



PHILIPPINE HIGH SCHOOL FOR THE ARTS

CITIZEN'S CHARTER 2020



I. Mandate

PHSA is a secondary school mandated to implement a general secondary level program, combined with a special curriculum oriented to the arts and geared to the early recognition and development of highly talented children exceptionally gifted in the arts, thus providing a continuing source of artists of excellence and leaders in the preservation and promotion of the Filipino heritage in the arts.

Since 1977, the PHSA has strived to develop the expertise and potentials of its young artist-scholars, faculty and staff as cultural workers dedicated to achieving the school's thrusts characterized by an unwavering pride in the Filipino people's artistic and cultural traditions.

Firm in its belief that artists play a major role in nation-building, the PHSA continuously implements activities and projects that directly address the socio-economic, political and cultural realities in the country.

II. Vision

PHSA envisions a nation nurtured by the people's pride in their artistic and cultural traditions; and itself as a national center for excellence and leadership in arts, research, training, education, and support systems.

III. Mission

The school aims to develop artistically gifted and talented students by implementing a special secondary education curriculum and support programs committed to the conservation and promotion of the Filipino artistic and cultural traditions.

IV. Service Pledge

We commit to:

1. **Advocate for the adoption of effective government practices** for efficient government service delivery and prevention of graft and corruption;
2. **Promote the implementation of simplified requirements and procedures** that will reduce red tape and expedite business and non-business related transactions in the government;
3. **Provide assistance to the public** in filing and investigating complaints against government agencies and/or officials for non-compliance of R.A.11032;
4. **Attend to all applicants or requesting parties who are within the premises of the office** prior to the end of official working hours and during lunch break



V. List of Services

	Page No.
A. Office of the Director IV	
External Services	
1. Selection of Scholars through Annual Nationwide Search for Young Arts Scholars (ANSYAS)	5
Internal Services	
1. Processing of Request for Personnel Documents	8
B. Office of Student Services Division	
External Services	
1. Freshmen (Grade 7) Enrolment	10
2. Processing of Request for School Credentials (Alumni)...	12
Internal Services	
1. Processing of Request for School Credentials (PHSA Current Students)	14



A. PHSA's OFFICE OF THE DIRECTOR IV

EXTERNAL SERVICES



1. Selection of Scholars through Annual Nationwide Search for Young Arts Scholars (ANSYAS)

PHSA screens applicants yearly to identify and give scholarships to artistically talented children all over the Philippines. Applicants go through audition process under the supervision of audition masters to determine their skills and talent.

Office or Division	ANSYAS Office – Office of the Director IV
Classification	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>A graduating elementary student from a duly recognized school by the Department of Education, who meets the criteria, is eligible to apply for the PHSA Annual Search for Young Arts Scholars Examination.</p> <ol style="list-style-type: none"> be a Filipino citizen be a Grade 6 pupil at the time of application not be older than 14 years upon enrolment in AUGUST of the next school year pass the audition and written examination be physically and mentally fit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> One copy of fully accomplished PHSA ANSYAS Application Form One Photocopied Form 138/SF10 One pc 2x2 ID Picture Portfolio – collection of works (for Creative Writing and Visual Arts) 	<ol style="list-style-type: none"> Annual Nationwide Search for Young Arts Scholars (ANSYAS) Philippine High School for the Arts National Arts Center, Mt. Makiling, Los Baños, Laguna PHSA website www.phsa.edu.ph Originating school of the student External Photography studio Student/Applicant collection

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the application form from the ANSYAS office or download the application form from the PHSA website.	1. Issue the application to the client	None	3 minutes	ANSYAS Clerk
2. Present duly accomplished forms during the Nationwide Audition and Screening	2. Set the date for audition, screening, deliberation and consolidation of results.	None	139 calendar days	Head of Agency Audition Masters Process Observers Project Development Officer ANSYAS Clerk
3. Wait for the Announcement of Qualifiers	3. The result will be signed by the	None	½ calendar day	Head of Agency



