees.	NONE	5 minutes	Justain Marie T. Sondia Joseph Munsod Veronica Elizondo
4. Accomplish the enrollment form and submit their report card to personnel assigned in their respective room assignment.	Receive, assess, evaluate required documents for completeness and validity.	NONE	5 minutes	Justain Marie Sondia Veronica Elizondo Joseph Munsod Daryl C. Zaragosa
5. Receive acknowledgment of enrolment	Issue an acknowledgement receipt confirming the student is officially enrolled in school.	NONE	3 minutes	Justain Marie Sondia Veronica Elizondo Joseph Munsod Daryl C. Zaragosa
Total			19 minutes	

4. PROCESSING / ISSUANCE OF SCHOOL CREDENTIALS/RECORDS

All students of PCSHS including their parents and guardians may request copies of student personal records from the school to be used for specific purposes. The Registrar's Office ensures the proper maintenance and record keeping of all student records and makes them accessible to students who need them. The office facilitates the release of student records per request to meet their needs.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	All students from Grades 7-12 of PCSHS Parents or guardians of PCSHS students Duly authorized representatives of PCSHS students (present or former).
CHECKLISTS OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Requisition Slip	Student/Parents or Guardians Registrar's Office
2. Valid ID / Authorization Letter	Student

HOW TO AVAIL OF THE SERVICES:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish requisition slip or submit request letter (For student representative-signed authorization/ consent letter with photocopy of requester ID)	Receive, acknowledge, and process the request.	NONE	3 working days	Charlie O. Fababaer Justain Marie Sondia Veronica Elizondo Joseph Munsod Daryl Zaragosa
2. Accept the document and sign the logbook.	Issue requested documents and record the release of the document on the logbook.	NONE	3 minutes	Justain Marie Sondia Veronica Elizondo Joseph Munsod Daryl C. Zaragosa
Total			3 days and 3 minutes	

5. ISSUANCE OF STUDENT'S SCHOOL CLEARANCE

This process is to certify that graduates and transferred out students have no financial liabilities nor obligations in the school.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	Graduates and transferred out students
CHECKLISTS OF REQUIREMENTS	WHERE TO SECURE
1. Student's Clearance Form	Registrar Office
2. Laptop and books received from the school	Student

HOW TO AVAIL OF THE SERVICES:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check room assignments posted at the school lobby	Post room assignment at school lobby	NONE	1 minute	Justain Marie Sondia Veronica Elizondo Joseph Munsod Daryl Zaragosa
2. Secure and fill-out clearance form.	Issue clearance form	NONE	2 minutes	Justain Marie Sondia Veronica Elizondo Joseph Munsod Daryl C. Zaragosa
3. Proceed to offices listed on the clearance form for clearance signing.		NONE	5 minutes	
4. Submit duly accomplished clearance form at the Registrar's Office.	Check completeness of signatories in the clearance form.	NONE	2 minutes	Justain Marie Sondia Veronica Elizondo Joseph Munsod Daryl C. Zaragosa
Total			10 minutes	

6. PUBLIC ASSISTANCE (WALK IN, OVER THE PHONE and EMAIL)

This service provides information to queries, concerns, and requests of clients via phone call, email and even face to face.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	General Public

HOW TO AVAIL OF THE SERVICES:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate details of queries/ concerns and request (verbally, over the phone and email)	Note the important information of client concern. Download attachment for reference.	NONE	10 minutes	Justain Marie Sondia Veronica Elizondo Joseph Munsod Daryl C. Zaragosa
2. Take note of information received.	For simple concerns- provide an immediate reply. For complex concerns- endorse to the concerned office for assistance.	NONE	20 minutes	Justain Marie Sondia Veronica Elizondo Joseph Munsod Daryl C. Zaragosa
Total			30 minutes	

LIBRARY SERVICES

The School Library provides a wide range of learning opportunities to equip our learners, teachers, and Non-teaching personnel with learning skills and good reading habits.

The process of borrowing and returning books from and to the School Library by learners, teachers, and non-teaching personnel who are given free access to use library materials, borrow, bring them home, and return them with responsibility and accountability to be properly observed. The school monitors the effective and efficient utilization and proper accounting of books and other reference materials in the School Library.

