



Republic of the Philippines

Quezon City

Office of the City Mayor

EDUCATION AFFAIRS UNIT

# CITIZEN'S CHARTER 2024

## First Edition

# CITIZEN'S CHARTER 2024

## FIRST EDITION

### 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.

*Ayon sa Artikulo 14, Seksyon 1 ng 1987 Konstitusyon ng Republika ng Pilipinas, tungkulin ng Estado na protektahan at paunlarin ang karapatan ng lahat ng mamamayan sa dekalidad na edukasyon sa lahat ng antas.*

*Sa pamamagitan ng Executive Order No. 6, Series of 2019, ang QC Education Affairs Unit, ay nagsisilbing kinatawan ng Opisina ng Punong Lungsod sa pagpapatupad ng mga polisiya, plano, programa, proyekto, at serbisyo ukol sa edukasyon, para tiyakin ang paghahatid ng dekalidad na edukasyon sa lahat ng antas.*

### II. VISION

A vital contributor to a healthy, educated, and empowered citizenry.

*Kaisa sa isang maayos, edukadong at masasandigang mamamayan.*

### III. MISSION

To drive strategic and data-driven interventions and partnerships towards relevant and inclusive quality education.

*Estratehikong mahimok na nakabatay sa datos na interbensiyon at pakikipag-ugnayan tungo sa isang inklusibo at kalidad na edukasyon.*

#### IV. SERVICE PLEDGE

- To serve as the City Mayor's principal advisory, monitoring, and coordinating arm relative to education-related policies and activities;
- *Magsilbi bilang pangunahing tagapagpayo, tagapamahala, at tagapag-ugnay na tanggapan ng Opisina ng Punong Lungsod, kaugnay sa mga polisiya at aktibidad ukol sa edukasyon;*
- To monitor the availability of relevant data on the educational landscape of the city;
- *Bantayan ang mga datos kaugnay sa estado ng edukasyon sa lungsod;*
- To recommend evidence and performance-based programs wherein appropriations are driven by expected learning outcomes;
- *Mag rekomenda ng mga programa na batay sa ebidensya at resulta ng pag-aaral kung saan ang paglalaan ng pondo ay nababatay sa learning outcomes;*
- To initiate strategic partnerships with various stakeholders and engage them to participate in the educational programs of the city;
- *Manguna sa mga pakikipagugnayan sa mga iba't ibang stakeholders at hikayatin ang kanilang partisipasyon sa mga programang pang edukasyon ng lungsod;*
- To execute and implement the instructions of the City Mayor
- *Isakatuparan at isagawa ang mga tagubilin ng Punong Lungsod.*

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## Education Affairs Unit

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

*Probisyon ng Tulong Pinansyal sa mga Estudyante ng mga Pamublikong Paaralan ng Lungsod na Lumahok sa mga Kompetisyon na Panrehiyon, Pambansa, at Pang-internasyonal.*

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 qualified applicants to ease them from the financial costs that often accompany such competitions.

*Kinikilala ng Pamahalaan ng Lungsod Quezon ang kahalagaan ng pakikilahok ng mga mag-aaral sa elementarya at secondarya sa mga kumpetisyon na pang rehiyon, pambansa, at internasyonal para mapabuti ang kanilang mga husay at talino. Ang tulong pinansyal ay binibigay sa mga kwalipikadong aplikante upang maibsan ang mga pinansyal na gastusin na dulot ng mga ganitong klaseng kumpetisyon.*

<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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the required documents to 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.</p> <p><i>Isumite ang mga kinakailangang dokumento sa receiving area. Ang mga endorsement ay dapat isumite ng SDO sa EAU ng hindi hihigit na siyam (9) na linggo bago ang araw ng kompetisyon.</i></p>	<p>1. Log the received documents and submit them to the Unit Head for review</p> <p><i>I-record ang mga natanggap na dokumento at isumite sa Unit Head para sa kanyang review.</i></p>	<p>None</p> <p><i>Wala</i></p>	<p><b>5 minutes</b></p> <p><i>5 minuto</i></p>	<p><i>Staff</i> Education Affairs Unit</p> <p><i>Head</i> Education Affairs Unit</p>
	<p>2. After careful review, the EAU shall request from the City Budget Department a Certificate of Availability of Funds per request for financial assistance.</p> <p><i>Pagkatapos ng masusing pag-aaral, ang EAU ay makikipag-ugnayan sa City Budget Department upang makahingi ng Certificate of Availability of Funds para sa request ng tulong pinansyal.</i></p>	<p>None</p> <p><i>Wala</i></p>	<p><b>5 days</b></p> <p><i>5 araw</i></p>	<p><i>Staff</i> Education Affairs Unit</p>