	Head of the Agency and the Project Development Officer 4. Posting of the result on PHSA website.		½ Calendar day	Project Development Officer ANSYAS Clerk PHSA Website Administrator
END OF TRANSACTION				
Total Processing Days : 140 Calendar Days				
Total Fees To Be Paid: None				



A. PHSA's OFFICE OF THE DIRECTOR IV

INTERNAL SERVICES



1. Processing of requests for personnel documents

This process covers personnel documents from PHSA incumbent employees such as Certifications, Service Records and other documents pertaining to PHSA employees

Office or Division	Human Resource Management Office – General Services Section			
Classification	Certificate of Employment (Simple), Service Record (Simple)			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PHSA Incumbent employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Slip form			1. Human Resource Management Office, PHSA-NAC, Mt. Makiling, Los Baños, Laguna	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure form, accomplish and submit the request form to the HRM Office.	1. Accepts the submitted form.	None	5 minutes	HRM Clerk
	2. Retrieves and prepares the requested document/s and forwarded to the Head of the Agency for signature (if applicable)	None	3 working days	HRM Officer Highest HRM Officer Head of the Agency
2. Receive the requested document/s	3. Release the document/s to the client and have the client sign in the releasing logbook.	None	5 minutes	HRM clerk
END OF TRANSACTION				
Total Processing Time: 3 working days and 10 minutes				
Total Fees to be Paid: None				



B. STUDENT SERVICES DIVISION

EXTERNAL SERVICES



1. Freshmen Enrolment

PHSA recognizes the right of each child to education thus the Freshmen Enrolment. In the month of August, the announced qualifiers from the ANSYAS will be given a scholarship package that includes school forms. This will be the start of being the PHSA scholar. The enrollment forms will be handed by the freshmen during enrolment.

Office or Division	Office of the Registrar- Student Services Division			
Classification	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming Grade 7 Students who qualified in the ANSYAS examination. Parents/Guardians of incoming Grade 7 students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. One Copy of Notarized Legal Guardianship Form 2. One copy of Personal Information Sheet 3. One Copy of Student Intake Sheet 4. One Copy of Student Data Sheet 5. One Copy of Notarized Scholar's Medical History 6. One copy of Medical Request 			All enrolment forms will be secured from: Office of the Registrar, PHSA-NAC, Mt. Makiling, Los Baños, Laguna	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit the following duly accomplished forms: <ul style="list-style-type: none"> • One copy of Notarized Legal Guardianship Form • One copy of Personal Information Sheet • One copy of Student Intake Sheet 	<ol style="list-style-type: none"> 1. Receives the submitted forms 	Php225	10 minutes	Registrar
<ol style="list-style-type: none"> 2. Submit one copy of duly accomplished Student Data Sheet. 	<ol style="list-style-type: none"> 2. Accepts the forms submitted 	None	5 minutes	Class Adviser
<ol style="list-style-type: none"> 3. Submit the following duly accomplished forms to the Medical Unit: <ul style="list-style-type: none"> • One copy of Notarized Medical History • Laboratory Results 	<ol style="list-style-type: none"> 3. Accepts the documents to be submitted 	Php225	5 minutes	School Nurse
<ol style="list-style-type: none"> 4. Payment of the following to the Cashier: <ul style="list-style-type: none"> • Electrical Consumption • Rental of Mattress 	<ol style="list-style-type: none"> 4. Accepts the payment from the client. 	Php500 per SY	10 minutes	Cashier



	5. Issues the Official Receipt to the client.			Cashier
END OF TRANSACTION				
Total Processing Time: 30 minutes per student				
Total Fees to be Paid: Php950.00				



2. Processing of Request for School Credentials (Alumni)

PHSA acknowledges alumni who needs their school credentials such as Form 137/SF10 -Transcript of Records (TOR), Evaluation of Grades, certificate of graduation, English translation, Diploma reconstruction and others.

