



QUEZON CITY YOUTH DEVELOPMENT OFFICE

CITIZEN'S CHARTER

2021 (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 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.



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Service Office

External Services



1. SERVICES FOR STUDENTS

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 Masters and Doctorate 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>General Qualifications:</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 • Must not be a recipient of scholarship grant from another Local Government Unit <p>The applicant must also meet the qualifications for the scholarship category being applied for:</p> <p>I. SCHOLARSHIP FOR SENIOR HIGH SCHOOL STUDENTS</p> <ol style="list-style-type: none"> 1. Must be a graduate of a Quezon City public or private secondary school 2. Must be a Grade 10 completer with academic honors, overall Rank 1 to10 3. Must maintain a General Weighted Average of at least 85% <p>II. SCHOLARSHIP FOR TERTIARY STUDENTS</p> <p>Academic Scholarship</p> <ol style="list-style-type: none"> 1. Must be a graduate of a Quezon City public or private high school 2. Must be a high school with academic honors, overall Rank 1 to10 3. 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 Rank 3 to 10 <p>Economic Scholarship</p> <ol style="list-style-type: none"> 1. Must be a graduate of a Quezon City public or private high school 2. Must maintain a General Weighted Average of at least 3.0 or its equivalent 3. Must belong to any of the following groups: indigent families, displaced/relocated families, and

vulnerable and marginalized sectors (PWDs, Kasambahays, ALS graduates, solo parents, children in conflict with the law, families of tricycle drivers and operators)

Athletic and Arts Scholarship

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

Youth Leaders Scholarship

1. Must be a graduate of a Quezon City public or private high school
2. 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 equivalent) of Quezon City registered youth organizations
3. Must maintain a General Weighted Average of at least 2.5 or its equivalent

Specialized Courses Scholarship

1. Must be a graduate of a Quezon City public or private high school
2. Must maintain a General Weighted Average of at least 1.75 or its equivalent
3. Must be enrolled or registered in any of the priority courses or specializations identified by CHED, with priority on courses deemed necessary by the Quezon City Government (The List of Priority Courses will be updated and posted before the start of the school year.)

III. SCHOLARSHIP FOR MASTERS AND DOCTORATE STUDENTS

1. Must be enrolled/registered/accepted in a Higher Education Institution recognized by CHED or in any recognized International Institution
2. Must be employed for at least 2 years or occupy at least a Salary Grade Level 14 position (or its equivalent)
3. Must maintain a General Weighted Average of at least 2.0 or its equivalent

IV. SCHOLARSHIP FOR VOCATIONAL COURSES STUDENTS

1. Must belong to any of the following groups: indigent families, displaced/relocated families, and vulnerable and marginalized sectors (PWDs, Kasambahays, ALS graduates, solo parents, children in conflict with the law, families of tricycle drivers and operators)
2. Must be enrolled in a TESDA accredited training institution or other training institutions recognized by the Quezon City Government
3. 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. True Copy of Grades / Transcript of Records / Form 137/ Form 138 for the previous semester or school year	School registered/enrolled/accepted in
2. Any of the following IDs <ol style="list-style-type: none"> 1. Valid government ID (front and back) 2. School ID (front and back) 3. e-copy of QCitizen ID 	Client
3. Proof of school enrollment/registration/acceptance for the current school year/school	School registered/enrolled/accepted in
Additional Requirements per Category	
<u>A. Scholarship for Senior High School Students</u>	
1. Proof of Honors Received	School registered/enrolled/accepted in
<u>B. Scholarship for Tertiary Students:</u>	
● Academic Scholarship	
1. Proof of Honors Received	School registered/enrolled/accepted in
● Economic Scholarship	
1. Any of the following documents to confirm parents' income:	
a. Latest ITR of parents	BIR
b. Parents Affidavit of Non-filing of Income Tax Return	Notary Public Office
c. Certificate of Tax Exemption from BIR	BIR
d. Certificate of Indigency from Barangay or DSWD	Barangay/ DSWD
e. Proof that the person is registered with SSS as <i>Kasambahay</i>	SSS
f. DepEd Certification of Equivalency for ALS Graduate	DepEd

