



**QUEZON CITY
GENDER AND DEVELOPMENT
COUNCIL OFFICE**

CITIZEN'S CHARTER



I. Mandate:

- 1) EO No. 32, S-2019 – Reconstituting the QC GAD Council
- 2) SP 2501, S-2016 – Amended GAD Code to Harmonize with the Provisions of RA No. 9710, Otherwise Known as “The Magna Carta of Women” and to Adopt the UN Women’s Safe Cities and Safe Public Spaces Initiative
- 3) EO. No. 2 B, Series of 2016 – Reconstituting the QC GAD Council and Redefining Its Functions in Pursuance with RA 7192 and 9710, Ordinance No SP 2501, S-2016 and JMC No. 2013-01 and Amended JMC No. 2016-01 of PCW, DILG, DBM and NEDA
- 4) SP 1401, S- 2004 - GAD Code
- 5) Ordinance No. 2493, S-2004 – Designating a Gender and Development (GAD) Focal Person for every barangay to serve as Coordinator with Gender and Development Council (QC-GAD) and authorizing each barangay to appropriate at least 5% from their Annual Budget for GAD-Related programs, projects and activities.
- 6) Ordinance No. 4827, S-2004 – Ratifying the implementing rules and regulations of the Gender and Development Code of Quezon City as provided for under Ordinance No. SP-140, S-2004
- 7) OC Ordinance No. SP 2191 S – 2012 – QC Protection Center for Gender Based Violence
- 8) Other GAD Related Ordinances and Resolutions Approved by the City Council

II. Vision

Quezon City as leader and model of rights-based and gender-responsive local governance, remain to be a city that is progressive and inclusive, will pursue its commitment to create a society that is free from gender oppression, violence and discrimination.

III. Mission

1. Vigorously implement GAD-related programs, projects and institutionalize mechanisms towards advancement of women and other marginalized sectors in Quezon City.;
2. Adopt and implement measures to protect and promote equal rights of women and men.

IV. Service Pledge

1. Diversity
2. Equality
3. Inclusion



PREPARATION, IMPLEMENTATION AND MONITORING OF GENDER AND DEVELOPMENT-RELATED PROGRAMS

Conduct capacity-building activities for GAD mainstreaming such as Gender Development and Sensitivity orientation, Gender-responsive Planning and Budgeting, Gender Diagnosis of programs/projects, and gender-based information systems. Monitor the implementation of GAD plans, programs and activities from the barangay to the city level.

OFFICE OR DIVISION:	GAD Council Office			
CLASSIFICATION:	Simple, Complex			
TYPE OF TRANSACTION:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
WHO MAY AVAIL:	QC residents, barangays, city departments/offices, different government agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	1.1. Evaluate request	None	30 minutes	Assigned Staff
	1.2. Contact requesting party and coordinate in the preparation of plans and budget.	None	5 days	Assigned Staff
2. Program implementation	2.1. Facilitate necessary activities.	None	1 day	Assigned Staff
END OF TRANSACTION				



FEEDBACK AND COMPLAINTS MECHANISM	
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">• Letter request of the said complaint providing their contact information.
<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 email@contactcenterngbayan.gov.ph 1-6565 www.contactcenterngbayan.gov.ph 8888 complaints@arta.gov.ph 8478-5043



CONTACT INFORMATION

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