Office or Division	Office of the Registrar			
Classification	Complex: F137/SF10 and Evaluation of Grades Simple: Certificate of Enrolment; Certificate of Graduation; and Certificate of English as Medium of Instruction Highly Technical: Request for a Second Copy of Diploma			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Requesting School, Alumni, Parents/Guardians or Authorized Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One copy of Request Form			1. Office of the Registrar, PHSA-NAC, Mt. Makiling, Los Baños, Laguna	
2. Authorization Letter (Authorized Representative)			2. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, accomplish and submit the request form.	1. Accepts the submitted form	None	5 minutes	Registrar
	2. Retrieves and prepares the requested document/s and forwarded to the Head of the Agency for signature (if applicable)	None	3 working days	Registrar's Clerk Guidance Specialist Head of the Agency
2. Receive the requested document/s.	3. Releases the document to the client.	None	5 minutes	Registrar
END OF TRANSACTION				
Total Processing Time: 3 working days and 10 minutes				
Total Fees to be Paid: None				



B. STUDENT SERVICES DIVISION

INTERNAL SERVICES



1. Processing of Request for School Credentials (Current PHSA students)

PHSA acknowledges the current students who needs their school credentials such as Form 137/SF10 - Transcript of Records (TOR), Evaluation of Grades, Certificate of Enrolment and others.

Office or Division	Office of the Registrar			
Classification	Complex: F137/SF10; and Evaluation of Grades Simple: Certificate of Enrollment,			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PHSA Students, Parents/Guardians or Authorized Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One copy of Request Form			1. Office of the Registrar, PHSA-NAC, Mt. Makiling, Los Baños, Laguna	
2. Authorization Letter (Authorized Representative)			2. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, accomplish and submit the request form.	1. Accepts the submitted form	None	5 minutes	Registrar
	2. Retrieves and prepares the requested document/s and forwarded to the Head of the Agency for signature (if applicable)	None	3 Working days	Registrar's Clerk Registrar Head of the Agency
2. Receive the requested document/s.	3. Releases the document to the client.	None	5 minutes	Registrar
END OF TRANSACTION				
Total Processing Time: 3 working days and 10 minutes				
Total Fees to be Paid: None				

VI. Feedback and Complaints

FEEDBACKS AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Feedbacks, Enquiries, Comments, and Complaints may be sent via email to the Office of the Director IV at phsafoi@gmail.com or via telephone no. (049)-572-2974 or via correspondence: Office of the Director IV, Philippine High School for the Arts, National Arts Center, Mt. Makiling, Los Baños, Laguna, 4030</p>
How feedback is processed	<p>Feedback on general and administrative matters are processed in accordance with RA No. 9485 “Anti Red Tape Act of 2007, as amended by Ra No. 11032 “Ease of Doing Business and Efficient Government Service Delivery Act of 2018.</p>
How to file a complaint	<p>Complaints may be filed via email to the Office of the Director IV at phsafoi@gmail.com or via telephone (049)-572-2974 or via correspondence: Office of the Director IV, Philippine High School for the Arts, National Arts Center, Mt. Makiling, Los Baños, Laguna, 4030</p>
How complaints are processed	<p>Complaints are processed in accordance with Rule 3 of the Revised Rules on Administrative Cases in the Civil Service.</p>
Contact information of ARTA, CSC, PCC,	<p>Anti-Red Tape Authority GF, HPGV Building, 395 Senator Gil Puyat Avenue, Makati City, Philippines, 1200 Contact Nos.: (02)-8479-5091 / (02) – 8478-5093 / (02) – 08478-5099 www.arta.gov.ph</p> <p>Civil Service Commission – Laguna Field Office Provincial Capitol Compound, Sta. Cruz, Laguna</p>



	<p>Contact No.: (049) – 501 – 3324 cscfo.lagunadocs@gmail.com</p> <p>Presidential Complaint Center Gama Building, Minerva Street Corner, Jose Laurel Street, Malacañang, Manila Contact No.: (02) – 8736 – 8603 pcc@malacanang.gov.ph</p>
--	---



