



QCYDO
**Quezon City Youth
Development Office**

CITIZEN'S CHARTER 2025

I. MANDATE

Pursuant to Ordinance No. SP-2803, series of 2018, an Ordinance creating the Quezon City Youth Development Office (QCYDO), providing for its organizational structure and staffing pattern, duties, functions and responsibilities, appropriating funds therefor and for other purposes, the office is mandated to perform the following:

1. Coordinate with the Barangay and Community Relations Department, the implementation of a system of continuing registration and verification of bona fide youth and youth-serving organizations in accordance with the Youth Organizations' Registration Program guidelines of the National Youth Commission;
2. Coordinate with the City Planning and Development and Social Services and Development Departments, the provision of technical assistance to the Local Youth Development Council (LYDC) in the formulation of the Local Youth Development Plan;
3. Facilitate the election of the Local Youth Development Council Representatives every three (3) years thereafter, upon the approval of this Ordinance;
4. Serve as secretariat to the Local Youth Development Council;
5. Apply for accreditation with the National Youth Commission (NYC) and the Department of the Interior and Local Government (DILG), in order to conduct the mandatory and continuing training of SK officials and LYDC members;
6. Provide technical, logistical and other support in the conduct of mandatory and continuing training programs and to such other programs of the NYC and the DILG, subject to the availability of funds for the purpose;
7. Coordinate with the NYC with regard to youth programs proposed to be implemented within Quezon City;
8. Implement the City's capability building program for the youth;
9. Prepare and submit annual plans, accomplishment reports and activity reports to the Mayor;
10. Assist the Sangguniang Kabataan Federation in the observance of Annual Linggo ng Kabataan Celebration and support its youth development programs;
11. Provide technical assistance to the Sangguniang Kabataan in the preparation, formulation and implementation of the annual development plan for the youth in the barangay level;
12. Establish a consultative mechanism that shall provide a forum for continuing dialogue between the City and Sangguniang Kabataan, Katipunan ng Kabataan and youth in general;
13. Compile the Sangguniang Kabataan Case bank on Innovative and Exemplary Practices in Governance;
14. Coordinate with other government agencies and youth serving organizations in the implementation of youth development programs;
15. Provide youth welfare programs such as scholarship and financial assistance to deserving students;
16. Promote youth empowerment through various trainings and advocacies such as education, economic empowerment, environment, global mobility, governance, health peace building & security and social inclusion & equity;
17. Establish and implement programs of the Youth Resource Center;
18. Propose plans and programs to the City Mayor concerning the needs and aspirations of the City youth;
19. Perform such other functions as may be prescribed by Law, Ordinance or as the Chief Executive, the DILG or the NYC may require.

II. VISION

QCYDO envisions a city that is modernized and progressive where the interests of the youth have primary importance and where the youth are empowered and educated.

III. MISSION

1. To spearhead the promotion and implementation of the Quezon City Scholarship Program.
2. To pursue youth empowerment through leadership and other related training and livelihood programs.
3. To organize the youth into a broader network in order to promote active participation in governance.

IV. SERVICE PLEDGE

1. To provide better services
2. To pursue youth empowerment through education
3. To promote active participation of the youth in governance

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I. **SERVICES FOR STUDENTS**

A. **SCHOLARSHIP APPLICATION**

The Quezon City Scholarship Program provides financial assistance to deserving students, especially underprivileged ones. The program has four (4) scholarship categories:

- 1. Scholarship for Senior High School Students
- 2. Scholarship for Tertiary Students
- 3. Scholarship for Post-Graduate Students
- 4. Scholarship for Continuing Education/Vocational Courses Students

Office or Division:	Quezon City Youth Development Office (QCYDO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>Eligibility:</p> <ul style="list-style-type: none">• Be a Quezon City resident• Not be a scholar of another Local Government Unit• Be enrolled/registered/accepted at, OR, be certified as a scholar by an educational institution recognized by the city. <p><i>The applicant must also meet the qualifications for the scholarship category being applied for:</i></p> <p>1. SCHOLARSHIP FOR SENIOR HIGH SCHOOL STUDENTS</p> <p>a. Academic Scholarship</p> <ul style="list-style-type: none">• Must graduate from junior high school with Academic Honors 1-10 or with top 10 highest overall GWA• Must have a General Weighted Average of at least 89% or its equivalent <p>b. Specialized Track Scholarship</p> <ul style="list-style-type: none">• Must be enrolled at a Specialized Public Senior High School• Must have a General Weighted Average of at least 89% or its equivalent <p>c. Athletic and Arts Scholarship</p> <ul style="list-style-type: none">• Must be a recent recipient of a major award for sports or arts, or, be a current member of a sports or arts program recognized by the city• Must have a General Weighted Average of at least 85% or its equivalent <p>d. Youth Leaders Scholarship</p> <ul style="list-style-type: none">• Must be a recent recipient of a leadership award recognized by the city, or, be a current official of the Sangguniang Kabataan, Supreme Student Government or its equivalent, and Quezon City-registered Youth Organizations• Must have a General Weighted Average of at least 85% or its equivalent

