



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

CITIZEN'S CHARTER 2025

First Edition

CITIZEN'S CHARTER 2025

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.*

LIST OF SERVICES

Listahan ng mga Serbisyo

EDUCATION AFFAIRS UNIT

External Services

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FINANCIAL ASSISTANCE FOR QUEZON CITY SCHOOL STUDENTS IN REGIONAL, NATIONAL, AND INTERNATIONAL COMPETITIONS

Tulong Pinansyal para sa mga Mag-aaral ng Paaralan sa Quezon City sa mga Rehiyonal, Pambansa, at Pandaigdigang Paligsahan

The Quezon City Government recognizes the value of elementary and secondary students participating in regional, national, and international competitions as an opportunity to further develop their skills and knowledge. To support this, financial assistance is provided to eligible applicants to help ease the financial burden associated with these competitions.

This service is available to public and private school students who participate in competitions that meet any of the following criteria:

1. Organized by the Department of Education (DepEd) and listed in DepEd memoranda;
2. Initiated by the Quezon City Government (QCG), government agencies, or government-owned and controlled corporations (GOCCs);
3. Covered by a DepEd Advisory and endorsed by the Schools Division Office of Quezon City (SDO-QC).

Kinikilala ng Pamahalaang Lungsod ng Quezon ang kahalagahan ng pagsali ng mga mag-aaral sa elementarya at sekondarya sa mga rehiyonal, pambansa, at pandaigdigang paligsahan upang higit pang mapaunlad ang kanilang kakayahan at kaalaman. Bilang suporta, nagbibigay ito ng tulong pinansyal sa mga kwalipikadong aplikante upang maibsan ang gastos na kaakibat ng pagsali sa ganitong mga kompetisyon.

Saklaw ng serbisyong ito ang mga mag-aaral mula sa pampubliko at pribadong paaralan na lumahok sa mga paligsahang kabilang sa alinman sa mga sumusunod na kategorya:

1. *Inorganisa ng Kagawaran ng Edukasyon (DepEd) at nakalista sa mga DepEd Memorandum;*
2. *Pinangunahan ng Pamahalaang Lungsod ng Quezon (QCG), mga ahensya ng gobyerno, o mga korporasyong pag-aari at kontrolado ng gobyerno (GOCCs);*
3. *Saklaw ng isang DepEd Advisory at inendorso ng Schools Division Office ng Lungsod Quezon (SDO-QC).*

Office or Division:	Education Affairs Unit (EAU)
Category:	External Service
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who May Avail:	Schools Division Office, Quezon City
Operating Hours:	8:00 AM – 5:00 PM
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request for Financial Assistance addressed to the Schools Division Superintendent (1 original, 1 photocopy)	Schools Division Office, Quezon City - Principal's Office
2. DepEd Advisory (1 original, 1 photocopy)	Department of Education Website - http://www.depedqc.ph/
3. Event invitation, identifying the name of the participant, date, time, and venue (1 original, 1 photocopy)	Event Host
4. Travel itinerary (1 original, 1 photocopy)	Transportation Service Provider
5. Endorsement of SDO addressed to the City Mayor (1 original, 1 photocopy)	Schools Division Office - Office of the Superintendent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (DESIGNATION; OFFICE)
1. Submit request with complete requirements to the Education Affairs Unit no later than five (5) weeks before the date of the competition	1.1. Log the received documents and submit them to the Unit Head for review	None	5 minute/s	Legislative Staff Officer III; QUEZON CITY EDUCATION AFFAIRS UNIT
Location: 12th floor, Quezon City Hall Main Building <i>Notes/Instruction:</i> N/A	1.2. The EAU shall submit to the Office of the City Mayor its recommendation		5 day/s	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (DESIGNATION; OFFICE)
2. The Schools Division Office - Quezon City (SDO-QC) shall be responsible for informing the requesting party of the status of its request. Location: 12th floor, Quezon City Hall Main Building <i>Notes/Instruction: The overall processing time for this service is also subject to the coordination of SDO-QC with the other offices concerned.</i>	2. The EAU shall transmit the approved request to the SDO-QC for their processing.	None	1 day/s	Legislative Staff Officer III; QUEZON CITY EDUCATION AFFAIRS UNIT
General Remarks: N/A				
Total Processing Time:			6 day/s, 5 minute/s	
Total Processing Fee:			Total Standard Fee: None	

CASH INCENTIVES FOR OUTSTANDING ELEMENTARY AND SECONDARY STUDENTS IN QUEZON CITY COMPETITIONS

Pinansyal na Insentibo para sa Natatanging Mag-aaral sa Elementarya at Sekondarya sa mga Paligsahan sa 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.