VII. List of Offices

Office	Address	Contact Information
<u>Office of the Director IV</u> Prof. Josue Greg M. Zuniega	Office of the Director IV PHSA - NAC, Mt. Makiling, Los Baños, Laguna	CP No.: 0917-508-9155 Landline:(049)572-2974 Email Add: phsafoi@gmail.com/ directors.office@phsa.edu.ph Website: phsa.edu.ph
<u>Office of the Director III</u> Mr. Ronaldo A. Abuan	Office of the Director III PHSA - NAC, Mt. Makiling, Los Baños, Laguna	CP No.: 0917-545-6656 Email Add: directors.office@phsa.edu.ph
<u>Finance Services Office</u> Mr. Ariel Austria	Finance Services PHSA - NAC, Mt. Makiling, Los Baños, Laguna	CP No : 0917-853-6273 Landline:(049) 576-7014 Email Add: ariel.austria@phsa.edu.ph
<u>General Services Office</u> Mr. Alvin C. Miclat <u>Human Resource Management Office</u> Ms. Lyza Amat <u>Motorpool Services Office</u>	General Services Section PHSA - NAC, Mt. Makiling, Los Baños, Laguna	CP.No: 0917-545-6653 Landline:(049) 572-2973 Email Add: alvin.miclat@phsa.edu.ph Landline: (049) 576-7015 CP No.: 0917-545-6654
<u>Planning Services Office</u> Ms. Lilibeth A. Carbos	Planning Services PHSA - NAC, Mt. Makiling, Los Baños, Laguna	CP No.: 0917-329-4473 Email Add: phsaplanning@gmail.com
<u>Procurement Services Office</u> Ms. Precy A. Mondejar	Procurement Services PHSA - NAC, Mt. Makiling, Los Baños, Laguna	CP No.: 0917-853-6362 Landline (049) 576-4100 Email Add: phsabac@gmail.com



<p><u>Student Services Division Office</u> Ms. Dianne L. Fernandez</p>	<p>Student Services PHSA-NAC, Mt. Makiling, Los Baños, Laguna</p>	<p>CP No.: 0917-853-6309 (049) 576-7016 Email Add: registrar@phsa.edu.ph</p>
<p><u>Annual Nationwide Search for Young Arts Scholars(ANSYAS) Office</u> Mr. Jeffrey Walet</p>	<p>Annual Nationwide Search for Young Arts Scholars (ANSYAS) PHSA-NAC, Mt. Makiling, Los Baños, Laguna</p>	<p>CP No.: 0917-866-3097 Email Add: ansyas@phsa.edu.ph</p>
<p><u>Arts Education Services Office</u> Ms. Jane Clacio</p>	<p>Arts Education Services PHSA-NAC, Mt. Makiling, Los Baños, Laguna</p>	<p>CP No.: 0917-866-3099 Email Add: arts.ed@phsa.edu.ph</p>
<p><u>Basic Education Services Office</u> Mr. Rodrigo Estepa</p>	<p>Arts Education Services PHSA-NAC, Mt. Makiling, Los Baños, Laguna</p>	<p>CP No.: 0917-866-3098 Email Add: basic.ed@phsa.edu.ph</p>



PHILIPPINE HIGH SCHOOL FOR THE ARTS

National Arts Center, Mt. Makiling, Los Baños, Laguna 4030

Tel/Fax: (049) 536-5973, Tel. Nos. (049) 572-2973; 572-2974;

576-4100; 576-7014; 576-7015; 576-7016

Website: www.phsa.edu.ph / Email: phsafoi@gmail.com

REFERENCE C

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, JOSUE GREG M. ZUNIEGA, Filipino, of legal age, Director IV of the Philippine High School for the Arts, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Philippine High School for the Arts has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 1st day of December 2020 in Los Baños, Laguna, Philippines.

