



Republic of the Philippines  
Quezon City  
Office of the City Mayor  
EDUCATION AFFAIRS UNIT

## CITIZEN'S CHARTER 2022

# **CITIZEN'S CHARTER 2022**

## **I. MANDATE AND LEGAL BASIS**

Article 14, Section 1 of the 1987 Philippine Constitution guarantees that the State shall protect and promote the right of all citizens to quality education at all levels.

The QC Education Affairs Unit through Executive Order No. 6, Series of 2019, serves as the City Mayor's arm in implementing the city's education policies, plans, programs, projects, and services to ensure the delivery of quality education at all levels.

## **II. VISION**

The Education Affairs Unit envisions an inclusive and responsive quality of education in Quezon City that will contribute to the formation of productive, employable, and responsible citizenry.

## **III. MISSION**

To pursue effective and responsive education programs from early childhood to adulthood through partnerships with education stakeholders that provide QCitizens with tools and opportunities for a quality and healthy life.

## **IV. SERVICE PLEDGE**

- Serve as the City Mayor's principal advisory, monitoring, and coordinating arm relative to education related policies and activities;
- Regularly gather baseline data on the City's state of education;
- Recommend evidence and performance-based programs wherein appropriations are driven by expected learning outcomes;
- Initiate strategic partnerships with various stakeholders and engage them to participate in the educational programs of the city;
- Execute and implement the instructions of the City Mayor

# List of Services

## Education Affairs Unit

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## PROVISION OF FINANCIAL ASSISTANCE TO QUEZON CITY PUBLIC SCHOOL STUDENTS' PARTICIPATION IN REGIONAL, NATIONAL, AND INTERNATIONAL COMPETITIONS

The Quezon City Government recognizes the importance for elementary and secondary school students to participate in regional, national, and international competitions to further harness their skills and knowledge. As such, financial assistance is given to the qualified applicants to ease them from the financial costs that often accompany such competitions.

<b>Office or Division:</b>	Education Affairs Unit (EAU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Schools Division Office – Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for financial assistance addressed to the Schools Division Superintendent (1 original, 1 photocopy)		School Head's Office – School Head		
DepEd Advisory (1 original, 1 photocopy)		Department of Education website		
Event invitation, identifying the name of the participant, date, time, and venue (1 original, 1 photocopy)		Event host		
Travel Itinerary (1 original, 1 photocopy)		Transportation Service Provider		
Endorsement of SDO addressed to the City Mayor (1 original, 1 photocopy)		Schools Division Office – Schools Division Superintendent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents at the receiving area. Endorsements must be submitted by the SDO to the EAU no later than nine (9) weeks before the date of the competition.	1. Log the received documents and submit to the Unit Head for review	None	<b>5 minutes</b>	<i>Staff</i> Education Affairs Unit  <i>Head</i> Education Affairs Unit



	2. After careful review, the EAU shall request from the City Budget Department a certificate of availability of funds per request for financial assistance.	None	<b>5 days</b>	<i>Staff Education Affairs Unit</i>
	3. The EAU shall submit to the Office of the City Mayor its recommendation	None	<b>5 days</b>	<i>Staff Education Affairs Unit</i>
2. The Schools Division Office shall be responsible in informing the requesting party of the status of its request.	4. The EAU shall inform the Schools Division Office of the status of requests upon endorsement from the Office of the City Mayor.	None	<b>1 day</b>	<i>Staff Education Affairs Unit</i>
<b>TOTAL:</b>		None	<b>11 days and 5 minutes</b>	

## PROVISION OF CASH INCENTIVES TO PUBLIC SCHOOL STUDENTS REPRESENTING QUEZON CITY FOR OUTSTANDING PERFORMANCE IN COMPETITIONS.

The Quezon City Government provides cash incentives in recognition of the excellent performance of students in regional, national, and international competitions.

<b>Office or Division:</b>	Education Affairs Unit (EAU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Schools Division Office – Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for cash incentive addressed to the Schools Division Superintendent (1 original, 1 photocopy)		School Head's Office – School Head		
DepEd Advisory/Memorandum (1 original, 1 photocopy)		Department of Education website		
Proof of Award (1 original, 1 photocopy)		Event host		
Information about the competition and the award received (1 original, 1 photocopy)		Event host		
Endorsement from the SDO (1 original, 1 photocopy)		Schools Division Office – Schools Division Superintendent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request with complete requirements to the Education Affairs Unit no later than four (4) weeks after the date of the competition.	1. Log the received documents and submit to the Unit Head for review		<b>5 minutes</b>	<i>Staff</i> Education Affairs Unit  <i>Head</i> Education Affairs Unit
	2. After careful review, the EAU shall request from the City Budget Department a certificate of		<b>5 days</b>	

	availability of funds per request for cash incentive.			
	3. The EAU shall submit to the Office of the City Mayor its recommendation		<b>5 days</b>	
2. The Schools Division Office shall be responsible in informing the requesting party of the status of its request.	4. The EAU shall inform the Schools Division Office of the status of requests upon endorsement from the Office of the City Mayor.		<b>1 day</b>	
<b>TOTAL:</b>		None	<b>11 days and 5 minutes</b>	