g. Solo Parent ID issued by QC / Certificate from DSWD	SSDD/ DSWD			
h. DSWD Certificate for Children in Conflict with the Law	SSDD/ DSWD			
i. Latest copy of contract or Proof of Income for children of OFWs	OFW Employer			
<ul style="list-style-type: none"> ● Athletic and Arts Scholarship 				
1. Proof of recent top individual award/recognition received from recognized institutions	Recognized institution/ client			
<ul style="list-style-type: none"> ● Youth Leaders Scholarship 				
1. Proof of leadership position held from the organization	DILG (SK); School (SSG); Organization (Yos/ YSOs)			
<ul style="list-style-type: none"> ● Specialized Courses Scholarship 				
1. Course Curriculum	School registered/enrolled/accepted in			
<u>C. Scholarship for Masters and Doctorate Students</u>				
1. Certificate of Employment	Employer/ HR			
2. Recommendation from Unit Head	Unit Head			
<u>D. Scholarship for Vocational Courses Students</u>				
1. Course/ Training Curriculum	School registered/enrolled/accepted in			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a QCitizen ID and register email at QCeServices.	-	None	-	-
2. Apply for scholarship online.				
2a. Go to https://qceservices.quezoncity.gov.ph/	-	None	-	-
2b. Log-in using email registered at QCeServices.	-	None	-	-
2c. Choose "QC Scholars" from the list of services.	-	None	-	-
2d. Fill-out the online Scholarship Application Form.	-	None	-	-
2e. Upload scanned copies of documents (see <i>Checklist of Requirements - General Requirements 1,2 & 3</i>).	Review and validate the completeness and correctness of application documents.	None	5 days	Scholarship Coordinator
3. Receive notification for interview and uploading of scanned copies of additional documents by scholarship category / sub-category. These documents will be uploaded via QCeServices. (see <i>Checklist of Requirements - Additional Requirements per Category</i>)	Notify the applicant for the interview schedule. Review and validate the completeness and correctness of additional documents by scholarship category / sub-category.	None	7 days	Scholarship Coordinator



4. 4. Receive notification on approval of scholarship application and generation of Scholarship Contract and Certificate of Scholarship. These documents will be generated via QCeServices	Notify the applicant on the status of application. Review the accomplished Scholarship Contract and eApplication Form.	None	7 days	Scholarship Coordinator
5. Receive notification on release of scholarship grant	Update grants monitoring link. Notify applicants regarding additional documents needed for processing grants and send the grants monitoring link via email.	None	1 day	Payroll Officer
TOTAL		None	20 days	

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 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 Vocational Courses Scholars)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. True Copy of Grades / Transcript of Records / Form 137/ Form 138 for the previous semester or school year		School registered/enrolled/accepted in		
2. Proof of school enrollment / registration / acceptance for the current school year or semester		School registered/enrolled/accepted in		
3. Approved Leave of Absence (for scholars who did not enroll / did not transact in the previous school year or school term)		School registered/enrolled/accepted in		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Renew scholarship online.				
1a. Go to https://qceservices.quezoncity.gov.ph/	-	None	-	-
1b. Log-in using email registered at QCeServices.	-	None	-	-

1c. Choose “QC Scholars” from the list of services.	-	None	-	-
1d. Fill-out the online Scholarship Renewal Form.	-	None	-	-
1e. Upload scanned copies of documents (see <i>Checklist of Requirements 1,2 &3</i>).	Review and validate the completeness and correctness of application documents	None	5 days	Scholarship Coordinator
2. Receive notification for interview.	Notify the applicant for the interview schedule.	None	7 days	Scholarship Coordinator
3. Receive notification on approval of scholarship application and generation of Scholarship Contract and Certificate of Scholarship. These documents will be generated via QCeServices.	Review the accomplished eRenewal Form to generate Certificate of Scholarship.	None	7 days	Scholarship Coordinator
4. Receive notification on release of scholarship grant	Update grants monitoring link. Notify applicants regarding additional documents needed for processing grants and send the grants monitoring link via email.	None	1 day	Payroll Officer
TOTAL		None	20 days	

2. SERVICES FOR SANGGUNIANG KABATAAN (SK) COUNCILS

REVIEW OF SANGGUNIANG KABATAAN COMPREHENSIVE BARANGAY YOUTH DEVELOPMENT PLAN (CBYDP)

All SK Plans are reviewed by the QCYDO as mandated by DILG MC- 2019-151, 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. Duly-reviewed Comprehensive Barangay Youth Development Plan (CBYDP) <i>If amendment, Duly signed Comprehensive Barangay Youth Development Plan (CBYDP)</i>	Respective SK Barangay and SK Federation Office

