

**CITIZENS CHARTER
LOCAL YOUTH DEVELOPMENT OFFICE**

1) YOUTH ORGANIZATION REGISTRATION PROGRAM

Mandated by RA 10742 (SK Reform Law), the LYDO is required to facilitate the registration of Youth and Youth Serving Organizations to ensure access to and participation in government programs.

Office or Division:	Office of the Mayor – Local Youth Development office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Youth and Youth Serving Organizations with 10 members and above, and a set of officers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Accomplished YORP Form 2. List of Active Members 3. List of Officers 4. Photocopy of ID of officers 5. Constitution and By Laws 	<p>https://tinyurl.com/YORPReg</p> <p>Local Youth Development Office – 8th Flr Pasig City Hall</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Access Local Youth Development Office Pasig City Facebook Page Answer the registration form and comply with requirements	Verification of the requirements submitted	None	3 days	Youth Development Officer Collee Gail de Guzman
2	Assignment of URN and printing of YORP Certification	Issue a Unique Registration Number (URN) per organization and print the certification for signature by the YDO and the LCE	None	1 day	Youth Development Officer Colleen Gail de Guzman
3	Signature of the Local Chief Executive (LCE)	Routing for the signature of the Local Chief Executive	None	1 day	Local Chief Executive (Mayor)
4	Release of the YORP Certification	Release the signed certification	None	1 day	Admin Staff Mary Ann Toledo
TOTAL:			None	5 days	

2) RESPONDING TO COMMUNICATION/ CORRESPONDENCES FORWARDED BY OFFICE OF THE CITY MAYOR TO THIS OFFICE

Routine response to letters and walk-in clients on matters of scholarship, CSOs, sports and youth affairs forwarded to this office for appropriate action.

Office or Division:	Office of the Mayor – Local Youth Development office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Citizens with concerns on Scholarship, CSOs , Sports, Youth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	NA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit request letters/communication to the Office of the Mayor	Receive correspondences from the Office of the Mayor Receive walk-in clients with inquiries	None	1 hour	Admin Staff Mary Ann Toledo
2	Walk-in client receives feedback on concerns brought	Feedback on the concern is given	None	30 mins	LYDO Staff Mary Ann Toledo
3.	Party/ Client submitting written requests/ correspondence receives feedback	Reply to the client what action was undertaken via SMS or Email.	None	3 days from receipt of written correspondence by the LYDO	Rechie Tugawin
		Processing of request/ action on the concern (depending on the concern)	None	3 days	Nelson Adriano
TOTAL:			None	6 days and 1.5 hours	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. FB Page: https://www.facebook.com/Local-Youth-Development-Office-Pasig-City-104618617612581 2. Landline: 535-0081 3. Email: lydooffice@gmail.com
How feedback is processed	<ol style="list-style-type: none"> 1. Logging of feedback received 2. Concerned staff is called to a meeting by the immediate supervisor to discuss action on the feedback received 3. Action taken is reported back to the party who sent the feedback
How to file a complaint	<p>Complaints may be filed through the channels mentioned above, or through other channels:</p> <ul style="list-style-type: none"> - Ugnayan sa Pasig - C3 Command Center - Pasig PIO FB Page - Direct to the Office of the City Mayor
How complaints are processed	<ol style="list-style-type: none"> 1. Complaint is received by the LYDO and brought to the attention of the supervisor/ officer-in-charge 2. Supervisor/ officer-in-charge calls the attention of the concerned staff and asks for a response 3. Actions to be taken are discussed with the concerned staff 4. Actions taken are reported to the Office of the City Mayor and the office through which the complaint was filed/ channeled 5. Office of the City Mayor or the office that routed the complaint informs the complainant of the action/s taken
Contact Information	<ol style="list-style-type: none"> 1. FB Page: https://www.facebook.com/Local-Youth-Development-Office-Pasig-City-104618617612581 2. Landline: 535-0081 3. Email: lydooffice@gmail.com