



QUEZON CITY YOUTH DEVELOPMENT OFFICE

CITIZEN'S CHARTER

2020 (1st Edition)



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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 fundsthereof 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's 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 which is modernized and progressive wherein the interests of the youth have primary importance in the development program. A city wherein youth are empowered and educated.

III. Mission:

1. To help the city government in addressing and minimizing the problem of out-of school youth. QCYDO 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.
2. QCYDO shall pursue youth empowerment through leadership and other related training and livelihood programs.
3. Organize the youth into a broader network in order to promote active participation in governance.



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Service Office

External Services



1. Scholarship Application (for walk-in applicants)

Scholarship application for residents who want to avail the City Scholarship services that provides various scholarship and financial assistance for Senior High School, Technical-Vocational Education, Tertiary Education and Post Graduate Studies.

Office or Division:	Quezon City Youth Development Office (QCYDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<ul style="list-style-type: none"> • Quezon City Residents <p>Academic Category</p> <ul style="list-style-type: none"> • Overall Rank 1 to 10 from Quezon City Public Senior High Schools <p>Civic Leaders Category</p> <ul style="list-style-type: none"> • Sangguniang Kabataan (SK) Officials • Centrex Graduates • Supreme Student Council Officials • School Publication Officials • Scout Leaders <p>Economic and Financial Assistance Category</p> <ul style="list-style-type: none"> • QC Public/Private High School Graduates with at least 75% general weighted average • ALS Graduates • Solo Parents • Household Helpers • Persons with Disabilities (PWD) • College Students <p>Post Graduates Studies Category</p> <ul style="list-style-type: none"> • College and/or Masteral Degree graduates who will enroll in Higher Education Institutions with level III/IV accredited programs by the Commission on Higher Education <p>Specialized Courses Category</p> <ul style="list-style-type: none"> • Graduates of Quezon City Public/Private Senior High Schools enrolled in any of the specialized courses identified by the City <p>Senior High School Category</p> <ul style="list-style-type: none"> • Overall Top Three (3) Grade 10 completers from Quezon City Public Secondary School • Grade 10 completers from Quezon City Public Secondary School who received national or international recognition in non-academic endeavors duly recognized by the Department of Education and/or the Quezon City local government
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
General Requirements	
1. Certified True Copy of Birth Certificate	Philippine Statistics Authority/ Local Civil Registry Office
2. Certified True Copy of Form 137 or 138 / Grade Slip / Transcript of Record	Last School Attended
3. Barangay Certification	Respective Barangay
4. Latest Income Tax Return of Parents /Affidavit of Non-filing	Bureau of Internal Revenue or Lawyer / Notary Public Office
5. 2x2 latest ID photo with nameplate (2pcs)	Client
6. Long White Folder with plastic jacket	Client
Additional Requirements per Category	
For Academic and Senior High School Category applicants	



1. Certificate of Honor / Award	Last School Attended			
For Civic Leaders Category applicants				
1. Certificate of Supreme Student Council / Centrex / Sangguniang Kabataan	Last School Attended / Schools Division Office / Respective Barangay			
For Economic and Financial Assistance Category applicants				
1. Medical Certificate (if PWD)	Hospital / Physicians			
2. ALS Certificate (if ALS Graduate)	Schools Division Office			
3. Photocopy of Solo Parent ID (if Solo Parent)	Social Services Development Department			
4. Endorsement Letter (if applicable)	Respective Barangay / City Council / SSDD / HCDRD / PESO / Office of the Secretary to the Mayor			
For Specialized Courses Category applicants				
1. Recommendation letter from College Dean	Respective School			
2. Letter of Intent addressed to the Mayor	Client			
For Post Graduates Studies Category applicants				
1. Permit to Study	Employer / Agency			
2. Certificate of Employment	Employer / Agency			
3. Copy of Company ID	Client / Employer			
4. CSC Appointment Record and Service Record, if Quezon City Government Employees	Human Resource Management Department			
5. Recommendation from the Head of Agency and Appointment Record, if Non-Quezon City Government Employees	Employer / Agency			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form, interview form and checklist of requirements.	1. Provide application form, interview form and checklist of requirements.	None	15 minutes	Public Assistance and Information Desk Officer
2. Submit accomplished forms and documentary requirements.	2. Receive and check the submitted forms and requirements.	None	5 minutes	Scholarship Coordinator
3. Sign in the Application Logbook.	3. Conduct one-on-one Interview.	None	10 minutes	Scholarship Coordinator
TOTAL		None	30 minutes	

2. Scholarship Application (Online)

Scholarship application for residents who want to avail the City Scholarship services that provides various scholarship and financial assistance for Senior High School, Technical-Vocational Education, Tertiary Education and Post Graduate Studies.