2.Sangguniang Kabataan Resolution/s		SK Barangay		
3.Minutes of the Meeting of the Katipunan ng Kabataan Assembly of current year		SK Barangay		
4.Youth Data		SK Barangay		
5.Minutes of the Meeting on the approval Comprehensive Barangay Youth Development Plan		SK Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Submit the CBYDP reviewed by SK Federation via electronic mail: prpdp.qcydo@quezoncity.gov.ph	1.1 Receive the documents.	None	5 minutes	Planning Officer/ Project Development Officer
	1.2 Review documents and provide review comments/ feedback.	None	4 days	Planning Officer/ Project Development Officer
2. Receive review comments/ feedback from QCYDO via electronic mail. <i>If for revision: Revise necessary items and resubmit for final review and approval.</i>	-	None	-	-
	Check revised plan.	None	1 day	Planning Officer/ Project Development Officer
3. Bring approved documents to QCYDO for signing.	3.1 Receive documents, sign, and endorse to Office Head.	None	3 minutes	Planning Officer/ Project Development Officer
	3.2 Sign the approved plan.	None	4 minutes	Office Head
4. Receive QCYDO signed CBYDP. Sign the logsheet.	Provide log sheet. Release of signed CBYDP.	None	3 minutes	Planning Officer/ Project Development Officer
TOTAL		None	5 days and 15 Minutes	

REVIEW OF SANGGUNIANG KABATAAN ANNUAL BARANGAY YOUTH INVESTMENT PROGRAM (ABYIP)

All SK Plans are reviewed by the QCYDO as mandated by DILG MC- 2019-151, 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. Duly-approved Comprehensive Barangay Youth Development Plan (CBYDP)		Client		
2 Annual Barangay Youth Investment Program (ABYIP) and its resolution approved by the Respective SK Barangay and SK Federation Office		Respective SK Barangay and SK Federation Office		
3. Sangguniang Kabataan Resolution/s		SK Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Submit the ABYIP reviewed by SK Federation via electronic mail (send email to prpdp.qcydo@quezoncity.gov.ph)	1.1 Receive the documents.	None	5 minutes	Planning Officer/ Project Development Officer
	1.2 Review documents and provide review comments/ feedback.	None	4 days	Planning Officer/ Project Development Officer
2. Receive review comments/ feedback from QCYDO via electronic mail. <i>If for revision: Revise necessary items and resubmit for final review and approval.</i>	-	None	-	-
	Check revised plan.	None	1 day	Planning Officer/ Project Development Officer
3. Bring approved documents to QCYDO for signing.	3.1 Receive documents, sign, and endorse to Office Head.	None	3 minutes	Planning Officer/ Project Development Officer
	3.2 Sign the approved plan.	None	4 minutes	Office Head
4. Receive QCYDO signed ABYIP. Sign the logsheet.	Provide log sheet. Release of signed ABYIP.	None	3 minutes	Planning Officer/ Project Development Officer
	TOTAL	None	5 days and 14 Minutes	

3. SERVICES FOR YOUTH AND YOUTH-SERVING ORGANIZATIONS

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. Accomplished Youth and Youth-Serving Organization Registration Form		Client		
2. Directory of Officers and Advisers		Client		
3. List of Members in Good Standing		Client		
4. Copy of Constitution and By-Laws		Client		
5. Endorsement/Certification from Appropriate Authority				
a. For Community-Based Organizations (any of the following)		Barangay		
<ul style="list-style-type: none"> • Certification of Existence of Office • Barangay Certification of Residence of the President • Resolution of endorsement 		Barangay		
		Sangguniang Kabataan		
b. For School-Based Organizations		School Authority Supervising Student Affairs		
<ul style="list-style-type: none"> • Certificate of Registration or Recognition 				
c. For Faith-based organizations		Head/pastor of congregation or parish priest		
<ul style="list-style-type: none"> • Certificate of Registration or Recognition 				
d. For chapters of multi-level organizations		President of governing body		
<ul style="list-style-type: none"> • Certificate of Registration or Recognition 				
e. For Consortium organizations		Secretariat/Board of Organization		
<ul style="list-style-type: none"> • Certification of Member Organizations 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and upload the set documentary requirements at https://forms.gle/N2ypcLUFE9j2WKP78	Review and validate the completeness and correctness of documentary requirements, and assess the existence of organization.	None	1 day	Project Development Officer/ Youth Development Assistant
2. Receive a notification for the release of Certificate of Registration	Release a Certificate of Registration issued by the office	None	1 day	Project Development Officer/ Youth Development Assistant
TOTAL		None	2 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Message, Call or email the office at</p> <p>89884242 local 8707 / 8738 qcydo@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 qcydo@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/ response report and take necessary actions to be taken to address the complaint.</p>



	The office will also consider the complaint in the creation of pertinent policies and issuances for the improvement of the services.
Contact Information of CCB, PCC, ARTA	<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: gcydo@quezoncity.gov.ph