



CITIZEN'S CHARTER

1.0 Legal Mandates

City Council Resolution No. 577, series of 1991
Executive Order No. 5, series of 2003
Executive Order No. 2, series of 2011
Executive Order No. 5, series of 2011
City Council Ordinance No. SP-2071, series of 2011
City Council Ordinance No. SP-2165, series of 2012
City Council Resolution No. SP- 5674, series of 2013
City Council Ordinance No. SP-2366, series of 2014
City Council Resolution No. SP-6184, series of 2014
City Council Ordinance No. SP-2337, series of 2014
City Council Resolution No. SP-6912, series of 2016
City Council Resolution No. SP-6933, series of 2016
City Council Ordinance No. SP-2561, series of 2017
City Council Ordinance No. SP-2621, series of 2017
City Council Ordinance No. SP-2742, series of 2018
City Council Ordinance No. SP-2803, series of 2018
Office Order No. 53, series of 2019

2.0 Vision

SYDP envisions a city which is modernized and progressive wherein the interests of the youth have primary importance of the development of the City. A City wherein youth are empowered and educated.

3.0 Mission

- Help the City government in addressing and minimizing the problem of out-of school youth. SYDP shall spearhead the promotion and implementation of Quezon City Scholarship Program that will provide better services especially to the deserving students among the economically disadvantaged families.
- SYDP shall pursue youth empowerment through leadership skills training and livelihood programs.
- Organize the youth into a broader network in order to promote active participation in governance.

4.0 Frontline Services

4.1 *SCHOLARSHIP PROGRAM*

4.1.1 APPLICATION OF NEW SCHOLARS

Schedule of Availability of Service :
Days : Monday to Friday
Hours : 8:00 AM to 5:00 PM

Who May Avail of the Service :
For College Scholarship and Financial Assistance

- Male or female
- Quezon City Residents
- Quezon City Public High Schools Graduates that are:
 - Valedictorian
 - Salutatorian
 - 1st to 8th Honorable Mentions
 - HB Centrex Graduates

- Supreme Student Council Officials
- Publication Officials
- Scout Leaders
- SangguniangKabataan (SK) Officials
- QC Public High School Graduates with at least 80% general weighted average
- ALS Graduates
- Solo Parents
- Household Helpers
- Persons with Disabilities (PWD)
- College Students

For Post Graduate Studies

- Male or female
- Quezon City Residents
- College Graduates from top 10 reputable universities of the country ranked by Commission on Higher Education (CHED)
- Masteral Graduates from top 10 reputable universities of the country ranked by Commission on Higher Education (CHED)
- Quezon City Government Employees with Salary Grade 15
- Non-Quezon City Government Employees

Documentary Requirements :

For College Scholarship and Financial Assistance (Valedictorian, Salutatorian and 1st to 8th Honorable Mentions, HB Centrex Graduates, SangguniangKabataan (SK) Officials, Supreme Student Council Officials, School Publication Officials, Scout Leaders, Solo Parents, Household Helpers, PWD, ALS Graduates)

- Certified True Copy of Form 137 or Form 138
- Certified True Copy of Birth Certificate
- Latest ITR / Affidavit of Non-Filing
- Barangay Certificate/ Indigency
- Certificate of Honor (if Valedictorian, Salutatorian, 1st-8th Honorable Mention)
- HB Centrex Certification (if HB Centrex Alumni)
- Endorsement Letter from Barangay and City Council (if applicable)
- Endorsement Letter from SSDD / HCDRD / PESO / Office of the Secretary to the Mayor (if applicable)
- Photocopy of Solo Parent ID (if Solo Parent)
- Certificate of Employment (if Household Helper)
- Medical Certificate (if PWD)
- PWD ID (if PWD)
- ALS Graduate Certificate
- Long clear book
- 2x2 ID Photo with nameplate (2pcs)

For Specialized Courses

- Certified True Copy of Form 137 or Form 138
- Certified True Copy of Birth Certificate
- Letter of Intent addressed to the City Mayor
- Latest ITR / Affidavit of Non-Filing
- Barangay Certificate
- Recommendation letter from schools/College Dean
- Long clear book
- 2x2 ID Photo with nameplate (2pcs)

