CITIZEN’S CHARTER

In compliance with the requirements of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007
VISION

The Philippine Science High School Scholar, nurtured by competent faculty and staff, has a scientific mind and a passion for excellence, is dedicated to the service of the country and committed to the pursuit of truth.

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 S&T and contributes to nation building by helping the country attain a critical mass of professionals and leaders in S&T.

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, RA3661)
FRONT LINE SERVICES

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

CRITERIA FOR ELIGIBILTY:

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:

1. Belong to the upper 10% of the graduating class as certified by the School Principal, or have special aptitude in science and math as supported by the report card and letter of recommendation;
2. Be a Filipino citizen with no pending application as immigrant to any foreign country;
3. Not be more than 15 years old of age by June 30,
4. Be in good health and fit to undergo rigorous academic program;
5. Be of good moral character; and
6. Not have taken the PSHS NCE previously.

REQUIREMENTS:

1. Fully accomplish Application Form in duplicate copies
2. Two (2) identical recent 1x1 ID pictures
3. Non-refundable test fee-for private schools- P100
   for public schools- free
4. Copy of report card (Grade V or 1st grading in Grade VI) and letter of recommendation if the applicant does not belong to the upper 10% of the current graduating class.

SCREENING PROCESS:

A step test (Scholastic Aptitude test) will be administered which is designed to measure Scientific Ability, Quantitative Ability, Abstract reasoning and Verbal.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday-Friday
7:30AM-5:00PM

FEES:
Application fee
How to avail of the service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Administrator’s Office Activity</th>
<th>Duration of Activity</th>
<th>Person-in-Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Secure application forms</td>
<td>Issue applications forms with short briefing/instruction</td>
<td>5 minutes</td>
<td>Registrar</td>
</tr>
<tr>
<td>2</td>
<td>Present duly accomplished application forms with documentary requirements</td>
<td>Review the application form and required supporting documents.</td>
<td>10 minutes</td>
<td>Registrar</td>
</tr>
<tr>
<td>3</td>
<td>Pay admission stamps For: Private schools: 100 Public: Free</td>
<td>Issue admission stamps</td>
<td>5 minutes</td>
<td>Cashier</td>
</tr>
<tr>
<td>4</td>
<td>Submit duly accomplished application forms with documentary requirements</td>
<td>Receive &amp; sign application form</td>
<td>5 minutes</td>
<td>Registrar</td>
</tr>
</tbody>
</table>

2. FRESHMEN ENROLLMENT

REQUIREMENTS:

1. Enrollment Checklist
2. Duly accomplished Scholarship Agreement.
3. Six (6) pieces 2x2 ID picture
4. Documentary Stamp
5. Medical laboratory tests results
   a. Chest x-ray
   b. Urinalysis
### 3. PROCESSING OF REQUEST FOR SCHOOL CREDENTIALS

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

### 4. AVAILMENT OF USE OF SCHOOL FACILITIES

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Administrator’s office activity</th>
<th>Duration of Activity</th>
<th>Person-in-Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submit letter request</td>
<td>Act on request</td>
<td>1 day</td>
<td>Campus Director</td>
</tr>
<tr>
<td>2</td>
<td>Secure form for the use of facilities</td>
<td>Issue form</td>
<td>5 minutes</td>
<td>FAD Chief</td>
</tr>
<tr>
<td>3</td>
<td>Submit duly accomplished form</td>
<td>Review form and compute rentals fees</td>
<td>10 minutes</td>
<td>FAD Chief</td>
</tr>
<tr>
<td>4</td>
<td>Request for statement of Account or Billing</td>
<td>Issue billing</td>
<td>10 minutes</td>
<td>Accounting</td>
</tr>
<tr>
<td>5</td>
<td>Pay for the rental fees</td>
<td>Issue Official receipt</td>
<td>5 minutes</td>
<td>Cashier</td>
</tr>
<tr>
<td>6</td>
<td>Proceed to FAD for arrangements</td>
<td>Check OR and book reservation</td>
<td>10-30 minutes</td>
<td>FAD Chief</td>
</tr>
</tbody>
</table>
OFFICE DIRECTORY

Office of the Campus Director
MS. ELSIE G. FERRER

Office of the Chief, Curriculum & Instruction Services Division
ARNEL P. BERMEJO, Ph.D.

