



PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM

CITIZEN'S CHARTER 2022 (2nd Edition)



I. MANDATE

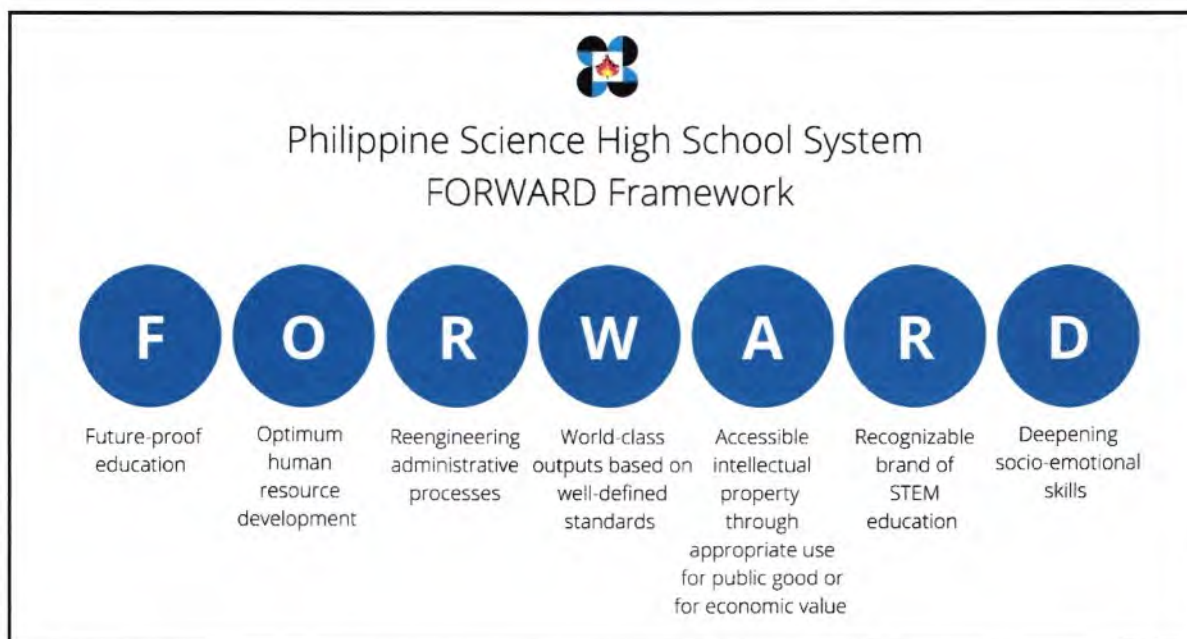
To offer, on a free scholarship basis, a secondary course with special emphasis on subjects pertaining to the sciences with the end in view of preparing its students for a science career (Sec. 2, RA 3661)

II. VISION

We are the 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 Integrity, Excellence and Service to Nation.

III. MISSION

Advancing premier high school STEM education for the people.



The PSHS System’s Strategic Plan for 2022-2028 and its corresponding goals and objectives are anchored on the FORWARD Framework.

Future-proof education means that the PSHS curriculum offerings will be enriched and be soundly based on the science of learning and evidence-based research. We need to embrace further technology and digital transformation. We need to rethink instructional delivery and assessment. The pandemic demands a hybrid approach to education. Future-proof education also demands that PSHS teaches students analytical skills and develop their creativity to cope with the new ways of living, thinking, learning, working, and building communities through science, technology, and innovation in the digital era.



Optimum human resource development aims to help build career paths for people and solve problems that arise within the organization, moving from compliance to leadership.

Reengineering administrative processes targets to improve organizational performance by increasing the efficiency and effectiveness of processes that exist across the organization.

World-class outputs based on well-defined standards challenges us to advance our own level of quality measurement based on prominent model of comparative measurement which we can objectively use in making judgments.

Accessible intellectual property through appropriate use for public use and economic value means that outputs of government-funded research that resulted in intellectual property should lead to commercialization or utilization for public good.

Recognizable brand of STEM education upholds the PSHS niche in terms of quality and variety of academic offerings.

Deepening socio-emotional skills advocates development of crucial social and emotional life skills among PSHS students, teachers, and leaders by establishing a more caring school environment and climate.

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

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B. PSHS Campuses

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**OFFICE OF THE EXECUTIVE DIRECTOR
EXTERNAL SERVICE**



1. APPLICATION PROCEDURE FOR INCOMING GRADE 7 STUDENTS

The following are the sets of criteria, requirements and steps for applying to the PSHS System as an incoming Grade 7 students.

