DIGITAL TRANSFORMATION CENTER LGU CALAMBA TECH4ED CENTER

CITIZEN'S CHARTER

2024 1st Edition

MANDATE

“The Department of Information and Communications Technology by the virtue of the Republic Act 10844, is the branch of Government that will promote, develop and regulate strategic information and communications technology (ICT) and reliable system and cost efficient communication and facilities and services.”

To establish Digital Transformation Center Tech4ED Centers as a delivery channel for relevant ICT-enabled services and content for socio-economic development of UNSERVED and UNDERSERVED communities towards improved quality of life. The Digital Transformation Center Tech4ED Center provides access points for individuals and communities to bridge the digital and education divide. It promotes grassroots development and opportunities for inclusive growth and poverty reduction. “Government and other stakeholders should establish multipurpose community public access points, providing affordable or free of-charge access for their citizens to the various communication resources, notably the internet.

MISSION

"To provide high-quality, practical, and accessible digital training programs that equip individuals and organizations with the skills needed to succeed in the ever-evolving digital landscape. We are committed to delivering hands-on, up-to-date learning experiences that foster critical thinking, problem-solving, and technical proficiency. Through personalized learning pathways, expert instructors, and innovative tools, we aim to empower our learners to achieve their full potential, stay competitive, and lead in their fields."

VISION

"To empower individuals and organizations through innovative, accessible, and cutting-edge digital training solutions, fostering lifelong learning and skill development that prepares them for the challenges and opportunities of an increasingly digital world. We aspire to be a global leader in digital education, bridging the skills gap and transforming the way people learn, work, and thrive in the digital economy."

Service Pledge

As a Digital Transformation Center Lgu Calamba Tech4ed Center, we pledge to:

1. **Empower Our Learners:**

   We are dedicated to providing individuals and organizations with the tools, skills, and knowledge to thrive in the digital age. We commit to offering high-quality training and resources that foster innovation, agility, and leadership.

2. **Deliver Cutting-Edge Solutions:**

   We will remain at the forefront of technology, continuously updating our offerings with the latest tools, techniques, and methodologies to ensure our learners are equipped with the most relevant and future-proof skills.

3. **Promote Lifelong Learning:**

   We believe in the power of continuous learning. Our commitment is to create an environment that encourages curiosity, adaptability, and growth, enabling our learners to evolve with technology throughout their careers and lives.

4. **Foster Collaboration & Community:**

   We recognize that digital transformation is a collective journey. We pledge to build strong communities, partnerships, and networks where learners, experts, and organizations can collaborate, share knowledge, and support one another.

5. **Ensure Accessibility & Inclusivity:**

   We are committed to providing equal access to digital education for all. We will create inclusive, diverse, and equitable learning opportunities that break down barriers to technology and ensure that no one is left behind in the digital era.

6. **Champion Ethical Technology Use:**

   We will uphold the highest standards of ethics in our training programs and practices. Our pledge is to promote responsible, transparent, and secure use of technology, helping learners understand the broader implications of digital transformation on society.

7. **Drive Sustainable Innovation:**

   We are committed to fostering sustainable, forward-thinking innovation that benefits not just individuals and businesses, but also communities and the environment. Our goal is to enable positive digital transformation that creates lasting, meaningful change.

LIST OF SERVICES

Digital Tranformation Center **Page**
Lgu Calamba Tech4ed Center

External and Internal Services

External and Internal Services

1. Request for Online Appointment in any Government Agency

This service provides assistance to the client to government agencies to ensure the efficient functioning of the public sector. These appointments can involve a wide range of positions, from leadership roles at the top of large agencies to lower-level administrative positions. The process typically involves several stages, including selection, vetting, confirmation (if necessary), and final appointment.

