

**CITIZEN CHARTER  
PASIG CITY SPECIAL CHILDREN EDUCATION INSTITUTE**

**ENROLLMENT AND INTERVENTION SERVICES FOR CHILDREN WITH SPECIAL NEEDS**

SCEI considers that education is for all and shall not in any way discriminate against anyone from availing the kind of education it offers. SCEI adheres to Presidential Decree (PD) No. 603 Article 164 of the Child and Youth Welfare Act which provides for the expansion and improvement of specialized educational services opportunities for children with disabilities.

<b>Office or Division:</b>	Pasig City Special Children Education Institute
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Children 5-6 years old, and with cognitive deficits, visually impaired, hearing impaired, with behavior problems, orthopedically handicapped, with special health problems, speech impaired, or multiple handicapped.

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Accomplished Enrolment Form	Available upon request at the Admin Office
2. Latest Developmental Assessment	Any Assessment Center or Hospital
3. Authenticated PSA Birth Certificate	Philippine Statistics Authority
4. Chest X-Ray	Hospital/X-Ray Clinic
5. Form 137	Last school attended (For transferees)
6. Certificate of Indigence	Barangay Hall
7. I.D. Pictures 2 pcs. 2x2 and 2 pcs. 1x1	

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1	<b>INTERVIEW</b> The parent/guardian of the child will be interviewed upon inquiry	Evaluate qualified students	N/A	20 minutes	<b>Lusil A. Santiago</b> <b>Melanie Anne N. Arlante</b> Administrative Staff

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2	<b>ORIENTATION</b> They will be oriented about SCEI and the school requirements	Provide list of school requirements and Enrolment Form	N/A	10 minutes	<b>Lusil A. Santiago</b> <b>Melanie Anne N. Arlante</b> Administrative Staff
3	<b>SUBMISSION OF REQUIREMENTS</b> The requirements will be submitted to the Administrator's Office	Verify the submitted documents	N/A	5 minutes	<b>Lusil A. Santiago</b> <b>Melanie Anne N. Arlante</b> Administrative Staff
4	<b>ENROLLMENT AND CLASSIFICATION OF THE SPECIAL CHILD</b>	Endorse the child to the Teacher-in-Charge	N/A	10 minutes	<b>Josephine C. Robledo</b> Administrative Officer  <b>Lusil A. Santiago</b> <b>Melanie Anne N. Arlante</b> Administrative Staff
5	<b>CLASSROOM-BASED EDUCATIONAL ASSESSMENT</b> The child will be assessed for placement purposes	Conduct educational evaluation for class groupings	N/A	30 minutes	<b>Ronald T. Santos</b> <b>Gerardo R. Dela Cruz</b> <b>Joanne R. Dorado</b> <b>Rushel M. Rejuso</b> <b>Jobert E. Achay</b> <b>Anette Grace V. Belleza</b> <b>Veronica E. Casauay</b> <b>Ma. Eunice G. Barruga</b> <b>Mikaela Jean M. Sulilapsi</b> <b>Michael Andrew C. Zapanta</b> <b>Geraldine D. Arizo</b> <b>Armail P. Comia</b> <b>Maria Nika M. Gruta</b> <b>Jealy Ann Maria B. Ticala</b> Teachers-in-Charge
6	<b>INTERVENTION</b>	Provide intervention services that fit the child	N/A	10 months	<b>Ronald T. Santos</b> <b>Gerardo R. Dela Cruz</b> <b>Joanne R. Dorado</b> <b>Rushel M. Rejuso</b> <b>Jobert E. Achay</b> <b>Anette Grace V. Belleza</b> <b>Veronica E. Casauay</b> <b>Ma. Eunice G. Barruga</b> <b>Mikaela Jean M. Sulilapsi</b>

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					<b>Michael Andrew C. Zapanta</b> <b>Geraldine D. Arizo</b> <b>Armail P. Comia</b> <b>Maria Nika M. Gruta</b> <b>Jealy Ann Maria B. Ticala</b> Teachers-in-Charge
TOTAL:					

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	A mutual understanding on the various needs and problems confronting our students is achieved only by a close contact between the school and the home. Parents and guardians are encouraged to make frequent contact with the school. Feedback can be sent: (1) Through Class Advisers/Subject Teachers (2) Through School Circulars (3) Through Bulletin Board Postings and Suggestion Box
How feedback is processed	A child's development is a partnership between parents and teachers. Any significant development or observable regression of the child's learning progress must be jointly discussed by parents and teachers. It will be for the improvement of the services provided by the school.
How to file a complaint	Parent/guardian must submit a letter of intent for any complaint when one wishes to meet with a faculty member or the guidance counselor.
How complaints are processed	In order to enroll at SCEI, the parents must first understand and accept the educational philosophy of the school. This presupposes that they must have reviewed and studied the framework of SCEI's educational philosophy, vision and mission. A quarterly parent-teacher communication is conducted upon release of the progress report by the respective teacher. Complaints or any suggestion by parents is addressed on this level together with the guidance counselor or the officer in charge. A decision is made after the communication based on the guidelines and rules of the school.
Contact Information	<a href="mailto:sceipasig@gmail.com">sceipasig@gmail.com</a> (02) 8288-3100