Office or Division:	School Library
Classification:	Simple

Type of Transaction:	G2C – Government to Citizens
Who may avail:	Learners, teachers, non-teaching personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Logbook Library Card/Borrower's Card School ID/Office ID	School Library School Custodian Learners, teachers, non-teaching personnel

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Log in to Library's logbook		none	1 minute	Mr. Mandy Salibio
2	Fills out Library Card and present to School Librarian	Receives and checks Library Card with the name logged in the Logbook.	none	2 minutes	Mr. Mandy Salibio
3	Request for books or library materials to borrow	Checks card catalog to look for the books or resources to be borrowed	none	5 minutes	Mr. Mandy Salibio
4	Fills out Borrower's Card	Receives and checks Borrower's Card and clip it with the Library Card of the borrower, then issue the book or library material.	none	2 minutes	Mr. Mandy Salibio
5	Receives the book	Reminds the borrower of the library policy in returning books or library materials.	none	1 minute	Mr. Mandy Salibio
6	Presents Borrower's Card to return the borrowed book before the due date.	Checks the borrowed book, signs the Borrower's Card and return the library card of the borrower	none	2 minutes	Mr. Mandy Salibio
TOTAL:			none	13 minutes	

SCHOOL CLINIC SERVICES

I. SCHOOL CLINIC NON-EMERGENCY SERVICES

This procedure provides primary medical services of non-emergency nature to the needs of the students as well as the teaching and non-teaching personnel. This includes, but is not limited to initial assessment, basic intervention or first-aid, further observation, and possible endorsement to parent/guardian or referral to a medical institution or return to classroom or work.

Office or Division:	School Clinic			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Record of Daily Treatment Form	School Clinic			
2. Student Gate Pass	School Clinic			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the school clinic and fill-out the Record of Daily Treatment Form.	Provide a Record of Daily Treatment Form and give instructions on how to properly fill-out the form.	none	2 minutes	Desiree Didulo Mc Kenneth Calilung
2. Submit Statement of medical complaint/s and consultation.	2.1 Assess vital signs and/or observe symptoms.	none	3 minutes	Desiree Didulo Mc Kenneth Calilung
	2.2 Provide first-aid or basic intervention.		3 minutes	Desiree Didulo Mc Kenneth Calilung
	2.3 Observe for further symptoms or aggravation of complaint/s.		15 minutes	Desiree Didulo Mc Kenneth Calilung Jimmy Verano
	2.3.1 Complaint resolved, to return to classroom or work:		2 minutes	Desiree Didulo Mc Kenneth Calilung Charlie O. Fababaer
	2.3.2 Stable yet wants to go home, to be		2 minutes	

	<p>endorsed to parent/s, guardian or significant other;</p> <p>2.3.3 Stable yet wants to go home, to be endorsed to parent/s, guardian or significant other and advised to seek professional medical consult.</p>		2 minutes	<p>Desiree Didulo Mc Kenneth Calilung Charlie O. Fababaer</p>
Total		none	25 minutes	
<p>Remarks: Total number of minutes specifically from intervention to observation and discharge/referral may vary depending on the severity of the case/complaint.</p>				

2. SCHOOL CLINIC EMERGENCY SERVICES

This procedure provides urgent medical services for emergency cases that affects the students as well as the teaching and non-teaching personnel. This include, but is not limited to assessment, first-aid, and immediate transfer and endorsement to the nearest hospital or appropriate health care institution.

Office or Division:	School Clinic			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Students, Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
I. Record of Daily Treatment Form	School Clinic			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Expression/observation of medical emergency.	I.1 Fast assessment of vital signs with focus on airway, breathing and circulation with simultaneous request for transfer.	none	1 minute	Desiree Didulo Mc Kenneth Calilung Class Adviser Jimmy Verano
	I.2 Provide first-aid and facilitate immediate transfer. Coordinate with parent/s or guardian or significant other of the ongoing emergency.	none	3 minutes	Desiree Didulo Mc Kenneth Calilung Class Adviser Jimmy Verano
	I.3 Transfer/ endorsement to nearest	none	10 minutes	Desiree Didulo Mc Kenneth Calilung

	hospital/health care institution.			Class Adviser Jimmy Verano
	1.4 Endorsement to parent/s or guardian or significant other.	none	3 minutes	Desiree Didulo Mc Kenneth Calilung Class Adviser Jimmy Verano
	1.5 Record incident to Daily Treatment Form.	none	3 minutes	Desiree Didulo Mc Kenneth Calilung
Total		none	20 minutes	
Remarks: Total number of minutes specifically on transfer/endorsement to the nearest health care facility may vary depending on the severity of the case.				

