

**CITIZEN CHARTER
PASIG CITY SCHOLAR OFFICE**

Scholarship Application

Scholarship thru financial assistance to the Pasig City Scholar.

Office or Division:	Pasig City Scholarship Program
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Residents of Pasig City who meet the qualifications of the Pasig City Scholarship Program: 1.) Pasig City Scholarship Program - Academic Scholars; 2.) Financial Assistance for Board/ Bar Examinations; 3.) Scholarship for Out-of-School Learners (OSL); 4.) Scholarship for SK Officials; and 5.) Incentives Program for PCS Scholars Honor.Graduates.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE / SUBMIT
1.Pasig City Scholarship Program - Academic Scholars 1.1 New Applicants Photocopy of the following documents: a. Student's ID; b. Report of Grades; c. School Enrolment Slip; d. Proof of Income; e. Barangay Certificate of Indigence as appropriate; f. Barangay Certificate of Residency; g. Certification of Good Character and h. Voters Certification Record (VCR) of 1 parent for Minors; for 18 Years Old, Applicant's VCR 1.2 For Renewal / Reenlistment a. Report of Grades b. School Enrolment Slip c. VCR as applicable	SECURE 1. Applicant's school 2. Parents' Employer/ Affidavit- PAO 3. Barangay Office 4. Comelec Pasig City Scholar Office 2nd Floor, Pasig Archive Building Pasig City Hall Complex Brgy. San Nicolas, Pasig City Facebook: Pasig Information Office (PIO) Facebook: Pasig City Scholars Office

<p>2. Financial Assistance for Board/ Bar Examinations . Application must be submitted before the examination date.</p> <p>Photocopy of the following documents:</p> <ol style="list-style-type: none"> a. Student’s Transcript of Record (TOR); a. Official Certificate of Graduation; b. College Dean’s Endorsement; c. Notice of Admission (NOA); and d. Barangay Certificate of Residency stating the number of years of stay therein. 	<p>SECURE</p> <ol style="list-style-type: none"> 1. School 2. Barangay Office 3. Professional Regulation Commission (PRC) / Supreme Court/ MARINA <p>Pasig City Scholar Office 2nd Floor, Pasig Archive Build Pasig City Hall Complex Brgy. San Nicolas, Pasig City</p> <p>Facebook: Pasig City Scholars Office</p>
<p>3. Scholarship for Out-of- School Learners (OSL)</p> <p>Photocopy of the following documents:</p> <p>3.1 New Applicants</p> <ol style="list-style-type: none"> a. Latest available school record (School report card/ Form 137- Student Permanent Record / ALS Completion Certificate for ALS Passers); b. School Enrolment Slip; c. Certificate of Good Moral Character d. Barangay Certificate of Residency; e. Proof of Income; and f. Comelec Voters Certification Record (VCR) <p>3.2 For Renewal / Reenlistment</p> <ol style="list-style-type: none"> a. Report of Grades b. School Enrolment Slip 	<p>SECURE</p> <ol style="list-style-type: none"> 1. School 2. Barangay 3. Comelec 4. Affidavit- PAO <p>Pasig City Scholar Office 2nd Floor, Pasig Archive Building Pasig City Hall Complex Brgy. San Nicolas, Pasig City</p> <p>Facebook: Pasig City Scholars Office</p>
<p>4. Scholarship for SK Officials</p> <p>Photocopy of the following documents:</p> <ol style="list-style-type: none"> a. Latest available school record :School Report card: F-138 or Form 137- Student Permanent Record; and b. Certification by SK Federation Office 	<p>SECURE</p> <ol style="list-style-type: none"> 1. School 2. SK Federation <p>Pasig City Scholar Office 2nd Floor, Pasig Archive Building Pasig City Hall Complex Brgy. San Nicolas, Pasig City</p> <p>Facebook: Pasig City Scholars Office</p>
<p>5. Incentives Program for Pasig City Scholar Honor Graduates</p> <p>Submit proof of academic honors conferred</p>	<p>SECURE</p> <p>- School</p> <p>Pasig City Scholar Office 2nd Floor, Pasig Archive Building Pasig City Hall Complex Brgy. San Nicolas, Pasig City</p> <p>Facebook: Pasig City Scholars Office</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1	Online Registration Submit / send application form and photocopies of the requirements as indicated above to the prescribed link	<p>1.1 Generate the list of applications filed and retrieve the photocopies of the documentary requirements from the drop boxes</p> <p>1.2 Sort / classify the applications as follows:1.) by academic level; 2.) whether public or private school student 3.) PWD and 5.) Children of solo parents</p> <p>1.3. Assess the completeness of the application form and the supporting documents Deficient - mark the envelop accordingly, i.e., "Not OK " and inform the scholar/ applicant concerned Complete - mark "OK" on the envelop and on the list.</p> <p>1.4 Prepare and merge the ranking lists. Weed out the names of those with siblings.</p> <p>1.5 Prepare the Scholars Master List</p> <p>1.6 Submit to the City Mayor for approval</p> <p>1.7 Post the list of successful applicants on the PCS Office facebook and/ or on the PIO Fb page</p>	None	1-2 months depending on the volume of applications received	Gerald Tuazon Abby Resurreccion Mber John Mendoza Nazarene Iradiel Joyce Polintan Joana Saplan Brian Dann Primalte MIS Office
2	Prepare and route the documents for the payment of the scholars' allowances	<p>2.1 Prepare and print the allowances payrolls</p> <p>2.2 Route the payrolls to HRD, Accounting, Treasury Office and the Mayor's Office</p> <p>2.3 Prepare the Summary of Payroll and ALOBS and submit to the Budget</p>	None	1-2 weeks	Ester P. Yamson Gerald Tuazon Mber John Mendoza Brian Dann Primalte Budget- HRD- Accounting Treasury

		<p>Office for certification of funds availability</p> <p>2.4 Submit the "Know Your Client" info as needed and coordinate the payment schedule with Pay Maya/ Land Bank / City Payroll Office depending upon which office will serve as the distribution channel..</p> <p>2.5 Post the notice of allowances distribution schedule on the Pasig City Scholars Office FB page</p>			<p>Office of the Mayor</p> <p>Office of the City Administrator</p>
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Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedbacks/ Inquiries may be sent to any of the following:</p> <ol style="list-style-type: none"> 1. Pasig City Scholars Office FB page 2. Ugnayan sa Pasig 3. Various social media handles of the Pasig LGU
How feedback is processed	<p>For feedbacks sent to the Pasig City Scholars FB page: the concern will be elevated by the assigned staff to the PCS Office Head, cc the Education Unit..</p> <p>For feedbacks sent to the Ugnayan, official report will be done and coursed through the Office of the City Mayor.</p> <p>For feedbacks sent to various media account, the PIO will forward the concerns to the PCS Office Head.</p>
How to file a complaint	Any complaint may be filed with the Office of the City Administrator(OCA) or the Office of the Mayor OCM).
How complaints are processed	With the endorsement of the OCA or the OCM, the Legal Office or Human Resource Management Office (HRMO) may conduct preliminary investigation. As warranted by the findings,the case will be forwarded to the Administrative Cases Board.
Contact Information	<p>Pasig City Scholar Office Tel. 8628- 3478 Email: scholarshipoffice@pasig.gov.ph Facebook: Pasig City Scholars Office</p> <p>Education Unit Tel. 8244-8139 Email:educationunit.pch@gmail.com</p> <p><u>Ugnayan sa Pasig</u> Tel. 8649-1111 local 550 Email: ugnayansapasig.gov.ph Facebook: https://w.w.w.facebook.com/OfficialUgnayanSaPasig</p>

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