Office or Division:	Quezon City Youth Development Office (QCYDO)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<ul style="list-style-type: none"> Quezon City Residents

	<p>Academic Category</p> <ul style="list-style-type: none"> • Overall Rank 1 to 10 from Quezon City Public Senior High Schools <p>Civic Leaders Category</p> <ul style="list-style-type: none"> • Sangguniang Kabataan (SK) Officials • Centrex Graduates • Supreme Student Council Officials • School Publication Officials • Scout Leaders <p>Economic and Financial Assistance Category</p> <ul style="list-style-type: none"> • QC Public/Private High School Graduates with at least 75% general weighted average • ALS Graduates • Solo Parents • Household Helpers • Persons with Disabilities (PWD) • College Students <p>Post Graduates Studies Category</p> <ul style="list-style-type: none"> • College and/or Masteral Degree graduates who will enroll in Higher Education Institutions with level III/IV accredited programs by the Commission on Higher Education <p>Specialized Courses Category</p> <ul style="list-style-type: none"> • Graduates of Quezon City Public/Private Senior High Schools enrolled in any of the specialized courses identified by the City <p>Senior High School Category</p> <ul style="list-style-type: none"> • Overall Top Three (3) Grade 10 completers from Quezon City Public Secondary School • Grade 10 completers from Quezon City Public Secondary School who received national or international recognition in non-academic endeavors duly recognized by the Department of Education and/or the Quezon City local government
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements	
1. Certified True Copy of Birth Certificate	Philippine Statistics Authority/ Local Civil Registry Office
2. Certified True Copy of Form 137 or 138 / Grade Slip / Transcript of Record	Last School Attended
3. Barangay Certification	Respective Barangay
4. Latest Income Tax Return of Parents /Affidavit of Non-filing	Bureau of Internal Revenue or Lawyer / Notary Public Office
5. 2x2 latest ID photo with nameplate (2pcs)	Client
6. Long White Folder with plastic jacket	Client
7. Accomplished Application Form	QCYDO
8. Accomplished Interview Form	QCYDO
Additional Requirements per Category	
For Academic and Senior High School Category applicants	
1. Certificate of Honor / Award	Last School Attended
For Civic Leaders Category applicants	
1. Certificate of Supreme Student Council / Centrex / SangguniangKabataan	Last School Attended / Schools Division Office / Respective Barangay
For Economic and Financial Assistance Category applicants	
1. Medical Certificate (if PWD)	Hospital / Physicians



2. ALS Certificate (if ALS Graduate)		Schools Division Office		
3. Photocopy of Solo Parent ID (if Solo Parent)		Social Services Development Department		
4. Endorsement Letter (if applicable)		Respective Barangay / City Council / SSDD / HCDRD / PESO / Office of the Secretary to the Mayor		
For Specialized Courses Category applicants				
1. Recommendation letter from College Dean		Respective School		
2. Letter of Intent addressed to the Mayor		Client		
For Post Graduates Studies Category applicants				
1. Permit to Study		Employer / Agency		
2. Certificate of Employment		Employer / Agency		
3. Copy of Company ID		Client / Employer		
4. CSC Appointment Record and Service Record, if Quezon City Government Employees		Human Resource Management Department		
5. Recommendation from the Head of Agency and Appointment Record, if Non-Quezon City Government Employees		Employer / Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist via Scholarship application google form link and choose the category you wish to apply	1.1 Review google form link for Scholarship Application enlistment responses.	None	2 days	Computer Operator
	1.2 Prepare schedule of initial interview and inform the applicant thru Social Media postings.	None	2 days	Scholarship Coordinator
2. Undergo for an initial interview.	2.1 Conduct phone interview to the applicant.	None	15 minutes	Scholarship Coordinator
	2.2 Verify/validate the application. Send interview result together with the application forms thru email.	None	3 days	Scholarship Coordinator
3. Check the result of interview and submit the requirements thru email.	3. Validate the requirements submitted by the applicant and send an acknowledgement mail.	None	3 days	Scholarship Coordinator
TOTAL		None	10 days, 15 minutes	