GUIDANCE OFFICE

The Guidance Office aims to assist students in the academic and psychological needs, ensure that students can emotionally cope with the demands of a special Science High School, and improve student’s decision-making skills. The Guidance Office creates the necessary programs and services that facilitate student’s holistic development as it complements the academic program of the school. These programs and services are designed to meet the student’s personal, social, academic, and psychological growth needs.

To guide the implementation of the Guidance Programs and ensure the smooth coordination of the program across governance levels, PCSHS Guidance Advocates facilitate the conduct of programs and services for all learners such as coaching, information service, individual inventory, educational and occupational information, academic probation follow-up program, and special program designs/workshops.

HOW TO AVAIL OF THE SERVICES:

I. COACHING SERVICES – includes individual and group coaching, academic coaching, and group guidance sessions and referrals.

Office or Division:	Guidance Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All PCSHS Students from Grades 7-12

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. Letter-request	Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Coaching referral form For students referred by the adviser or subject teacher/s	Guidance Office
3. Notice of Academic Status	Class Adviser

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	For Walk-in				
1.1	Proceed to Guidance Office and submit letter-request for individual coaching.	Assign a Guidance Advocate and schedule the student for individual coaching.	none	3 minutes	Leilani Lucero
1.2	Provide details or information about the issue or concern	Discuss and evaluate the issue or concern with the client	none	5 minutes	Ramon DR. De Jesus Aldjay Magnaye
1.3	Receive advice	Provide coaching.	none	10 minutes (Time allotted for coaching may exceed the allotted time depending on the complexity of the issue or concern of the client)	Ramon DR. De Jesus Aldjay Magnaye
1.4	Receive a copy of referral or endorsement letter	If the issue or concern of the client does not fall within the mandate of the Guidance Advocates, make a referral or endorsement to the Guidance Counselor at the Division Office and provide feedback to client of the action.	none	10 minutes	Ramon DR. De Jesus Aldjay Magnaye
1.5	Inquire as to the availability of the schedule of the Guidance Counselor	Advise client as to the availability of schedule of the Guidance Counselor	none	1 minute	Leilani Lucero Guidance Counselor (Division Office)
2	For students referred by the adviser or subject teacher/s				
2.1	Secure Coaching Referral Form from the Guidance Office	Assign a Guidance Advocate and schedule the student for individual coaching	none	3 minutes	Leilani Lucero

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and accomplish it.				
2.2	Provide details or information about the concern	Discuss and evaluate the issue or concern with the client	none	5 minutes	Ramon DR. De Jesus Aldjay Magnaye
2.3	Receive advice	Provide coaching.	none	10 minutes (time allotted for coaching may exceed depending on the complexity of the issue or concern of the client)	ramon dr. de jesus aldjay magnaye
2.4	Receive a copy of referral or endorsement letter	If the issue or concern of the client does not fall within the mandate of the Guidance Advocates, make a referral or endorsement to the Guidance Counselor at the Division Office and provide feedback to client of the action.	none	10 minutes	leilani lucero
2.5	Inquire as to the availability of the schedule of the Guidance Counselor	Advise client as to the availability of schedule of the Guidance Counselor.	none	1 minute	leilani lucero guidance counselor (division office)
3	For students under academic probation:				
3.1	Submit the Notice of Academic Status signed by the parent.	Receive the Notice of Academic Status for filing and recording purposes.	none	3 minutes	ramon dr. de jesus aldjay magnaye
3.2	Await advice as to the schedule provided for group coaching.	Schedule the student for group coaching. (Schedule for Group Coaching is after card distribution)	none	3 minutes	Ramon DR. De Jesus Aldjay Magnaye
3.3	Receive advice	Provide group coaching.	none	2 hours	Ramon DR. De Jesus Aldjay Magnaye
TOTAL:			none	27 minutes	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

2. INFORMATION SERVICES- includes orientation talks at the beginning of the school year, career talks, student leadership training, parent-teacher and Guidance Advocate’s conferences and issuance of good moral certificates and recommendation forms.