## PROVISION OF LETTER OF NO OBJECTION FOR CONDUCT OF LIMITED FACE TO FACE CLASSES

The Quezon City Government recognizes the importance of continuing education during the Covid-19 pandemic. As required by the governing national government agencies, a letter of no objection shall be provided subject to the following process:

<b>Office or Division:</b>	Education Affairs Unit (EAU)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to General Public			
<b>Who may avail:</b>	Public and Private Elementary, Secondary, and Higher Education Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Intent			Educational Institution	
Accomplished School Profile Form			Education Affairs Unit	
Accomplished School Safety Assessment Tool (SSAT) for DepEd supervised schools			Department of Education	
Accomplished CHED Self-Assessment Checklist for Higher Education Institutions			Commission on Higher Education	
Accomplished CHED Affidavit of Undertaking			Commission on Higher Education	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Private and Public Education Institutions (applicant) are to conduct a self-assessment and submit the following via email to the to the Education Affairs Unit through the <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>:</p> <p>- Letter of intent addressed to the Mayor, requesting to conduct face-to-face classes</p>	1.Receive and acknowledge the email from the client.	None	<b>5 minutes</b>	<i>Staff</i> Education Affairs Unit





<p>-Accomplished School Profile Form</p> <p>-Accomplished SSAT and/or CHED Self-Assessment Checklist</p> <p>-Accomplished CHED Affidavit of Undertaking (for Higher Education Institutions)</p>				
	<p>3. EAU to transmit via email to the applicant, the City's Letter of no objection and shall inform the institution that a post-validation/in spection will be conducted to ensure compliance to minimum health and safety protocols.</p>	<p>None</p>	<p><b>2 days</b></p>	<p><i>Staff</i> Education Affairs Unit</p>
<p>Total:</p>		<p>None</p>	<p><b>2 days and 5 minutes</b></p>	

## PROVISION OF SAFETY SEAL FOR CONDUCT OF LIMITED FACE TO FACE CLASSES

The Quezon City Government recognizes the importance of continuing education during the Covid-19 pandemic. In preparation for the limited face-to-face classes and in consideration of the safety of our education stakeholders, a school safety seal is given to qualified public and private schools.

<b>Office or Division:</b>	Education Affairs Unit (EAU)			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C – Government to General Public G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Public and Private Elementary, Secondary, and Higher Education Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Intent			Educational Institution	
Accomplished School Profile Form			Education Affairs Unit	
Accomplished School Safety Assessment Tool (SSAT) for DepEd supervised schools			Department of Education	
Accomplished CHED Self-Assessment Checklist for Higher Education Institutions			Commission on Higher Education	
Accomplished CHED Affidavit of Undertaking			Commission on Higher Education	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Private and Public Education Institutions are to conduct a self-assessment and submit the following via email to the to the Education Affairs Unit through the <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a> :  - Letter of intent addressed to the Mayor, requesting to	1.Receive and acknowledge the email from the client.	None	<b>5 minutes</b>	<i>Staff</i> Education Affairs Unit

<p>conduct face-to-face classes</p> <p>-Accomplished School Profile Form</p> <p>-Accomplished SSAT and/or CHED Self-Assessment Checklist</p> <p>-Accomplished CHED Affidavit of Undertaking (for Higher Education Institutions)</p>				
	<p>4. EAU will submit to the City Health Department (CHD) and the Department of Building Official (DBO), schools for inspection</p>	<p>None</p>	<p><b>14 days (inclusive of inspection)</b></p>	<p><i>Staff</i> Education Affairs Unit</p>
	<p>4. EAU will submit to the Business Permit and Licensing Department (BPLD) list of schools certified by the CHD and DBO as compliant to minimum health and safety protocols for</p>	<p>None</p>	<p><b>1 day (inclusive of release of Safety Seal)</b></p>	<p><i>Staff</i> Education Affairs Unit</p>



	release of safety seals			
	Total:	None	<b>15 days and 5 minutes</b>	

\* For schools with existing Safety Seal and will add additional classrooms, labs, offices for same course or grade level, they are to submit a letter of intent only and will ensure enforcement of health and safety protocols. Schools may be subject to inspection.

\* For schools with existing letters of no objection to conduct their limited face-to-face classes, need not re-submit documentary requirements for a school safety seal.

## PROVISION OF THE CITY'S CONCURRENCE FOR OUT-OF-SCHOOL/ CO-CURRICULAR/ EXTRACURRICUALR ACTIVITIES

Activities out of the schools' premises for the completion of course requirements, including community immersions, field work, internship/ practicum/ training, National Service Training Program (NSTP) and other similar activities, and in-person and group-based co-curricular and graduation rites, ceremonies, among others, may be allowed subject to conditions set under Alert Level Systems and after clearance from the Education Affairs Unit.

