



QCYDO
**Quezon City Youth
Development Office**

**CITIZEN'S CHARTER
2023**

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 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><i>General Qualifications:</i></p> <ul style="list-style-type: none"> ● Must be a Quezon City resident; ● Must be enrolled / registered / accepted in a recognized educational institution at the time of scholarship application; and ● Must not be a recipient of scholarship grant from another Local Government Unit. <p><i>The applicant must also meet the qualifications for the scholarship category being applied for:</i></p> <ol style="list-style-type: none"> 1. SCHOLARSHIP FOR SENIOR HIGH SCHOOL STUDENTS <ul style="list-style-type: none"> ● Must be a graduate of a public or private secondary school registered and located in Quezon City; ● Must have completed Grade 10 with Academic Honors Overall Rank 1 to 10; and ● Must maintain a General Weighted Average of at least 85% for the school year wherein the scholarship is given. 2. SCHOLARSHIP FOR TERTIARY STUDENTS <ol style="list-style-type: none"> a. Academic Scholarship <ul style="list-style-type: none"> ● Must be a graduate of a public or private high school registered and located in Quezon City; ● Must graduate from high school with academic honors, with an overall Rank 1 to 10; and ● Must maintain a General Weighted Average of at least 1.5 or its equivalent for Academic overall Rank 1 & 2, and at least 1.75 or its equivalent for Academic overall from Rank 3 to 10 for the school term the scholarship was given.

b. Economic Scholarship

- Must be a graduate of a public or private high school registered and located in Quezon City;
- Must maintain a General Weighted Average of at least 3.0 or its equivalent for the school term wherein the scholarship is given; and
- Must belong to any of the following groups: indigent families, displaced/relocated families within Quezon City, PWDs, household helpers/kasambahays, ALS graduates, solo parents, children whose parents were found guilty with the finality in criminal cases, family members of tricycle drivers and operators, any other vulnerable or marginalized sector as determined by the Scholarship Screening Committee.

c. Athletic and Arts Scholarship

- Must be a graduate of a public or private high school registered and located in Quezon City;
- Must be a recipient of a top individual award/recognition for sports and cultural arts in the most recent school year / school term or playing season given by recognized institutions; and
- Must maintain a General Weighted Average of at least 2.5 or its equivalent for the school term wherein the scholarship is given.

d. Youth Leaders Scholarship

- Must be a graduate of a public or private high school registered and located in Quezon City;
- Must be a recipient of a leadership award given by the city or serve as Sangguniang Kabataan/Supreme Student Council member or as president/vice president of (or its equivalent) of Quezon City registered youth organizations; and
- Must maintain a General Weighted Average of at least 2.5 or its equivalent for the school term wherein the scholarship is given.

e. Specialized Courses Scholarship

- Must be a graduate of a public or private high school registered and located in Quezon City;
- Must be enrolled or registered in any of the priority courses / specializations/disciplines identified by the Commission on Higher Education (CHED), with priority on courses deemed necessary by the Quezon City Government. The list of Priority Courses shall be posted by the QCYDO before the start of the application period for the upcoming school year.
- Must maintain a General Weighted Average of at least 1.75 or its equivalent for the school term wherein the scholarship is given.

3. SCHOLARSHIP FOR POST-GRADUATE STUDENTS

- Must be enrolled in a Masters/Doctorate/Law/ Medicine or their equivalents in a recognized local and international educational institution;
- Must be employed for at least 1 year or occupy at least a Salary Grade Level 14 position or its equivalent, regardless of employment status; and

- Must maintain a General Weighted Average of at least 2.50 or its equivalent for the school term wherein the scholarship is given. For students taking up Law and Medicine, a GWA equivalent to PASSED is required.

