



PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM

CITIZEN'S CHARTER 2020 (1st Edition)



PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM

CITIZEN'S CHARTER 2020 (1st Edition)



I. MANDATE

To offer, on a free scholarship basis, a secondary course with special emphasis on subjects pertaining to the sciences with the end in view of preparing its students for a science career (Sec. 2, RA 3661)

II. VISION

We are a leading science high school in the Asia Pacific Region preparing our scholars to become globally competitive Filipino scientists equipped with 21st century skills and imbued with the core values of truth, excellence, and service to the nation.

III. MISSION

The Philippine Science High School, operating under one System of governance and management, provides scholarships to students with high aptitude in science and mathematics;

The PSHS offers an education that is humanistic in spirit, global in perspective and patriotic in orientation. It is based on a curriculum that emphasizes science and mathematics and the development of well-rounded individuals;

The PSHS prepares its students for careers in science and technology and contributes to nation building by helping the country attain a critical mass of professionals and leaders in S&T.

IV. SERVICE PLEDGE

We, the officials and employees of the Philippine Science High School System, pledge and commit to deliver quality public service as promised in this Citizen's Charter. Specifically, we will:

1. Serve with integrity;
2. Be prompt and timely in the provision of our services;
3. Display procedures, fees and charges;
4. Provide adequate and accurate information to the public and our clients;
5. Be consistent in applying rules;
6. Provide the public and our clients with feedback mechanism;
7. Be polite and courteous;
8. Demonstrate sensitivity, appropriate behavior and professionalism;
9. Wear proper uniform for identification;
10. Be available during office hours;
11. Respond to complaints;
12. Provide comfortable waiting area;
13. Treat everyone equally.



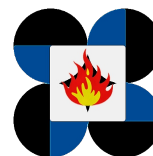
V. LIST OF SERVICES

A. Office of the Executive Director

External Service	Page Number
1. Application for the PSHS System National Competitive Examination	6
Internal Services	
1. Processing of Requests for Personnel Documents	10

B. PSHS Campuses

External Services	Page Number
1. Application for the PSHS System National Competitive Examination	13
2. Application for the PSHS System Lateral Admission Qualifying Exam (LAQE)	16
3. Freshmen Enrollment	18
4. Processing of Requests for School Credentials (alumni)	20
Internal Services	
1. Availment of School Facilities	25
2. Processing of Requests for Personnel Documents	26
3. Processing of Requests for School Credentials (students of the current school year)	27



**OFFICE OF THE EXECUTIVE
DIRECTOR
EXTERNAL SERVICES**



1. APPLICATION FOR THE PSHS SYSTEM NATIONAL COMPETITIVE EXAMINATION (NCE)

The PSHS NCE is the qualifying test administered to eligible Filipino Grade 6 students who would like to study in the PSHS System. The NCE is a scholastic aptitude test designed to measure students' scientific ability, quantitative ability, abstract reasoning and verbal ability.

Office or Division	Admission Office
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who may avail	<p>A graduating elementary pupil from a duly recognized school by the Department of Education, who meets the following criteria, is eligible to apply for the PSHS National Competitive Examination (NCE). He/She must:</p> <ol style="list-style-type: none"> a. Have a final grade of 85% or better in Science and Mathematics, evidenced by the student's report card. b. provide evidence that he/she belongs to the upper 10% of the batch if the student's grades in Science or Math are below 85% (certification from adviser or principal); c. be a Filipino citizen with no pending application as immigrant to any foreign country; d. not be more than 15 years of age by June 30, __; (<i>year of application</i>) e. be in good health and fit to undergo rigorous academic program; f. be of good moral character; and g. not have taken the PSHS NCE previously.



CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Application Form in duplicate copies 2. Two (2) identical 1x1 ID pictures 3. Non-refundable test fee <i>For private schools: Php 300</i> <i>For public schools: Free</i> 4. Copy of report card (<i>Grade 5 or 1st grading in Grade 6</i>) and certification from principal or adviser that applicant belongs to the upper 10% of the current graduating class (if grades in Math or Science are below 85%)		1. PSHS Campuses, DOST Regional Offices, Provincial Science and Technology Offices, or may be downloaded in www.pshs.edu.ph 2. External Photography studio 3. Payable in cash or any acceptable legal tender 4. Originating School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Application Forms	1. Issue application forms 2. Conduct short briefing and instruction	No fees	5 minutes	Admissions Officer
2. Present duly accomplished application forms with documentary requirements	3. Review and accept the application form and the required supporting documents	No fees	15 minutes	Admissions Officer
3. Pay admission stamps	4. Issue admission stamps	Private Schools, <i>Php 300</i> Public Schools, <i>Free</i>	5 minutes	Cashier



<p>4. Submit duly accomplished application forms with documentary requirements</p>	<p>5. Receive and sign application form; 6. Generate test permit with corresponding Examinee Number and Test Center</p>	<p>No fees</p>	<p>5 minutes</p>	<p>Admissions Officer</p>
<p>TOTAL</p>		<p><i>Php 300, For Private Schools</i> <i>Free, For Public Schools</i></p>	<p>30 minutes</p>	

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday
8:00 AM – 5:00 PM



**OFFICE OF THE EXECUTIVE
DIRECTOR
INTERNAL SERVICE**



1. PROCESSING OF REQUESTS FOR PERSONNEL DOCUMENTS

Covers request for personnel documents from PSHS incumbent employees such as Service Record, Certifications, Document Authentication and other documents pertaining to PSHS employment.

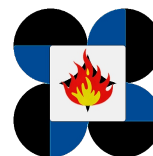
Office or Division	Human Resource Management (HRM)			
Classification	Simple			
Type of Transaction	Government to Citizen (G2C)			
Who may avail	PSHS Incumbent Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
None			Human Resource Personnel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure form from the HRM Office and fill out 1 copy thereof	1. Issue Form	No fees	5 Minutes	HRM Administrative Aide
2. Secure approval/clearance of the concerned Division Chief	2. Review and recommend the approval or disapproval of the request	No fees	15 Minutes	Concerned Division Chief of Requesting Personnel
3. Submit the duly accomplished and recommended request form to the Office of the Executive Director (OECD)	3. Receive the duly accomplished and form	No fees	10 Minutes	OECD Secretary
4. Wait for the action of the Executive Director on the request	4. Review 5. Approve or disapprove the request	No fees	1 working day	Executive Director



5. Retrieve approved or disapproved request form from the Office of the Executive Director	6. Release the approved/disapproved request form	No fees	5 Minutes	OECD Secretary
6. Submit the approved request to the HRM Office	7. Receive the approved form 8. Record it in the logbook	No fees	10 Minutes	HRM Administrative Aide
7. Wait for the processing of the requested documents	9. Prepare the requested documents	No fees	1 working day	HRM Officer
8. Claim the requested documents from the HRM Office and sign in the releasing logbook	10. Release the requested documents 11. Require acknowledgment of receipt in the releasing logbook	No fees	5 Minutes	HRM Administrative Aide
TOTAL		No fees	2 working days and 50 minutes	

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday
8:00 AM – 5:00 PM



PSHS CAMPUSES EXTERNAL SERVICES



1. APPLICATION FOR THE PSHS SYSTEM NATIONAL COMPETITIVE EXAMINATION (NCE)

The PSHS NCE is the qualifying test administered to eligible Filipino Grade 6 students who would like to study in the PSHS System. The NCE is a scholastic aptitude test designed to measure students' scientific ability, quantitative ability, abstract reasoning and verbal ability.

Office or Division	Office of the Registrar
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who may avail	<p>A graduating elementary pupil from a duly recognized school by the Department of Education, who meets the following criteria, is eligible to apply for the PSHS National Competitive Examination (NCE). He/She must:</p> <ol style="list-style-type: none"> a. Have a final grade of 85% or better in Science and Mathematics, evidenced by the student's report card. b. provide evidence that he/she belongs to the upper 10% of the batch if the student's grades in Science or Math are below 85% (certification from adviser or principal); c. be a Filipino citizen with no pending application as immigrant to any foreign country; d. not be more than 15 years of age by June 30,____; (<i>year of application</i>) e. be in good health and fit to undergo rigorous academic program; f. be of good moral character; and g. not have taken the PSHS NCE previously.



CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Application Form in duplicate copies 2. Two (2) identical 1x1 ID pictures 3. Non-refundable test fee <i>For private schools:</i> Php 300 <i>For public schools:</i> Free 4. Copy of report card (<i>Grade 5 or 1st grading in Grade 6</i>) and certification from principal or adviser that applicant belongs to the upper 10% of the current graduating class (if grades in Math or Science are below 85%)		PSHS Campuses, DOST Regional Offices, Provincial Science and Technology Offices, or may be downloaded in www.pshs.edu.ph External Photography studio Payable in cash or any acceptable legal tender Originating School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Application Forms	1. Issue application forms 2. Conduct short briefing and instruction	No fees	5 minutes	Admissions Officer
2. Present duly accomplished application forms with documentary requirements	3. Review and accept the application form and the required supporting documents	No fees	15 minutes	Admissions Officer
3. Pay admission stamps for:	4. Issue admission stamps	Private Schools, <i>Php 300</i> Public Schools, <i>Free</i>	5 minutes	Cashier



<p>4. Submit duly accomplished application forms with documentary requirements</p>	<p>5. Receive and sign application form; 6. Generate test permit with corresponding Examinee Number and Test Center</p>	<p>No fees</p>	<p>5 minutes</p>	<p>Admissions Officer</p>
<p style="text-align: right;">TOTAL</p>		<p><i>Php 300,</i> For Private Schools <i>Free,</i> For Public Schools</p>	<p>30 minutes</p>	



2. APPLICATION FOR THE PSHS SYSTEM LATERAL ADMISSIONS QUALIFYING EXAM (LAQE)

The PSHSS LAQE is the lateral admissions program open only to incoming Grade 8 and 9 applicants who have completed the necessary Grade levels from other high schools outside of the PSHS System

Office or Division	Office of the Registrar
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who may avail	<p>A student who has finished the necessary grade levels outside of the PSHS System may be allowed admission/entry to the PSHS provided a slot is available and he/she fulfills the following requirements:</p> <ol style="list-style-type: none"> a. Must be a Filipino citizen with no pending application as immigrant in any foreign country; b. Must belong to the upper 5% of his/her class and/or have a grade of 85% and above (or its equivalent) in all subjects; c. Must have a character rating of at least VS (Very Satisfactory) or its equivalents; and d. Must pass the qualifying exam.



CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished Application Form including certification from parents of no pending application for immigration in any foreign country	PSHS Campuses, or may be downloaded in www.pshs.edu.ph
2. Two (2) recent identical 1x1 ID pictures	External Photography studio
3. Non-refundable processing fee of Php 300	Payable in cash or any acceptable legal tender
4. Certification from the present school enrolled in, regarding academic grades and character rating	Originating School
5. Photocopy of report card, with the original copy brought along for verification purposes	Originating School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Application Forms	1. Issue application forms 2. Conduct short briefing and instruction	No fees	5 minutes	Campus Registrar
2. Submit the requirements (on or before the set deadline)	3. Review application form and the required supporting documents	No fees	15 minutes	Campus Registrar
3. Pay the non-refundable processing fee	4. Issue Official Receipt	Php. 300	5 minutes	Campus Cashier



4. Submit duly accomplished application forms with Official Receipt	5. Receive application form and other required supporting documents 6. Issue the Qualifying Examination Permit.	No fees	5 minutes	Campus Registrar
TOTAL		<i>Php 300</i>	30 minutes	

3. FRESHMEN ENROLLMENT

Pertains to the act of officially enrolling or registering as a Grade 7 Scholar of the PSHS System.

Office or Division	Office of the Registrar	
Classification	Simple	
Type of Transaction	Government to Citizen (G2C)	
Who may avail	Principal and alternate qualifiers who are given official admission to the PSHS System.	
CHECKLIST REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Enrolment Checklist 2. Duly accomplished, signed and notarized Scholarship Agreement in 6 copies 3. Six (6) pieces 2x2 ID pictures 4. Documentary Stamp 5. Medical laboratory test results <ol style="list-style-type: none"> a. Chest X-ray b. Urinalysis c. Complete Blood Count (CBC) 	<ol style="list-style-type: none"> 1. Campus Registrar 2. Campus Registrar 3. External Photography Studio 4. Campus Registrar 5. External Clinic/ Hospital 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure enrolment forms	1. Issue enrolment forms	No fees	12 minutes	Campus Registrar
2. Proceed to the following offices for submission of requirements/ interview: a. Medical and Dental b. Registrar c. Guidance Office d. Student Services Division e. Director's Office	2. Receive and review medical and dental results;	No fees	35 minutes	Nurse, Physician
	3. Receive and review documents;		35 minutes	Campus Registrar
	4. Receive data sheet and conduct interview;		46 minutes	Guidance Counsellor
	5. Conduct interview/ pre-accommodation conference of dormers;		23 minutes	SSD Chief
	6. Conduct brief interview with parents/ guardian and sign scholarship contract		23 minutes	Campus Director
3. Property Office	7. Issue textbooks	No fees	46 minutes	Property Chief
4. Dormitory	8. Accommodation of dormers/ billeting; 9. accomplish forms; 10. sign contract	No fees	46 minutes	Dormitory Manager
5. ID Processing	11. Take pictures 12. encode data	No fees	46 minutes	Chairperson, ID Processing Committee
6. Food Service	13. Inquire 14. sign food service contract	No fees	46 minutes	Cooperative Manager
TOTAL		No fees	358 minutes or 5 hours and 58 minutes	



