



**QUEZON CITY
GENDER AND
DEVELOPMENT
COUNCIL**

**GENDER AND DEVELOPMENT (GAD)
COUNCIL OFFICE**

CITIZEN'S CHARTER

2024

The GAD Council Office, formerly Gender and Development Resource and Coordinating Office was established April 1, 2002 per Executive Order No. 16–S- 2002. After 20 years, it became a regular office of the QC government per Ordinance No. 3157, S-2022.

The Gender and Development (GAD) Council Office coordinates and implements all GAD-related activities in Quezon City. It provides administrative and logistical services, as well as the preparation and documentation of GAD Council and GAD TWG meetings.

I. MISSION

Continuously innovate and vigorously implement GAD programs and projects, institutionalizing mechanisms toward the protection and promotion of equal rights for women, men, people of diverse SOGIESC, and marginalized sectors in Quezon City.

II. VISION

To be a trailblazing leader in rights-based and gender-responsive governance committed to build a progressive and inclusive City, free from gender oppression, violence and discrimination.

III. CORE VALUES

- 1.** Gender responsive
- 2.** Empowerment
- 3.** Respectful of human rights
- 4.** Diversity
- 5.** Inclusiveness

IV. SERVICE PLEDGE

The GAD Council Office commits to ensure the promotion of women’s empowerment and equality/equity between women, men and SOCIESC in the City. It commits to support programs and projects that empower citizens of every gender and class. It also pledges to take action against gender bias, discrimination and violence to bring the benefits of equality to all.

The office pledged to serve the public with diversity, equality, and inclusion.

V. FEEDBACK AND REDRESS MECHANISMS

For Clients and Partners:

The GAD Council Office values your opinion and feedback on the programs and services that the office provides. To further improve the office’s programs and services, you can give us your feedback using any of the following means:

1. By accomplishing the Anti-Red Tape Authority (ARTA); and /or
2. Sending us an email at GADCouncil@quezoncity.gov.ph

LIST OF SERVICES

EXTERNAL SERVICES

1. Provision of GAD Information and Referral Services
2. Referral to the Service Providers regarding GAD training concerns
3. Provision of Responsive GAD Technical Assistance on Gender-Based Complaints and Reports
4. Review and Endorsement of GAD Plan and Budget (GPB) (Barangay)
5. Provision of Responsive GAD Technical Assistance on Right To Care Program

INTERNAL SERVICES

1. Provision of Responsive GAD Assistance on Sexual Harassments Complaints for Personnel/Employees Working in any Quezon City owned Offices/Facilities
2. Review and Endorsement of GAD Plan and Budget (GPB) (Departments)

EXTERNAL SERVICES

1. PROVISION OF GAD INFORMATION AND REFERRAL SERVICES

The provision of GAD Information and Referral Services includes the furnishing of relevant information related to GAD concerns and referral to appropriate government departments or agencies for concerns that are beyond the mandate of the GAD Council Office and intended for bonafide residents of Quezon City. This service also covers the distribution of IEC materials related to GAD.

Office or Division:	Administrative Unit		
Classification	<p>Simple Transactions: GAD-related information or data that is readily available</p> <p>Complex Transactions: GAD-related information or data that is not readily available, requires the instruction and approval of concerned team leaders prior to release and publication.</p> <p>Highly Technical Transactions: GAD-related information that is not readily available and requires further research, consultation, or review and approval of the GAD TWG Head.</p>	Total Processing Time	<p>Simple - within 3 working days</p> <p>Complex - within 7 working days</p> <p>Highly Technical - within 15 working days</p>
Type of Transaction	G2C - Government to Citizen, G2G - Government to Government, G2N - Government to Non-Profit		
Who may avail	General Public, Quezon City Hall Employees, Private Sectors, Residents of Quezon City		
Documentary requirements		Where to secure	
<p>For Walk-in Clients: Visitor's Attendance Form</p> <p>For Written Request: Letter Request addressed to the following:</p> <p>Rowena T. Macatao <i>City Government Department Head III, COS Secretary, GAD Council</i></p> <p>Janete R. Oviedo <i>Head, GAD TWG</i></p>		Requesting Party	