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">Have a final grade of 85% or better in Science and Mathematics, evidenced by the student's report card.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);be a Filipino citizen with no pending application as immigrant to any foreign country;not be more than 15 years of age by June 30, _; (<i>year of application</i>)be in good health and fit to undergo rigorous academic program;be of good moral character; andnot have taken the PSHS NCE previously.



CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Application Form (duplicate copies for walk-in submission) 1.a. Two (2) identical 1x1 ID pictures 1.b. Non-refundable processing fee <i>For private schools: Php 300</i> <i>For public schools: Free</i> 2. Copy of report card (<i>Grade 5</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; or pay online via Land Bank of the Philippines Linkbiz Portal or thru other online payment methods 4. Originating School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Application Forms <i>Or</i> 1. Download Application Forms from PSHS website; or go to the online platform (nce.pshs.edu.ph)	1. Issue application forms 2. Conduct short briefing and instruction	No fees	5 minutes	Admissions Officer
		No fees	0 minute	Nil
2. Present duly accomplished application forms with documentary requirements	3. Review and accept the application form and the required	No fees	15 minutes	Admissions Officer



<p><i>Or</i></p> <p>2. Fill out the student's profile and upload scanned supporting documents</p>	<p>supporting documents</p> <p>-</p>	<p>No fees</p>	<p>5 minutes</p>	<p>Nil</p>
<p>3. Pay the processing fee</p> <p><i>Or</i></p> <p>3. Pay online via Land Bank of the Philippines Linkbiz Portal or thru other online payment methods</p>	<p>4. Issue official receipt</p> <p><i>Or</i></p> <p>4. Verify online payment thru the online application platform</p>	<p>Private Schools, <i>Php 300</i></p> <p>Public Schools, Students of full scholarship, <i>Free</i></p>	<p>10 minutes</p> <p>5 minutes</p>	<p>PSHS Cashier</p> <p>PSHS Cashier or Admissions Officer</p>
<p>4. Submit to nearest PSHS Campus, OED, or DOST PSTCs</p> <p><i>Or</i></p> <p>4. Submit through the online application platform</p>	<p>5. Evaluate submitted application form and documents</p> <p>6. Issue test permit with corresponding Examinee Number and Test Center</p> <p><i>Or</i></p> <p>5. Evaluate and approve submitted documents</p> <p>6. Send test permit via email with the assigned</p>	<p>No fees</p> <p>No fees</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Admissions Officer</p> <p>Admissions Officer</p>



	examinee number and test center			
	TOTAL	<i>Php 300,</i> For Private Schools <i>Free, For</i> Public Schools and Students on full scholarship	15 minutes (for online transaction of application)	<i>No. of Signature/s Required – One (1)</i>

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. Fill out form from HRM Office for approval of concerned Division Chief	1. Receive the duly accomplished form 2. Review and recommend for approval or disapproval	No fees	5 minutes	Division Chief of Requesting Personnel
2. Wait for the action of the Executive Director on the request	3. Review 4. Approve or disapprove the request	No fees	60 minutes	Executive Director
3. Claim the requested documents from the HRM Office and sign in the releasing logbook	5. Notify client if the request is disapproved 6. Release the requested documents 7. Require acknowledgement of receipt in the releasing logbook	No fees	5 minutes	HRM Office



TOTAL	No fees	70 minutes	<i>No. of Signature/s – One (1)</i>
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SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday
8:00 AM – 5:00 PM



PSHS CAMPUSES EXTERNAL SERVICES



1. APPLICATION PROCEDURE FOR INCOMING GRADE 7 STUDENTS

The following are the sets of criteria, requirements and steps for applying to the PSHS System as an incoming Grade 7 students.