<b>Office or Division:</b>	Education Affairs Unit (EAU)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to General Public G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Public and Private Elementary, Secondary, and Higher Education Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of intent addressed to the Mayor		Educational institution		
School Self-Assessment Readiness Checklist on Out-of-School/ Extracurricular/ Co-curricular Activities (found in Annex A of the City Memorandum dated 1 Mar. 2022, Guidelines for Limited Face-to-Face Classes in Educational Institutions in Quezon City)		Education Affairs Unit		
Notarized Affidavit of Undertaking (found in Annex B of the City Memorandum dated 1 Mar. 2022, Guidelines for Limited Face-to-Face Classes in Educational Institutions in Quezon City)		Education Affairs Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Public and private educational institutions must submit to the EAU via email the following:  - Letter addressed to the Mayor expressing the following: o Intent to implement out-of-school/ co-curricular/ extracurricular activities;	1. Receive and acknowledge the email from the client.	None	<b>5 mins.</b>	EAU personnel

<ul style="list-style-type: none"> <li>○ The school shall ensure that all health protocols and safety regulations are strictly enforced;</li> <li>○ Stakeholders have been oriented on the minimum public health and safety protocols; and</li> <li>○ The school's Crisis Management Committee have evaluated proposed out of school activities and shall monitor the compliance with health and safety protocols and relevant policies and guidelines.</li> </ul> <p>- School Self-Assessment Readiness Checklist on Out of School/ Extracurricular/ Co-curricular Activities (Annex A)</p> <p>- Notarized Affidavit of Undertaking (Annex B)</p>				
	2. EAU to sign and forward Certification/ Clearance	None	<b>1 day</b>	EAU personnel



	3. EAU to inform City Epidemiology and Surveillance Unit (CESU), Department of Building Official (DBO), City Health Department (CHD), and the Business Permits and Licensing Department (BPLD) of schools with certification for extracurricular activities.	None	<b>1 day</b>	EAU personnel
Total:		None	<b>2 days and 5 minutes</b>	

## FEEDBACKS AND COMPLAINTS MECHANISM

FEEDBACKS AND COMPLAINTS MECHANISM	
How to send feedback	<p>Client may drop off his/her written feedback to the EAU's Receiving Section or send it through email at <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>.</p> <p>Feedback letter must be addressed to the Head of Education Affairs Unit.</p> <p>Provide contact information for verification.</p>
How feedbacks are processed	<p>Feedback(s) sent through email or the receiving section will be reviewed on a daily basis for assessment and evaluation reports purposes;</p> <p>EAU personnel will try to reach out the client from his/her provided contact information or email for acknowledgement receipt.</p> <p>Client may follow up through phone call at (02) 8988-4242 loc. 8309 or email at <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>.</p>
How to file a complaint	<p>Client may drop off his/her written complaint to the EAU's Receiving Section or send it through email at <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>.</p> <p>Complaint letter must be addressed to the Head of the Education Affairs Unit.</p> <p>Please include your full name, contact number, person/service to complaint, and provide proof(s) of complaint for verification.</p>
How complaints are processed	<p>Receiving clerk will reach the client through email or phone call to properly address the complaint;</p> <p>Complaint(s) will be reviewed by the EAU management for appropriate action.</p> <p>Proper coordination and constant communication with the complainant is highly needed until final closure and appropriate action was rendered.</p> <p>Process of complaint will take 1-3 days or</p>



	more, depends on the gravity of the complaint.
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<b>Contact Information</b>	
Anti-Red Tape Authority	<p>Legal and Public Assistance Office Office address:</p> <p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines</p> <p>Phone numbers: 8478-5091 • 8478-5093 • 8478-5099</p> <p>Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p>
Office of the President	<p>Presidential Complaint Center Phone numbers: +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621</p> <p>Telefax: +63(2)-87368621</p> <p>Office address: Bahay Ugnayan, J.P. Laurel Street Malacanang, Manila</p> <p>Email Address: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p>
Civil Service Commission	<p>Contact Center ng Bayan Office address: Civil Service Commission, Constitution Hills, Batasang Pambansa Complex Diliman 1126 Quezon City, Philippines</p> <p>Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide</p> <p>SMS/Text Access: 0908-8816565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p>



	<p>Website: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a></p> <p>Facebook page: <a href="http://www.facebook.com/contactcenterngbayan">www.facebook.com/contactcenterngbayan</a></p>
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## DIRECTORY

<b>Sections</b>	<b>Office Address</b>	<b>Contact Information</b>
<b>Learning Resources Section</b>	2/F Civic Center C Bldg., Mayaman St., Quezon City Hall, Diliman, Quezon City	8988-4242   local 8309  education@quezoncity.gov.ph
<b>Special Projects Section</b>	2/F Civic Center C Bldg., Mayaman St., Quezon City Hall, Diliman, Quezon City	8988-4242   local 8309  education@quezoncity.gov.ph
<b>Office of the EAU OIC-Head Executive Assistant/Administrative Section</b>	2/F Civic Center C Bldg., Mayaman St., Quezon City Hall, Diliman, Quezon City	8988-4242   local 8309  education@quezoncity.gov.ph