



Republic of the Philippines

Quezon City

Office of the City Mayor

EDUCATION AFFAIRS UNIT

## CITIZEN'S CHARTER 2023

# CITIZEN'S CHARTER 2023

## 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 a 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 QC citizens with tools and opportunities for a quality and healthy life.

## IV. SERVICE PLEDGE

- To serve as the City Mayor's principal advisory, monitoring, and coordinating arm relative to education-related policies and activities;
- To monitor the availability of relevant data on the educational landscape of the city;
- To recommend evidence and performance-based programs wherein appropriations are driven by expected learning outcomes;
- To initiate strategic partnerships with various stakeholders and engage them to participate in the educational programs of the city;
- To 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 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>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	1. Log the received documents and submitted them 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</i> Education Affairs Unit
	3. The EAU shall submit to the Office of the City Mayor its recommendation	None	<b>5 days</b>	<i>Staff</i> Education Affairs Unit
2. The Schools Division Office shall be responsible for 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</i> Education Affairs Unit
<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 them 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	None	<b>5 days</b>	

	availability of funds per request for cash incentives.			
	3. The EAU shall submit to the Office of the City Mayor its recommendation	None	<b>5 days</b>	
2. The Schools Division Office shall be responsible for 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>	
<b>TOTAL:</b>		None	<b>11 days and 5 minutes</b>	

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

<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)		
<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 HEIs (Applicants) are to submit via email a letter of intent through <a href="mailto:education@quezoncity.gov.ph">education@quezoncity.gov.ph</a>  • 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.	1. Receive and acknowledge the email from the client.	None	<b>5 minutes</b>	<i>Staff</i> Education Affairs Unit
	2. EAU to transmit the LGU's Acknowledgement to the applicant via email	None	<b>2 days</b>	<i>Staff</i> Education Affairs Unit
Total:		None	<b>2 days and 5 minutes</b>	



## FEEDBACKS AND COMPLAINTS MECHANISM

FEEDBACKS AND COMPLAINTS MECHANISM	
How to send feedback	<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>
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 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>
How to file a complaint	<p>A 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>A 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>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>

	The process of complaint will take 1-3 days or more, depending 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:  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 education@quezoncity.gov.ph
<b>Special Projects Section</b>	12th Floor Main Bldg., Quezon City Hall Compound, Diliman, Quezon City	8988-4242   local 7330, 1205 education@quezoncity.gov.ph
<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 education@quezoncity.gov.ph