

CITY OF IMUS POLYTECHNIC INSTITUTE



I. MANDATE

To produce highly skilled individuals in technical and vocational field in accordance with the existing needs of industries both here and abroad.

II. VISION

The City of Imus Polytechnic Institute is envisioned to be the Center of Excellence for high technology skills training and education in Cavite.

III. MISSION

To provide quality advanced education in all levels to underprivileged but deserving students of the City of Imus and make education accessible to all.

IV. SERVICE PLEDGE

We commit to:

1. Function as an educational institution that offers programs in advanced technical skills lacking sufficient emphasis in existing educational institutions in the city and province, which meets the higher-level training needs of industrial and business enterprises and distinguishes Imus as a city on the cutting edge of high-skills training;
2. Offer quality education at a reasonable and affordable cost for the financially disadvantaged but talented, qualified, and deserving youth of Imus City;
3. Act as a platform for partnerships and cooperation with institutions and companies to develop and provide targeted skills training programs;
4. Become a model for the school-to-work system in preparing its students for gainful employment in the domestic and global economy;

5. Become an enabling environment that will foster opportunities that will address the twin problems of high unemployment rate and shortage of adequate manpower;
6. Encourage and undertake research in order to contribute to the development of dissemination and application of technical knowledge.



LIST OF SERVICES

I. EXTERNAL SERVICES	4
A. ONLINE REGISTRATION	4
B. REGULAR ENROLLMENT	5
B. SCHOLARSHIP ENROLLMENT	11
C. ASSESSMENT AND COLLECTION OF TUITION AND OTHER FEES	14
F. ISSUANCE OF VARIOUS CERTIFICATIONS/REPLACEMENT OF ID CARD	18
II. INTERNAL SERVICES	20
A. REQUEST FOR THE USE OF FACILITIES	20
B. SUBMISSION OF REPORT ON COLLECTIONS AND DEPOSITS	21
C. REQUEST FOR SUPPLIES	22
D. REQUEST FOR REIMBURSEMENT	23



I. EXTERNAL SERVICES

A. ONLINE REGISTRATION

- Direct online application through google form or edukasyon.ph

CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL THE SERVICE	Any interested enrollee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Electronic Registration Form		Edukasyon.ph Google Form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online Registration Form	1.1 Verify completeness of form	NONE	1 day	Maria Shirley Danao <i>Registrar III</i>
	1.2 Contact the enrollee for the submission of admission requirements and schedule.			Anna Antonio <i>Administrative Assistant II</i>
Fill out Client Satisfaction Feedback Form				
TOTAL			1 day	
END OF TRANSACTION				



B. REGULAR ENROLLMENT

- The enrollment of qualified to regular or short course programs for the following qualifications:

- Electrical Installation and Maintenance NC II (EIM)
- Technical Drafting NC II
- Mechatronics Servicing NC II

Short Courses

	EIM	Mechatronics	Technical Drafting
Schedule	Monday to Friday AM Session: 9 am to 12 nn PM Session: 2 pm to 5 pm	Monday to Friday AM Session: 8 am to 12 nn PM Session: 1 pm to 5 pm	Monday to Friday 1 pm to 5 pm
Training Hours	80 hours	60 hours	80 hours

Short Courses (for industry partners)

	EIM	Mechatronics
Schedule	Depending on CIPI-industry partner agreement	
Training Hours	80 hours	60 hours

Regular Courses

	EIM	Mechatronics	Technical Drafting
Schedule	Monday to Friday 8 am to 5 pm	Monday to Friday 8 am to 5 pm	Monday to Friday 8 am to 5 pm
Training Hours	196 hours	158 hours	206 hours