Post Graduate Studies

General Requirements:

- Letter of Intent addressed to the City Mayor
- Transcript of Records (TOR)
- Certificate of Employment
- Latest Income Tax Return (ITR)
- Permit to Study
- Company ID
- Voters ID
- Barangay Certificate
- Long clear book
- 2x2 ID Photo with nameplate (2pcs)

If Quezon City Government Employees:

- CSC Appointment Record
- Service Record

If Non-Quezon City Government Employees:

- Recommendation from Head Agency
- Appointment Record from Agency

Processing Period : 2 to 3 months

- Scholarship Application - (1 month / March-April)
- Posting of Qualified Applicants and Orientation (1 month / May)

How to Avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Fill out application and interview form. Sign in the logbook.	Provide application form, interview form and checklist of requirements.	5 minutes	Scholarship Coordinator	None	QCG-SYDP-SOI-F01 / QCG-SYDP-SOI-F08-7 / QCG-SYDP-SOI-F08-8
2	Submit documentary requirements.	Receive and check the submitted requirements.	5 minutes	Scholarship Coordinator	None	
3	Sign in the logbook.	Interview and assess the applicant.	10 minutes	Scholarship Coordinator	None	QCG-SYDP-SOI-F08-7
4		Post names of qualified applicants.	1 month	Scholarship Coordinator	None	
5	Attend Scholarship Orientation for New City scholars.	Conduct orientation to qualified applicants.	3 hours	Scholarship Coordinator	None	
6	Secure scholars and parents undertaking.	Issue scholars and parents undertaking.	3 minutes	Scholarship Coordinator	None	QCG-SYDP-SOI-F02 / QCG-SYDP-SOI-F03
7	Submit signed scholars and parents undertaking.	Receive scholars and parents undertaking.	3 minutes	Scholarship Coordinator	None	QCG-SYDP-SOI-F02 / QCG-SYDP-SOI-F03
8	Secure Certificate of Scholarship. Sign the logbook	Issue Certificate of Scholarship.	5 minutes	Scholarship Coordinator	None	QCG-SYDP-SOI-F05
END of TRANSACTION						

4.1.2 SUBMISSION OF STATEMENT OF ACCOUNT (Every Semester)

Schedule of Availability of Service :

Days : Monday to Friday
Hours : 8:00 AM to 5:00 PM

Who May Avail of the Service :

- All SYDP Scholars

Documentary Requirements :

- Original and two (2) Photocopy of New Registration Card/Form
- Original and two (2) Photocopies of Statement of Account (SOA)
- Original and two (2) Photocopies of New Certificate of Scholarship

Processing Period : 3 months

- First Semester – April to July
- Second Semester - October to January

How to Avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Submit official statement of account (SOA) from the school and other documentary requirements.	Receive and check the submitted documents.	5 minutes	Payroll Officer	None	
2	Sign in the log book.	Return the scholar's receiving copy of documents.	3 minutes	Payroll Officer	None	
3		Process payment for tuition fee and stipend/allowance thru payroll.	3 months	Payroll Officer	None	QCG-SYDP-SOI-F05
END of TRANSACTION						

4.1.3 CLAIMING THE STIPEND/ALLOWANCE (Every Semester)

Schedule of Availability of Service :

Days : Monday to Friday
Hours : 8:00 AM to 5:00 PM

Who May Avail of the Service :

- All SYDP Scholars

Documentary Requirements :

- Original and Photocopy of School ID or any valid ID card
- Original and Photocopy of Registration Card/Form

Processing Period : within 45 days of the scheduled release of stipend/allowance

How to Avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Present the required documents such as school identification card and registration card/form.	Check and verify scholar's requirements.	5 minutes	Payroll Officer	None	
2	Sign in the attendance sheet.	Issue Stipend Slip and feedback form.	3 minutes	Payroll Officer	None	QCG-SYDP-SOI-F08-1 / QCG-SYDP-SOI-F08-2
3	Submit properly filled-out Stipend Slip.	Receive the Stipend Slip and verify the requirements.	3 minutes	Payroll Officer	None	QCG-SYDP-SOI-F08-1
4	Sign the payroll and receive stipend/allowance.	Release the stipend/allowance to the scholar.	3 minutes	Payroll Officer	None	Payroll
5	Sign the logbook and drop the filled-out feedback form to the designated box.	Monitor the prompt return of feedback forms from scholars.	3 minutes	Payroll Officer	None	QCG-SYDP-SOI-F08-2
END of TRANSACTION						

