



				District/ Provincial Office
	TOTAL:	PHP3,000 per qualification	7 Days	

3. Availment of Scholarship Programs (Face to Face)

Facilitating and providing information to the customers inquiring on scholarship availment.

Office or Division:	Provincial/District Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	<ul style="list-style-type: none"> - Prospective beneficiaries, firm industries, communities, and the special clients such as but not limited to: indigenous people, persons with disabilities, senior citizens and returnees - Filipinos, 15 years old and above 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal visit/ inquiry of client;		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to face				
1. Inquiries about available scholarship	1.1. Refers client to respective Provincial Office/Scholarship Focal	None	2 Minutes	Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office
	1.2. Informs clients of the different scholarship programs	None	25 Minutes	Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director



				Provincial/District Office
2. Receives information	1.3. Refers the client to a training provider with available scholarship slots	None	5 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist</i> <i>Provincial/District Director</i> Provincial/District Office
	Total	None	37 minutes	

4. Availment of Scholarship Programs (Online)

Facilitating and providing information to the customers inquiring on scholarship availment.

Office or Division:	Provincial/District Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	<ul style="list-style-type: none"> - Prospective beneficiaries, firm industries, communities, and the special clients such as but not limited to: indigenous people, persons with disabilities, senior citizens and returnees - Filipinos, 15 years old and above 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online scholarship inquiry/ application form		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the online scholarship inquiry/ application form	1.1. Receives information on the scholarship inquiry/ application via email	None	5 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist</i> <i>Provincial/District Director</i> Provincial/District Office
	1.2. Forwards email to	None	1 Minute	<i>Provincial/District Scholarship Focal</i>



	appropriate training provider			<i>Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>
2. Receives information	1.3. Contacts client to inform and refer to appropriate training provider	None	2 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>
	TOTAL:	None	8 Minutes	

5. Complaints Handling

The Agency processes and handles complaints filed by customers through various communication modalities: Public Assistance and Complaint Desk (PACD), calls, registered mails, and emails. The procedure in handling complaints is in accordance with the Customer Satisfaction Management System Operating Procedures which is part of TESDA QMS.

Office or Division:	Provincial/District Offices - Public Assistance and Complaint Desk (PACD)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Complaint lodged at the Public Assistance and Complaint Desk (PACD): 1. Duly accomplished Dulugan Form (1 original) 2. Evidence to be attached to the Dulugan Form or to be sent to contactcenter@tesda.gov.ph		Provincial/District Offices Public Assistance Counter Desk (PACD)
Complaint received through registered mails, emails and SMS shall have: 1. Full Name, address, & contact details of complainant;		Complainant