CLIENT STEPS	AGENCY ACTIONS	PERSON IN CHARGE	PROCESSING TIME	FEEES TO BE PAID
Walk-In Client				
1. All clients pass through the Security Guard for inquiries	1.1 The Security Guard refers the client/s to the Admin front personnel for GAD Concerns		1 Minute	None
2. Discusses the concern/s of the clients to get relevant information needed to assess the request.	2.1 Discusses the concern/s of the client to get relevant information needed to assess their request.	Concerned Unit/Personnel (Administrative Team, GAD Training Team, Research and Planning Team, Monitoring and Evaluation Team)	1-2 Minutes	None
	2.2 Advises the client on the appropriate actions they can take and agency/institution with mandate or competence to provide the needed assistance for their request.		2-3 Minutes	None
	2.3 Provides the client the IEC Materials of the GAD advocacy campaigns		1 Minute	None
3. Accomplishes the ARTA Feedback Form on GAD Services and drops it at the suggestion box located at the GAD Admin Area	3.1. The admin personnel submits the feedback forms to the Office of the City Administrator every end of the Month	GAD Administrative Unit	1-2 Minutes	None
Telephone Inquiries				
1. Calls the listed GAD phone numbers request for GAD information and referral services	1.1 Receives phone inquiries related to GAD and referral services requested by private individuals and institutions, barangays, departments, agencies, other LGU's and clients	GAD Communications Team	1-2 Minutes	None
2. Provides the necessary details of the inquiries /requests	1.2 Directly responds to simple inquiries		2-3 Minutes	

	<p>1.3. For complex inquiries, proposal, and follow-ups to requests needing clearance from the management, GAD staff advises the client to either write or send a copy of the letter providing specific details on the nature and purpose of their concern.</p> <p>1.4. Asks details of the client and forward the call to the concerned personnel/GAD Unit</p>			
Written Inquiries/Requests				
<p>1. Sends letter request or proposal to GAD Office (Email/Hard Copy) indicating important details about the inquiry.</p>	<p>1.1 Encodes received letters forwarded by personnel in charge into GAD Database (Request/Inquiries Received through email or hard copy)</p>	<p>GAD Communications Team</p>	<p>5 Minutes upon receipt of request</p>	<p>None</p>
	<p>1.2 Admin personnel forwarding received documents to assigned units, personnel, and for GAD TWG Head's Instruction.</p>		<p>Simple - within 1 working day</p> <p>Complex - within 3-5 working days</p> <p>Highly Technical - within 15 working days</p>	
	<p>1.3 Admin personnel monitor GAD Database and the response taken by the concerned unit/personnel handed the request/inquiry of the client.</p>			
	<p>1.4 Updates GAD Database on the action taken and the status of the response/assistance provided.</p>		<p>5 Minutes upon receipt of update</p>	

2. REFERRAL TO THE SERVICE PROVIDERS REGARDING GAD TRAINING CONCERNS

QC GAD Code Ordinance No. SP-2501, S-2016, Book II - Final Provisions, Chapter 1: Penal Provisions, Article V, Section 18 states that Gender Sensitivity Orientation and Training - All schools, offices, establishments or companies, departments and agencies including barangay officials of the local government shall initiate gender sensitivity orientation and prevention of gender-based violence training which shall equip them with theoretical and practical knowledge on gender justice. (<http://quezoncitycouncil.ph/ordinance/SP/sp-2501,%20s-2016-1.pdf>)

Office or Division:	GAD Training Team		
Classification	Simple Transactions	Total Processing Time	Within 2-3 working days
Type of Transaction	G2C - Government to Citizen, G2G - Government to Government, and G2N - Government to Non-Profit		
Who may avail	General Public, QCG Employees, Private Sectors, Residents of Quezon City		
Documentary requirements		Where to secure	
For Walk-in Clients: Visitor's Attendance Form For Written Response: Letter Request (Email or Hard Copy)		Requesting Party	