	<p>3. The EAU shall submit to the Office of the City Mayor its Recommendation</p> <p><i>Isusumite ng EAU sa Opisina ng Punong Lungsod ang kanilang rekomendasyon.</i></p>	None <i>Wala</i>	<b>5 days</b> <i>5 araw</i>	Staff Education Affairs Unit
<p>2. The Schools Division Office shall be responsible for informing the requesting party of the status of its request.</p> <p><i>Responsibilidad ng Schools Division Office na ipaalam sa requesting party ang estado ng kanilang kahilingan.</i></p>	<p>4. The EAU shall inform the Schools Division Office of the status of requests upon endorsement from the Office of the City Mayor.</p> <p><i>Ipapaalam ng EAU sa Schools Division Office ang status ng kanilang kahilingan sa oras matanggap ang endorsement mula sa Opisina ng Punong Lungsod.</i></p>	None <i>Wala</i>	<b>1 day</b> <i>1 araw</i>	Staff Education Affairs Unit
<b>TOTAL:</b>		None <i>Wala</i>	<b>11 days and 5 minutes</b> <i>11 araw at 5 minuto</i>	

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

***Probisyon ng Cash Incentives para sa mga Estudyante ng mga Pampublikong Paaralan na Nagpamalas ng Kanilang Namumukod-Tanging Pagganap sa mga Kompetisyon Bilang Kinatawan ng Lungsod Quezon***

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

*Ang pamahalaan ng Lungsod Quezon ay magbibigay ng cash incentives bilang pagkilala sa mga estudyante na nagpamalas ng kanilang galing sa mga kompetisyon na panrehiyon, pambansa, at internasyonal.*

<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	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit request with complete requirements to the Education Affairs Unit no later than four (4) weeks after the date of the competition</p> <p><i>Isumite ang mga kinakailangang dokumento sa EAU ng hindi hihigit ng 4 na linggo pagkatapos ng petsa ng kompetisyon</i></p>	<p>1. Log the received documents and submit them to the Unit Head for review</p> <p><i>I-record ang mga natanggap na dokumento at isumite sa Unit Head para sa kanyang review.</i></p>	<p>None</p> <p><i>Wala</i></p>	<p><b>5 minutes</b></p> <p><i>5 minuto</i></p>	<p><i>Staff</i> Education Affairs Unit</p> <p><i>Head</i> Education Affairs Unit</p>



	<p>2. After careful review, the EAU shall request from the City Budget Department a Certificate of Availability of Funds per request of cash incentives</p> <p><i>Pagkatapos ng masusing pag-aaral, ang EAU ay makikipag-ugnayan sa City Budget Department upang makahingi ng Certificate of Availability of Funds para sa request ng cash incentives.</i></p>	None <i>Wala</i>	<b>5 days</b> <i>5 araw</i>	Staff Education Affairs Unit
	<p>3. The EAU shall submit to the Office of the City Mayor its recommendation</p> <p><i>Isusumite ng EAU sa Opisina ng Punong Lungsod ang kanilang rekomendasyon</i></p>	None <i>Wala</i>	<b>5 days</b> <i>5 araw</i>	Staff Education Affairs Unit



