

CITIZEN'S CHARTER

(in compliance with the requirements of Republic Act No. 9485, otherwise known as the
Anti-Red Tape Act of 2007)

FRONTLINE SERVICES

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

CRITERIA FOR ELIGIBILITY:

A grade 6 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:

- have a final grade of 85% or better in Science and Mathematics, evidenced by the student's report card. If the student's grades in Science or Math are below 85%, then, he/she must provide evidence that he/she belongs to the upper 10% of the class;
- be a Filipino citizen with no pending application as immigrant to any foreign country;
- be born on or after _____;
- be in good health and fit to undergo a rigorous academic program;
- have at least a satisfactory rating (or its equivalent) in his/her Character Rating in his/her report card (SY _____); and
- not have taken the PSHS NCE previously.

*** In his/her 6th year of basic elementary education (excluding kindergarten and preparatory school)**

APPLICATION REQUIREMENTS:

1. Fully accomplished Application Form in two (2) copies
2. Two (2) identical recent 1x1 ID pictures
3. Non-refundable test fee (Php 100 for private schools, free for public schools)
4. Copy of report card (SY _____)
5. If the final grades in Science or Math are below 85%, certification or proof that the child belongs to the upper 10% of the class

SCREENING PROCESS:

Only one test will be administered, a scholastic aptitude test (known as National Competitive Examination) which is designed to measure Scientific Ability, Quantitative Ability, Abstract Reasoning and Verbal Aptitude.

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday (7:30 AM – 5:00 PM)

No – Noon Break Policy

Installation of Front Desk Officer – This will cater the need of client immediately to different divisions

FEE: Application Fee

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Administrator's Office Activity	Duration of Activity	Person-in-Charge
1	Secure application forms Application forms are available at DOST Regional/Prov'l. offices and it can be downloaded from PSHS website www.pshs.edu.ph	Issue applications forms with short briefing/instruction	5 minutes	Registrar
2	Present duly accomplished application forms with documentary requirements	Review the application form and required supporting documents.	10 minutes	Registrar
3	Pay admission stamps For: Private schools: P 100 Public: Free	Issue admission stamps	5 minutes	Cashier
4	Submit duly accomplished application forms with documentary requirements	Receive & sign application form	5 minutes	Registrar

2.) FRESHMEN ENROLLMENT

REQUIREMENTS:

- Enrollment Checklist
- Duly accomplished Scholarship Agreement.
- Six (6) pieces 2 x 2 ID pictures
- Documentary Stamp
- Medical laboratory tests results
 - chest x-ray
 - urinalysis

Step	Applicant/Client	Administrator's Office Activity	Duration of Activity	Person-in-Charge
1	Secure enrollment forms	Issue enrollment forms	5 minutes	Registrar

2	Proceed to the following offices for submission of requirements/ interview:			
	a.) Registrar	Receive and review documents	10 minutes	Registrar
	b.) Library	Issue library borrower's card	10 minutes	Librarian
	c.) Medical & Dental	Receive and review medical and dental results	15 minutes	Nurse, Physician
	d.) Guidance	Receive data sheet and conduct interview	20 minutes	Guidance Counselor
	e.) Dormitories(<i>optional</i>)	Conduct interview and accept room reservations	20 minutes	Dormitory Managers
	f.) SSD	Conduct Interview	10 minutes	SSD Chief
	g.) Director's Office	Conduct brief interview with parent/guardian and sign contract	10 minutes	Director
3	Property Office	Issue textbooks	20 minutes	Property Officer

3.) PROCESSING OF REQUESTS FOR SCHOOL CREDENTIALS

Step	Applicant/Client	Administrator's Office Activity	Duration of Activity	Person-in-Charge
1	Secure and accomplish request form	Approve request	1 day	Campus Director/ SSD Chief
2	Pay certification fee and document stamps	Receive payment	5 minutes	Cashier
3	Submit approved request to the Registrar's Office	Receive and process approved request	Form 137 – 2 weeks TOR – 2 weeks Cert. of GMC – 2 days Diploma – 1 month	Registrar
4	Claim requested documents	Issue requested documents	5 minutes	Registrar

4. AVAILMENT OF USE OF SCHOOL FACILITIES

Step	Applicant/Client	Administrator's Office Activity	Duration of Activity	Person-in-Charge
1	Submit letter request	Act on request	1 day	Campus Director

If Approved: Proceed to the following steps, if not you will be notified accordingly.

2	Secure form for the use of facilities	Issue form	5 minutes	FAD Chief
3	Submit duly accomplished form	Review form and compute rental fees	10 minutes	FAD Chief
4	Request for Statement of Account or Billing	Issue billing	10 minutes	Accounting
5	Pay for the rental fees	Issue Official Receipt	5 minutes	Cashier
6	Proceed to FAD for arrangements	Check OR and book reservation	10-30 minutes	FAD Chief

PROCEDURE FOR FILING COMPLAINTS

If you have any complaint against an employee of the PSHS-Central Visayas Campus, this may be your guide:

1. Write a formal written complaint about the employee to the immediate supervisor or to the Campus Director (CD).
2. The immediate supervisor or the CD will notify the employee/s concerned that a formal complaint has been filed against him/her and allows the latter to make a formal written reply within five (5) days upon receipt of the written complaint.
3. Upon receipt of the reply of the employee/s concerned, the immediate supervisor or the CD will arrange a meeting with the complainant. After having heard both parties, the supervisor or the CD will resolve the case.
4. If the employee does not reply, the immediate supervisor or the CD shall render a decision.
5. Appeals may be elevated up to the PSHS System Board of Trustees (BOT).