CLIENT STEPS	AGENCY ACTIONS	PERSON IN CHARGE	PROCESSING TIME	FEES TO BE PAID
Walk-In Client				
1. All clients pass through the Security Guard for identification and other security procedures.	1.1 The Security Guard refers the client to the GAD Admin front personnel		1 Minute	None
2. Discusses the concern of the client to get relevant information needed to assess the request.	2.1 Discusses the concern of the client with the Admin front personnel to get relevant information needed and refers to the concerned unit/personnel.	GAD Administrative Unit	1-2 Minutes	None

3. Clients to proceed to the designated unit/personnel for their concerns/inquiries	3.1 Concerned unit/personnel advises the client on the appropriate actions they can take and referral to agency/institution with mandate or competence to provide the needed assistance for their request.	GAD Training Team	5 Minutes	None
Telephone Inquiries				
1. Calls the listed GAD phone numbers request for training	1.1 Receives phone inquiries related to request of GAD Training	GAD Training Team	2-3 Minutes	None
2. Provides the necessary details of the inquiries/requests	1.2 Directly responds to simple inquiries and advice client for the next step			
Written Inquiries/Requests				
1. Letters of Training request from Barangays, Departments, Agencies, Private Individuals and Institutions, Other LGU's and clients	1.1 The GAD Admin Unit forwards the letter to the Capacity-Building Unit for barangays training requests and recommendation for approval of the GAD TWG Head	GAD Training Team	within 1 day	None
	1.2 GAD TWG Head receives the letter and approves the staffs assigned for the requested training by barangays, departments, agencies, private individuals and institutions, other LGU's and clients	GAD TWG Head	within 1-2 working days	None
	1.3 GAD Training team will coordinate with the speakers/GAD Resource Persons and requesting party to discuss training needs, participants' profile and preliminary requirements, program, materials needed, requirements and for confirmation of dates, venue and other arrangements.	GAD Training Team	30 minutes	None

	1.4 GAD Training team will prepare a transmittal letter for the assigned speaker/GAD resource person, signed by GAD TWG Head	GAD Training Team, GAD TWG Head	30 minutes	None
	1.5 Conduct of actual training by the speaker and Training Team with Pre/Post Test Evaluation, Workshop Proper and Documentation Report.	Resource Speakers & GAD Training Team	8 hours	None

3. PROVISION OF RESPONSIVE GAD TECHNICAL ASSISTANCE ON GENDER-BASED COMPLAINTS AND REPORTS

Office or Division:	Capacity-Building Unit		
Classification	Complex Transactions	Total Processing Time	15 working days
Type of Transaction	G2C - Government to Citizen, G2G - Government to Government, G2N - Government to Non-Profit		
Who may avail	General Public, Quezon City Hall Employees, Private Sectors, Residents of Quezon City		
Documentary requirements		Where to secure	
Intake Form Incident Report		Barangay Hall, Quezon City Police Stations, SSDD, and QCPC	

CLIENT STEPS	AGENCY ACTIONS	PERSON IN CHARGE	PROCESSING TIME	FEEES TO BE PAID
1. All client/s pass through the Security Guard to assist concern	1.1 The Security Guard refers the client to the GAD Admin front personnel	Admin Unit	1 Minute	None
	1.2 The admin front personnel refers to the concerned unit			
2. Discuss the experience on Gender-Based harassment	2.1 Conducts consultation with the client of personal experience of harassment	Capacity-Building Unit	30 Minutes	None