PROF. JOSUE GREG M. ZUNIEGA
Director IV
Philippine High School for the Arts

SUBSCRIBED AND SWORN to before me this 1st day of December 2020 in Los Baños, Laguna, Philippines, with affiant exhibiting to me his Philippine High School for the Arts ID issued on August 1, 2019 at the National Arts Center, Mt. Makiling, Los Baños, Laguna.

(Atty.) ROMMEL G. OLIVA
NOTARY PUBLIC
FOR THE PROVINCE OF LAGUNA
NOTARY PUBLIC ADMINISTERING OFFICER



PHILIPPINE HIGH SCHOOL FOR THE ARTS

CITIZEN'S CHARTER 2019 (2nd Edition)



I. Mandate

PHSA is a secondary school mandated to implement a general secondary level program, combined with a special curriculum oriented to the arts and geared to the early recognition and development of highly talented children exceptionally gifted in the arts, thus providing a continuing source of artists of excellence and leaders in the preservation and promotion of the Filipino heritage in the arts.

Since 1977, the PHSA has strived to develop the expertise and potentials of its young artist-scholars, faculty and staff as cultural workers dedicated to achieving the school's thrusts characterized by an unwavering pride in the Filipino people's artistic and cultural traditions.

Firm in its belief that artists play a major role in nation-building, the PHSA continuously implements activities and projects that directly address the socio-economic, political and cultural realities in the country.

II. Vision

PHSA envisions a nation nurtured by the people's pride in their artistic and cultural traditions; and itself as a national center for excellence and leadership in arts, research, training, education, and support systems.

III. Mission

The school aims to develop artistically gifted and talented students by implementing a special secondary education curriculum and support programs committed to the conservation and promotion of the Filipino artistic and cultural traditions.

IV. Service Pledge

We commit to:

1. **Advocate for the adoption of effective government practices** for efficient government service delivery and prevention of graft and corruption;
2. **Promote the implementation of simplified requirements and procedures** that will reduce red tape and expedite business and non-business related transactions in the government;
3. **Provide assistance to the public** in filing and investigating complaints against government agencies and/or officials for non-compliance of R.A.11032;
4. **Attend to all applicants or requesting parties who are within the premises of the office** prior to the end of official working hours and during lunch break



V. List of Services

	Page No.
A. Office of the Director IV	
External Services	
1. Selection of Scholars through Annual Nationwide Search for Young Arts Scholars (ANSYAS)	5
Internal Services	
1. Processing of Request for Personnel Documents	8
B. Office of Student Services Division	
External Services	
1. Freshmen (Grade 7) Enrolment	10
2. Processing of Request for School Credentials (Alumni)...	12
Internal Services	
1. Processing of Request for School Credentials (PHSA Current Students)	14



A. PHSA's OFFICE OF THE DIRECTOR IV

EXTERNAL SERVICES



1. Selection of Scholars through Annual Nationwide Search for Young Arts Scholars (ANSYAS)

PHSA screens applicants yearly to identify and give scholarships to artistically talented children all over the Philippines. Applicants go through audition process under the supervision of audition masters to determine their skills and talent.

Office or Division	ANSYAS Office – Office of the Director IV
Classification	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>A graduating elementary student from a duly recognized school by the Department of Education, who meets the criteria, is eligible to apply for the PHSA Annual Search for Young Arts Scholars Examination.</p> <ol style="list-style-type: none"> be a Filipino citizen be a Grade 6 pupil at the time of application not be older than 14 years upon enrolment in AUGUST of the next school year pass the audition and written examination be physically and mentally fit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> One copy of fully accomplished PHSA ANSYAS Application Form One Photocopied Form 138/SF10 One pc 2x2 ID Picture Portfolio – collection of works (for Creative Writing and Visual Arts) 	<ol style="list-style-type: none"> Annual Nationwide Search for Young Arts Scholars (ANSYAS) Philippine High School for the Arts National Arts Center, Mt. Makiling, Los Baños, Laguna PHSA website www.phsa.edu.ph Originating school of the student External Photography studio Student/Applicant collection