2. SCHOLARSHIP FOR TERTIARY STUDENTS

a. QC Excel Scholarship

- Must be a freshman/first-year tertiary student at the time of application
- Must be enrolled/ registered/ accepted in any of the priority courses/ programs/ fields/ areas of specialization deemed necessary by the city.
- Must pass interviews and aptitude/ psychological tests to be administered by QCYDO
- Must show proof of leadership/ volunteer work/ socio-civic engagements
- Must have a GWA of at least 1.75 or its equivalent

b. Academic Scholarship

- Must graduate from senior high school with Academic Honors 1-10 or with top 10 highest overall GWA
- Must have a General Weighted Average of at least 1.75 or its equivalent

c. Athletic and Arts Scholarship

- Must be a recent recipient of a major award for sports or arts or be a current member of a sports program recognized by the city
- Must have a General Weighted Average of at least 2.5 or its equivalent

d. Youth Leaders Scholarship

- Must be a recent recipient of a leadership award recognized by the city, or, be a current official of the Sangguniang Kabataan, Supreme Student Government or its equivalent, and Quezon City-registered Youth Organizations
- Must have a General Weighted Average of at least 2.5 or its equivalent

e. Economic Scholarship

- Must belong to a household with a combined annual income within the low middle income to poverty threshold levels or belong to any of the following groups: displaced/relocated families within Quezon City, PWDs, household helpers/kasambahays, Alternative Learning System (ALS) graduates, solo parents, children whose parent(s) was/were found guilty with finality in criminal cases, family members of tricycle drivers and operators, and other vulnerable or marginalized sectors
- Must maintain a General Weighted Average of at least 3.0 (PASS) or its equivalent.

	<p>3. SCHOLARSHIP FOR POST-GRADUATE STUDENTS</p> <ul style="list-style-type: none"> • Must be employed with the Quezon City Government or with other offices/units working with the Quezon City Government for at least 1 year • Must have a GWA of at least 2.5 or its equivalent <p>4. SCHOLARSHIP FOR VOCATIONAL COURSES</p> <ul style="list-style-type: none"> • Must be enrolled in short courses or licensure/board/bar exam review courses taken by an applicant or a scholar from a training institution recognized by the city
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
1. Copy of Grades/Transcript of Records/Form 137/Form 138 for the last school year /term attended.	School
2. Proof of school enrollment/registration/acceptance for the current school year/term, OR, certification indicating that the applicant is a scholar from an educational institution recognized by the city	School
Additional Requirements per Category	
1. <u>Scholarship for Senior High School Students:</u>	
a. Academic Scholarship	
<ul style="list-style-type: none"> • Proof of academic honors received or proof that GWA is within the top 10 highest overall 	School
b. Specialized Track Scholarship	None
c. Athletic and Arts Scholarship	
<u>Any</u> of the following: <ul style="list-style-type: none"> • Proof of recent major award/recognition received. 	Recognized award-giving bodies
<ul style="list-style-type: none"> • Proof of membership in a sports/ arts program recognized by the city 	Recognized institution
d. Youth Leaders Scholarship	
<u>Any</u> of the following: <ul style="list-style-type: none"> • Proof of leadership awards received 	Recognized award-giving bodies; School
<ul style="list-style-type: none"> • Proof of leadership position held 	DILG (Sangguniang Kabataan); School (Supreme Student Council); Organization (Youth Organizations/ Youth-Serving Organizations)