3. Evaluation of Scholarship Application

Scholarship application must be evaluated to ensure that the set scholarship guidelines are observed. This will inform/update the applicant about the status of his/her scholarship application.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholar-Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the announcement/ update on the status of scholarship application	1.1 Evaluate the scholarship application	None	3 day	Scholarship Coordinator
	1.2 Post the list of qualified applicants thru posting to SYDP Bulletin Board and SYDP Official Facebook Page.	None	1 day	Scholarship Coordinator
2. Check the list of qualified applicants and wait for the announcement/ update on the schedule of scholarship orientation/ briefing	2.1 Set a schedule of scholarship orientation/ briefing	None	2 day	Scholarship Coordinator
	2.2 Notify the applicant on the set schedule thru SMS or SYDP Facebook Page	None	1 day	Scholarship Coordinator
TOTAL		None	7 days	

4. Scholarship Orientation/Briefing and Issuance of Certificate of Scholarship for New Scholars (*for walk-in applicants*)

Qualified applicants for scholarship program shall undergo scholarship orientation/briefing to be informed on scholarship requirements, processes as well as terms and conditions of the availed program. In this process, certificate of scholarship shall be issued to qualified beneficiaries of the program once all documentary requirements are submitted.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholar-Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scanned copy of Scholarship Agreement		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Attendance	1. Check the	None	5 minutes	Scholarship



Sheet.	details provided by attendees.			Coordinator
2. Attend the Scholarship Orientation/ Briefing	2.1. Conduct the Scholarship Orientation/ Briefing	None	30 minutes	Scholarship Coordinator
	2.2 Provide a copy of Scholarship Agreement	None	3 minutes	Scholarship Coordinator
3. Submit the accomplished Scholarship Agreement.	3. Receive and validate the accomplished Scholarship Agreement	None	4 days	Scholarship Coordinator
4. Receive a copy of Certificate of Scholarship	4. Issue a Certificate of Scholarship	None	1 day	Scholarship Coordinator
TOTAL			5 days and 38 minutes	

5. Scholarship Orientation/Briefing and Issuance of Certificate of Scholarship for New Scholars (online)

Qualified applicants for scholarship program shall undergo scholarship orientation/briefing to be informed on scholarship requirements, processes as well as terms and conditions of the availed program. In this process, certificate of scholarship shall be issued to qualified beneficiaries of the program once all documentary requirements are submitted.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholar-Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scanned copy of Scholarship Agreement		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the google drive link provided by SYDP and download the files.	1.1 Provide google drive link which contains Scholar's Briefer/Handbook and Scholarship Agreement.	None	3 days	Scholarship Coordinator
2. Submit the accomplished Scholarship Agreement via email.	2. Download the file and validate the requirements for the release of Certificate of Scholarship	None	1 day	Scholarship Coordinator
3. Receive a copy of Certificate of Scholarship via email	3. Issue a Certificate of Scholarship and send it via email.	None	1 day	Scholarship Coordinator
TOTAL		None	5 days	



6. Submission of Statement of Account (on-site)

All scholars must submit Statement of Account (SOA) from their respective schools to process payments for their tuition fee and stipend/allowance.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and three (3) Photocopies of New Registration Card/Form		Client/ School		
2. Original and three (3) Photocopies of Statement of Account (SOA) <i>(if Private College/University-Enrolled)</i>		Client/ School		
3. Original and three (3) Photocopies of New Certificate of Scholarship		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official Statement of Account (SOA) and other documentary requirements.	1. Receive and check the submitted documents.	None	5 minutes	Payroll Officer
2. Sign in the log book and receive copy of documents.	2.1 Provide logbook. 2.2 Return the scholar's receiving copy of documents.	None	5 minutes	Payroll Officer
TOTAL		None	10 minutes	



7. Submission of Statement of Account via electronic mail

All scholars must submit Statement of Account (SOA) from their respective schools to process payments for their tuition fee and stipend/allowance.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and three (3) Photocopies of New Registration Card/Form		Client/ School		
2. Original and three (3) Photocopies of Statement of Account (SOA)(if Private College/University-Enrolled)		Client/ School		
3. Original and three (3) Photocopies of New Certificate of Scholarship		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official statement of account (SOA) and other documentary requirements via official e-mail	1.1 Download the SOA requirements sent via email and send an acknowledgement mail to the scholar.	None	3 days	Computer Operator
	1.2 Print SOA requirements and endorse to the unit in-charged.	None	30 minutes	Computer Operator
TOTAL		None	3 days, 30 minutes	