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the application form from the ANSYAS office or download the application form from the PHSA website.	1. Issue the application to the client	None	3 minutes	ANSYAS Clerk
2. Present duly accomplished forms during the Nationwide Audition and Screening	2. Set the date for audition, screening, deliberation and consolidation of results.	None	139 working days	Head of Agency Audition Masters Process Observers Project Development Officer ANSYAS Clerk
3. Wait for the Announcement of Qualifiers	3. The result will be signed by the	None	½ working day	Head of Agency



	Head of the Agency and the Project Development Officer 4. Posting of the result on PHSA website.		½ working day	Project Development Officer ANSYAS Clerk PHSA Website Administrator
END OF TRANSACTION				
Total Processing Days : 140 Working Days				
Total Fees To Be Paid: None				



A. PHSA's OFFICE OF THE DIRECTOR IV

INTERNAL SERVICES



1. Processing of requests for personnel documents

This process covers personnel documents from PHSA incumbent employees such as Certifications, Service Records and other documents pertaining to PHSA employees

Office or Division	Human Resource Management Office – General Services Section			
Classification	Certificate of Employment (Simple), Service Record (Simple)			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PHSA Incumbent employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Slip form			1. Human Resource Management Office, PHSA-NAC, Mt. Makiling, Los Baños, Laguna	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure form, accomplish and submit the request form to the HRM Office.	1. Accepts the submitted form.	None	5 minutes	HRM Clerk
	2. Retrieves and prepares the requested document/s and forwarded to the Head of the Agency for signature (if applicable)	None	3 working days	HRM Officer Highest HRM Officer Head of the Agency
2. Receive the requested document/s	3. Release the document/s to the client and have the client sign in the releasing logbook.	None	5 minutes	HRM clerk
END OF TRANSACTION				
Total Processing Time: 3 working days and 10 minutes				
Total Fees to be Paid: None				



B. STUDENT SERVICES DIVISION

EXTERNAL SERVICES



1. Freshmen Enrolment

PHSA recognizes the right of each child to education thus the Freshmen Enrolment. In the month of August, the announced qualifiers from the ANSYAS will be given a scholarship package that includes school forms. This will be the start of being the PHSA scholar. The enrollment forms will be handed by the freshmen during enrolment.

Office or Division	Office of the Registrar- Student Services Division			
Classification	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming Grade 7 Students who qualified in the ANSYAS examination. Parents/Guardians of incoming Grade 7 students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. One Copy of Notarized Scholarship Agreement 2. One Copy of Legal Guardianship Form 3. One copy of Personal Information Sheet 4. One Copy of Student Intake Sheet 5. One Copy of Student Data Sheet 6. One Copy of Notarized Scholar’s Medical History 7. One copy of Medical Request 			All enrolment forms will be secured from: Office of the Registrar, PHSA-NAC, Mt. Makiling, Los Baños, Laguna	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit the following duly accomplished forms: <ul style="list-style-type: none"> • One copy of Notarized Scholarship Agreement, • One copy of Legal Guardianship Form • One copy of Personal Information Sheet • One copy of Student Intake Sheet 	<ol style="list-style-type: none"> 1. Receives the submitted forms 	Php225	10 minutes	Registrar
<ol style="list-style-type: none"> 2. Submit one copy of duly accomplished Student Data Sheet. 	<ol style="list-style-type: none"> 2. Accepts the forms submitted 	None	5 minutes	Class Adviser
<ol style="list-style-type: none"> 3. Submit the following duly accomplished forms to the Medical Unit: <ul style="list-style-type: none"> • One copy of Notarized Medical History • Laboratory Results 	<ol style="list-style-type: none"> 3. Accepts the documents to be submitted 	Php225	5 minutes	School Nurse



4. Payment of the following to the Cashier: <ul style="list-style-type: none">• Electrical Consumption• Rental of Mattress	4. Accepts the payment from the client. 5. Issues the Official Receipt to the client.	Php500 per SY	10 minutes	Cashier
END OF TRANSACTION				
Total Processing Time: 30 minutes per student				
Total Fees to be Paid: Php950.00				



2. Processing of Request for School Credentials (Alumni)

PHSA acknowledges alumni who needs their school credentials such as Form 137/SF10 -Transcript of Records (TOR), Evaluation of Grades, certificate of graduation, English translation, Diploma reconstruction and others.