2. <u>Scholarship for Tertiary Students:</u>	
a. QC Excel Scholarship	
<ul style="list-style-type: none"> • Proof of leadership position held/volunteer work/social engagement 	
<ul style="list-style-type: none"> • At least two (2) endorsement letters 	
b. Academic Scholarship	
<ul style="list-style-type: none"> • Proof of academic honors received or proof that GWA is within the top 10 highest over-all 	School
c. Athletic and Arts Scholarship	
<u>Any</u> of the following: <ul style="list-style-type: none"> • Proof of recent major award/recognition received 	Recognized institution/client
<ul style="list-style-type: none"> • Proof of membership in a recognized sports/ arts program recognized by the city 	
d. Youth Leaders Scholarship	
<u>Any</u> of the following: <ul style="list-style-type: none"> • Proof of leadership award received 	Recognized award-giving bodies; School
<ul style="list-style-type: none"> • Proof of leadership position held 	DILG (Sangguniang Kabataan); School (Supreme Student Council); Organization (Youth Organizations/ Youth-Serving Organizations)
e. Economic Scholarship	
<u>Any</u> of the following:	
<ul style="list-style-type: none"> • Certificate of Indigency 	Barangay/ QC Social Services Development Department
<ul style="list-style-type: none"> • Proof that the person is registered with SSS as Kasambahay 	Social Security System
<ul style="list-style-type: none"> • DepEd Certification of Equivalency for ALS Graduate 	School/Department of Education
<ul style="list-style-type: none"> • Solo Parent ID issued by QC/Certificate from SSDD 	QC Social Services Development Department/ Department of Social Welfare and Development
<ul style="list-style-type: none"> • Court Certification confirming that the parent(s) of the applicant has/have been found guilty with finality in criminal cases 	Regional Trial Court (RTC)/ Municipal Trial Court (MTC)
<ul style="list-style-type: none"> • Latest copy of contract or Proof of Income for children of OFWs 	Employer

Any of the following may be required in addition to the documents listed above:	
<ul style="list-style-type: none"> • Proof of Income 	
<ul style="list-style-type: none"> • Latest ITR of parents 	Bureau of Internal Revenue
<ul style="list-style-type: none"> • Parents Affidavit of Non-filing of Income Tax Return 	Notary Public Office
<ul style="list-style-type: none"> • Certificate of Tax Exemption from BIR 	Bureau of Internal Revenue
2. <u>Scholarship for Post-Graduate Students</u>	
<ul style="list-style-type: none"> • Proof of Employment (indicating salary grade level and position held) 	Employer
<ul style="list-style-type: none"> • Recommendation from Unit/Dept/Office Head 	Unit/Dept/Office Head
<ul style="list-style-type: none"> • Other proof stating duties and responsibilities 	
3. <u>Scholarship for Vocational Courses</u>	
<ul style="list-style-type: none"> • Course/ Training Curriculum 	School

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a QCitizen ID through https://qceservices.quezoncity.gov.ph/ .	-	-	-	-
2. Log in at QCeServices using the email address registered upon securing the QCitizen ID.	-	-	-	-
3. Fill out online application form and upload scanned copies of the following general documentary requirements mentioned above.	Review and validate the completeness and correctness of scholarship application information, and documents	None	2 days	Scholarship Coordinator; Youth Welfare Programs and Operations Division
4. Submit to an interview to be conducted by QCYDO. Other modes to validate an applicant's identity may also be employed.	Assess the submitted video interview-	None	1 day	Scholarship Coordinator; Youth Welfare Programs and Operations Division

5. Receive notification to upload scanned copies of any additional documents related to the scholarship category being applied for.	Validate uploaded additional requirements	None	3 days	Scholarship Coordinator; Youth Welfare Programs and Operations Division
6. Receive notification on approval of scholarship application.	Submit a recommendation for endorsement to the Scholarship Screening Committee(SSC)	None	10 days	Scholarship Screening Committee (SSC)
7. Download a copy of the Certificate of Scholarship through QCeServices.	Generate/Issue Certificate of Scholarship via QCeServices	-	2 days	Section Head; Youth Welfare Programs and Operations Division
8. Receive notification on signing and claiming of the Sworn Attestation and Undertaking and Scholarship Contract at QCYDO.	Prepare Sworn Attestation and Undertaking, Scholarship Contract, and set schedule for the scholarship orientation	-	-	Scholarship Coordinator; Youth Welfare Programs and Operations Division
TOTAL		None	18 days	