8. PayMaya Account Activation

Scholar's stipend/allowance grant is released thru PayMaya's automated Disbursement System. All Scholars shall enroll and activate their PayMaya Account thru Data Gathering and submission of requirements. Once validated, they will receive an invitation text from PayMaya where scholars need to reply "YES" to activate/upgrade their account.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – GovernmenttoCitizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photo of Latest Registration Form/Card		Current School		
2. Photo of School ID / Valid ID Card (front and back)		School / Concerned Government Agencies		
3. Photo of Specimen Signature (3 signatures)		Client		
4. Actual Photo / Selfie with Name Plate		Client		
5. Signed Parent's Consent Form		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Answer the online Data Gathering Link for PayMaya Account enrolment.	1. Review google form link for PayMaya responses.	None	2 days	Computer Operator
2. Submit requirements via email.	2.1 Accept and download requirements.	None	3 days	Computer Operator
	2.2 Endorse requirements to PayMaya for validation and endorsement of batch registration file.	None	14 days	Computer Operator
	2.3 Upload batch registration file.	None	5 minutes	Technical Unit Head
3. Scholar will receive invitation message from PayMaya. Review invitation message. Reply YES, if details are correct, NO, if not.	3. Update Scholar's PayMaya Status.	None	5 minutes	Scholarship Secretariat
TOTAL		None	19 days, 10 minutes	



9. Request for Re-Assignment – mobile number / email address (via electronic mail)

Scholars with active PayMaya account who changed registered mobile number and/or email address shall request for re-assignment via electronic mail.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – GovernmenttoCitizen			
Who may avail:	All Scholars with active PayMaya Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photo of School ID / Valid ID Card (front and back)		Current School		
2. Letter Request for Re-assignment from the client		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished the letter request for re-assignment and requirements via email.	1. Accept, download and send an acknowledgment mail to scholar.	None	2 days	Computer Operator
	1.1 Endorse requirements to PayMaya for validation.	None	7 business days	Computer Operator
TOTAL		None	9 days	



10. Claiming the Stipend/Allowance

Automated disbursement of Scholars semestral Stipend/Allowance thru PayMaya Disbursement System

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C - Government-to- Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Activate PayMaya Account.	1.1 Upload disbursement file (.csv format) in PayMayaPayOutPortal.	None	4 hours	Budget Officer (maker)
	1.2 Review and approve disbursement of scholar's stipend in the PayMayaPayOut Portal.	None	4 hours	QCYDO Head (approver)
TOTAL		None	1 day	

11. Scholarship Renewal (on-site)

All scholars (except Technical-Vocational scholars) must renew their scholarship every semester. Once renewed, they will receive their new Certificate of Scholarship for the semester.

Office or Division:	Quezon City Youth Development Office			
Classification:	Simple			
Type of Transaction:	G2C – GovernmenttoCitizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and one Certified True Copy of Grades/Class Cards Previous Semester		School		
2. Original and one photocopy of Registration Card/Form Previous Semester		School		
3. Original and one photocopy of Certificate of Scholarship Previous Semester		QCYDO		
4. 1x1 ID Photo (1 pc)		Client		
Additional Requirements				
For Scholar-Graduates				
1. Resume / Curriculum Vitae		Client		
2. Accomplished Alumni Profile Form		QCYDO		
3. Accomplished Career Exit Form		QCYDO		
4. Softcopy of Graduation Picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out	1. Provide forms.	None	10 minutes	Scholarship



forms.				Coordinator
2. Submit complete documents for scholarship renewal.	2. Receive, validate and process required documents for scholarship renewal.	None	5 minutes	Scholarship Coordinator
3. Sign the Interview Logbook.	3.1 Provide logbook. Conduct interview to scholars.	None	10 minutes	Scholarship Coordinator
4. Sign the Renewal Logbook. *Scholar-Graduates will not be issued Certificate of Scholarship.	4.1 Provide logbook.	None	3 minutes	Scholarship Coordinator
	4.2 Prepare Certificate of Scholarship.	None	3 minutes	Scholarship Coordinator
	4.3 Issue Certificate of Scholarship.	None	3 minutes	Scholarship Coordinator
5. Drop the filled-out feedback form to the designated box.	3. Monitor the prompt return of feedback forms from scholars.	None	3 minutes	Scholarship Coordinator
TOTAL		None	37 minutes	

12. Scholarship Renewal via Online

All scholars (except Technical-Vocational scholars) must renew their scholarship every semester. Once renewed, they will receive their new Certificate of Scholarship for the 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 Technical-Vocational Scholars)
CHECKLIST OF REQUIREMENTS	
1. Scanned Copy of Original and one Certified True Copy of Grades/Class Cards Previous Semester	School
2. Scanned Copy of Original and one photocopy of Registration Card/Form Previous Semester	School
3. Scanned Copy of Original and one photocopy of Certificate of Scholarship Previous Semester	QCYDO
4. Scanned Copy of 1x1 ID Photo (1 pc)	Client
5. Accomplished Renewal Form	QCYDO
Additional Requirements	
For Scholar-Graduates	
1. Copy of Resume / Curriculum Vitae	Client
2. Accomplished Alumni Profile Form	QCYDO