Office of the Chief, Student Services Division
JAY P. BASSIG

Office of the Chief, Finance & Administrative Division
MS. EDEN V. OLIVER
SERVICE PLEDGE

WE, THE OFFICIALS AND COMMIT TO DELIVER QUALITY PUBLIC SERVICE
AS PROMISED IN THIS CITIZEN'S CHARTER

SPECIFICALLY, WE WILL:

SERVICE WITH INTEGRITY
BE PROMPT AND TIMELY
DISPLAY PROCEDURES, FEES AND CHARGES
PROVIDES ADEQUATE AND ACCURATE INFORMATION
BE CONSISTENT IN APPLYING RULES
PROVIDE FEEDBACK MECHANISM
BE POLITE AND COURTEOUS
DEMONSTRATE SENSITIVITY AND APPROPRIATE BEHAVIOUR AND
PROFESSIONALISM
WEAR PROPER UNIFORM FOR IDENTIFICATION BE AVAILABLE DURING
OFFICE HOURS RESPOND TO COMPLAIN PROVIDE COMFORTABLE
WAITING AREA TREAT EVERYONE EQUALLY.
In line with the Revised Policies on the Settlement of Grievance in the Public Sector contained in CSC Resolution No. 010113, dated January 10, 2001 and implemented through CSC Memorandum circular No. 02, s. 2001, the Philippine Science High School-Bicol Region Campus hereby adopts the herein Grievance Machinery.

I. Basic Policies

1. The Philippine Science High School-Bicol Region Campus shall establish a Grievance Machinery that is the best way to address grievance between or among the Campus officials and employees.

2. Any grievance in the Campus shall be resolved expeditiously at all times at the lowest possible and if it is not settled at the lowest level, an aggrieved party shall present his or her grievance step by step following the heirarchy of positions.

3. The aggrieved party shall be assured freedom from coercion, discrimination, reprisal and biased action on the grievance.

4. Grievance proceedings shall not be bound by legal rules and technicalities. Services of a legal counsel shall not be allowed.

5. A grievance shall be presented verbally or in writing in the first instance by the aggrieved party to his or her immediate supervisor. The latter shall, within three (3) working days from the date of presentation, inform verbally the aggrieved party of the corresponding action.

If the party being complained of is the immediate supervisor, the grievance shall be presented to the next higher supervisor.

6. Only permanent officials and employees, whenever applicable, shall be appointed or elected as members of the grievance committee.

7. The Campus Director shall ensure equal opportunity for men and women to be represented in the grievance committee.

8. The Grievance Committee shall develop and implement pro-active measure that would prevent grievance, such as employee assembly which shall be conducted at least once every semester, counselling, HRD interventions and other similar activities.
9. The personnel unit, in collaboration with the grievance committee, shall conduct a continuing information drive on grievance machinery among its officials and employees.

10. The Grievance Committee may conduct an investigation and hearing within ten (10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation. Provided, however, that where the object of the grievance is the grievance committee, the aggrieved party may submit the grievance to top management.

11. A grievance may be elevated to the Civil Service Commission Regional Office only upon submission of a Certification on the Final Action on the Grievance (CFAG) issued by the Grievance Committee. The CFAG shall contain, among other things, the following information: history and final action taken by the Campus on the grievance.

12. The personnel unit of the Campus shall extend secretariat services to the grievance committee.

13. The Grievance Committee shall establish its own internal procedures and strategies. Membership in the grievance committee shall be considered part of the members' regular duties.

14. The Grievance Committee shall submit a quarterly report of its accomplishments and status of unresolved grievances to the Civil Service Commission, Regional Office.

15. Supervisors or officials who refuse to take action on a grievance brought to their attention shall be liable for neglect of duty in accordance with existing civil service laws, rules and regulations.

II. Objectives

1. General

Create a work atmosphere conducive to good supervisor-employee relations and improved employee morale.

2. Specific

2.1. Establish an orderly method for handling disputes between management and employees, and among the employees themselves.

2.2. Prevent discontentment and disenchantment between and among the employees and officials.

2.3. Settle grievances at the lowest level possible in the campus.
2.4. Serve as a catalyst for the development of capabilities of personnel on dispute settlement, especially among supervisors in the campus.

III. Scope

The Grievance Machinery applies to all levels of officials and employees in Philippine Science High School-Bicol Region Campus. It may also apply to non-career employees whenever applicable.

IV. Definition of Terms

1. Bilis Aksyon Partner – is the counterpart Action Officer of the Civil Service Commission under the Mamayan Muna Program in every agency pursuant to CSC MC No. 3, s. 1994.

2. Complaint – This refers to the employee’s repressed feelings of dissatisfaction with some aspects of his working condition, relationships or status which are outside his control.

3. Grievance- A work related discontentment or dissatisfaction which had been expressed verbally or in writing and which, in the aggrieved employee’s opinion has been ignored or dropped without due consideration.

4. Grievance Machinery- A system or method of determining and finding the best way to address the specific cause or causes of a grievance.

V. Application of Grievance Machinery

The grievance is work related issue giving rise to employee dissatisfaction. Only the following cases shall be acted upon through the Grievance Machinery:

a. Non-implementation of policies, practices and procedures on economic and financial issues and other terms and conditions of employment fixed by law including salaries, incentives, working hours, leave benefits, and other related terms and conditions.

b. Non-implementation of policies, practices and procedures which affect employees from recruitment to promotion, detail, transfer, retirement, termination, day-offs, and other related issues that affect them.

c. Physical working conditions.

d. Interpersonal relationships & linkages.

e. Protests on appointments; and

f. All other matters giving rise to employee dissatisfaction and discontentment outside of these cases enumerated above.
The following cases shall not be acted upon through the grievance machinery:

a. Disciplinary cases which shall be resolved pursuant to the Uniform Rules On Administrative Cases.

b. Sexual harassment cases as provided for in RA 7877; and

c. Union-related and concerns.