B. SCHOLARSHIP RENEWAL

All scholars (except Continuing Education/Vocational Courses scholars) must renew their scholarship every school year (for Senior High School students) or school term or semester (for Tertiary and Postgraduate students) to assess if they consistently met the qualifications and the prescribed general weighted average (GWA) according to the scholarship category. In this process, scholars secure a new Certificate of Scholarship for the current semester.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars (except scholars from Vocational Courses)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copy of Grades / Transcript of Records / Form 137/ Form 138 for the last school year /term attended			School	
2. Proof of school enrollment/ registration/ acceptance for the current school year/school term or certification indicating that the applicant is a scholar from an educational institution recognized by the city			School	
3. Appeal form, for scholars who failed to meet the qualification to renew based on the scholarship guidelines (if applicable)			QC Youth Development Office - QC eservices portal	
4. Leave of Absence/Notice of Non-Renewal (for a scholar who will not be able to renew for the coming term / school year)			School	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at QCeServices using the email address registered upon securing the Citizen ID	-	-	-	-
2. Fill out the online renewal application form and upload scanned copies of the following documents through QCeServices.	Review and validate the completeness and correctness of renewal application information and documents	None	3 days	Scholarship Coordinator; Youth Welfare Programs and Operations Division

3. Receive notification on approval of scholarship renewal application.	Submit a recommendation for endorsement to the Scholarship Screening Committee (SSC)	None	10 days	Scholarship Screening Committee (SSC)
4. Download a copy of the Certificate of Scholarship through QCeServices.	Generate/Issue Certificate of Scholarship via QCeServices	None	2 days	Section Head; Youth Welfare Programs and Operations Division
TOTAL		None	15 days	

C. SCHOLARSHIP GRANTS

All Quezon City Scholars, whether enrolled in private or state/public universities, must submit their Official Registration Forms to process their stipends. Additionally, scholars enrolled in private institutions are required to submit their Statement of Account (SOA) to facilitate the processing of their tuition fee grant

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Quezon City Scholars			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - Registration form for the current school year or school term (for scholars enrolled in state/public universities) - Registration form and Statement of Account for the current school year or school term (for scholars enrolled in private universities/ colleges) 			School	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to https://qceservices.quezoncity.gov.ph/ . Log in using the email registered at QC eServices. Choose “QC Scholarship Program” from the list of services. Click the	-	-	-	Client

“Scholarship Dashboard” button.				
2. Upload the scanned copy of Statement of Account and updated registration form, then click “submit”.	Review and validate the completeness and accuracy of the submitted documents.	None	7 days	Administrative Assistant
3. Receive an email notification confirming that their submitted documents have been approved.	Create a payroll based on validated documents and transmit it to the concerned offices. Notify the scholar regarding the status of scholarship grants via QCeServices.	None	5 days	Payroll Officer
4. Receive a notification regarding the release of scholarship grants.	Prepare and upload approved disbursement vouchers to the disbursement portal	None	5 days	Budget Officer/ Administrative Staff Head
TOTAL		None	17 days	

II. SERVICES FOR SANGGUNIANG KABATAAN (SK) COUNCILS

A. *REVIEW OF COMPREHENSIVE BARANGAY YOUTH DEVELOPMENT PLAN (CBYDP)*

All Sangguniang Kabataan Councils must submit their Comprehensive Barangay Youth Development Plan as mandated by the Department of Interior and Local Government Memorandum Circular No. 2019-151 and QC Government- DILG QC Field Office- Sangguniang Kabataan Pederasyon QC Chapter Joint Memorandum Circular (JMC) No. 2024-01, s-2024.

Office or Division:		Quezon City Youth Development Office (QCYDO)		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Sangguniang Kabataan Officials		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Two (2) copies of Transmittal Letter addressed to the Head of Office 2. Three (3) signed copies of the Comprehensive Barangay Youth Development Plan (CBYDP) If amended, duly signed Comprehensive Barangay Youth Development Plan of the previous year and current year 3. Three (3) copies of duly approved Resolution adopting/approving the CBYDP			Sangguniang Kabataan Council	
4. One (1) copy of each: <ul style="list-style-type: none"> - Duly approved Resolution adopting the Annual Budget - Project Procurement Management Plan (PPMP) - Annual Procurement Plan (APP) - SK Plantilla - Duly approved Resolution approving the SK Plantilla - Inventory of Supplies and Movable Assets - Updated Youth Database - Utilization Report of the previous year - Duly approved SK Internal Rules of Procedures 			Sangguniang Kabataan Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the current year's Comprehensive Barangay Youth Development Plan and its corresponding resolution in the form of a physical or electronic copy. If any amendments have been made, submit the copy of the signed Comprehensive Barangay Youth Development Plan from the previous year.	a. Receive the requirement	None	5 Minutes	Planning Officer/ Project Development Officer
	b. Review the submitted document(s) and provide comment / feedback through the official email address of the Policy Research, Program Development and Planning Division (prpdp.QCYDO@quezoncity.gov.ph)	None	3 days	



	c. Schedule an alignment meeting to discuss comments/feedback on the submitted plans. If changes are to be made based on the review and discussion on alignment, return to the concerned SK Council for revision.	None	1 day	Planning Officer/ Project Development Officer
	d. Sign the Comprehensive Barangay Youth Development Plan	None	1 day	Office Head
	e. Transmit the signed Comprehensive Barangay Youth Development Plan to the Office of Sangguniang Kabataan Pederasyon)	None	10 Minutes	Liaison Officer
TOTAL		None	5 Days and 15 Minutes	