OFFICE OR DIVISION	CITY OF IMUS POLYTECHNIC INSTITUTE – REGISTRAR’S OFFICE & CASHIER’S OFFICE	
CLASSIFICATION	SIMPLE	
TYPE OF TRANSACTION	G2C	
WHO MAY AVAIL THE SERVICE	Any interested enrollee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. Short Course		
a. Copy of PSA Birth Certificate	Original copy: Philippine Statistics Authority	
b. Copy of 1 valid identification card (government/company/school-issued)	Any government institution and/or current company/school of client	
c. Community Tax Certificate (CTC) or Cedula	Local Government Unit – Treasurer’s Office	
d. 2 pcs 2x2 ID picture in white background with name tag Note: ID pictures must be in chemical print	Any photo studio offering chemical printing	
II. Regular Course		
a. Copy of PSA Birth Certificate	Original copy: Philippine Statistics Authority	
b. Copy of 2 valid identification cards (government/company/school-issued)	Any government institution and/or current company/school of client	
c. Community Tax Certificate (CTC) or Cedula	Local Government Unit	
d. Barangay Clearance/Certificate	Barangay	
e. Set of ID pictures <ul style="list-style-type: none"> • 2 pcs 1x1 ID pictures in white background with name tag • 2 pcs passport ID pictures in white background with name tag Note: ID pictures must be in chemical print	Any photo studio offering chemical printing	
f. Registration Form	CIPI Registrar’s Office (Window 1)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete admission requirements	1. Check and evaluate requirements	NONE	5 minutes	Anna Antonio <i>Administrative Assistant II</i>
2. Accomplish Registration Form	2. Verify completeness of form	NONE	5 minutes	Anna Antonio <i>Administrative Assistant II</i>
3. Pay tuition at the Cashier's Office (Window 3)	3.1. Issue Official Receipt (O.R.)	Kindly refer to assessed fee/s	10 minutes	Jedelou Costelo <i>Administrative Officer I</i> -or- Rizalyn Ochoa <i>Cashier IV</i>
	3.2. Enlist enrollee's name in the database	NONE	2 minutes	Shirley Danao <i>Registrar III</i>
Fill out Client Satisfaction Feedback Form				
TOTAL			22 minutes	
END OF TRANSACTION				



MATRICULATION AND OTHER FEES

REGULAR RATES

Regular Course	Training Fee	Laboratory Fee	Miscellaneous Fee	Total Fee
Mechatronics	PHP 8,000.00	PHP 1,500.00	PHP 2,500.00	PHP 12,000.00
Electrical Installation and Maintenance	PHP 5,000.00			PHP 9,000.00
Technical Drafting	PHP 5,000.00			PHP 9,000.00

Short Course	Training Fee	Laboratory Fee	Miscellaneous Fee	Total Fee
Mechatronics Servicing (3 modules)	PHP 4,000.00	0	0	PHP 12,000.00
Electrical Installation and Maintenance (4 modules)	PHP 2,500.00 per module			PHP 10,000.00
Technical Drafting (4 modules)	PHP 2,500.00 per module			PHP 10,000.00



CASH BASIS RATES (10% discounts on training fees)

Regular Course	Training Fee	Laboratory Fee	Miscellaneous Fee	Total Fee
Mechatronics Servicing NC II	PHP 7,200.00	PHP 1,500.00	PHP 2,500.00	PHP 11,200.00
Electrical Installation and Maintenance NC II	PHP 4,500.00			PHP 8,500.00
Technical Drafting NC II	PHP 4,500.00			PHP 8,500.00



INSTALLMENT RATES

A. TECHNICAL DRAFTING/ ELECTRICAL INSTALLATION AND MAINTENANCE

Fees/ Charges	Payment			
	Upon Registration	Per Assessment	Per Assessment	Per Assessment
Training Fee	PHP 1,000.00	PHP 1,334.00	PHP 1,333.00	PHP 1,333.00
Laboratory Fee	PHP 1,500.00			
Miscellaneous Fee	PHP 2,500.00			
Subtotal	PHP 5,000.00	PHP 1,334.00	PHP 1,333.00	PHP 1,333.00
TOTAL	PHP 9,000.00			