3. Accomplished Career Exit Form		QCYDO		
4. Softcopy of Graduation Picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Answer the online link for Scholarship Renewal and upload requirements.	1.1 Review and verify google form link responses for Scholarship Renewal.	None	2 days	Scholarship Coordinator
	1.2 Prepare Certificate of Scholarship.	None	3 minutes	Scholarship Coordinator
2. Receive the e-copy of Certificate of Scholarship via email. *Scholar-Graduates will not be issued Certificate of Scholarship.	2. Send the e-copy of Certificate of Scholarship to the email provided by scholar.	None	30 minutes	Scholarship Coordinator
TOTAL		None	3 days	

13. Scholarship Appeal via Online

An appeal should be made by the scholars who: 1) failed to maintain grade or with failing grade/s; 2) failed to provide complete requirements for Renewal and SOA Submission; 3) failed to renew and submit SOA requirements on time; and 4) will request for extension of scholarship. Appeals will be evaluated and will be subject for approval of the Office Head.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scanned Copy of Appeal Letter with Parent/Guardian Signature		Client		
2. Scanned Copy of Parent/Guardian valid ID Card		Client's Parent/Guardian		
3. Accomplished Appeal Form		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send requirements via email.	1.1 Accept and download the file and send an acknowledgment mail.	None	1 day	Computer Operator
	1.2 Endorse to Scholarship and Financial Assistance Unit Head.	None	15 minutes	Computer Operator
	1.3 Verify and	None	15 minutes	Scholarship Unit

	review the uploaded documents.			Head / Sub-Unit Head
	1.4 Prepare schedule of interview and inform the scholar.	None	30 minutes	Scholarship Unit Head / Sub-Unit Head
2. Undergo for phone interview	2.1 Conduct phone interview with the scholar.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
	2.2 Evaluate the scholar's appeal.	None	30 minutes	Scholarship Unit Head / Sub-Unit Head
3. Wait for the status/result Scholarship Appeal thru email.	3. Send the e-copy of Scholarship Appeal's result via email provided by scholar.	None	1 day	Computer Operator
TOTAL		None	3 days	

14. Scholarship Appeal (on-site)

An appeal should be made by the scholars who: 1) failed to maintain grade or with failing grade/s; 2) failed to provide complete requirements for Renewal and SOA Submission; 3) failed to renew and submit SOA requirements on time; and 4) will request for extension of scholarship. Appeals will be evaluated and will be subject for approval of the Office Head.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appeal Letter with Parent/Guardian Signature		Client		
2. Copy of Parent/Guardian valid ID Card		Client's Parent/Guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Fill out Appeal form.	1. Provide forms	None	5 minutes	Public Assistance and Information Desk Officer
2. Submit complete documents.	2. Receive, validate and process required documents.	None	5 minutes	Scholarship Unit Head / Sub-Unit Head
3. Sign the Appeal Interview Logbook. Undergo for an interview	3.1 Provide logbook and conduct interview.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
	3.2 Evaluate the scholar's appeal.	None	30 minutes	Scholarship Unit Head / Sub-Unit Head



4. Wait for the status/result thru call.	4. Call the scholar for the appeal result.	None	5 minutes	Scholarship Coordinator
TOTAL		None	55 minutes	

15. Scholarship Leave of Absence

Scholars who would like to request a leave of absence in the scholarship for a one or more semester must inform the office. Scholars must also declare the anticipated semester of their return in the scholarship.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Letter with Parent/Guardian Signature		Client		
2. Photocopy of Parent/Guardian valid ID Card		Client's Parent/Guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out form.	1. Provide form.	None	5 minutes	Public Assistance and Information Desk Officer
2. Submit complete documents.	2. Receive, validate and process required documents.	None	5 minutes	Scholarship Unit Head / Sub-Unit Head
3. Sign the logbook. Undergo for an interview.	3. Conduct interview to scholar.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
4. Wait to receive copy of the LOA form with result.	4. Return scholar's LOA form copy with result.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
TOTAL		None	30 minutes	