B. REVIEW OF ANNUAL BARANGAY YOUTH INVESTMENT PROGRAM (ABYIP)

All Sangguniang Kabataan Councils must submit their Annual Barangay Youth Investment Program (ABYIP) as mandated by the Department of Interior and Local Government Memorandum Circular No. 2019-151 and QC Government- DILG QC Field Office- Sangguniang Kabataan Pederasyon QC Chapter Joint Memorandum Circular (JMC) No. 2024-01, s-2024.

Office or Division:	Quezon City Youth Development Office (QCYDO)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All Sangguniang Kabataan Officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Two (2) copies of Transmittal Letter addressed to the Head of Office 6. Three (3) signed copies of the Comprehensive Barangay Youth Development Plan (CBYDP) If amended, duly signed Comprehensive Barangay Youth Development Plan of the previous year and current year	Sangguniang Kabataan Council

7. Three (3) copies of duly approved Resolution adopting/approving the CBYDP				
8. One (1) copy of each: <ul style="list-style-type: none"> - Duly approved Resolution adopting the Annual Budget - Project Procurement Management Plan (PPMP) - Annual Procurement Plan (APP) - SK Plantilla - Duly approved Resolution approving the SK Plantilla - Inventory of Supplies and Movable Assets - Updated Youth Database - Utilization Report of the previous year - Duly approved SK Internal Rules of Procedures 		Sangguniang Kabataan Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the current year's Annual Barangay Youth Investment Program and its corresponding resolution in the form of a physical or electronic copy.	a. Receive the requirement	None	5 Minutes	Planning Officer/ Project Development Officer
	b. Review the submitted document(s) and provide comment / feedback through the official email address of the Policy Research, Program Development and Planning Division (prpdp.QCYDO@quezoncity.gov.ph)	None	3 days	
	c. Schedule an alignment meeting to discuss comments/feedback on the submitted plans. If changes are to be made based on the review and discussion on alignment, return to the concerned SK Council for revision	None	1 day	Planning Officer/ Project Development Officer

	d. Sign the Annual Barangay Youth Investment Program.	None	1 day	Office Head
	e. Transmit the signed Annual Barangay Youth Investment Program to the Office of Sangguniang Kabataan Pederasyon)	None	10 Minutes	Liaison Officer
TOTAL		None	5 Days and 15 Minutes	

III. **SERVICES FOR YOUTH AND YOUTH-SERVING ORGANIZATIONS**

A. **YOUTH ORGANIZATION REGISTRATION PROGRAM**

The Quezon City Youth Development Office (QCYDO) provides a local registration and renewal process for Quezon City-based youth and youth-serving organizations, in accordance with the 2017 Revitalized National Youth Commission Youth Organization Registration Program Guidelines.

Office or Division:	Quezon City Youth Development Office (QCYDO)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All Quezon City-based Youth Organizations/ and Youth-Serving Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. QC Youth Organization Registration Program (QC YORP) Form (1) Original Copy		QC Youth Development Office - Youth Welfare Programs and Operations Division

<p>2. National Youth Commission Youth Organization Registration Program (NYC YORP) Form</p> <p>(1) Original Copy</p>	<p>Quezon City Youth Development Office - Youth Welfare Programs and Operations Division</p>
<p>3. Directory of Officers and Advisers</p> <p>(1) Original Copy</p> <p>(1) Valid ID of the organization's president/head</p>	<p>Quezon City Youth Development Office - Youth Welfare Programs and Operations Division</p>
<p>4. List of Members in Good Standing</p> <p>(1) Original Copy</p>	<p>Quezon City Youth Development Office - Youth Welfare Programs and Operations Division</p>
<p>5. Constitution and By-Laws</p> <p>(1) Original Copy</p>	<p>Client</p>
<p>6. Endorsement/Certification from Appropriate Authority:</p> <p>a. For Community-Based Organizations: (any of the following)</p> <ul style="list-style-type: none"> • Certification of Existence of Office • Barangay Certification of Residence of the President • Resolution of Endorsement <p>b. For School-Based Organizations:</p> <ul style="list-style-type: none"> • Certificate of Registration or Recognition <p>c. For Faith-based organizations:</p> <ul style="list-style-type: none"> • Certificate of Registration or Recognition <p>d. For Chapters of Multi-level organizations:</p> <ul style="list-style-type: none"> • Certificate of Registration or Recognition 	<p>a. Barangay Office - Office of the Sangguniang Kabataan / Punong Barangay/Barangay and/or Sangguniang Kabataan</p> <p>b. School/College/University/Institution - School Authority Supervising Student Affairs</p> <p>c. Religious Institution - Head/pastor of a congregation or parish priest</p> <p>d. Organization's Institution - President of Governing Body</p>