Office or Division:	Education Affairs Unit (EAU)
Category:	External Service
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who May Avail:	Schools Division Office, Quezon City
Operating Hours:	8:00 AM – 5:00 PM
CHECKLIST OF REQUIREMENTS	
1. Letter of Request for cash incentive addressed to the Schools Division Superintendent (1 original, 1 photocopy)	Schools Division Office, Quezon City - Principal's Office
2. DepEd Advisory/Memorandum (1 original, 1 photocopy)	Department of Education Website - http://www.depedqc.ph/
3. Proof of Award (1 original, 1 photocopy)	Applicant/Client
4. Information about the competition and the award received (1 original, 1 photocopy)	Applicant/Client
5. Endorsement of SDO addressed to the City Mayor (1 original, 1 photocopy)	Schools Division Office - Office of the Superintendent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (DESIGNATION; OFFICE)
1. Submit request with complete requirements to the Education Affairs Unit no later than four (4) weeks after the date of the competition	1.1. Log the received documents and submit them to the Unit Head for review.	None	5 minute/s	Legislative Staff Officer III; QUEZON CITY EDUCATION AFFAIRS UNITs
Location: 12th floor, Quezon City Hall Main Building <i>Notes/Instruction: N/A</i>	1.2. After careful review, the EAU shall submit its recommendation to the Office of the City Mayor		5 day/s	
2. The Schools Division Office-Quezon City (SDO-QC) shall be responsible for informing the requesting party of the status of its request. Location: 12th floor, Quezon City Hall Main Building <i>Notes/Instruction: The overall processing time of this request is also subject to the process of SDO-QC.</i>	2. The EAU shall transmit to the SDO-QC the approved request for their processing.	None	1 day/s	Legislative Staff Officer III; QUEZON CITY EDUCATION AFFAIRS UNIT
General Remarks: N/A				
Total Processing Time:			6 day/s, 5 minute/s	
Total Processing Fee:			Total Standard Fee: None	

LGU ACKNOWLEDGMENT IN COMPLIANCE WITH CHED MEMORANDUM NO. 1 (SERIES OF 2023) AND CHED MEMORANDUM NO. 63 (SERIES OF 2017)

LGU Acknowledgement alinsunod sa CHED Memorandum Blg. 1 (Serye ng 2023) at CHED Memorandum Blg. 63 (Serye ng 2017)

In compliance with Commission on Higher Education (CHED) Memorandum No. 1, Series of 2023, and CHED Memorandum No. 63, Series of 2017, the Quezon City Government provides LGU Acknowledgment for Higher Education Institutions (HEIs) conducting off-campus activities.

As stipulated in the CHED memoranda, HEIs must secure acknowledgment from local government units (LGUs) for school-sanctioned extracurricular activities, including educational tours, mission-based initiatives, conventions, sports competitions, and student-led activities. The issuance of LGU Acknowledgment is subject to the prescribed process.

Alinsunod sa CHED Memorandum Blg. 1, Serye ng 2023, at CHED Memorandum Blg. 63, Serye ng 2017, nagbibigay ang Pamahalaang Lungsod ng Quezon ng Pagkilala ng LGU para sa mga Higher Education Institution (HEI) na nagsasagawa ng mga aktibidad sa labas ng paaralan.

Ayon sa mga itinakdang alituntunin ng CHED, kinakailangang kumuha ng Pagkilala mula sa lokal na pamahalaan (LGU) ang mga HEI para sa mga aktibidad na itinakda ng paaralan, kabilang ang mga pang-edukasyong paglalakbay, gawaing misyon, kombensyon, paligsahang pampalakasan, at iba pang aktibidad ng mga mag-aaral. Ang pagbibigay ng Pagkilala ng LGU ay alinsunod sa itinakdang proseso.

Office or Division:	Education Affairs Unit (EAU)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who May Avail:	Schools, Tour Agencies
Operating Hours:	8:00 AM – 5:00 PM
CHECKLIST OF REQUIREMENTS	
1. Letter of request (1 Original copy) containing the following details: - Type of off-campus activity - Date/s of activity - Location where the activity will take place - Number of participants - Kindly indicate if the participants will be staying at a commercial accommodation in Quezon City	WHERE TO SECURE Applicant/Client

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (DESIGNATION; OFFICE)
1. Private and Public HEIs (Applicants) are to submit via email a letter of intent through education@quezoncity.gov.ph Location: 12th floor, Quezon City Hall Main Building <i>Notes/Instruction: 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.</i>	1.1. Receive and acknowledge the email from client	None	5 minute/s	Legislative Staff Officer III; QUEZON CITY EDUCATION AFFAIRS UNIT
	1.2. EAU to transmit the LGU's Acknowledgment to the applicant via email		2 day/s	
General Remarks: N/A				
Total Processing Time:			2 day/s, 5 minute/s	
Total Processing Fee:			Total Standard Fee: None	

REQUESTING EDUCATION-RELATED INFORMATION AND/OR DATA

Paghingi ng Impormasyon at/o Datos na May Kaugnayan sa Edukasyon

The Quezon City Government (QCG) acknowledges the importance of providing accurate information and data to both QCitizens and non-residents, ensuring that all requests comply with privacy laws and national security regulations.