Office or Division	Office of the Registrar			
Classification	Complex: F137/SF10 and Evaluation of Grades Simple: Certificate of Enrolment; Certificate of Graduation; and Certificate of English as Medium of Instruction Highly Technical: Request for a Second Copy of Diploma			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Requesting School, Alumni, Parents/Guardians or Authorized Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One copy of Request Form			1. Office of the Registrar, PHSA-NAC, Mt. Makiling, Los Baños, Laguna	
2. Authorization Letter (Authorized Representative)			2. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, accomplish and submit the request form.	1. Accepts the submitted form	None	5 minutes	Registrar
	2. Retrieves and prepares the requested document/s and forwarded to the Head of the Agency for signature (if applicable)	None	3 working days	Registrar's Clerk Guidance Specialist Head of the Agency
2. Receive the requested document/s.	3. Releases the document to the client.	None	5 minutes	Registrar
END OF TRANSACTION				
Total Processing Time: 3 working days and 10 minutes				
Total Fees to be Paid: None				



B. STUDENT SERVICES DIVISION

INTERNAL SERVICES



1. Processing of Request for School Credentials (Current PHSA students)

PHSA acknowledges the current students who needs their school credentials such as Form 137/SF10 - Transcript of Records (TOR), Evaluation of Grades, Certificate of Enrolment and others.

Office or Division	Office of the Registrar			
Classification	Complex: F137/SF10; and Evaluation of Grades Simple: Certificate of Enrollment,			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PHSA Students, Parents/Guardians or Authorized Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One copy of Request Form 2. Authorization Letter (Authorized Representative)			1. Office of the Registrar, PHSA-NAC, Mt. Makiling, Los Baños, Laguna 2. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, accomplish and submit the request form.	1. Accepts the submitted form	None	5 minutes	Registrar
	2. Retrieves and prepares the requested document/s and forwarded to the Head of the Agency for signature (if applicable)	None	3 Working days	Registrar's Clerk Registrar Head of the Agency
2. Receive the requested document/s.	3. Releases the document to the client.	None	5 minutes	Registrar
END OF TRANSACTION				
Total Processing Time: 3 working days and 10 minutes				
Total Fees to be Paid: None				

VI. Feedback and Complaints

FEEDBACKS AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Feedbacks, Enquiries, Comments, and Complaints may be sent via email to the Office of the Director IV at phsafoi@gmail.com or via telephone no. (049)-572-2974 or via correspondence: Office of the Director IV, Philippine High School for the Arts, National Arts Center, Mt. Makiling, Los Baños, Laguna, 4030</p>
How feedback is processed	<p>Feedback on general and administrative matters are processed in accordance with RA No. 9485 “Anti Red Tape Act of 2007, as amended by Ra No. 11032 “Ease of Doing Business and Efficient Government Service Delivery Act of 2018.</p>
How to file a complaint	<p>Complaints may be filed via email to the Office of the Director IV at phsafoi@gmail.com or via telephone (049)-572-2974 or via correspondence: Office of the Director IV, Philippine High School for the Arts, National Arts Center, Mt. Makiling, Los Baños, Laguna, 4030</p>
How complaints are processed	<p>Complaints are processed in accordance with Rule 3 of the Revised Rules on Administrative Cases in the Civil Service.</p>
Contact information of ARTA, CSC, PCC,	<p>Anti-Red Tape Authority GF, HPGV Building, 395 Senator Gil Puyat Avenue, Makati City, Philippines, 1200 Contact Nos.: (02)-8479-5091 / (02) – 8478-5093 / (02) – 08478-5099 www.arta.gov.ph</p> <p>Civil Service Commission – Laguna Field Office Provincial Capitol Compound, Sta. Cruz, Laguna</p>