4. SCHOLARSHIP FOR VOCATIONAL COURSES

- Must belong to any of the following groups: indigent families, displaced/relocated families within Quezon City, PWDs, household helpers/kasambahays, ALS graduates, solo parents, children whose parents were found guilty with the finality in criminal cases, family members of tricycle drivers and operators, any other vulnerable or marginalized sector as determined by the Scholarship Screening Committee.
- Must be enrolled in a TESDA-accredited training institution or other training institutions recognized by the Quezon City Government; and
- Must be enrolled in vocational courses designed to develop necessary workforce skills related to:
 - a. Service and Logistics
 - b. E-commerce
 - c. Business Start-up / Business Administration
 - d. Financial Literacy
 - e. Information and Communications Technology
 - f. Product/Service Development
 - g. Office Administration / Business Communication

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
1. Copy of Grades / Transcript of Records / Form 137/ Form 138 for the previous semester or school year	School
2. Proof of school enrollment/registration/acceptance for the current school year/school	School
3. E-copy or photo of physical QCitizen ID	Client
4. Latest 1x1 photo with white background	Client
5. 3 Specimen handwritten signature with white background	Client
Additional Requirements per Category	
1. <u>Scholarship for Senior High School Students:</u>	
<ul style="list-style-type: none"> • Proof of Honor Received 	School
2. <u>Scholarship for Tertiary Students:</u>	
a. Academic Scholarship	
<ul style="list-style-type: none"> • Proof of Honor Received 	School
b. Economic Scholarship	

Any of the following documents to confirm parents' income:	
• Latest ITR of parents	BIR
• Parents Affidavit of Non-filing of Income Tax Return	Notary Public Office
• Certificate of Tax Exemption from BIR	BIR
• Certificate of Indigency from Barangay or QC SSDD	Barangay/ QC SSDD
• Proof that the person is registered with SSS as <i>Kasambahay</i>	SSS
• DepEd Certification of Equivalency for ALS Graduate	DepEd
• Solo Parent ID issued by QC / Certificate from SSDD	SSDD/ DSWD
• Court Certification that parents of applicants are found guilty with finality in criminal cases	Regional Trial Court (RTC)/ Municipal Trial Court (MTC)
• Latest copy of contract or Proof of Income for children of OFWs	OFW Employer
c. Athletic and Arts Scholarship	
• Proof of recent top individual award/recognition received from recognized institutions	Recognized institution/ client
d. Youth Leaders Scholarship	
• Proof of leadership position held from the organization	DILG (SK); School (SSC); Organization (Yos/ YSOs)
e. Specialized Courses Scholarship	
• Course Curriculum	School
3. <u>Scholarship for Post-Graduate Students</u>	
• Certificate of Employment	Employer/ HR
• Recommendation from Unit/Dept/Office Head	Unit/Dept/Office Head
4. <u>Scholarship for Vocational Courses</u>	
• Course/ Training Curriculum	School

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a QCitizen ID through https://qceservices.quezoncity.gov.ph/ .	-	-	-	Client

2. Re-log in at QCeServices using the email address that you registered upon securing QCitizen ID. From the range of services provided, select "QC Scholars".	-	-	-	Client
3. Completely fill-out the information details, upload scanned copies of the initial documentary requirements, and provide the one-way interview video link through QCeServices.	Review and validate the completeness and correctness of scholarship application information, documents, and video interview	None	3 days	Scholarship Coordinator
4. Be notified once the initial application has been received and acknowledged. After that, proceed with providing further information and uploading scanned copies of any additional required documents related to your scholarship category, via QCeServices.	Validate uploaded additional requirements	None	3 days	Scholarship Coordinator
5. Get an email notification from QCeServices regarding the scholarship application status, specifically regarding the approval by the Scholarship Screening Committee (SSC.)	Submit a recommendation for endorsement to the Scholarship Screening Committee (SSC)	None	10 days	Scholarship Screening Committee (SSC)
6. After obtaining approval from the SSC, proceed to download the Certificate of Scholarship through QCeServices.	Generate/Issue Certificate of Scholarship via QCeServices	None	2 days	Section Head
7. Get notified via email about the schedule for claiming the Maya card, as well as the signing of the Sworn Attestation and Undertaking and Scholarship Contract at the YDO Office.	Prepare Maya card and Sworn Attestation and Undertaking and Scholarship Contract	None		Client