	<p>2.2 Provides referral form to coordinate the case of clients for other services or assistance</p> <p>Barangay Level:</p> <ul style="list-style-type: none"> ● Blotter Report ● Barangay Protection Order ● Medico Legal request <p>Police Report:</p> <ul style="list-style-type: none"> ● Direct filing of case <p>Social Services Development Hospitals(QCGH,RMB GH, and NDH) Department and Quezon City Protection Center:</p> <ul style="list-style-type: none"> ● Barangay assistance ● Police assistance ● Intake interview ● Medicolegal (physical/genital/anogenital examination) ● Medical laboratories ● HIV screening ● Medical consultation ● Medical treatment ● Psychological services ● Psychosocial counseling ● Psychiatric consultation/counseling ● Legal consultation/counseling ● Case filing assistance ● Court hearing assistance ● Temporary shelter/ Protective custody ● Advocacy ● Referral for livelihood 		<p>30 Minutes</p>	<p>None</p>
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3. Consults or filed complaint with the office where the client is referred	3. 1 Provides intake form to be filled out by the client for incident report	Barangays, Police, SSDD, Hospitals(QCG H,RMBGH, and NDH), and/or QCPC	within 7 working days	None
	3.2 The client will be provided legal and other needed assistance			
	3.3 Incident report and other necessary details will be encoded to the GAD databank system			
	3. 2 The GAD will monitor the progress of the case through the GAD Databank System and will coordinate with referred office for more assistance needed	GAD Council Office	2-3 Days	None

4. REVIEW AND ENDORSEMENT OF BARANGAY GAD PLAN AND BUDGET (GPB)

Office or Division:	Capacity-Building Unit		
Classification	Highly Technical	Total Processing Time	within 7 working Days
Type of Transaction	G2G - Government to Government		
Who may avail	142 Quezon City Barangays		
Documentary requirements		Where to secure	
GAD Plan and Budget Forms prepared by the Barangay GAD Focal Person and approved by the Barangay Captain		Barangay Hall	

CLIENT STEPS	AGENCY ACTIONS	PERSON IN CHARGE	PROCESSING TIME	FEES TO BE PAID
1. Submits the Barangay GAD Plan and Budget for the next year (F.Y. 2023 or 2024)	1.1 Receives the submission of Barangay GAD Plan and Budget and endorsed to Capacity-Building Unit to check the official template and complete attachments	Capacity-Building Unit	2-5 Minutes	None
	1.2 The Capacity-Building Unit will check the submitted Barangay GAD Plan and Budget with complete attachments (PPMP and GAD Accomplishment Report of the previous year) <ul style="list-style-type: none"> after the submitted documents checked, it will forward to admin unit for recording and preparation of routing slip 	Capacity-Building Unit	30 minutes to 1 hour	None

	1.3 The checked documents will be forwarded to admin unit for recording and preparation of routing slip then transmitted back to Capacity-building unit	Administrative Unit	within 1 working day	None
	1.4 The GAD Plan and budget will be recorded in the Capacity-building unit's log book	Capacity-Building Unit		None
	1.5 Prepares transmittal letter for the endorsement to City Planning and Development Department (CPDD) for review and alignment in the Annual Investment Plan (AIP)	Capacity-Building Unit	30 minutes	None
	1.6 The GAD Focal person and TWG member from the City Planning and Development Department (CPDD) will check/review the transmitted Brgy. GAD Plan and Budget	City Planning and Development Department (CPDD)	3 days	None
	1.7 The GAD Focal person and TWG member from the City Planning and Development Department (CPDD) will contact the Brgy. GFP or Treasurer for the revisions/corrections	City Planning and Development Department (CPDD)	within 1 working day	None
2. Submits the revised/corrected Brgy. GAD Plan and Budget	2.1 The GAD Focal person from the City Planning and Development Department (CPDD) will transmit to the DILG with the receiving copy.	City Planning and Development Department (CPDD)	within 1 working day	None

	2.2 The GAD Focal person from the City Planning and Development Department (CPDD) will provide a copy to the GAD Office of GAD Plan and Budget received by the DILG	City Planning and Development Department (CPDD)	within 1 working day	None
	2.3 Barangays will be informed/advised if their GAD Plan and Budget is in DILG already for releasing.	GAD Council Office		None

5. PROVISION OF RESPONSIVE GAD TECHNICAL ASSISTANCE ON RIGHT TO CARE PROGRAM

Office or Division:	PRIDE Council TWG Member - GAD Council Staffs		
Classification	Highly Technical Transactions	Total Processing Time	Highly Technical - within 15 working days
Type of Transaction	G2C - Government to Citizen		
Who may avail	Queer Couples residing in Quezon City (Either both or one individual living in Quezon City)		
Documentary requirements:		Where to secure:	
For Walk-in Clients: Letter Inquiry Online Registration For Written Response: Letter Inquiry either hard copy or thru email Online or Manual Registration		Gender and Development (GAD) Council Office	