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 (duplicate copies for walk-in submission) 1.a. Two (2) identical 1x1 ID pictures 1.b. Non-refundable processing fee <i>For private schools: Php 300</i> <i>For public schools: Free</i> 2. Copy of report card (Grade 5) 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; or pay online via Land Bank of the Philippines Linkbiz Portal or thru other online payment methods 4. Originating School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Application Forms <i>Or</i> 1. Download Application Forms from PSHS website; or go to the online platform (nce.pshs.edu.ph)	1. Issue application forms 2. Conduct short briefing and instruction	No fees	5 minutes	Admissions Officer
		No fees	0 minute	Nil
2. Present duly accomplished application forms with documentary requirements	3. Review and accept the application form and the required	No fees	15 minutes	Admissions Officer



<p>Or</p> <p>2. Fill out the student's profile and upload scanned supporting documents</p>	<p>supporting documents</p> <p>-</p>	<p>No fees</p>	<p>5 minutes</p>	<p>Nil</p>
<p>3. Pay the processing fee</p> <p>Or</p> <p>3. Pay online via Land Bank of the Philippines Linkbiz Portal or thru other online payment methods</p>	<p>4. Issue official receipt</p> <p>Or</p> <p>4. Verify online payment thru the online application platform</p>	<p>Private Schools, <i>Php 300</i></p> <p>Public Schools, Students of full scholarship, <i>Free</i></p>	<p>10 Minutes</p> <p>5 minutes</p>	<p>PSHS Cashier</p> <p>PSHS Cashier or Admissions Officer</p>
<p>4. Submit to nearest PSHS Campus, OED, or DOST PSTCs</p> <p>Or</p> <p>4. Submit through the online application platform</p>	<p>5. Evaluate submitted application form and documents</p> <p>6. Issue test permit with corresponding Examinee Number and Test Center</p> <p>Or</p> <p>5. Evaluate and approve submitted documents</p> <p>6. Send test permit via email with the assigned</p>	<p>No fees</p> <p>No fees</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Admissions Officer</p> <p>Admissions Officer</p>



	examinee number and test center			
	TOTAL	<i>Php 300, For Private Schools</i> <i>Free, For Public Schools and Students on full scholarship</i>	15 minutes (for online transaction of application)	<i>No. of Signature/s Required – One (1)</i>

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday
8:00 AM – 5:00 PM



2. APPLICATION PROCEDURE FOR INCOMING GRADE 8 AND GRADE 9 TRANSFER STUDENTS

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<p>1. Secure Application Forms</p> <p><i>Or</i></p> <p>1. Visit PSHS Website (www.pshs.edu.ph) and download application form for LAQE</p>	<p>1. Issue application forms</p> <p>2. Conduct short briefing and instruction</p> <p>-</p>	<p>No fees</p> <p>No fees</p>	<p>3 minutes</p> <p>0 minute</p>	<p>Campus Registrar</p>



<p>2. Submit the requirements (on or before the set deadline)</p> <p><i>Or</i></p> <p>2. Send application form via email at admissions@pshs.edu.ph</p>	<p>3. Review application form and the required supporting documents</p>	<p>No fees</p>	<p>7 minutes</p>	<p>Campus Registrar</p>
<p>3. Pay the nonrefundable processing fee</p>	<p>4. Issue Official Receipt</p>	<p>Php 300</p>	<p>3 minutes</p>	<p>Campus Cashier</p>
<p>4. Submit duly accomplished application forms with Official Receipt</p>	<p>5. Receive application form and other required supporting documents</p> <p>6. Issue the Qualifying Examination Permit.</p>	<p>No fees</p>	<p>2 minutes</p>	<p>Campus Registrar</p> <p>SSD Chief</p>
<p>TOTAL</p>		<p><i>Php 300</i></p>	<p>15 minutes</p>	<p><i>No. of Signature/s – One (1)</i></p>

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday
8:00 AM – 5:00 PM



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 (Applicant may present his / her Philippine Identification (PhilID) or PhilSys Number (PSN) in lieu of the original PSA-provided Birth Certificate) 2. Duly accomplished, signed and notarized Scholarship Agreement in 6 copies <ol style="list-style-type: none"> 2.a Six (6) pieces 2x2 ID pictures 2.b Documentary Stamp 3. 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	10 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; 3. Receive and review documents; 4. Receive data sheet and conduct intake interview; 5. Conduct interview/ pre-accommodation conference for dormers; 6. Conduct brief interview with parents/ guardian and sign scholarship contract	No fees	15 minutes 5 minutes 5 minutes 25 minutes 20 minutes	Nurse, Physician Campus Registrar Guidance Counsellor SSD Chief Campus Director (signing)
3. Property Office	7. Issue textbooks	No fees	25 minutes	Property Chief
4. Dormitory <i>(Not applicable for scholars who opted for live-out)</i>	8. Accommodation of dormers/ billeting; 9. Accomplish forms; 10. Sign contract	No fees	15 minutes	Dormitory Manager
5. ID Processing	11. Take pictures 12. Encode data	No fees	15 minutes	Chairperson, ID Processing Committee
6. Food Service	13. Inquire 14. Sign food service contract	No fees	15 minutes	Cooperative Manager