<p>8. After downloading the Certificate of Scholarship, click the "SCHOLARSHIP GRANT PROCESS" button.</p> <p>-If enrolled in a Private University/College, upload the Statement of Account (SOA), and click submit.</p> <p>-If enrolled in a State University/College, proceed by clicking the submit button.</p>	<p>Review and validate the completeness and correctness of the submitted document. Notify the applicant on the status of application via the QCeServices</p>	<p>None</p>	<p>1 day</p>	<p>Administrative Assistant / Payroll Officer</p>
<p>9. Receive email notifications for the release of scholarship grants.</p>	<p>Prepare and upload approved disbursement vouchers to the portal</p>	<p>None</p>	<p>5 days</p>	<p>Budget Officer/ Administrative Staff Head</p>
TOTAL		<p>None</p>	<p>24 days</p>	

B. SCHOLARSHIP RENEWAL

All scholars (except Vocational Course scholars) must renew their scholarship every semester 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:	Simple			
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 of the previous semester or school year			School	
2. Proof of school enrollment/registration/acceptance for the current school year/school term			School	
3. Latest 1x1 photo with white background			Client	
4. Appeal form, for scholars who failed to meet the qualification to renew based on the scholarship guidelines (if applicable)			QC eservices portal	
5. Approved Leave of Absence (for scholars who did not enroll in the previous school year or school term)			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 Scholars” from the list of services. Click the “Scholarship Renewal” button.	-	-	-	Client
2. Completely fill-out the information details and upload scanned copies of the documentary requirements through QCeServices.	Review and validate the completeness and correctness of renewal application information and documents	None	3 days	Scholarship Coordinator

<p>3. Get an email notification from QCeServices regarding the scholarship renewal application status, specifically regarding the approval by the Scholarship Screening Committee (SSC).</p>	<p>Submit a recommendation for endorsement to the Scholarship Screening Committee (SSC)</p>	<p>None</p>	<p>10 days</p>	<p>Scholarship Screening Committee (SSC)</p>
<p>4. After obtaining approval from the SSC, proceed to download the Certificate of Scholarship through QCeServices.</p>	<p>Generate/Issue Certificate of Scholarship via QCeServices</p>	<p>None</p>	<p>2 day</p>	<p>Section Head</p>
<p>5. After downloading the Certificate of Scholarship, click the "SCHOLARSHIP GRANT PROCESS" button.</p> <p>-If enrolled in a Private University/College, upload the Statement of Account (SOA), and click submit.</p> <p>-If enrolled in a State University/College, proceed by clicking the submit button</p>	<p>Review and validate the completeness and correctness of the submitted document. Notify the scholar on the status of submission via the QCeServices</p>	<p>None</p>	<p>1 day</p>	<p>Administrative Assistant / Payroll Officer</p>
<p>6. Receive email notifications for the release of scholarship grants.</p>	<p>Prepare and upload approved disbursement vouchers to the portal</p>	<p>None</p>	<p>5 days</p>	<p>Budget Officer/ Administrative Staff Head</p>
TOTAL		<p>None</p>	<p>21 days</p>	

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 Department of Interior and Local Government Memorandum Circular- 2019-151, s-2019 and Department of Interior and Local Government Unit- Quezon City Field Office Joint Memorandum Circular -2019- 01, S- 2019.

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. Signed Comprehensive Barangay Youth Development Plan of the current year If amended, duly signed Comprehensive Barangay Youth Development Plan of the previous year and current year			Sangguniang Kabataan Barangay	
2. Resolution of the current Comprehensive Barangay Youth Development Plan			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 copy. If any amendments have been made, submit the physical 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	None	3 days	
	c. Sign the Comprehensive Barangay Youth Development Plan	None	1 day	Office Head
	d. Transmit the signed Comprehensive Barangay Youth Development Plan to concerned agencies(DILG/ SK Pederasyon)	None	10 Minutes	Liason Officer
TOTAL		None	4 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 as mandated by Department of Interior and Local Government Memorandum Circular- 2019-151, s-2019 and Department of Interior and Local Government Unit-Quezon City Field Office Joint Memorandum Circular -2019- 01, S- 2019.