B. MECHATRONICS

Fees/ Charges	Payment			
	Upon Registration	Per Assessment	Per Assessment	Per Assessment
Training Fee	PHP 1,600.00	PHP 2,134.00	PHP 2,133.00	PHP 2,133.00
Laboratory Fee	PHP 1,500.00			
Miscellaneous Fee	PHP 2,500.00			
Subtotal	PHP 5,600.00	PHP 2,134.00	PHP 2,133.00	PHP 2,133.00
TOTAL	PHP 12,000.00			



B. SCHOLARSHIP ENROLLMENT

- In consonance with its mandate, CIPI offers scholarship programs, in partnership with TESDA, that provide quality education to qualified underprivileged individuals.

Qualifications with scholarship programs:

- Electrical Installation and Maintenance NC II (EIM) – TWSP, STEP & TTSP
- Technical Drafting NC II – TWSP
- Mechatronics Servicing NC II– TWSP & UAQTEA

Training for Work Scholarship Program (TWSP)

Special Training for Employment Program (STEP)

Tulong Trabaho Scholarship Program (TTSP)

Inclusions: Training and Miscellaneous Fees, NC II Assessment Fee, Training Allowance, Connectivity , and PPE Allowance

Duration: Technical Drafting –206 hours
Mechatronics – 158 hours
EIM –196 hours

Schedule: Monday to Friday (8 am to 5 pm)

Universal Access to Quality Tertiary Education (UAQTEA):

Inclusions: (Kindly refer to TESDA Circular no. 60, series of 2018)

Duration: Mechatronics – 158 hours
EIM –196 hours

Schedule: Monday to Friday (9 am to 3 pm)

OFFICE OR DIVISION

CITY OF IMUS POLYTECHNIC INSTITUTE – REGISTRAR'S OFFICE



CLASSIFICATION	SIMPLE	
TYPE OF TRANSACTION	G2C	
WHO MAY AVAIL THE SERVICE	Qualified applicants 18 years old and above	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. Scholarship Programs		
a. Copy of PSA Birth Certificate	Original copy: Philippine Statistics Authority	
b. Copy of 2 valid identification cards (government/company/school-issued)	Any government institution and/or current company/school of client	
c. Community Tax Certificate (CTC) or Cedula	Local Government Unit – Treasurer’s Office	
d. Barangay Clearance/Certificate	Barangay	
e. Set of ID pictures <ul style="list-style-type: none"> • 3 pcs 1x1 ID pictures in white background with name tag • 2 pcs passport ID pictures in white background with name tag • 2 pcs 2x2 ID picture in white background with name tag <p>Note: ID pictures must be in chemical print</p>	Any photo studio offering chemical printing	
f. Scholastic Records (F137/TOR/Diploma) or ALS Completion Certificate (if ALS graduate)	Previous School	
g. Registration Form	CIPI Registrar's Office (Window 1)	
II. Universal Access to Quality Tertiary Education (UAQTEA)		
a. Copy of PSA Birth Certificate	Original copy: Philippine Statistics Authority	
b. Copy of 2 valid identification cards (government/company/school-issued)	Any government institution and/or current company/school of client	
c. Community Tax Certificate (CTC) or Cedula	Local Government Unit – Treasurer’s Office	
d. Proof of Income (Certificate of Indigency)	Barangay or City Social Welfare Development Office- Certificate of Indigency	
e. Set of ID pictures	Any photo studio offering chemical printing	