<i>(Not applicable for scholars who opted for live-out)</i>				
TOTAL		No fees	130 minutes (excluding Steps 4&6) to 160 minutes	<i>No. of Signature/s Required – Five (5); but only Three (3) for scholars who opted for live out</i>

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday
8:00 AM – 5:00 PM



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		
<ol style="list-style-type: none"> Valid identification card of PSHS scholar/ alumni or PhilID / PhilSys Number; Valid identification card of requester, if different from PSHS Scholar/ Alumni (no need to present if PhilID / PhilSys Number is presented in item 1); Authorization letter, if applicable 		<ol style="list-style-type: none"> Issuing government agency or private institution; Issuing government agency or private institution; 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	40 minutes	
c) <i>Certification of Good Moral Character</i>	3. Approve Request	Fees below	2 working days	
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>	4. Approve Request	No fees	1 working day	
2. Receive Order of Payment, if applicable	5. Issue Order of Payment (if Applicable)	No fees	5 minutes	Accountant



<p>3. Pay Certification Fee and Document Stamps (if applicable)</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	Campus Registrar
TOTAL		<i>Php 20.00 to 150.00</i>	1 hour to 5 working days	No. of Signatures – Two (2)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday
8:00 AM – 5:00 PM



PSHS CAMPUSES INTERNAL SERVICES



1. AVAILMENT 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	15 minutes	Campus Director
<p><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></p>				
2. Fill-out form for the use of facilities	2. Issue Form 3. Review 4. Book Reservation	No fees	5 minutes	FAD Chief
TOTAL		No fees	20 minutes	



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. Fill out form from HRM Office for approval of concerned Division Chief	1. Receive the duly accomplished form 2. Review and recommend for approval or disapproval	No fees	5 minutes	Division Chief of Requesting Personnel
2. Wait for the action of the Campus Director on the request	3. Review 4. Approve or disapprove the request	No fees	60 minutes	Campus Director
3. Claim the requested documents from the HRM Office and sign in the releasing logbook	5. Notify client if the request is disapproved 6. Release the requested documents 7. Require acknowledgement	No fees	5 minutes	HRM Office



	of receipt in the releasing logbook			
	TOTAL	No fees	70 minutes	<i>No. of Signature/s – One (1)</i>

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday
8:00 AM – 5:00 PM



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		
<ol style="list-style-type: none"> Valid identification card of PSHS scholar/ alumni or PhilID / PhilSys Number; Valid identification card of requester, if different from PSHS Scholar/ Alumni (no need to present if PhilID / PhilSys Number is presented in item 1); Authorization letter, if applicable 		<ol style="list-style-type: none"> Issuing government agency or private institution; Issuing government agency or private institution; 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 (signing)</p>
<p>b) <i>Authentication of School Record</i></p>	<p>2. Approve Request</p>	<p>Fees below</p>	<p>40 minutes</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 (optional)</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 (optional)</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>	1 hour to 5 working days	

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday
8:00 AM – 5:00 PM



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback, Inquiries, Comments and Complaints may be sent via email to the office of the Executive Director at oed@pshs.edu.ph or via telephone: (02)8939-7747, or via correspondence: Office of the Executive Director, Gate 4 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	Complaints may be filed thru the Office of the Executive Director, or the Office of the Campus Director
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 oed@pshs.edu.ph or the Bilis Aksyon Partner Hotline (02) 89397747, 8939-7726, 8939-7749 and 8939-0022.



OFFICE DIRECTORY

Office	Address	Contact Information
Office of the Executive Director	Gate 4 Agham Road, Diliman, Quezon City	Tel. No. (02) 8939-7747 Mobile No. 0920-960-7215
Office of the Deputy Executive Director	Gate 4 Agham Road, Diliman, Quezon City	Tel. No. (02) 8939-7726
Office of the Chief of Research, Policy and Academics Division	Gate 4 Agham Road, Diliman, Quezon City	Tel. No. (02) 8939-7749
Office of the Chief of Finance and Administrative Division	Gate 4 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	Poblacion East, 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	Brgy. Masoc, 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, Pampanga	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	Sitio Sampaga West, Brgy. 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	Brgy. 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	Brgy. Bito-on, 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	Brgy. 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	Sto. Nino, 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	Brgy. Tiniwisan-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	Cogon, Dipolog City, Zamboanga del Norte	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