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.Signed Comprehensive Barangay Youth Development Plan of the current year			Sangguniang Kabataan Barangay	
2.Signed Annual Barangay Youth Investment Program of the current year			Sangguniang Kabataan Barangay	
3.Resolution of the Annual Barangay Youth Investment Program of the current year			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 copy.	a. Receive the requirements.	None	5 Minutes	Planning Officer/ Project Development Officer Office Head Liaison Officer
	b. Review the physical copy of the Annual Barangay Youth Investment Program and provide comment/ feedback through the official email address of the Policy Research, Program Development and Planning Division.	None	2 days	
	c. Sign the Annual Barangay Youth Investment Program.	None	1 day	
	d. Transmit the signed Annual Barangay Youth Investment Program to concerned agencies(DILG/ SK Pederasyon).	None	10 minutes	
TOTAL		None	3 Days and 15 Minutes	

III. SERVICES FOR YOUTH AND YOUTH-SERVING ORGANIZATIONS

A. *REGISTRATION OF YOUTH AND YOUTH-SERVING ORGANIZATIONS*

All Quezon City based youth and youth-serving organizations may register locally through the Quezon City Youth Development Office (QCYDO), and be assisted for the National Youth Commission's Youth Organization Registration Program, following the 2017 Revitalized Youth Organization Registration Program (YORP) Guidelines

Office or Division:	Quezon City Youth Development Office (QCYDO)	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Youth Organizations/ Youth-Serving Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. QC Youth Organization Registration Form	Client	
2. Youth Organization Profile Form	Client	
3. Directory of Officers and Advisers	Client	
4. Copies of valid identification cards of officers and advisers	Client	
5. List of Members in Good Standing	Client	
6. Constitution and By-Laws	Client	
7. Endorsement/Certification from Appropriate Authority:		
a. For Community-Based Organizations: (any of the following)	a. Barangay and/or Sangguniang Kabataan	
● Certification of Existence of Office		
● Barangay Certification of Residence of the President		
● Resolution of endorsement		
b. For School-Based Organizations:	b. School Authority Supervising Student Affairs	
● Certificate of Registration or Recognition		
c. For Faith-based organizations:	c. Head/pastor of congregation or parish priest	
● Certificate of Registration or Recognition		
d. For chapters of multi-level organizations:	d. President of governing body	
● Certificate of Registration or Recognition		
e. For Consortium organizations:	e. Secretariat/Board of Organization	
● Certification of Organizations Membership		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register by accomplishing Youth Organization Registration Form at bit.ly/QCLYOreg and upload the documentary requirements.	Review and validate the completeness and correctness of the information and documents before issuing a Submission Slip to the client.	None	20 minutes	Project Development Officer/ Youth Development Assistant
2. Answer to QC YDO's incoming phone call and respond to the verification inquiries.	<p>Confirm the existence of the organization and validate the accuracy of the information and details provided in the registration documents.</p> <p>-In cases where the documents are found to be incomplete, lacking necessary information, or requiring correction, a Notice of Deficiency will be issued to the client.</p> <p>-After the verification of the organization, the client will be issued a Local Certification along with a unique Registration Number.</p>	None	5 Days	Project Development Officer/ Youth Development Assistant
TOTAL		None	5 days	

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	CCB email@contactcenterngbayan.gov.ph 0908-881-6565
Presidential Complaints Center (PCC), Office of the President	PCC PCC: pcc@malacanang.gov.ph 8888
Anti-Red Tape Authority (ARTA)	ARTA complaints@arta.gov.ph 8478-5091 8478-5093 8478-5099



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: gcydo@quezoncity.gov.ph