CLIENT STEPS	AGENCY ACTIONS	PERSON IN CHARGE	PROCESSING TIME	FEES TO BE PAID
Walk-In Client				
1. All clients pass through the Security Guard for identification and other security procedures.	1.1 The Security Guard refers the client to the GAD Admin front personnel		1 Minute	None
2. Discusses the concern with the client to get relevant information needed to assess the request.	2.1 Discusses the concern of the client with the Admin front personnel to get relevant information needed and refers to the concerned unit/personnel.	GAD Administrative Unit	1-2 Minutes	None

	2.2 Concerned Technical Staff advises the client on the appropriate actions (e.g initial registration) and answer client's inquiries	GAD Special Projects Unit	2-3 Minutes	None
3. Schedule of screening of all applicants	3.1 Concerned Technical Staff will inform the applicant/s either thru phone call or SMS if they passed the screening process	GAD Special Projects Unit	Within 15 working days after the online registration	None
4. Schedule of Orientation, Signing of Special Power of Attorney (SPOA) and Consent Form	4.1 Concerned Technical Staff will inform the applicant/s either thru phone call or SMS for their schedule	GAD Special Projects Unit	Within 15 working days after the screening process	None
5. Schedule of Release of Right to Care E-Card	5.1. Applicants will be sent an email informing the availability of their Right to Care E-card	GAD Special Projects Unit	Within 15 working days after the orientation and signing of all required documents	None

Telephone Inquiries				
1. Calls the listed GAD phone numbers request for Right to Care Card	1.1 Receives phone inquiries related to request of Right to Care Card	GAD Special Projects Unit	2-3 Minutes	None
2. Provides the necessary details of the inquiries/requests	1.2 Directly responds to simple inquiries and advice client for the next step			
Written Inquiries/Requests				
1. Letter request to avail the Right to Care Card thru email or hard copy	1. 1 The GAD Communications Team to response the letter and provide the information about the online registration to the requesting party	GAD Communications Team	within 1 day	None
2. Schedule of screening of all applicants	2.1 Concerned Technical Staff will inform the applicant/s either thru phone call or SMS if they passed the screening process	GAD Special Projects Unit	within 15 working days after the online registration	None

3. Schedule of Orientation, Signing of Special Power of Attorney (SPOA) and Consent Form	3.1 Concerned Technical Staff will inform the applicant/s either thru phone call or SMS for their schedule	GAD Special Projects Unit	within 15 working days after the screening process	None
5. Schedule of Release of Right to Care E-Card	5.1. Applicants will be sent an email informing the availability of their Right to Care E-card	GAD Special Projects Unit	within 15 working days after the orientation and signing of all required documents	None

INTERNAL SERVICES

1. PROVISION OF RESPONSIVE GAD ASSISTANCE ON SEXUAL HARASSMENTS COMPLAINTS FOR PERSONNEL/EMPLOYEES WORKING IN QUEZON CITY OWNED OFFICE/FACILITIES

Office or Division:	Gender and Development - Committee on Decorum and Investigation		
Classification	Highly Technical Transactions	Total Processing Time	within 6 Months
Type of Transaction	G2G - Government to Government		
Who may avail	Personnel/employees working and deployed in Quezon City Hall or any QC Government owned office/facilities		
Documentary requirements		Where to secure	
For Walk-in Clients: Sealed Written Complaint For Written Response: Complaint Letter (Email or Hard Copy)		Complainant	

CLIENT STEPS	AGENCY ACTIONS	PERSON IN CHARGE	PROCESSING TIME	FEES TO BE PAID
1. Submit written complaint	1.1 Receives the complaint and forward to the Committee on Decorum and Investigation (CODI) Chairperson	Personnel-in-Charge for Committee on Decorum and Investigation (CODI) Complaints	30 minutes	None
	1.2 The complaint will be forwarded to the CODI Panel of Preliminary Investigations	GAD Committee on Decorum and Investigation (CODI) Secretariat	1-2 Days	None None
	1.3 Send letter to the complainant and person complained of to submit necessary documents and response			
2. Submit necessary documents and needed evidences	2.1. Conduct of Preliminary Investigations	Committee on Decorum and Investigation	within 15 working days	None