<ul style="list-style-type: none"> • 3 pcs 1x1 ID pictures in white background with name tag • 2 pcs passport ID pictures in white background with name tag • 2 pcs 2x2 ID picture in white background with name tag <p>Note: ID pictures must be in chemical print</p>				
f. Scholastic Records (F138/F137/TOR/Certificate of Grades) g. Good Moral Certificate h. ALS Completion Certificate (if ALS graduate)		Previous School		
i. PWD ID card (if applicable)		Local Government Unit- Persons with Disability Affairs Office		
j. Registration Form		CIPI Registrar's Office (Window 1)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete admission requirements	1. Check and evaluate requirements	NONE	4 minutes	Anna Antonio <i>Administrative Assistant II</i>
2. Accomplish Registration Form	2.1. Verify completeness of form	NONE	4 minutes	Anna Antonio <i>Administrative Assistant II</i>
	2.2. Enlist enrollee's name in the database	NONE	2 minutes	Shirley Danao <i>Registrar III</i>
Fill out Client Satisfaction Feedback Form				
TOTAL		NONE	10 minutes	
END OF TRANSACTION				



C. ASSESSMENT AND COLLECTION OF TUITION AND OTHER FEES

- Request for the generation of assessment

OFFICE OR DIVISION	CITY OF IMUS POLYTECHNIC INSTITUTE – CASHIER’S OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL THE SERVICE	Enrollee or guardian			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Registration Form			Registrar (Window 1) - Registration Form of Enrollee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish registration form	1. Check registration form and endorse request to Cashier’s Office	NONE	2 minute	Anna Antonio <i>Administrative Assistant II</i>
2. Pay amount due	2. Assess the amount to be collected and issue Official Receipt (O.R.) and return registration form to registrar’s office	Kindly refer to assessed fee/s	10 minutes	Jedelou Costelo <i>Administrative Officer I</i> -or- Rizalyn Ochoa <i>Cashier IV</i>
Fill out Client Satisfaction Feedback Form				
TOTAL			12 minutes	
END OF TRANSACTION				



E. TESDA NC II ASSESSMENT_PROCEDURE

OFFICE OR DIVISION	CITY OF IMUS POLYTECHNIC INSTITUTE – REGISTRAR'S OFFICE	
CLASSIFICATION	SIMPLE	
TYPE OF TRANSACTION	G2C	
WHO MAY AVAIL THE SERVICE	CIPI Trainees Trainees who completed training from any TESDA-accredited Technical-Vocational Institute (TVI)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. In-house Trainee		
A. Pre-assessment		
• Application Form	Registrar's Office (Window 1)	
• Self-Assessment Guide	CIPI Processing Officer	
• 2 pcs passport ID pictures in white background (must be in collared shirt with nametag)	Registrar's Office (Window 1)	
<i>Note: ID pictures must be in chemical print</i>		
B. During Assessment		
• Attendance Sheet	TESDA-Assigned Assessor	
• Rating Sheet		
• Competency Assessment Result Summary (CARS)		
• Performance Evaluation Instrument (PEI)		
C. Post-assessment		
• Letter of Authority	CIPI Processing Officer	
• Photocopy of Valid ID (2 copies)	Registrar's Office (Window 1)	
• National Certification Payment	Cashier's Office (Window 3)	
I. Walk-in Applicant		
A. Pre-assessment		
• Application Form	CIPI Processing Officer	
• Self-Assessment Guide	CIPI Processing Officer	



<ul style="list-style-type: none"> 2 pcs passport ID pictures in white background (must be in collared shirt with nametag) <i>Note: ID pictures must be in chemical print</i> 	Any photo studio offering chemical printing			
B. During Assessment				
<ul style="list-style-type: none"> Attendance Sheet Rating Sheet Competency Assessment Result Summary (CARS) Performance Evaluation Instrument (PEI) 	TESDA-Assigned Assessor			
C. Post-assessment				
<ul style="list-style-type: none"> Letter of Authority 	CIPI Processing Officer			
<ul style="list-style-type: none"> Photocopy of Valid ID (2 copies) 	Client			
<ul style="list-style-type: none"> National Certification Payment 	Cashier's Office (Window 3)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements	Check and evaluate requirements	NONE	5 minutes	Paul Esguerra <i>Processing Officer</i>
Accomplish Registration Form	Verify completeness of form	NONE	2 minutes	Paul Esguerra <i>Processing Officer</i>
Proceed to TESDA Provincial Office for scheduling	Endorse client to TESDA Provincial Office for scheduling and venue of his/her assessment	NONE	1 day	Paul Esguerra <i>Processing Officer</i>
After obtaining schedule from TESDA Provincial Office				
Pay Assessment Fee	Accept payment and issue Official Receipt (O.R.)	TESDA-prescribed Assessment Fee (PHP 500)	10 minutes	Jedelou Costelo <i>Cashier</i>
Post-assessment				
	Collect reports and documents for submission to TESDA Provincial Office	NONE	1 day	Paul Esguerra <i>Processing Officer</i>
For assessment examination passers				