4. PROCESSING OF REQUESTS FOR SCHOOL CREDENTIALS (ALUMNI)

Covers request for school records and official documents such as but not limited to: Form 138, Transcript of Records (TOR), Reconstruction of Diploma, English Translation, Student Certification, and others.

Office or Division	Office of the Registrar			
Classification	Form 137 (Complex), Form 138 (Complex), Certification of Bonafide Student (Simple), Certificate of Good Moral Character (Simple), Certification of Grades (Simple), Certificate of Graduation (Simple), Request for 2 nd Copy of Diploma (Highly Technical)			
Type of Transaction	Government to Citizen (G2C)			
Who may avail	Alumni or their legal guardians, or parents, or authorized representative(s)			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> a. Valid identification card of PSHS scholar/ alumni; b. Valid identification card of requester, if different from PSHS Scholar/ Alumni; c. Authorization letter, if applicable 			<ul style="list-style-type: none"> a. Issuing government agency or private institution; b. Issuing government agency or private institution; c. Signed and authorized by PSHS Scholar/ Alumni requester. 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure and accomplish request form for any of the following school credentials	n/a	No fees	n/a	n/a



<p>a) <i>Form 138, Transcript of Records, Reconstruction of Diploma, English Translation and similar other complex transaction/ records</i></p>	<p>1. Approve Request</p>	<p>Fees below</p>	<p>5 Working Days</p>	<p>Campus Director / Student Services Division Chief</p>
<p>b) <i>Authentication of School Record</i></p>	<p>2. Approve Request</p>	<p>Fees below</p>	<p>1 hour</p>	
<p>c) <i>Certification of Good Moral Character</i></p>	<p>3. Approve Request</p>	<p>Fees below</p>	<p>2 Working Days</p>	
<p>d) <i>Certification of Simple Records:</i> <i>i. Grades</i> <i>ii. Graduation</i> <i>iii. Enrollment</i> <i>iv. Candidacy of Graduation</i> <i>v. Travel Clearance</i></p>	<p>4. Approve Request</p>	<p>No fees</p>	<p>1 Working Day</p>	
<p>2. Receive Order of Payment, if applicable</p>	<p>5. Issue Order of Payment (if Applicable)</p>	<p>No fees</p>	<p>5 Minutes</p>	<p>Accountant</p>



<p>3. Pay Certification Fee and Document Stamps</p>	<p>6. Receive Payment</p>	<p>Form 138 (Php 50.00)</p> <p>TOR (Php 150.00)</p> <p>Reconstruction of Diploma (Php 100.00)</p> <p>English Translation of Diploma (Php 100.00)</p> <p>Authentication of School Records (Php 20.00 per page)</p>	<p>5 Minutes</p>	<p>Campus Cashier</p>
<p>4. Submit Approved Request to the Registrar's Office and Guidance Office</p>	<p>7. Receive and process approved request:</p> <p>8. Issue claim slip to client reflecting the processor's name and signature and date when document can be claimed</p> <p>9. Log the application reflecting the reference number of the client/requesting party</p>	<p>No fees</p>	<p>5 Minutes</p>	<p>Campus Registrar</p>



5. Claim Requested Documents	10. Issue requested documents; 11. Ask client to acknowledge receipt of records 12. File the record	No fees	5 Minutes	
TOTAL		<i>Php 20.00 to 150.00</i>	<i>1 hour 20 minutes, to 5 Working Days</i>	

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday
8:00 AM – 5:00 PM



PSHS CAMPUSES INTERNAL SERVICES



1. AVAILMENT OF USE OF SCHOOL FACILITIES

Covers request for use of school facilities including but not limited to Classrooms, Audio-Visual Equipment, Sports Facilities, and others.