	<p>Contact No.: (049) – 501 – 3324 cscfo.lagunadocs@gmail.com</p> <p>Presidential Complaint Center Gama Building, Minerva Street Corner, Jose Laurel Street, Malacañang, Manila Contact No.: (02) – 8736 – 8603 pcc@malacanang.gov.ph</p>
--	---



VII. List of Offices

Office	Address	Contact Information
<u>Office of the Director IV</u> Prof. Josue Greg M. Zuniega	Office of the Director IV PHSA - NAC, Mt. Makiling, Los Baños, Laguna	CP: 0917-508-9155 Landline:(049)572-2974 Email add: phsafoi@gmail.com Website: phsa.edu.ph
<u>Office of the Director III</u> Mr. Ronaldo A. Abuan	Office of the Director III PHSA - NAC, Mt. Makiling, Los Baños, Laguna	CP: 0917-545-6656
<u>Finance Services Office</u> Mr. Ariel Austria	Finance Services PHSA - NAC, Mt. Makiling, Los Baños, Laguna	CP No. :0917-853-6273 Landline:(049) 576-7014
<u>General Services Office</u> Mr. Alvin C. Miclat <u>Human Resource Management Office</u> Ms. Lyza Amat <u>Motorpool Services Office</u>	General Services Section PHSA - NAC, Mt. Makiling, Los Baños, Laguna	CP.No: 0917-545-6653 Landline:(049) 572-2973 Landline: (049) 576-7015 CP: 0917-545-6654
<u>Planning Services Office</u> Ms. Lilibeth A. Carbos	Planning Services PHSA - NAC, Mt. Makiling, Los Baños, Laguna	CP:0917-329-4473 Email:phsaplanning@gmail.com
<u>Procurement Services Office</u> Ms. Precy A. Mondejar	Procurement Services PHSA - NAC, Mt. Makiling, Los Baños, Laguna	CP:0917-853-6362 Landline(049) 576-4100 Email:phsabac@gmail.com



<p><u>Student Services Division Office</u></p> <p>Ms. Dianne L. Fernandez</p>	<p>Student Services PHSA-NAC, Mt. Makiling, Los Baños, Laguna</p>	<p>CP:0917-853-6309 (049) 576-7016</p>
<p><u>Annual Nationwide Search for Young Arts Scholars(ANSYAS) Office</u></p> <p>Mr. Jeffrey Walet</p>	<p>Annual Nationwide Search for Young Arts Scholars (ANSYAS) PHSA-NAC, Mt. Makiling, Los Baños, Laguna</p>	<p>CP: 0917-866-3097</p>
<p><u>Arts Education Services Office</u></p> <p>Ms. Jane Clacio</p>	<p>Arts Education Services PHSA-NAC, Mt. Makiling, Los Baños, Laguna</p>	<p>CP:0917-866-3099</p>
<p><u>Basic Education Services Office</u></p> <p>Mr. Rodrigo Estepa</p>	<p>Arts Education Services PHSA-NAC, Mt. Makiling, Los Baños, Laguna</p>	<p>CP:0917-866-3098</p>

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, JOSUE GREG M. ZUNIEGA, Filipino, of legal age, Director IV of the Philippine High School for the Arts, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Philippine High School for the Arts has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 3rd day of August 2020 in Los Baños, Laguna, Philippines.



PROF. JOSUE GREG M. ZUNIEGA
Director IV
Philippine High School for the Arts

SUBSCRIBED AND SWORN to before me this 4th day of August 2020 in Los Baños, Laguna, Philippines, with affiant exhibiting to me his Philippine High School for the Arts ID issued on August 1, 2019 at the National Arts Center, Mt. Makiling, Los Baños, Laguna.

(Atty.) ROMMEL G. OLIVA
NOTARY PUBLIC
FOR THE PROVINCE OF LAGUNA
PROVINCIAL CLERK