Office or Division:	Guidance Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Parent-Teacher and Guidance Advocate’s conferences: Request for Parent’s Conference Form	Guidance Office
2. For Request of Good Moral Certificate: Request for Good Moral Form	Guidance Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	For orientation talks: Attend the orientation schedule for students assigned per grade level	1.1 Disseminate the schedule for the grade level orientation	none	5 minutes	Ramon De Jesus Aldjay Magnaye
2	For Career Talks: Join the scheduled career talks (career fair and career guidance program)	2.1 For Grade 12 students, disseminate the schedule for career fair. 2.2 For Grade 10, 11 and 12 students, provide the schedule	none	5 minutes	Leilani Lucero Ramon DR. De Jesus/ Aldjay A. Magnaye

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		for the Career Guidance Program			
3	For Student Leadership Training: Join the scheduled student leadership training.	3.1 Provide program for student leadership training under the EsP/Guidance	none	1 day	Leilani Lucero
4	For Parent-Teacher and Guidance Advocate's conferences: Set an appointment with the teacher through the help of the Guidance Advocate.	4.1 Set an appointment with the teacher. 4.2 Provide the schedule of appointment with the teacher.	none	10 minutes	Ramon De Jesus Aldjay Magnaye
5	For Request of Good Moral Certificate: a. Get a request form from the Guidance Office b. Fill-out the needed information in the request form and sign in the class list c. Submit the request form in the Registrar's Office, have it signed and claim the certificate after issuance of the assigned personnel. d. Bring the good moral certificate in the Guidance Office for signature and submit the signed request form.	5.1 Issue the good moral certificate request form 5.2 Ask the student to log in the class list. 5.3 Sign the good moral certificate and receive the signed request form for record keeping. 5.4 Release the good moral certificate	none	1 day	Leilani Lucero Ramon De Jesus Aldjay Magnaye
TOTAL:			none	2 days and 30 minutes	

3. INDIVIDUAL INVENTORY- includes record keeping and handling of special cases.

Office or Division:	Guidance Office
Classification:	Simple

Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill-out the student's individual inventory sheet	1.1 Schedule the accomplishment of the individual inventory sheet per grade level. 1.2 Provide the student's individual inventory sheet per grade level	none	1 hour	Mr. Ramon DR. De Jesus/ Mr. Aldjay A. Magnaye
TOTAL:			none	1 hour	

4. EDUCATIONAL AND OCCUPATIONAL INFORMATION SERVICES- Orientation to career development plans and exploration of job opportunities are held. This is done through career orientation/career fair given by the different colleges and universities. This is applicable for Grade 10 and SHS students especially G12.

Office or Division:	Guidance Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	NONE	1.1 Provide and disseminate the schedule for career orientation/career fair.	none	5 minutes	Leilani Lucero Aldjay A. Magnaye
TOTAL:			none	5 minutes	

5. ACADEMIC PROBATION FOLLOW-UP PROGRAM- students on probationary status are followed-up individually, and are assisted in identifying the causes of their poor academic performance through the quarterly group coaching session. This program helps them develop attitudes and necessary skills to be able to cope with their academic load.

Office or Division:	Guidance Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Students under Academic Probation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Academic Profile	Registrar's Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 Attend the scheduled group coaching for students under academic probation.	1.1 Provide and disseminate the schedule for group coaching sessions per grade level.	none	5 minutes	Ramon DR. De Jesus Aldjay A. Magnaye
	1.2 Regain the regular student status	1.2 Follow-up to the adviser on the academic standing of the student	none	10 minutes	Ramon DR. De Jesus Aldjay A. Magnaye
	1.3 Update the Guidance Advocate	1.3 Provide feedback to parents	none	10 minutes	Ramon DR. De Jesus Aldjay A. Magnaye
TOTAL:			none	25 minutes	none

6. SPECIAL PROGRAM DESIGNS/WORKSHOPS- Requests for program designs and facilitators are accommodated whenever possible. These range from academic to interpersonal concerns of any official organization or informal groups of students, faculty, or staff. Under this program are symposiums and seminars.

Office or Division:	Guidance Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Join and participate in any symposiums or seminars provided specifically per grade level through the EsP Department/Guidance Office.	1.1 Provide and disseminate the schedule for symposiums or seminars per grade level.	none	5 minutes	Ms. Leilani C. Lucero
TOTAL:			none	5 minutes	

PROPERTY SERVICES

The School Property Office ensures the proper management of school facilities such as the condition of the building, availability of teaching equipment, and the overall safety of the teaching environment which have direct impacts on the outcome of education provided by the school to learners.