16. Scholarship Leave of Absence Request via electronic mail

Scholars who would like to request a leave of absence in the scholarship for a one or more semester must inform the office. Scholars must also declare the anticipated semester of their return in the scholarship.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Letter with Parent/Guardian Signature		Client		
2. Photocopy of Parent/Guardian valid ID Card		Client's Parent/Guardian		
3. Accomplished Leave of Absence Form		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send requirements via email.	1.1 Accept and download the	None	1 day	Computer Operator

	file and send an acknowledgment mail.			
	1.2 Endorse to Scholarship and Financial Assistance Unit Head.	None	15 minutes	Computer Operator
	1.3 Verify and review the uploaded documents.	None	15 minutes	Scholarship Unit Head / Sub-Unit Head
	1.4 Prepare schedule of interview and inform the scholar.	None	30 minutes	Scholarship Unit Head / Sub-Unit Head
2. Undergo for phone interview.	2.1 Conduct phone interview with the scholar.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
	2.2 Evaluate the scholar's LOA request.	None	30 minutes	Scholarship Unit Head / Sub-Unit Head
3. Wait for the status/result thru email.	3. Send the e-copy of the LOA request result via email provided by scholar.	None	1 day	Computer Operator
TOTAL		None	3 days	



17. Scholarship Cancellation / Withdrawal

Scholars who would like to request for the cancellation/withdrawal of scholarship and will no longer avail the City Scholarship services must inform the office.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Letter with Parent/Guardian Signature		Client		
2. Photocopy of Parent/Guardian valid ID Card		Client's Parent/Guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out form.	1. Provide form.	None	5 minutes	Public Assistance and Information Desk Officer
2. Submit complete documents.	2. Receive, validate and process required documents.	None	5 minutes	Scholarship Unit Head / Sub-Unit Head
3. Sign the logbook. Undergo for an interview.	3.1 Conduct interview to scholar.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
	3.2 Evaluate the scholar's cancellation/ withdrawal request.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
4. Wait to receive copy of the cancellation/withdrawal form with result.	4. Return scholar's cancellation/ withdrawal form copy with result.	None	5 minutes	Scholarship Unit Head / Sub-Unit Head
TOTAL		None	35 minutes	



18. Scholarship Cancellation / Withdrawal via electronic mail

Scholars who would like to request a leave of absence in the scholarship for a one or more semester must inform the office. Scholars must also declare the anticipated semester of their return in the scholarship.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Letter with Parent/Guardian Signature		Client		
2. Photocopy of Parent/Guardian valid ID Card		Client's Parent/Guardian		
3. Accomplished Cancellation/Withdrawal Form		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	CLIENT STEPS	AGENCY ACTIONS	CLIENT STEPS
2. Send requirements via email: SYDP@quezoncity.gov.ph	1.1 Accept and download the file and send an acknowledgement mail.	None	1 day	Computer Operator
	1.2 Endorse to Scholarship and Financial Assistance Unit Head.	None	15 minutes	Computer Operator
	1.3 Verify and review the uploaded documents.	None	15 minutes	Scholarship Unit Head / Sub-Unit Head
	1.4 Prepare schedule of interview and inform the scholar.	None	1 day	Scholarship Unit Head / Sub-Unit Head
2. Undergo for an interview.	2.1 Conduct the interview with the scholar.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
	2.2 Evaluate the scholar's cancellation/withdrawal request.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
3. Wait for the status/result thru email.	3. Send the e-copy of the cancellation/withdrawal request result via email provided by scholar.	None	1 day	Computer Operator
TOTAL		None	3 days	



19. Request for Alumni Certification

Request for Certification of all SYDP Scholar-Graduates (Alumni)

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	All Scholar-Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Valid ID card		Concerned Institutions/Government Agencies		
2. Resume (if applicable)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out form.	1. Provide form.	None	5 minutes	Public Assistance and Information Desk Officer
2. Submit accomplished form and requirements.	2.1 Review and receive accomplished form and requirement/s.	None	5 minutes	Public Assistance and Information Desk Officer
	2.2 Validate information from scholar's data bank.	None	10 minutes	Computer Operator
	2.3 Prepare Certification.	None	5 minutes	Computer Operator
3. Sign in the logbook.	3. Provide logbook and issue Alumni Certification.	None	5 minutes	Computer Operator
TOTAL		None	30 minutes	



20. Request for Alumni Certification via electronic mail
Request for Certification of all SYDP Scholar-Graduates (Alumni)

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	All Scholar-Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Valid ID card		Concerned Institutions/Government Agencies		
2. Accomplished Alumni Profile Form		QCYDO		
3. Resume		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form and photocopy of valid ID card via electronic mail.	1.1 Accept and download the accomplished forms sent via email and send an acknowledgement mail.	None	2 days	Computer Operator
	1.2 Validate information from scholar's data bank.	None	5 minutes	Computer Operator
	1.3 Prepare Certification.	None	5 minutes	Computer Operator
	1.4 Send copy of the Alumni Certification via email.	None	5 minutes	Computer Operator
TOTAL		None	2 days, 15 minutes	