Kinikilala ng Pamahalaang Lungsod ng Quezon (QCG) ang kahalagahan ng pagbibigay ng tama at wastong impormasyon at datos sa mga QCitizen at hindi residente, nang titiyakin na ang lahat ng kahilingan ay sumusunod sa mga batas sa privacy at pambansang seguridad.

Office or Division:	Education Affairs Unit (EAU)
Category:	External Service
Classification:	Simple
Type of Transaction:	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)
Who May Avail:	All
Operating Hours:	8:00 AM – 5:00 PM
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request (1 Original copy, 1 Photocopy or 1 Electronic Copy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (DESIGNATION; OFFICE)
1. Client submits the letter of request to the Education Affairs Unit via email or to its office. Location: 12th floor, Quezon City Hall Main Building <i>Notes/Instruction: Time may differ depending on the complexity of the request.</i>	1.1. Log the received documents and submit them to the Unit Head for review.	None	5 minute/s	Legislative Staff Officer III; QUEZON CITY EDUCATION AFFAIRS UNIT
	1.2. The EAU reviews the request, complies with the needed information, and coordinates with the client		2 day/s	
General Remarks: The time of the process of requesting data depends on complexity of the request and on the processes of external offices.				
Total Processing Time:			2 day/s, 5 minute/s	
Total Processing Fee:			Total Standard Fee: None	

FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINT MECHANISM	
Sending feedback or complaints <i>Paraan ng pagsumite ng feedback o complaint</i>	Clients may submit their written feedback by dropping it off at the EAU's Receiving Section or sending it via email to education@quezoncity.gov.ph. Feedback and complaint letters should be addressed to the Head of the Education Affairs Unit, and contact information must be provided for a response. Please include your full name, contact number, person/service to complaint, and provide proof(s) of complaint for verification. <i>Maaaring ipasa ng mga kliyente ang kanilang nakasulat na feedback o complaint sa EAU Receiving Section o sa education@quezoncity.gov.ph. Ang feedback o complaint ay dapat i-address sa Pinuno ng Education Affairs Unit kasama ang contact information para sa tugon.</i> <i>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.</i>
Processing of feedback or complaints <i>Paraan ng pagproseso ng feedback</i>	Feedback submitted via email or the receiving section is reviewed daily for assessment and evaluation purposes. EAU personnel will contact the client using the provided contact details or email to acknowledge receipt. Clients may follow up through a phone call at (02) 8988-4242 loc. 7330 or 1205, or via email at education@quezoncity.gov.ph. The receiving clerk will reach out to the client through email or phone call to properly address the complaint; Complaint(s) will be reviewed by the EAU management for appropriate action. Proper coordination and constant communication with the complainant are highly needed until final closure and appropriate action are rendered. The process of complaint will take 1-3 days or more, depending on the gravity of the complaint. <i>Ang mga feedback na ipinadala sa pamamagitan ng email o sa receiving section ay nire-review araw-araw para sa assessment at evaluation. Makikipag-ugnayan ang mga tauhan ng EAU sa kliyente gamit ang ibinigay na detalye ng pakikipag-ugnayan o email upang ipaalam ang pagtanggap. Maaaring mag-follow up ang kliyente sa pamamagitan ng tawag sa telepono sa (02) 8988-4242 loc. 7330 o 1205, o sa pamamagitan ng email sa</i>

	education@quezoncity.gov.ph. <i>Ang tagatanggap o clerk ay makikipag-ugnayan sa kliyente o nagrereklamo sa pamamagitan ng email o telepono tungkol sa reklamo.</i> <i>Ang anumang reklamo ay pag-aaralan ng tanggapan ng EAU upang ito ay mabigyan ng angkop na aksyon.</i> <i>Ang maaayos na koordinasyon at pakikipagkomunikasyon sa nagrereklamo ay gagawin hanggang matapos ang inihaing reklamo at mabigyan ng angkop na aksyon.</i> <i>Ang pag proseso ng reklamo ay magaganap sa loob ng 1-3 na araw, depende sa bigat ng reklamo.</i>
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CONTACT INFORMATION

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

DIRECTORY

Sections	Office Address	Contact Information
Learning Resources Section	12th Floor Main Bldg., Quezon City Hall Compound, Diliman, Quezon City	8988-4242 local 7330, 1205 education@quezoncity.gov.ph
Special Projects Section	12th Floor Main Bldg., Quezon City Hall Compound, Diliman, Quezon City	8988-4242 local 7330, 1205 education@quezoncity.gov.ph
Office of the EAU OIC-Head Executive Assistant/AdministrativeSection	12th Floor Main Bldg., Quezon City Hall Compound, Diliman, Quezon City	8988-4242 local 7330, 1205 education@quezoncity.gov.ph