Office or Division	Finance and Administrative Division			
Classification	Complex			
Type of Transaction	Government to Citizen (G2C)			
Who may avail	PSHS Scholars, PSHS Personnel			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request Addressed to Campus Director			From client/requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit letter request	1. Act on Request	No fees	1 Working Day	Campus Director
<i>If approved, a notification from PSHS Campus Director will be received by requester. He/she shall proceed to the following steps below. If denied, requester will be notified accordingly</i>				
2. Secure form for the use of facilities	2. Issue Form	No fees	5 Minutes	FAD Chief
3. Submit duly accomplished form	3. Review form	No fees	10 Minutes	FAD Chief
4. Receive approved reservation	4. Check 5. book reservation	No fees	10 – 30 Minutes	FAD Chief
TOTAL		No fees	40 Minutes to 1 Hour upon approval of Campus Director	



2. PROCESSING OF REQUESTS FOR PERSONNEL DOCUMENTS

Covers request for personnel documents from PSHS incumbent employees such as Service Record, Certifications, Document Authentication and other documents pertaining to PSHS employment.

Office or Division	Human Resource Management (HRM)			
Classification	Simple			
Type of Transaction	Government to Citizen (G2C)			
Who may avail	PSHS Incumbent Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
None			Human Resource Personnel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure form from the HRM Office and fill out 1 copy thereof	1. Issue Form	No fees	5 Minutes	HRM Administrative Aide
2. Secure approval/clearance of the concerned Division Chief	2. Review and recommend the approval or disapproval of the request	No fees	15 Minutes	Concerned Division Chief of Requesting Personnel
3. Submit the duly accomplished and recommended request form to the Office of the Campus Director (OCD)	3. Receive the duly accomplished and form	No fees	10 Minutes	OCD Secretary
4. Wait for the action of the Campus Director on the request	4. Review 5. Approve or disapprove the request	No fees	1 working day	Campus Director



5. Retrieve approved or disapproved request form from the Office of the Campus Director	6. Release the approved/disapproved request form	No fees	5 Minutes	OCD Secretary
6. Submit the approved request to the HRM Office	7. Receive the approved form 8. Record it in the logbook	No fees	10 Minutes	HRM Administrative Aide
7. Wait for the processing of the requested documents	9. Prepare the requested documents	No fees	1 working day	HRM Officer
8. Claim the requested documents from the HRM Office and sign in the releasing logbook	10. Release the requested documents 11. Require acknowledgement of receipt in the releasing logbook	No fees	5 Minutes	HRMU Administrative Aide
TOTAL		No fees	2 working days and 50 minutes	

3. PROCESSING OF REQUESTS FOR SCHOOL CREDENTIALS (STUDENTS OF CURRENT SCHOOL YEAR)

Covers request for school records and official documents such as but not limited to: Form 138, Transcript of Records (TOR), Reconstruction of Diploma, English Translation, Student Certification, and others.

Office or Division	Office of the Registrar
Classification	Form 137 (Complex), Form 138 (Complex), Certification of Bonafide Student (Simple), Certificate of Good Moral Character (Simple), Certification of Grades (Simple), Certificate of Graduation (Simple), Request for 2 nd Copy of Diploma (Highly Technical)
Type of Transaction	Government to Citizen (G2C)



Who may avail	PSHS students or their legal guardians, or parents, or authorized representative(s)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
d. Valid identification card of PSHS scholar/ alumni; e. Valid identification card of requester, if different from PSHS Scholar/ Alumni; f. Authorization letter, if applicable		d. Issuing government agency or private institution; e. Issuing government agency or private institution; f. Signed and authorized by PSHS Scholar/ Alumni requester.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure and accomplish request form for any of the following school credentials	n/a	No fees	n/a	n/a
a) <i>Form 138, Transcript of Records, Reconstruction of Diploma, English Translation and similar other complex transaction/ records</i>	1. Approve Request	Fees below	5 Working Days	Campus Director / Student Services Division Chief
b) <i>Authentication of School Record</i>	2. Approve Request	Fees below	1 hour	
c) <i>Certification of Good Moral Character</i>	3. Approve Request	Fees below	2 Working Days	