4.1.4 SCHOLARSHIP RENEWAL (Every Semester)

Schedule of Availability of Service :
Days : Monday to Friday
Hours : 8:00 AM to 5:00 PM

Who May Avail of the Service :
 ➤ All SYDP Scholars

Documentary Requirements :
 ➤ Original and/or Certified True Copy of Grades/Class Cards
 ➤ Original and Photocopy of Old Registration Card/Form
 ➤ Original and Photocopy of Old Certification of Scholarship
 ➤ 1x1 ID Picture (1pc)

Processing Period : 3 months
 First Semester – April to July
 Second Semester - October to January

How to Avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Secure and fill-out renewal and monitoring form.	Provide renewal, monitoring and feedback form.	10 minutes	Scholarship Coordinator	None	QCG-SYDP-SOI-F06 / QCG-SYDP-SOI-F07 / QCG-SYDP-SOI-F08-2
2	Submit complete documents for scholarship renewal.	Receive, validate and process required documents for scholarship renewal. Conduct interview to scholar.	5 minutes	Scholarship Coordinator	None	QCG-SYDP-SOI-F06 / QCG-SYDP-SOI-F07 / QCG-SYDP-SOI-F08-2 / QCG-SYDP-SOI-F07
3	Sign the logbook and fill-out feedback form.	Issue new Certificate of Scholarship.	5 minutes	Scholarship Coordinator	None	QCG-SYDP-SOI-F05
4	Sign the logbook and drop the filled-out feedback form to the designated box.	Monitor the prompt return of feedback forms from scholars.	3 minutes	Scholars' Welfare Coordinator	None	QCG-SYDP-SOI-F08-2
END of TRANSACTION						

4.1.5 SCHOLARSHIP WITHDRAWAL AND CANCELLATION PROCESS

Schedule of Availability of Service :
Days : Monday to Friday
Hours : 8:00 AM to 5:00 PM

Who May Avail of the Service :
 ➤ All SYDP Scholars

Documentary Requirements :
 ➤ Request Letter signed by the scholar and parent/guardian (2copies)
 ➤ Photocopy of valid Identification card of parent/guardian (2copies)

Processing Period : 1 day

How to Avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Secure and fill-out withdrawal/cancellation form.	Provide withdrawal/cancellation form.	10 minutes	Scholarship Coordinator	None	Withdrawal/Cancellation Form
2	Submit complete documents for withdrawal/cancellation of scholarship.	Receive, validate and process required documents for withdrawal/cancellation of scholarship. Conduct interview to scholar.	10 minutes	Scholarship Coordinator	None	Withdrawal/Cancellation Form
		Approval of request.	10 minutes	Office Head	None	Withdrawal/Cancellation Form
3	Sign in the logbook.	Issue approved withdrawal/cancellation form copy.	5 minutes	Scholarship Coordinator	None	Withdrawal/Cancellation Form
END of TRANSACTION						

4.1.6 ALUMNI CERTIFICATION

Schedule of Availability of Service :

Days : Monday to Friday
Hours : 8:00 AM to 5:00 PM

Who May Avail of the Service :

- All SYDP Alumni/Graduates

Documentary Requirements :

- Previous Certificate of Scholarship

Processing Period : 1 day

How to Avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Secure and fill-out Alumni Profile form.	Provide Alumni Profile form.	10 minutes	Technical Unit Staff	None	QCG-SYDP-SOI-F08-6.V01
2	Submit accomplished Alumni Profile Form.	Receive and validate information from scholar's data bank.	5 minutes	Technical Unit Staff	None	QCG-SYDP-SOI-F08-6.V01
3	Sign in the logbook.	Issue Certification.	5 minutes	Technical Unit Staff	None	QCG-SYDP-SOI-F05-10.V01
END of TRANSACTION						