<p>2. The Schools Division Office shall be responsible for informing the requesting party of the status of its request.</p> <p><i>Responsibilidad ng Schools Division Office na ipaalam sa requesting party ang estado ng kanilang request.</i></p>	<p>4. The EAU shall inform the Schools Division Office of the status of requests upon endorsement from the Office of the City Mayor.</p> <p><i>Ipapaalam ng EAU sa Schools Division Office ang status ng kanilang request sa oras matanggap ang endorsement mula sa Opisina ng Punong Lungsod.</i></p>	<p>None <i>Wala</i></p>	<p><b>1 day</b> <i>1 araw</i></p>	<p>Staff Education Affairs Unit</p>
<p><b>TOTAL:</b></p>		<p>None <i>Wala</i></p>	<p><b>11 days and 5 minutes</b> <i>11 araw at 5 minuto</i></p>	

## HOW TO REQUEST LGU'S ACKNOWLEDGMENT IN COMPLIANCE WITH CHED MEMORANDUM NO. 1, SERIES OF 2023, AND CHED MEMORANDUM NO. 63, SERIES OF 2017.

***Proseso Kung Paano Mag Request Mula sa Lokal na Pamahalaan ng Acknowledgment Alsinsunod sa CHED Memorandum No. 1, Series of 2023, at CHED Memorandum No. 63, Series of 2017.***

The Quezon City Government recognizes the importance of continuing education, including school-sanctioned out-of-school extracurricular activities (i.e. educational tours, mission-based activities, conventions, participation in sports activities, activities initiated by various student groups, etc.). As required by the Commission on Higher Education (CHED)'s Memorandum No. 1, Series of 2023, and CHED Memorandum No. 63, Series of 2017, an LGU Acknowledgement shall be provided subject to the following process:

*Kinikilala ng Pamahalaan ng Lungsod Quezon ang kahalagaan ng pagpapatuloy ng edukasyon, kasama na rito ang mga out-of-school extracurricular activities na may pahintulot ng paaralan (hal. Educational tours, mission-based activities, conventions, participation in sports activities, activities initiated by various student groups, atbp.). Bilang requirement ng Commission on Higher Education (CHED) Memorandum No. 1, Series of 2023, at CHED Memorandum No. 63, Series of 2017, ang pagbibigay ng LGU Acknowledgment ay nakabase sa sumusunod na proseso:*

<b>Office or Division:</b>	Education Affairs Unit (EAU)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Public and Private Higher Education Institutions
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Letter of Intent	Higher Educational Institution (HEI)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Private and Public HEIs (Applicants) are to submit via email a letter of intent through <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a></p> <ul style="list-style-type: none"><li>The letter of intent is to be addressed to the City Mayor, requesting LGU acknowledgment for the conduct of educational tours, seminars, and other activities stipulated in CHED Memorandum Order No. 63, S. 2017.</li></ul> <p>1. <i>Ang mga pribado at pampublikong higher education institutions (HEIs) o mga aplikante ay isusumite sa email address na <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a> ang kanilang letter of intent.</i></p> <p><i>Ang letter of intent ay naka address sa Punong Lungsod, at nakasaad ang request para sa LGU Acknowledgment para sa educational tours, seminars, at iba pang aktibidad na pinahihintulutan ng CHED Memorandum Order No. 63, Series of 2017</i></p>	<p>1. Receive and acknowledge the email from the client.</p> <p><i>Tanggapin ang email mula sa kliente.</i></p>	<p>None</p> <p><i>Wala</i></p>	<p><b>5 minutes</b></p> <p><i>5 minuto</i></p>	<p><i>Staff</i></p> <p>Education Affairs Unit</p>



	2. EAU to transmit the LGU's Acknowledgement to the applicant via email  <i>I-email ng EAU ang Acknowledgmet sa kliente.</i>	None <i>Wala</i>	<b>2 days</b>  <i>2 araw</i>	<i>Staff Education Affairs Unit</i>
	Total:	None <i>Wala</i>	<b>2 days and 5 minutes</b>  <i>2 araw at 5 minuto</i>	