<p>d) <i>Certification of Simple Records:</i> vi. <i>Grades</i> vii. <i>Graduation</i> viii. <i>Enrollment</i> ix. <i>Candidacy of Graduation</i> x. <i>Travel Clearance</i></p>	<p>4. Approve Request</p>	<p>No fees</p>	<p>1 Working Day</p>	
<p>2. Receive Order of Payment, if applicable</p>	<p>5. Issue Order of Payment (if Applicable)</p>	<p>No fees</p>	<p>5 Minutes</p>	<p>Accountant</p>
<p>3. Pay Certification Fee and Document Stamps</p>	<p>6. Receive Payment</p>	<p>Form 138 (Php 50.00) TOR (Php 150.00) Reconstruction of Diploma (Php 100.00) English Translation of Diploma (Php 100.00) Authentication of School Records (Php 20.00 per page)</p>	<p>5 Minutes</p>	<p>Campus Cashier</p>



<p>4. Submit Approved Request to the Registrar's Office and Guidance Office</p>	<p>7. Receive and process approved request: 8. Issue claim slip to client reflecting the processor's name and signature and date when document can be claimed 9. Log the application reflecting the reference number of the client/requesting party</p>	<p>No fees</p>	<p>5 Minutes</p>	<p>Campus Registrar</p>
<p>5. Claim Requested Documents</p>	<p>10. Issue requested documents; 11. Ask client to acknowledge receipt of records 12. File the record</p>	<p>No fees</p>	<p>5 Minutes</p>	
<p>TOTAL</p>		<p><i>Php 20.00 to 150.00</i></p>	<p><i>1 hour 20 minutes, to 5 Working Days</i></p>	

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday
8:00 AM – 5:00 PM



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback, Enquiries, Comments and Complaints may be sent via email to the office of the Executive Director at oad@pshs.edu.ph or via telephone: (02)8939-7747, or via correspondence: Office of the Executive Director, Agham Road, Diliman, Quezon City, or thru the Contact Center ng Bayan (CCB) at http://contactcenterngbayan.gov.ph/contact-us ; or CCB phone: 0908 8816565</p>
How feedback is processed	<p>Feedback on general and administrative matters are processed in accordance with PSHS System Quality Management System Manual Document 10.1 (Improvement) using the Client Feedback Form No. PSHS-00-F-QMS-10-Rev01.</p> <p>Feedback on the curriculum are processed in accordance with PSHS System QMS Curriculum Instruction Manual Document No. 4.8. using the curriculum and feedback form.</p>
How to file a complaint	<p>Complaints may be filed thru the Office of the Executive Director, or the Office of the Campus Director</p>
How complaints are processed	<p>Complaints are processed in accordance with DOST Administrative Order No. 005 series of 2008 otherwise known as "<i>Rules of Procedures for Disciplinary Cases in the DOST System</i>", supplemented by the CSC Omnibus Rules on Appointments and Other Human Resources Actions, and related issuances.</p> <p>Grievances are processed in accordance with DOST Administrative Order No. 003 series of 2003 otherwise known as "<i>DOST Unified Grievance Machinery</i>", and related issuances.</p>



Contact Information of CCB, PCC, ARTA

For complaints, please e-mail oad@pshs.edu.ph or the Bilis Aksyon Partner Hotline (02) 8939-7747, 8939-7726, 8939-7749 and 8939-0022.