Claim National Certification	Issuance of National Certification to the qualified candidate	TESDA-prescribed Assessment Fee (PHP 60)	10 minutes	TESDA
Fill out Client Satisfaction Feedback Form				
TOTAL			28 minutes	
END OF TRANSACTION				

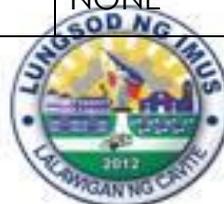


F. ISSUANCE OF VARIOUS CERTIFICATIONS/REPLACEMENT OF ID CARD

- Issuance of the following requested documents:

- ID Card
- Certificate of Training/Enrollment
- Institutional Certificate
- Certificate of Good Moral Character
- TOR (Transcript of Record)

OFFICE OR DIVISION	CITY OF IMUS POLYTECHNIC INSTITUTE – REGISTRAR'S AND CASHIER'S OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL THE SERVICE	CIPi Trainees and Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Registrar (Window 1)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Slip	1. Check student's records	NONE	2 minutes	Anna Antonio <i>Administrative Assistant II</i>
2. Pay corresponding fee and outstanding balance (if applicable)	2.1. Issue Official Receipt (O.R.)	PHP 50 per certificate PHP 150 per ID replacement PHP 200 per Diploma (duplicate copy)	10 minutes	Jedelou Costelo <i>Administrative Officer I</i> -or- Rizalyn Ochoa <i>Cashier IV</i>
	2.2. Prepare the requested document	NONE	1 day	Shirley Danao <i>Registrar III</i>
3. Present Official Receipt (O.R.)	3. Issue the document/ ID card	NONE	2 minutes	Anna Antonio <i>Administrative Assistant II</i>



4. Receive the requested document	4. Log the requester's name at the designated Logbook	NONE	2 minutes	Anna Antonio <i>Administrative Assistant II</i>
Fill out Client Satisfaction Feedback Form				
TOTAL			1 day and 16 minutes	
END OF TRANSACTION				



II. INTERNAL SERVICES

A. REQUEST FOR THE USE OF FACILITIES

- Application for the use of available rooms and/or facilities for government functions/activities.

OFFICE OR DIVISION	CITY OF IMUS POLYTECHNIC INSTITUTE – GENERAL ADMINISTRATION OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2G, G2C			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus Any public agency or organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter of Intent		Client		
b. Endorsement Letter (if applicable)		Local Government Unit – Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1. Assess the submitted requirements and check the availability of venue	NONE	3 minutes	Ziza Anna Tan <i>Administrative Officer II</i>
	1.2. Advise the client on the availability of venue	NONE	2 minutes	Ziza Anna Tan <i>Administrative Officer II</i>
Fill out Client Satisfaction Feedback Form				
TOTAL			5 minutes	
END OF TRANSACTION				



B. SUBMISSION OF REPORT ON COLLECTIONS AND DEPOSITS

-Submission of financial reports after the issuance of official receipts to external clients and the deposit of collections.