## FEEDBACKS AND COMPLAINTS MECHANISM

FEEDBACKS AND COMPLAINTS MECHANISM	
<p>How to send feedback <i>Paraan ng pagpapadala ng feedback o puna</i></p>	<p>A 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 letters must be addressed to the Head of the Education Affairs Unit.</p> <p>Provide contact information for verification.</p> <p><i>Ang isang kliyente na nais magreklamo ay maaaring ipadala ang kanilang feedback sa pamamagitan ng liham sa email (<a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>) o dalhin ito sa tanggapan ng EAU.</i></p> <p><i>Ang liham na naglalaman ng feedback o reklamo ay kinakailangan naka address sa Namumuno ng Education Affairs Unit.</i></p> <p><i>Kinakailangan ilista o ibigay ang numero o contact number upang ito ay maberipika.</i></p>
<p>How feedbacks are processed <i>Paraan ng pag proseso ng mga feedback</i></p>	<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 to the client from his/her provided contact information or email for acknowledgment receipt.</p> <p>A client may follow up through a phone call at (02) 8988-4242 loc. 7330, 1205, or email at <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>.</p> <p><i>Ang anumang feedback o puna na natanggap ng EAU sa pamamagitan ng email o dinala sa tagatanggap ng opisina ay pag-aaralan o i-rereview araw-araw para sa assessments at evaluation reports.</i></p> <p><i>Ang empleyado ng EAU ay makikipag-ugnayan sa kliyente kaya gamit ang contact details na ibinigay ng kliyente.</i></p> <p><i>Maaaring mag follow-up ang kliyente sa pamamagitan ng pagtawag sa telepono sa (02) 8988-4242 loc. 7330, 1205 o mag email sa <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>.</i></p>



How to file a complaint  
*Paraan ng pagrereklamo*

A client may drop off his/her written complaint to the EAU's Receiving Section or send it through email at [education@quezoncity.gov.ph](mailto:education@quezoncity.gov.ph).

A complaint letter must be addressed to the Head of the Education Affairs Unit.

Please include your full name, contact number, person/service to complaint, and provide proof(s) of complaint for verification.

*Ang isang kliyente na nais magreklamo ay maaaring dalhin ang liham ng kanilang reklamo sa tangatanggap ng EAU o ipadala ito sa email ([education@quezoncity.gov.ph](mailto:education@quezoncity.gov.ph)).*

*Ang liham ng reklamo ay kinakalingang naka address sa Namumuno ng EAU.*

*Hinihiling na ilagay ang buong pangalan, telepono, pangalan o serbisyo na irereklamo at kung ano ang reklamo, gayundin ang pagbibigay ng pruwera na naaayon sa reklamo upang ito ay maberipika.*



<p>How complaints are processed <i>Proseso sa pagtugon sa mga reklamo</i></p>	<p>The receiving clerk will reach out to 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 are highly needed until final closure and appropriate action are rendered.</p> <p>The process of complaint will take 1-3 days or more, depending on the gravity of the complaint.</p> <p><i>Ang tagatanggap o clerk ay makikipag-ugnayan sa kliyente o nagrereklamo sa pamamagitan ng email o telepono tungkol sa reklamo.</i></p> <p><i>Ang anumang reklamo ay pag-aaralan ng tanggapan ng EAU upang ito ay mabigyan ng angkop na aksyon.</i></p> <p><i>Ang maaayos na koordinasyon at pakikipagkomunikasyon sa nagrereklamo ay gagawin hanggang matapos ang inihaing reklamo at mabigyan ng angkop na aksyon.</i></p> <p><i>Ang pag proseso ng reklamo ay magaganap sa loob ng 1-3 na araw, depende sa bigat ng reklamo.</i></p>
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<b>Contact Information</b>	
Anti-Red Tape Authority	<p>Legal and Public Assistance Office Office address:  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:</p>



	<p><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

Sections	Office Address	Contact Information
<b>Learning Resources Section</b>	12th Floor Main Bldg., Quezon City Hall Compound, Diliman, Quezon City	8988-4242   local 7330, 1205 <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>
<b>Special Projects Section</b>	12th Floor Main Bldg., Quezon City Hall Compound, Diliman, Quezon City	8988-4242   local 7330, 1205 <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>
<b>Office of the EAU OIC-Head Executive Assistant/Administrative Section</b>	12th Floor Main Bldg., Quezon City Hall Compound, Diliman, Quezon City	8988-4242   local 7330, 1205 <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>