OFFICE DIRECTORY

Office	Address	Contact Information
Office of the Executive Director	Agham Road, Diliman, Quezon City	Tel. No. (02) 8939-7747 Mobile No. 0920-960-7215
Office of the Deputy Executive Director	Agham Road, Diliman, Quezon City	Tel. No. (02) 8939-7726
Office of the Chief of Research, Policy and Academics Division	Agham Road, Diliman, Quezon City	Tel. No. (02) 8939-7749
Office of the Chief of Finance and Administrative Division	Agham Road, Diliman, Quezon City	Tel. No. (02) 8939-0022
MAIN CAMPUS	Agham Road, Diliman, Quezon City	Tel. Nos. (02) 8929 1606// 8924 0614 Website: http://mc.pshs.edu.ph E-mail address: ocd.mc@pshs.edu.ph
REGIONAL CAMPUSES		
Ilocos Region Campus	San Ildefonso, Ilocos Sur	Tel. nos.:(077) 674 1454 / 674 1446 / 726 4190 loc. 102 Website: http://irc.pshs.edu.ph E-mail address: admin@irc.pshs.edu.ph
Cagayan Valley Campus	Bayombong, Nueva Vizcaya	Mobile Nos.: 0975 957 00 90 / 0920 243 51 55 Website: http://cvc.pshs.edu.ph E-mail address: pshscvcampus@gmail.com
Cordillera Administrative Region Campus	Purok 12, Irisan, Baguio City	Phone No.: 074 423 0126 Website: http://carc.pshs.edu.ph E-mail address: ocd@carc.pshs.edu.ph
Central Luzon Campus	Lily Hill St., Clark Freeport Zone, Angeles City	Tel. nos.: (045) 499 0136 / 499 5597 Mobile nos.: 0942 266 0139 / 0955 551 7783 Website: http://clc.pshs.edu.ph E-mail address: ocd@clc.pshs.edu.ph
CALABARZON Region Campus	Barangay Sampaga, Batangas City	Tel no.: (043) 724 6199 Mobile no.: 0917 654 8089 Website:



		http://cbzrc.pshs.edu.ph E-mail address: pshscbz@gmail.com
MIMAROPA Region Campus	Barangay Rizal, Odiongan, Romblon	Mobile nos.: 0927 886 6315 / 0939 817 2212 / 0966 149 3980 / 0949 700 1379 Website: http://mrc.pshs.edu.ph E-mail address: pshs@mrc.pshs.edu.ph
Bicol Region Campus	Tagongtong, Goa, Camarines Sur	Tel. no.: (054) 453 2048 Mobile no.: 0929 152 5657 Website: http://brc.pshs.edu.ph E-mail address: ocd@brc.pshs.edu.ph
Western Visayas Campus	Jaro District, Iloilo City	Tel. nos.: (033) 329 5644 / 329 2011 Website: http://wvc.pshs.edu.ph E-mail address: iloilo@wvc.pshs.edu.ph
Central Visayas Campus	Talaytay, Argao, Cebu	Tel. no.: (032) 485 1000 Mobile no.: 0917 819 1755 Website: http://cvisc.pshs.edu.ph E-mail address: ocd@cvisc.pshs.edu.ph
Eastern Visayas Campus	Palo, Leyte	Tel. nos.: (053) 888 0366 / 888 0359 / 888 0074 Mobile no.: 0939 901 8009 Website: http://evc.pshs.edu.ph E-mail address: ocd.evc@pshs.edu.ph
Central Mindanao Campus	Nangka, Balo-i, Lanao del Norte	Tel. nos.: (063) 836 0097 to 98 Mobile no.: 0998 571 6805 Website: http://cmc.pshs.edu.ph E-mail address: ocd@cmc.pshs.edu.ph
Southern Mindanao Campus	Tugbok District, Davao City	Tel. nos.: (082) 293 0002 / 293 0004 Mobile no.: 0999 718 5180 Website: http://smc.pshs.edu.ph E-mail address:



		info@sms.pshs.edu.ph
SOCCSKSARGEN Region Campus	Paraiso, Koronadal City, South Cotabato	Mobile nos.: 0917 319 2797 / 0917 711 0279 Website: http://src.pshs.edu.ph E-mail address: ocd@src.pshs.edu.ph
Caraga Region Campus	Barangay Ampayon, Butuan City	Tel. no.: (085) 817 0987 Website: http://crc.pshs.edu.ph E-mail address: ocd@crc.pshs.edu.ph
Zamboanga Peninsula Region Campus	Dipolog Sports Complex, Barangay Olingan, Dipolog City	Tel. no.: (065) 212 1616 Mobile no.: 0908 892 9858 Website: http://zrc.pshs.edu.ph E-mail address: pshszrcdipolog@gmail.com

For complaints, please e-mail oed@pshs.edu.ph or the Bilis Aksyon Partner Hotline (02) 8939-7747, 8939-7726, 8939-7749 and 8939-0022.

Approved by:

LILIA T. HABACON
Executive Director