	2.2 Provide an updates to the next step of action or decisions to the complainant and person complained of	(CODI) Panel and Members		
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2. REVIEW AND ENDORSEMENT OF QC GOVERNMENT DEPARTMENTS' GAD PLAN AND BUDGET (GPB)

Office or Division:	Monitoring and Evaluation Unit for Departments Monitor the implementation of the annual GPB and assess the status of the LGUs institutional mechanisms on gender mainstreaming annually.		
Classification	Highly Technical Transactions	Total Processing Time	Highly Technical - within 15 working days
Type of Transaction	G2G - Government to Government		
Who may avail	Quezon City Government Departments		
Documentary requirements		Where to secure	

<p>For Walk-in Clients:</p> <p>GAD Accomplishment Report and GAD Plan and Budget Form (Hard Copy)</p> <p>For Written Request:</p> <p>GAD Accomplishment Report and GAD Plan and Budget Form (Email or Soft Copy)</p>	<p>Gender and Development (GAD) Council Office</p>
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CLIENT STEPS	AGENCY ACTIONS	PERSON IN CHARGE	PROCESSING TIME	FEES TO BE PAID
1. All clients pass through the Security Guard for identification and other security procedures.	1.1 The Security Guard refers the client to the GAD Admin front personnel		1 Minute	None
2. Present or Submit GAD Plan and Budget (Hard copy and through email)	2.1 Receives GAD Plan and Budget from Admin Unit after the consultation	Monitoring and Evaluation Unit	1-2 Hours	None
	2.2 One-on-one consultation or assistance in formulating the GAD Plan and Budget			
	2.3 Provides the client comments / feedback after the consultation			
	2.4 Client to re-submit the edited GAD Plan and Budget for further evaluation		Within 2 working days	None
3. Submit the reviewed proposed GAD Plan and Budget to GAD TWG Members	3.1 Receives the document and will undergo evaluation and critique of the TWG Members	Head and Members of GAD Technical Working Group	15 Working Days	None
	3.2 Consolidates reviewed proposed GAD Plan and Budget based on the comments of the Technical Working Group Members	Monitoring and Evaluation Team		
	3.3 Submits the proposed GAD plan to the portal of DILG			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedbacks and/or complaints may be sent via email to:</p> <p>GADCouncil@quezoncity.gov.ph</p>
How feedbacks are processed	<p>Feedbacks and/or complaints are acknowledged and replied via email explaining the process, action taken, and disposition to the relevant offices.</p>
How to file a complaint	<p>Complaints may also be sent to:</p> <p>GADCouncil@quezoncity.gov.ph</p>
How complaints are processed	<p>Complaints are processed and taken action, and communicated to the complainant via e-mail or calls.</p>
Contact Information	<p>GADCouncil@quezoncity.gov.ph</p> <p>Or Contact Us:</p> <p>Administrative Unit - 8988-4242 loc. 8732 Capacity Building Unit - 8988-4242 loc. 8737 Special Projects Unit - 8988-4242 loc. 8739 Monitoring and Evaluation Unit - 8988-4242 loc. 8739 Research Planning and Development - 8988-4242 loc. 8739</p>

OFFICE	ADDRESS	CONTACT INFORMATION
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<p>Gender and Development Council Office</p>	<p>6/F High Rise Building, Quezon City Hall Compound, Quezon City</p>	<p>Hotlines: Administrative Unit - 8988-4242 loc. 8732 Capacity Building Unit - 8988-4242 loc. 8737 Special Projects Unit - 8988-4242 loc. 8739 Monitoring and Evaluation Unit - 8988-4242 loc. 8739 Research Planning and Development - 8988-4242 loc. 8739</p> <p>E-mails: GADCouncil@quezoncity.gov.ph codi.gad@quezoncity.gov.ph</p>
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