VI. Grievance Procedures

The procedure for seeking redress of complaints and grievances may be made through oral discussion or in writing as follows:

1. **Discussion with Immediate Supervisor.** Any employee with complaint or grievance may present this orally or in writing to his immediate supervisor who shall resolve the complaint at his level by hearing both sides and by holding a dialogue with the persons involved. Three (3) days after the presentation of the complaint, the supervisor shall inform the employee orally of the decision.

   If the object of the grievance is the immediate supervisor, the aggrieved party may bring the grievance to the next higher supervisor.

2. **Appeal to the Higher Supervisor.** If the aggrieved party is not satisfied with the verbal decision, he or she may submit the grievance in writing, within five (5) days to the next higher supervisor who shall render his or her decision within (5) workingdays from receipt of the grievance.

3. **Appeal to the Grievance Committee.** The decision of the next higher supervisor may be elevated to the grievance committee within five (5) workingdays from receipt of the decision of the next higher supervisor.

   The Grievance Committee may conduct an investigation and hearing within ten (10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation. Provided, however, that where the object of the grievance is the grievance committee, the aggrieved party may submit the grievance to top management.

4. **Appeal to Top Management.** If the aggrieved party is not satisfied with the decision of the grievance committee, he or she may elevate his or her grievance within five (5) working days from receipt of the grievance to top management. Provided, however, that where the object of the grievance is the top management, the aggrieved party may bring his or her grievance directly to the Civil Service Commission Regional Office.

5. **Appeal to the Civil Service Commission.** If the aggrieved party is not satisfied with the decision of top management, he or she may appeal or elevate his or her
grievance to the Civil Service Commission Regional Office within fifteen (15) working days from receipt of such decision. Together with the appeal, the aggrieved party shall submit a Certification on the Final Action on the Grievance (CFAG). The Civil Service Commission Regional Office shall rule on the appeal in accordance with existing civil service law, rules and regulations.

VII. The Grievance Committee

The composition of the Grievance Committee at Philippine Science High School-Bicol Region Campus shall be as follows:

1. The highest official responsible for Human Resource Management;
2. The Division chief of the division where the complainant belongs;
3. Rank and file who shall serve for two years chosen among themselves through a general assembly. The first level representative shall participate in resolution of grievance involving first level employees and second level representative shall participate in the resolution of grievance involving second level employees.
4. Bilis Aksiyon Partner (BAP) duly designated by the Campus Director

In the appointment or election of the committee members, their integrity, probity, sincerity and credibility shall be considered.

Functions and Responsibilities of the Committee

The Grievance committee shall have the following functions and responsibilities:

1. Establish an orderly method of handling disputes between officials and employees or among employees themselves.
2. Resolve any complaint or grievance as expeditiously as possible.
3. Help promote wholesome and desirable personnel relations to prevent discontentment and disenchantment between and among the employees and officials.
4. Develop and implement pro-active measures or activities to prevent grievances such as employee assembly which shall be conducted at least once every semester, counselling and other HRD interventions. Minutes of the proceedings of these activities shall be documented for audit purposes.
5. Conduct continuing information drive on Grievance Machinery among officials and employees in collaboration with the personnel unit.
6. Conduct an investigation and hearing within ten (10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation. Provided, however, that where the object of the grievance is the grievance committee, the aggrieved party may submit the grievance to top management.

7. Direct the documentation of the grievance including the preparation and signing of written agreements reached by the parties involved.

8. Issue certification on the Final Action on the Grievance (CFAG) which shall contain, among other things, the following information: history and final action taken by the agency on the grievance; and

9. Submit a quarterly report of its accomplishments and status of unresolved grievances to the Civil Service Commission Regional Office.

VIII. Grievance Forms

The following forms shall be used:

1. Grievance Form

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GRIEVANCE FORM

(Date Filed)

Name of Aggrieved Party

Section/Division/Office

Position Title/ Designation (if any)

Aggrieved Party's Higher Supervisor

Nature/Subject of Grievance:

Action Desired:

Signature of Aggrieved Party
```
2. Grievance Agreement Form

GRIEVANCE AGREEMENT FORM

Name of Parties to a Grievance _______________________________________

Nature of the Grievance _____________________________________________

Steps Toward Settlement ____________________________________________

Agreement/s Reached:

We promise to abide by the above-stated agreement.

_________________________ ________________________________
Agrrieved Party Subject of Grievance

_________________________
Chairman Grievance Committee