4.2 CAPABILITY BUILDING PROGRAM

Schedule of Availability of Service :
Days : Monday to Friday
Hours : 8:00 AM to 5:00 PM

Who May Avail of the Service :
 ➤ Youth Organizations
 ➤ City Youth (In-School Youth / Out-of-School Youth)
 ➤ Barangays

Documentary Requirements :
 ➤ Request letter

Processing Period : Six (6) days

How to Avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Submit request letter	Receive the request letter and endorse to Youth Secretariat Unit.	3 minutes	Administrative Assistant	None	
2	Fill out two (2) copies of training request form	Provide training request form.	5 minutes	Youth District Coordinator	None	QCG-SYDP-SOI-F09-4
		Review and approval of requested training and schedule.	2 days	Youth Secretariat Unit Head	None	
3	Follow-up request for training	Update client on the status of request and schedule.	3 days	Youth District Coordinator	None	
END of TRANSACTION						

4.3 ACCREDITATION OF YOUTH AND YOUTH-SERVING ORGANIZATIONS

Schedule of Availability of Service :
Days : Monday to Friday
Hours : 8:00 AM to 5:00 PM

Who May Avail of the Service :
 ➤ Youth Organizations
 ➤ Youth-Serving Organizations

Documentary Requirements :

- Directory of Officers and Advisers
- Completely Filled Out Youth Organization Profile
- Directory List of Members in Good Standing
- Copy of Constitution and By Laws (Indicating the age and scope of membership)
- Endorsement/Certification from Appropriate Authority:
 - For **Community Based Organizations(one of the following)**
 - ✓ If the organization has a physical office, Certification of Existence of Office from the Punong Barangay where the office is located
 - ✓ If the organization does not have a physical office, Barangay Certification of Residence of the President
 - For **School Based Organizations**
 - ✓ Certificate of Registration or Recognition from a competent school authority supervising student affairs
 - For **Faith Based Organizations**
 - ✓ Certificate of Registration or Recognition from any head/pastor of congregation of parish priest
 - For **Chapter of Multi-Level Organization**
 - ✓ Certification of Registration or Recognition from the president governing at the highest organizational level

- For **Consortium** Organizations
 - ✓ Certification of Member Organizations issued by the secretariat/board

Processing Period : 3 days

How to Avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Secure and fill-out Accreditation and Registration form.	Provide Accreditation and Registration form.	10 minutes	Youth District Coordinator	None	Accreditation and Registration form
2	Submit the accomplished form and the documentary requirements. Sign in the logbook.	Receive and check the submitted requirements.	5 minutes	Youth District Coordinator	None	
3		Review submitted documents.	1 day	Technical Unit Staff	None	
4		Approve application for accreditation/ registration.	1 day	Office Head	None	
5	Receive Certificate of Registration. Sign in the logbook.	Issue Certificate of Registration.	5 minutes	Technical Unit Staff	None	Certificate of Accreditation
END of TRANSACTION						

4.4 REVIEW OF SANGGUNIANG KABATAAN COMPREHENSIVE BARANGAY YOUTH DEVELOPMENT PLAN (CBYDP) AND ANNUAL BARANGAY YOUTH INVESTMENT PROGRAM (ABYIP)

Who May Avail of the Service :

- Sangguniang Kabataan Officials

Documentary Requirements :

- Comprehensive Barangay Youth Development Plan (CBYDP)
- Annual Barangay Youth Investment Program (ABYIP)
- SK Council Resolution

Processing Period : 3 days

How to Avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Submit the CBYDP and ABYIP signed by SK Federation President. Sign in the logbook.	Receive the signed CBYDP and ABYIP.	10 minutes	Technical Unit Staff	None	
2		Review and signing of CBYDP and ABYIP.	3 days	Technical Unit Staff Office Head	None	
3	Receive the signed CBYDP and ABYIP. Sign in the logbook.	Release of signed CBYDP and ABYIP.	5 minutes	Technical Unit Staff	None	
END of TRANSACTION						