OFFICE OR DIVISION	CITY OF IMUS POLYTECHNIC INSTITUTE – CASHIER’S OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2G			
WHO MAY AVAIL THE SERVICE	Treasurer’s Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Three (4) copies of Report on Collections and Deposits (RCD)		1 - Local Government Unit – City Treasurer’s Office 1 – CIPI		
b. Three (5) copies of validated deposit slip/s		1 copy – UCPB 3 Copies - City Treasurer’s Office 1 Copy – CIPI		
c. Duplicate and triplicate copy of issued Official Receipt/s (O.R.) to external clients		Local Government Unit – City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive requirements	1. Submit report of collections and deposits for any Official Receipt generated	NONE	1 Day	Jedelou Costelo <i>Administrative Officer I</i> -or- Rizalyn Ochoa <i>Cashier IV</i>
Fill out Client Satisfaction Feedback Form				
TOTAL			1 Day	
END OF TRANSACTION				



C. REQUEST FOR SUPPLIES

- Request of CIPI personnel or section for replenishment of supplies and/or provision of materials and equipment available in the storage area.

OFFICE OR DIVISION	CITY OF IMUS POLYTECHNIC INSTITUTE – CASHIER’S OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2G			
WHO MAY AVAIL THE SERVICE	Any CIPI Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Monitoring Sheet			Cashier's Office (Window 3)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for supply/ies and present monitoring sheet	1. Check the availability of supply/ies and encode entries in the logbook and in the monitoring sheet	NONE	8 minutes	Jedelou Costelo <i>Administrative Officer I</i> -or- Dianne Garcia <i>Administrative Officer I</i>
2. Sign in the logbook	2. Release requested supply/ies	NONE	2 minutes	Jedelou Costelo <i>Administrative Officer I</i> -or- Dianne Garcia <i>Administrative Officer I</i>
TOTAL			10 minutes	
END OF TRANSACTION				



D. REQUEST FOR REIMBURSEMENT

Request of CIPI officials or sections for reimbursement of expenses incurred during official business activities.

OFFICE OR DIVISION	CITY OF IMUS POLYTECHNIC INSTITUTE – CASHIER’S OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2G, G2C, G2B			
WHO MAY AVAIL THE SERVICE	Board of Trustees School Administrator Concerned Sections of CIPI			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Refer to the list of requirements from Accounting Office			Local Government Unit – Accounting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Prepare reimbursement request and Check attachments	NONE	15 minutes	Jedelou Costelo <i>Administrative Officer I</i> -or- Dianne Garcia <i>Administrative Officer I</i>
	1.2 Check reimbursement request and completeness of attachments	NONE	10 minutes	Rizalyn Ochoa <i>Cashier IV</i>
	1.3 Submit final request with attachments to Accounting Office for processing	NONE	20 minutes	Jedelou Costelo <i>Administrative Officer I</i> -or- Dianne Garcia <i>Administrative Officer I</i>
TOTAL			45 minutes	
END OF TRANSACTION				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Satisfaction Feedback Form and drop it at the designated feedback box in front of the Registrar's Office (Window 1)</p> <p>Contact information: (046) 476 3273 0998 597 2203 cipi@imus.gov.ph</p>
How feedbacks are processed	<p>Every week, the designated administrative staff retrieves the contents of the feedback box and complies and records all submitted feedback.</p> <p>Client will be contacted for feedbacks requiring response.</p>
How to file a complaint	<p>Answer the Client Satisfaction Feedback Form and drop it at the designated feedback box in front of the Registrar's Office (Window 1) or submit complaint letter and incident report (if applicable)</p> <p>Contact information: (046) 476 3273 CIPI@imus.gov.ph</p>
How complaints are processed	<p>Every day, the designated administrative staff retrieves the contents of the complaints box.</p> <p>The office will evaluate the complaint, investigate the case, and summon the involved parties if necessary. Further, the designated administrative staff will forward the complaint to the concerned section/s for explanation.</p> <p>The designated officer will generate a report after the investigation and forward the report together with pertinent documents to the School Administrator for appropriate action</p>
Contact information of CCB, PCC, ARTA	<p>Presidential Complaints Center – 8888 CSC Contact Center ng Bayan – 0908 8816565 Anti-Red Tape Authority – 478 5093</p>