21. Review of SangguniangKabataan Comprehensive Barangay Youth Development Plan (CBYDP)

Review of SK three (3) year Comprehensive Plan

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government toGovernment			
Who may avail:	All SangguniangKabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-signed Comprehensive Barangay Youth Development Plan (CBYDP)		Respective SK Barangay and SK Federation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CBYDP signed by SK Officials/Members and SK Federation President.	1.1 Receive the signed CBYDP.	None	5 minutes	Administrative Support Staff
	1.2 Review the CBYDP.	None	4 days	Planning Officer / Unit Head
	1.3 Signing of CBYDP.	None	2 minutes	Office Head
2. Sign in the logsheet.	2. Provide logsheet. Release of signed CBYDP.	None	3 minutes	Computer Operator
TOTAL		None	4 days, 10 minutes	



22. Review of SangguniangKabataan Comprehensive Barangay Youth Development Plan (CBYDP) via electronic mail

Review of SK three (3) year Comprehensive Plan

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All SangguniangKabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-reviewed Comprehensive Barangay Youth Development Plan (CBYDP)		Respective SK Barangay and SK Federation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CBYDP reviewed bySK Federation via electronic mail.	1.1 Accept and download the signed CBYDP sent via email and send an acknowledgement mail.	None	2 days	Computer Operator
	1.2 Review the CBYDP.	None	4 days	Planning Officer / Unit Head
	1.3 Send the CBYDP review results via email.	None	5 minutes	Computer Operator
TOTAL		None	6 days, 5 minutes	



23. Review of SangguniangKabataan Annual Barangay Youth Investment Program (ABYIP)

Review of SK Annual Investment Program

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All SangguniangKabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-approved Comprehensive Barangay Youth Development Plan (CBYDP)		Respective SK Barangay and SK Federation Office		
2. Duly-signed Annual Barangay Youth Investment Program (ABYIP)		Respective SK Barangay and SK Federation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the ABYIP signed by SK Officials/Members and SK Federation President.	1.1 Receive the signed ABYIP.	None	5 minutes	Administrative Support Staff
	1.2 Review the ABYIP.	None	4 days	Planning Officer / Unit Head
	1.3 Signing of ABYIP	None	3 minutes	Office Head
2. Sign in the logsheet.	2. Provide logsheet. Release of signed ABYIP.	None	2 minutes	Computer Operator
TOTAL		None	4 days, 10 minutes	



24. Review of SangguniangKabataan Annual Barangay Youth Investment Program (ABYIP) via electronic mail
 Review of SK Annual Investment Program

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All SangguniangKabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-approved Comprehensive Barangay Youth Development Plan (CBYDP)		Respective SK Barangay and SK Federation Office		
2. Duly-reviewed Annual Barangay Youth Investment Program (ABYIP)		Respective SK Barangay and SK Federation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the ABYIP reviewed bySK Federation via electronic mail.	1.1 Accept and download the signed ABYIP sent via email and send an acknowledgement mail.	None	2 days	Computer Operator
	1.2 Review the ABYIP.	None	4 days	Planning Officer / Unit Head
	1.3 Send the ABYIP review results via email.	None	10 minutes	Computer Operator
TOTAL		None	6 days, 10 minutes	



25. Registration of Youth and Youth-Serving Organizations

All Youth and Youth-Serving Organizations may register to the QC Youth Development Office and be assisted for the registration to the National Youth Commission's Youth Organization Registration Program.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2C –Government toCitizen			
Who may avail:	All Youth Organizations / Youth Serving Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Youth Organization Profile		QCYDO		
2. Hard and softcopy (in excel file) Directory of officers and adviser		Youth Organization		
3. Hard and softcopy (in excel file) List of members in good standing		Youth Organization		
4. Copy of constitution and by laws		Youth Organization		
5. Endorsement / certification from appropriate authority				
For Community-Based Organizations (submit one of the following:)				
If organization has physical office: 1. Certification of existence of office (where the office is located)		Barangay		
If organization does not have a physical office: 1. Barangay Certification of Residence of the President		Barangay		
Resolution of endorsement coming from the SangguniangKabataan		SangguniangKabataan Officials		
For School-Based Organizations				
1. Certification of registration or recognition		School		
For Faith-Based Organizations				
1. Certification of registration or recognition		Head / Pastor of Congregation or Parish Priest		
For Chapter of Multi-level Organizations				
1. Certification of registration or recognition		President Governing at the highest organizational level		
For Consortium Organizations				
1.Certification of member organizations		Secretariat / Board		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out forms and checklist of requirements	1. Provideforms.	None	10 minutes	Public Assistance and Information Desk Officer
2. Submit documentary requirements.	2.1 Receive and check the submitted requirements.	None	15 minutes	District Youth Coordinator
	2.2Evaluate the registration application.	None	3 days	Unit Head
	2.3Prepare Certification.	None	10 minutes	District Youth Coordinator
3. Wait for the issuance schedule of the Certificate.	3. Inform the Youth Organization on the issuance schedule of Certificate.	None	1 day	District Youth Coordinator
4. Receive the Certification of Registration. Sign the	4. Provide logbook and issue the	None	5 minutes	Administrative Support Staff