The process of issuance, maintenance, safekeeping of supplies, materials and equipment are properly observed with responsibility and accountability. The School Property Office monitors the effective and efficient utilization and proper accounting of supplies and equipment in the school.

I. ACCEPTANCE OF BORROWED TEXTBOOKS

Text books are being used to support the study of learners. This service offers acceptance of the borrowed textbooks by the learners wherein the books borrowed are being accepted before the end of school year.

Office or Division:	School Property Custodian
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Learners, Parent/Guardian

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Return Slip/ PRS (2 copies)	Property Return Slip may be secured from the School Property Custodian

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ask for the Property Return Slip (2copies)	Give the Property Return Slip	none	1 min.	Jay Cos
2	Fill-out the necessary details in PRS then present it to the school property custodian	Wait for the accomplished PRS and counter check the data in School Form	none	10 min.	Jay Cos
3	Return the borrowed book/s	Secure the books returned by the classroom adviser	none	1 min.	Jay Cos
TOTAL:			none	12 minutes	

Note: The processing time is for one client being served at one time. The time may extend when there are two or more clients.

Issuance of Borrowed Laptop

Laptops are issued by the city government for the school that are being used to support the study of

learners and teaching strategies of the teachers. This service offers issuance of laptop to the school clients during of the school year.

Office or Division:	School Property Custodian
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Learners, Parent/Guardian Teachers, HT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Salaysal ng Pagpapatibay (2 copies) Photocopy of Valid ID of the Parent/Guardian (for Guardian) Certificate of Guardianship (Notarized)	School Property Custodian Grade Level Advisers (For Students)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ask for Salaysal ng Pagpapatibay (2copies)	Give the Salaysal ng Pagpapatibay	none	1 min.	Jay Cos
2	Fill-out the necessary details in Salaysal ng Pagpapatibay then present it to the school property custodian	Wait for the accomplished Salaysal ng Pagpapatibay and counter check the data	none	15 min.	Jay Cos
3	Get the borrow/ issue Laptop	Secure/Check the unit to be given	none	5 min.	Jay Cos
TOTAL:			none	21 min.	

Note: The processing time is for one client being served at one time. The time may extend when there are two or more clients.

2. ACCEPTANCE OF BORROWED LAPTOP

This service offers acceptance of the borrowed laptop by the school clients wherein the laptop borrowed are being accepted on or before the end of school year (specially for Grade12 Graduate, Transfer out Students).

Office or Division:	School Property Custodian
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens

Who may avail:	Learners, Parent/Guardian Teacher, HT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Return Slip/ PRS (2 copies)	Property Return Slip may be secured from the School Property Custodian

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ask for the Property Return Slip (2copies)	Give the Property Return Slip	none	1 min.	Jay Cos
2	Fill-out the necessary details in PRS then present it to the school property custodian	Wait for the accomplished PRS and counter check the data in School Form	none	10 min.	Jay Cos
3	Return the borrowed book/s	Secure the books returned by the classroom adviser	none	1 min.	Mr. Jay Cos
TOTAL:			none	12 min.	

Note: The processing time is for one client being served at one time. The time may extend when there are two or more clients.

Acceptance of Donations

Donation is something that is given to a charity or organization. It may be in kind or in cash that may benefit the receiving body. Acceptance of donations is a service provided by the school property custodian who logs all the donations given to the school.

Office or Division:	School Property Custodian
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Donor/ Sponsor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School Donation Logbook	Property Custodian Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Coordinate with the school property custodian regarding the donations to be given to the school	Write all the details of the donations given by the sponsor	none	5 min.	Jay Cos
2	Check the accuracy of the details written by the school property custodian	If all the details were accurate, allow the sponsor to sign in the remarks of the logbook	none	3 min.	Jay Cos
TOTAL:			none	8 min.	

Note: The processing time is for one client being served at one time. The time may extend when there are two or more clients.

3. ACCEPTANCE OF SUPPLIES AND EQUIPMENT FROM THE DIVISION OFFICE AND CITY GOVERNMENT OF PASIG

Consumable school supplies are distributed to school personnel such as small, expendable, daily use items like paper clips, staples, small machines such as hole punches, binders, stapler and laminators, writing utensils and paper while equipment such as computers, printers, photocopiers that may be acquired by the school or given by the Division Office or City Government of Pasig.

