



# **TASK FORCE FOOD SECURITY**

## **CITIZEN'S CHARTER**

**2022**



**I. Mandate:**

Executive Order No. 32, series of 2020

**II. Vision:**

A food-secure and food-resilient Quezon City.

**III. Mission:**

To ensure availability, access, proper utilization, and stability of food.

To augment and/ complement livelihood and economic recovery of supply chains.

To promote consumption of nutritious food & better mental health for Quezon City citizens.

To create inroads for Climate Change Adaptation/ New Normal practices for QC food production and processing.

**IV. Service Pledge:**

We aim to achieve food security in the City as defined by the Food and Agriculture Organization of the United Nations, "Food Security exists when all people at all times, have physical and economic access to sufficient, safe and nutritious food that meets their dietary needs and food preferences for an active and healthy life."



## FACILITATION OF CAPACITY BUILDING PROGRAMS RELATED TO URBAN AGRICULTURE, URBAN AQUACULTURE AND FOOD SYSTEMS

The Food Security Task Force partners with various National Government Agencies and organizations to provide capacity building programs related to urban agriculture, food security, and other topics related food systems to increase the knowledge and skills of the city.

<b>OFFICE OR DIVISION:</b>		TF Food Security		
<b>CLASSIFICATION:</b>		Complex, Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)		
<b>WHO MAY AVAIL:</b>		Public and private sector		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Proposal				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit proposal	Receive.	None	5 minutes	Assigned Staff
	Evaluate, coordinate with requesting party and with other concerned city dept.	None	7-20 days (depending on nature or complexity of proposed program/project)	Assigned Staff
Program/project implementation.	Facilitate necessary resources.	None	1 day	Assigned Staff
<b>END OF TRANSACTION</b>				



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to file a complaint	Complaints can also be filed personal or via email at the office. Make sure to provide the following information: <ul style="list-style-type: none"><li>• Letter request of the said complaint providing their contact information.</li></ul>
<u>Contact Information:</u>  <i>Contact Center ng Bayan (CCB) Civil Service Commission</i>  <i>Presidential Complaints Center (PCC), Office of the President</i>  <i>Anti-Red Tape Authority (ARTA)</i>	0908-881-6565 <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 1-6565 <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a>  8888  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5043



## CONTACT INFORMATION

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