PHILIPPINE SCIENCE HIGH SCHOOL SYSTEM
OFFICE OF THE EXECUTIVE DIRECTOR

SERVICE CHARTER

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

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 truth, excellence, and service to the nation.

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 System 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 System 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 Science and Technology.
MANDATE

To offer scholarships, on secondary course, to deserving students who shall be admitted and trained under a curriculum specially designed to prepare them for careers in S & T;

To ensure that every region is given equal opportunity to benefit from the establishment of the PSHS System, one (1) PSHS campus shall be established in each of the administrative regions of the country.

(R.A. 8496 as amended by R.A. 9036)

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:

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
FRONTLINE SERVICES

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

   Frontline Service Office: Admissions Office

CRITERIA FOR ELIGIBILITY:

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. have final grade of 85% or better in Science and Mathematics as supported by the report card; if the student’s grade in Science and Mathematics is less than 85%, then, he/she must provide evidence that he/she belongs to the upper 10% of the class;

2. have at least a “Satisfactory Rating” (or its equivalent) in his/her Character Rating as shown in his/her Grade 5 Report Card;

3. be a Filipino citizen with no pending application as immigrant to any foreign country;

4. not be more than 15 years of age by June 30, _______; (year of application)

5. be in good health and fit to undergo rigorous academic program;

6. be of good moral character; and

7. not have taken the PSHS NCE previously.

REQUIREMENTS:

1. Fully accomplished Application Form in duplicate copies

2. Two (2) identical 1x1 ID pictures

3. Non-refundable test fee
   For private schools: Php 100
   For public schools: Free

4. Copy of report card (Grade V) 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, 7:30 AM – 5:00 PM

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 OR Download application form from <a href="http://www.pshs.edu.ph">www.pshs.edu.ph</a></td>
<td>Issue application forms with short briefing / instruction</td>
<td>5 minutes</td>
<td>Admissions Office OR MIS</td>
</tr>
<tr>
<td>2</td>
<td>Present duly accomplished application forms with documentary requirements</td>
<td>Review and accept the application form and required supporting documents</td>
<td>5 minutes</td>
<td>Admissions Office</td>
</tr>
<tr>
<td>3</td>
<td>Pay admission stamps</td>
<td>Issue admission stamps</td>
<td>5 minutes</td>
<td>OED Cashier</td>
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<td></td>
<td>For: Private schools – Php 100</td>
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<td></td>
<td>Public schools – Free</td>
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</tr>
<tr>
<td>4</td>
<td>Submit duly accomplished application forms with documentary requirements</td>
<td>▪ Receive and sign application form ▪ Generate test permit</td>
<td>5 minutes</td>
<td>Admissions Office</td>
</tr>
</tbody>
</table>
2. **FRESHMEN ENROLLMENT** (For Newly Established Campuses on its initial operation)

  Frontline Service Office: **Admissions Office**

**REQUIREMENTS:**

1. Enrolment Checklist
2. Duly accomplished Scholarship Agreement
3. Six (6) pieces 2x2 ID pictures
4. Documentary Stamp
5. Medical laboratory test results
   a. Chest X-ray
   b. Urinalysis

<table>
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<tr>
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<th>Person-in-Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Secure enrolment forms</td>
<td>Issue enrolment forms</td>
<td>5 minutes</td>
<td>*Enrolment Officer</td>
</tr>
<tr>
<td>2</td>
<td>Proceed to the following offices for submission of requirements/interview:</td>
<td>Receive and review medical and dental results</td>
<td>15 minutes</td>
<td>Nurse, Physician, *</td>
</tr>
<tr>
<td></td>
<td>a. Medical &amp; Dental</td>
<td>Receive and review documents</td>
<td>15 minutes</td>
<td>Campus Registrar, *</td>
</tr>
<tr>
<td></td>
<td>b. Registrar</td>
<td>Receive data sheet and conduct interview</td>
<td>20 minutes</td>
<td>Guidance Counsellor, *</td>
</tr>
<tr>
<td></td>
<td>c. Guidance</td>
<td>Conduct interview/pre-accommodation conference of dormers</td>
<td>10 minutes</td>
<td>SSD Chief, *</td>
</tr>
<tr>
<td></td>
<td>d. SSD</td>
<td>Conduct brief interview with parent/guardian and sign contract</td>
<td>15 minutes</td>
<td>Campus Director, *</td>
</tr>
<tr>
<td></td>
<td>e. Director’s Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3a</td>
<td>Property Office</td>
<td>Issue textbooks</td>
<td>20 minutes</td>
<td>Property Chief, *</td>
</tr>
<tr>
<td>4</td>
<td>Dormitories</td>
<td>Accommodation of dormers/billeting/accomplish forms/sign contract</td>
<td>20 minutes</td>
<td>Dormitory Manager, *</td>
</tr>
<tr>
<td>5a</td>
<td>ID Processing</td>
<td>Take pictures/encode data</td>
<td>20 minutes</td>
<td>Chairperson, ID Processing Committee</td>
</tr>
<tr>
<td>6a</td>
<td>Food Service</td>
<td>Inquire/sign food service contract</td>
<td>20 minutes</td>
<td>Cooperative Manager, *</td>
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</table>

*Not applicable for new campuses*
PROCEDURE FOR FILING COMPLAINTS

If you have any complaint against an employee of the PSHS System – OED, this may be your guide:

1. Write a formal written complaint about the employee to the immediate supervisor or to the Executive Director (ED).

2. The immediate supervisor or the ED 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 ED will arrange for a meeting with the complainant. After having heard both parties, the supervisor or the ED will resolve the case.

4. If the employee does not reply, the immediate supervisor or the ED shall render a decision.

5. Appeals may be elevated up to the PSHS System Board of Trustees (BOT).

For complaints, please e-mail oed@pshs.edu.ph or the Bilis Aksyon Partner Hotline (02) 939-PSHS (7747).

CSC CONTACT CENTER NG BAYAN (CCB):

- You may text: 0908-8816565
- Or you may call: 1-6565*
  *P5.00 + VAT per call anywhere in the Philippines via PLDT landlines, Mondays thru Fridays, 8:00am to 5:00pm
- Or you may log-on to: www.contactcenterngbayan.gov.ph
OFFICE DIRECTORY

Office of the Executive Director (ED)
Contact No. (02) 939-PSHS (7747)

Office of the Deputy Executive Director (DED)
Contact No. (02) 939-PSHS (7747)

Office of the Chief, Research, Policy and Academics Division (RPAD)
Contact No. (02) 939-PSHS (7747) / 939-0022

Office of the Chief, Finance and Administrative Division (FAD)
Contact No. (02) 939-PSHS (7747) / 939-7749

Website:
www.pshs.edu.ph

Email Addresses:
oed@pshs.edu.ph
rpad.oed@pshs.edu.ph
fad.oed@pshs.edu.ph