Office or Division:	Tech4ed Center
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	All Individuals that need assistance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the Tech4ed Staff for assistant	Check the available dates and schedule the client	NONE	5 minutes	Administrative Staff Tech4Ed Office
Wait to be confirming by the agency and receive the said schedule.	Print the said appointment and give it to the client	NONE	5 minutes	Administrative Staff Tech4Ed Office
Fill up the log book and sign the receive copy to be filled in the office	Receive the print out copy of the appointment with the client receive signature	NONE	5 minutes	Administrative Staff Tech4Ed Office
Accomplish the CSS and drop it in the Drop Box for Feedback	Request the client to accomplish the Client Satisfaction Survey (CSS)	NONE	10 minutes	Administrative Staff Tech4Ed Office
	Total		25 minutes	

2. Request to Conduct Computer Literacy Training

This service involves the conduct of computer literacy training based on approved request. In today's rapidly advancing digital world, computer literacy has become an essential skill for individuals across all fields of life. Whether for personal use, educational purposes, or professional environments, understanding how to use computers efficiently is a must. The ability to use computers and related technology efficiently.

Office or Division:	Tech4ed Center
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	PWD,Single Parents,Womens, Out of School Youth & Adult, Students, Teachers, OFWs, their Families/Relatives, Entrepreneurs, Indigenous People, Farmers and Government Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the Tech4ed Staff for assistant of the schedule Training	Check the available dates and schedule the client	NONE	10 minutes	Administrative Staff Tech4Ed Office
Wait to be confirm by the Tech4ed Center Manager	Confirm the said schedule of the training	NONE	5 minutes	Administrative Staff Tech4Ed Office
Finalized the said schedule of the training	Post the final list of trainee	NONE	3 days	Administrative Staff Tech4Ed Office
Accomplish the CSS and drop it in the Drop Box for Feedback	Request the client to accomplish the Client Satisfaction Survey (CSS)	NONE	5 minutes	Administrative Staff Tech4Ed Office
	TOTAL:		3 days & 20 minutes	

3. Request for Printing, Scanning, Photocopy and Computer Usage

This service facilitates the request of the client for printing, scanning, Photocopy and Computer Usage and transferring digital content (such as documents, images, or designs) onto physical materials like paper, vinyl, or fabric. Whether it's printing a report, scanning a batch of receipts, or copying presentation materials for a meeting, these services ensure you meet deadlines without compromising quality.

Office or Division:	Tech4ed Center
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	All Individuals that need assistance

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
NONE	NONE

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Approach the Tech4ed Staff for assistant	Check the available equipment to be used	NONE	5 minutes	Administrative Staff Tech4Ed Office
Wait to be confirm by the Tech4ed Center staff	Prepare doing the request	NONE	20 minutes	Administrative Staff Tech4Ed Office
Fill up the log book and sign the receive copy to be filled in the office	Receive the print out copy with the client receive signature	NONE	5 minute	Administrative Staff Tech4Ed Office
Accomplish the CSS and drop it in the Drop Box for Feedback	Request the client to accomplish the Client Satisfaction Survey (CSS)	NONE	5 minutes	Administrative Staff Tech4Ed Office
		TOTAL:	35 minutes	

4. Provision of Copy of CCTV Footage

A type of services to provide client satisfaction and plays a critical role in solving crimes, providing valuable evidence that can help law enforcement investigate and identify suspects. In addition to identifying suspects, CCTV footage can help locate stolen property, identify victims, or capture details like vehicle make and license plate numbers, which can lead to further investigative leads.

Office or Division:	Tech4ed Center
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	All Individuals that need assistance

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Police Blotter (3 photocopies)	Police Station
Letter Request from the client and Attorney at Law (3 photocopies)	PAO or any Private Attorney

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Approach the CCTV Administrator	Review the date and time of the request	NONE	8 hrs.	Administrative Staff Tech4Ed Office
Wait to be confirm by the CCTV Administrator	Render a copy to the client	NONE	4 hrs.	Administrative Staff Tech4Ed Office
Fill up the log book and sign the receive copy to be filled in the office	Receive the copy of the Footage	NONE	10 minutes	Administrative Staff Tech4Ed Office
Accomplish the CSS and drop it in the Drop Box for Feedback	Request the client to accomplish the Client Satisfaction Survey (CSS)	NONE	5 minutes	Administrative Staff Tech4Ed Office
	TOTAL:		12 hrs. and 15 mins.	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact information of LGU	
Contact information of CCB, PCC, ARTA	

TO BE DONE BY THE CART