logbook	Certification of Registration			
TOTAL		None	4 days, 40 minutes	

26. Registration of Youth and Youth-Serving Organizations via electronic mail

All Youth and Youth-Serving Organizations may register to the QC Youth Development Office and be assisted for the registration to the National Youth Commission's Youth Organization Registration Program.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2C –Government toCitizen			
Who may avail:	All Youth Organizations / Youth Serving Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scanned Copy of the Accomplished Youth Organization Profile		QCYDO		
2. Softcopy (in excel file) of Directory of officers and adviser		Youth Organization		
3. Softcopy (in excel file) of List of members in good standing		Youth Organization		
4. Scanned Copy of constitution and by laws		Youth Organization		
5. Scanned Copy of Endorsement / certification from appropriate authority				
For Community-Based Organizations (submit one of the following:)				
If organization has physical office: 1. Certification of existence of office (where the office is located)		Barangay		
If organization does not have a physical office: 1. Barangay Certification of Residence of the President		Barangay		
Resolution of endorsement coming from the SangguniangKabataan		SangguniangKabataan Officials		
For School-Based Organizations				
1. Certification of registration or recognition		School		
For Faith-Based Organizations				
1. Certification of registration or recognition		Head / Pastor of Congregation or Parish Priest		
For Chapter of Multi-level Organizations				
1. Certification of registration or recognition		President Governing at the highest organizational level		
For Consortium Organizations				
1.Certification of member organizations		Secretariat / Board		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements via email.	1.1Accept and download the file and send an acknowledgment mail.	None	2 days	Computer Operator
	1.2 Endorse to Youth Secretariat.	None	15 minutes	Computer Operator
	1.3Receive and check the	None	15 minutes	District Youth Coordinator

	submitted requirements.			
	1.4 Evaluate registration application.	None	2 days	Unit Head
	1.5 Prepare Certification.	None	10 minutes	District Youth Coordinator
2. Wait for the issuance schedule of the Certificate via email.	2. Send copy of the Certificate via email.	None	2 days	District Youth Coordinator
TOTAL		None	6 days, 40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Message, Call or email the office at</p> <p>89884242 local 8707 / 8738 sydp@quezoncity.gov.ph</p> <p>A feedback form is also available in the front desk and accomplished forms may be dropped in the designated feedback box.</p>
How feedbacks are processed	<p>Feedbacks received are being reviewed and evaluated.</p> <p>It will be endorsed to the concerned Division/ Section/ Personnel upon review and evaluation of the feedback.</p> <p>Concerned Division/ Section/ Personnel shall create feedback/ response report and take necessary actions to be taken to address the feedback.</p> <p>The office will also consider the feedback in the creation of pertinent policies and issuances for the improvement of the services.</p>
How to file a complaint	<p>Message, Call or email the office at</p> <p>89884242 local 8707 / 8738 sydp@quezoncity.gov.ph</p> <p>A feedback form is also available in the front desk and accomplished forms may be dropped in the designated feedback box.</p>
How complaints are processed	<p>Complaints received are being reviewed and evaluated.</p> <p>It will be endorsed to the concerned Division/ Section/ Personnel upon review and evaluation of the complaint.</p> <p>Concerned Division/ Section/ Personnel shall create feedback/</p>

	<p>response report and take necessary actions to be taken to address the complaint.</p> <p>The office will also consider the complaint in the creation of pertinent policies and issuances for the improvement of the services.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA</p> <p>info@arta.gov.ph complaints@arta.gov.ph</p> <p>Telephone: 8478-5091 8478-5093 8478-5099</p> <p>PCC PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB email@contactcenterngbayan.gov.ph 0908-881-6565</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: sydp@quezoncity.gov.ph