For complaints, please e-mail ocd@cvisc.pshs.edu.ph or contact (032) 513-6258.

OFFICE DIRECTORY

Office of the Campus Director
Dr. Rachel Luz V. Rica
Tel. No. (032) 513-6258
email Address: ocd@cvisc.pshs.edu.ph

Office of the Chief, Curriculum and Instruction
Services Division
Arlene C. Agosto
email Address: acagosto@cvisc.pshs.edu.ph

Office of the Chief, Student Services Division
Danilo A. Quilates
email Address: daquilates@cvisc.pshs.edu.ph

Office of Chief, Finance and Administrative
Division
Dr. Leonila N. Oyangoren
Tel. No. (032) 513-6258
email Address:
lnoyangoren@cvisc.pshs.edu.ph

SERVICE PLEDGE

WE, THE OFFICIALS AND EMPLOYEES OF THE PHILIPPINE SCIENCE
HIGH SCHOOL - CENTRAL VISAYAS CAMPUS,
PLEDGE AND COMMIT TO DELIVER QUALITY PUBLIC SERVICE AS PROMISED
IN THIS CITIZEN'S CHARTER.

SPECIFICALLY, WE WILL:

SERVE WITH INTEGRITY

BE PROMPT AND TIMELY

DISPLAY PROCEDURES, FEES AND CHARGES

PROVIDE ADEQUATE AND ACCURATE INFORMATION

BE CONSISTENT IN APPLYING RULES

PROVIDE FEEDBACK MECHANISM

BE POLITE AND COURTEOUS

DEMONSTRATE SENSITIVITY AND APPROPRIATE BEHAVIOR AND
PROFESSIONALISM

WEAR PROPER UNIFORM FOR IDENTIFICATION

BE AVAILABLE DURING OFFICE HOURS

RESPOND TO COMPLAINTS

PROVIDE COMFORTABLE WAITING AREA

TREAT EVERYONE EQUALLY

SIGNED:

OFFICE OF THE CAMPUS DIRECTOR

DR. RACHEL LUZ V. RICA, Campus
Director

FINANCE AND ADMINISTRATIVE DIVISION

DR. LEONILA N. OYANGOREN,
Supervising Administrative Officer / FAD
Chief

NORMA B. ABEGONIA, Administrative
Officer V / HRMO

JERL M. OYANGOREN, Administrative
Officer V / Procurement Officer

LYNN L. DATANAGAN, Accountant II

LILIAN P. RENDON, Administrative Officer
IV / Records Officer

JANICE AUREA S. CAMARILLO,
Administrative Officer IV, Budget Officer

NILO JEREMIAS C. KINTANAR,
Administrative Officer IV, Cashier

ROSITA A. RETARDO, Administrative
Officer III / Supply Officer

CYRIL B. MAGALLANES, Information
Systems Analyst I

MA. ALETH A. ASENJO, Administrative
Assistant III

ABRAHAM P. PUERTO, Administrative Aide
IV / Driver

DANIEL L. GESORO, Administrative Aide III
/ Driver

MARCELITA B. BAÑADOS, Administrative
Aide I

STUDENT SERVICES DIVISION

DANILO A. QUILATES, SST III, SSD Chief

JESSICA ATHENA S. VILLAFLORES, Nurse II

ELSIE MARIE B. BATOCTOY, Guidance
Services Associate

DIANA JANE P. ZAMORA, Registrar

LIGAYA B. GESLAGA, Librarian

FELIXBERTO L. SASABAN, JR., Dormitory
Manager – Boys

MARIA VILMA R. BUSCATO, Dormitory
Manager – Girls

*CURRICULUM AND INSTRUCTION
DIVISION*

ARLENE C. AGOSTO, SST V, CID Chief

SHERRY P. RAMAYLA, SST V

RIZA REYNA G. AGUILAR, SST V

ELEAZAR B. GUIA, SST V

KENNETH C. BALILI, SST IV

JOSEPH P. HORTEZUELA, SST IV

NARDGIN V. DE CASTRO, SST IV

RUBY CRES J. GAYDA, SST IV

MARY JOY M. VILLAMORA, SST IV

REY GIOVANNI L. VILLAMORA, SST IV

RICHARD C. BALAIS, SST IV

ROMIL P. ALBISO, SST III

LUCAS E. OMBOY, SST III

MARCO LORENZO R. CAMARILLO, SST
III
VICTOR P. MANCAO
JULIUS O. ALBINA, SST III
ALCO KENNETH C. TOLENTINO, SST I
JAYFE A. ABREA, SST III
ROWENA R. ARNAIZ, SST III
MARIA ANA C. AWIT, SST III
JED MICHAEL E. FUENTES, SST III
BENITO A. BAJE, SST III
ANTHONY A. TABAY, SST III
FERMIN P. INOFERIO, SST III
PRINCESS GARNET Q. ALBISO, SST III
GEE ELLE L. CARUMBA, SST III
LARRY S. ROSERO, SST II
RO-ANN S. LAUDE, SST II
WESLEY C. BARCOMA, SST II
MARICEL A. ALBORES, SST II
JANETH S. BALAIS, SST II
FELIX S. CALVO, SST II
ARLO S. CHAVEZ, SST II
CRISTIAN I. NARVACAN, SST I
MARY JANE R. SUMARAGO, SST I
SHELLA MARIE S. FLORES, SST I
JESSA MAE R. MAGBANUA, SST I
MA. FENGINA S. SAQUIBAL, SST I
JOSE KIM ORVEN P. TAN, SST I
JOVANIE O. BAJENTING, Science Research
Specialist I
PAUL ISAAC O. DIZON, Science Research
Specialist I
LIONELLE B. UYTICO, Science Research
Assistant