Office or Division:	School Property Custodian
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Person-in-charge of Offices/Facilities/ Classrooms

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School Property Logbook	Property Custodian Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Coordinate with the school property custodian about the supplies and equipment given by the Division office/National and Local Government units	Take note of the necessary details of the supplies and equipment given by the Division office/National and Local Government units	none	10 min.	Jay Cos
2	Check if all supplies and equipment given by the Division office/National and Local Government units are noted by the school property custodian	If no error was found, allow the officer-in-charge to sign in the remarks part of the logbook	none	2 min.	Jay Cos
TOTAL:			none	12 min.	

Note: The processing time is for one client being served at one time. The time may extend when there are two or more clients.

4. ACCEPTANCE OF SUPPLIES AND EQUIPMENT PROCURED BY THE SCHOOL

Office or Division:	School Property Custodian
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Person-in-charge of Offices/Facilities/ Classrooms

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School Property Logbook/Register	Property Custodian Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Coordinate with the school property custodian about the procured school supplies and equipment	Take note of the necessary details of the procured school supplies and equipment	none	10 min.	Jay Cos
2	Check if all supplies and equipment were noted by the school property custodian	If no error was found, allow the officer-in-charge to sign in the remarks part of the logbook	none	2 min.	Jay Cos
TOTAL:			none	12 min.	

Note: The processing time is for one client being served at one time. The time may extend when there are two or more clients.

Feedback and Complaints

ANTI-RED TAPE FOCAL PERSONS

Lead: MR. CHARLIE O. FABABAER, CESE
School Principal III

e-mail ad: charlie.fababaer@gmail.com

telephone number/cp number: 728-7041

FB Account name: Charlie Fababaer

Members: 1. Dr. ROWENA O. ROA
Assistant Principal

e-mail ad: rowenao.roa@deped.gov.ph

telephone number/cp number: 09199930307

FB Account name: Rowena Roa

2. Ms. MARICAR E. ORIARTE
ASTP/Head Teacher III

e-mail ad: oriartemaricaresguerra@gmail.com

telephone number/cp number: 09557489636

FB Account name: Maricar Esguerra Oriarte

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	The client may e-mail the feedback at _____ or drop a hard copy of the feedback at the Suggestion Box located at the Biometrics area.
How feedback is processed	Every day, Ms Leilani Lucero, ESP Head opens the school e-mail and School FB page to check for feedbacks and forward them to Mr. Charlie Fababaer, the School Principal. Likewise, feedbacks from the Suggestion Box are also directly forwarded to the School Principal every 5:00 P.M. from Monday to Friday, if there are any. Feedbacks requiring replies are referred to concerned offices for immediate answer within three (3) upon receipt of the feedback. The response is then relayed to the client/concerned citizen. If clients/customers have queries or follow-ups, they can contact the school through telephone numbers_6282226
How to file a complaint	For walk-in complainants: Go to the Principal Office to discuss the concern and submit documentary evidence, if applicable. E-mail: The client may send through e-mail his/her concern, complaint, or feedback and discuss about it, attach or send a hard copy of the complaint.
How complaints are processed	<ol style="list-style-type: none"> 1. Written complaints are forwarded by the head of department to the School Principal; 2. The School Principal formally notifies the employee subject of the complaint to write an explanation within 72 hours upon receipt of the notification, copy of the complaint attached. 3. The School's Grievance Committee or the School's Administrative Board will convene to hear both sides and settle or resolve the conflicts. 4. If the employee does not reply, this is tantamount to having waived his/her right to due process, therefore, the School's Grievance Committee or the School's Administrative Board will convene to resolve the issues based on evidence present. 5. If a party felt aggrieved of the decision or resolution, he/she may elevate the case or appeal to the Central Grievance Committee or Administrative Hearing Board of the City Government of Pasig in case of local employees or to the Division Office in case of national employees.
Contact Information	Please call PCSHS Tel No. 8628-2177 or Send feedback to: pasigcitysciencehighschool05@gmail.com

OFFICE DIRECTORY:

OFFICE	Contact Numbers	E-MAIL ADDRESS
PRINCIPAL'S OFFICE	8628-2177 09326131529	pasigcitysciencehighschool05@gmail.com
HEAD TEACHERS' OFFICE	8239-8035 09228516672	pasigcitysciencehighschool05@gmail.com

REGISTRAR'S OFFICE

09189644248

pasigcitysciencehighschool05@gmail.com