e. For Consortium Organizations: <ul style="list-style-type: none"> Certification of Organization’s Membership 	e. Organization’s Institution - Secretariat/Board of Organization
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements				
	1.A.1. Send an acknowledgment receipt via email		5 minutes	Youth Development Assistant; Youth Welfare Programs and Operations Division
	1.A.2. Evaluate the completeness and accuracy of the information and documents.		15 minutes	Youth Development Assistant; Youth Welfare Programs and Operations Division
	1.B.1. Receive and issue submission slip to the client		5 minutes	Youth Development Assistant; Youth Welfare Programs and Operations Division

	1.B.2. Evaluate the completeness and accuracy of the information and documents before		15 minutes	Youth Development Assistant; Youth Welfare Programs and Operations Division
	2.1. Confirm the organization’s existence via phone call and verify the accuracy of the information and details in the registration documents.		3 days	
	2.2. Endorse the organization to the Department Head for the signing of the Certificate of Registration.		1 day	Youth Development Officer; Youth Welfare Programs and Operations Division Project Development Officer; Quezon City Youth Development Office
	3.1. Issue the Certificate of Registration to the client	None	1 day	Youth Development Officer; Youth Welfare Programs and Operations Division Youth Development Assistant; Youth Welfare Programs and Operations Division

	3.2. Upload the organization's registration documents to the National Youth Commission Youth Organization Registration Program (NYC YORP) Portal	None	1 day	Project Development Officer; Quezon City Youth Development Office
	Total	None	6 Days and 40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill up the Customer Service Survey Form available at the Front Desk and place it in the designated Suggestion Box. Alternatively, you may contact the office by calling 89884242 local 8707 / 8738 or emailing qcydo@quezoncity.gov.ph .
How feedbacks are processed	<p>Received feedback will undergo review and evaluation before being forwarded to the relevant Division/Section/Personnel.</p> <p>Upon evaluation, the concerned party will generate a feedback/response report and initiate appropriate measures to address the feedback. Furthermore, the office will take into account the feedback when developing relevant policies and issuances to enhance the quality of services.</p> <p>For any inquiries or follow-ups, please contact 89884242 local 8707/8738 or email qcydo@quezoncity.gov.ph.</p>
How to file a complaint	<p>Reach out to the office through various channels such as messaging, calling, or emailing. The contact details include 89884242 local 8707 / 8738 or qcydo@quezoncity.gov.ph.</p> <p>Additionally, you have the option to fill out a Customer Service Survey Form, which can be obtained from the front desk, and submit the completed forms in the designated feedback box.</p>
How complaints are processed	<p>Complaints are subject to thorough review and evaluation Once reviewed, they will be forwarded to the relevant Division/Section/Personnel for further action.</p> <p>The concerned parties will then prepare a feedback or response report, implementing appropriate measures to address the complaint effectively.</p> <p>Furthermore, the office will take the complaint into account when formulating relevant policies and issuances aimed at enhancing the quality of services provided.</p>
Contact Information of Contact Center ng Bayan (CCB) Civil Service Commission Presidential Complaints Center (PCC), Office of the President Anti-Red Tape Authority (ARTA)	<p>CCB email@contactcenterngbayan.gov.ph 0908-881-6565</p> <p>PCC PCC: pcc@malacanang.gov.ph 8888</p> <p>ARTA complaints@arta.gov.ph 8478-5091 8478-5093 8478-5099</p>

Office	Address	Contact Information
Quezon City Youth Development Office	7 th Floor Commerce Building (formerly Civic Center Bldg A) Quezon City Hall Compound, Quezon City	(8) 988 4242 local 8707 / 8738 Email: qcydo@quezoncity.gov.ph