

CITIZEN CHARTER

YOUTH DEVELOPMENT CENTER

VENUE RENTALS

The Youth Development Center is providing a better venue/function hall as the *Sampaguita Hall, Narra Hall, Dorms and Lecture Room* in conducting public and private social functions, seminars, trainings, conferences, and the like.

Office or Division:	Youth Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any requesting party: Pasigueño and/or Non-Pasigueño

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. <u>FOR: G2C and G2B</u> 1. Accomplished Reservation Application Form	Youth Development Center (Admin Office)
2. Contract Agreement	Youth Development Center (Admin Office)
3. Order of Payment	Youth Development Center (Admin Office)
II. <u>FOR: G2G (Free of Charge)</u> <i>*In cases of request for free of charge</i> 1. Approved request letter	Office of the City Mayor
2. Accomplished Reservation Application Form	Youth Development Center (Admin Office)
3. Contract Agreement	Youth Development Center (Admin Office)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<u>FOR: G2C and G2B</u>				
1	Get visitor's inquiry slip to the guard and fill-out	Accept visitor's inquiry slip, check information Release Reservation Application Form	n/a	5mins	Isabelita B. De Leon/ Benedict Joseph J. Segundo
2	Fill-out the Reservation Application Form	Check/Verify the Reservation Application Form if completed	n/a	10mins	Isabelita B. De Leon/ Benedict Joseph J. Segundo
3	Provide personal information for the Contract Agreement	Encode the provided information of Client and print the Contract Agreement	n/a	10mins	Isabelita B. De Leon/ Benedict Joseph J. Segundo
4	Signing of Contract Agreement	Signing of Contract Agreement	n/a	1-2min/s	Isabelita B. De Leon/ Benedict Joseph J. Segundo
5	Proceed to Order of Payment	Issue an Order of Payment and pay at the Cashier	Depends on corresponding fee	15mins	Isabelita B. De Leon/ Benedict Joseph J. Segundo
6	Present the Official Receipt	Record the OR No. in Reservation Application Form & Contract Agreement	n/a	3mins	Isabelita B. De Leon/ Benedict Joseph J. Segundo
7	Receive the originals of Reservation Application Form & Contract Agreement w/ Official Receipt	Photocopy of contract documents for record purposes and release of the original documents to client	n/a	5mins	Isabelita B. De Leon/ Benedict Joseph J. Segundo
	<u>FOR: G2G</u>				
1	Get an inquiry slip to the guard and fill-out	Accept inquiry slip, check information Release Reservation Application Form	n/a	5mins	Isabelita B. De Leon/ Benedict Joseph J. Segundo
2	Present letter of request to avail a rent free use of the venue, duly signed and approved by the Hon. City Mayor	Receive letter of request and verify/validate the documents	n/a	5mins	Isabelita B. De Leon/ Benedict Joseph J. Segundo
3	Fill out the Reservation Application Form	Checking/Verifying the Reservation Application Form if completed	n/a	10mins	Isabelita B. De Leon/ Benedict Joseph J. Segundo

4	Provide details of client for the Contract Agreement	Encode the provided details of Client and print the Contract Agreement	n/a	10mins	Isabelita B. De Leon/ Benedict Joseph J. Segundo
5	Sign the Contract Agreement and receive the Reservation Application Form and Contract Agreement	Photocopy of Contract Documents for record purposes and release of the original documents to client	n/a	10mins	Isabelita B. De Leon/ Benedict Joseph J. Segundo

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms and drop it at the designated drop boxes in Youth Development Office.
How feedback is processed	Feedback is gathered and collected by the authorized personnel to encode all the received feedback forms and process a document action plan and best action taken.
How to file a complaint	Clients are needed to fill out and accomplish the Client Complaint Form and drop it at the designated drop boxes in Youth Development Office.
How complaints are processed	Complaint/s collected and received, whether verbal or written shall be referred/forwarded to concerned personnel or the Head of Office and who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	You may also send your feedback & complaint through phone call and email address provided below: (8)643-76-32 – ydcpasig@gmail.com

CITIZEN CHARTER

YOUTH DEVELOPMENT CENTER

TEEN ZONE SCHOOL OF ARTS WORKSHOPS

The Youth Development Center – School of Arts is providing workshops and training programs in the fields of performing and visual arts to help the Pasigueño Youth to discover and develop their skills & talents. Workshops offered: *Guitar, Piano, Drums, Voice, Ballet, Hip-Hop* and *Drawing & Painting*.

Office or Division:	Youth Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueño Youth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form	Youth Development Center (Admin Office)
2. Scanned copy of the requesting office, valid (not expired) on the date of transaction, as follows: <ul style="list-style-type: none"> ● 2x2 Picture (2pcs) ● School ID ● PSA/NSO Birth Certificate ● Barangay Clearance ● Cedula ● Medical Certificate (if necessary) ● Affidavit of Guardianship 	Present School Philippine Statistic Authority – Pasig Branch Barangay Hall Treasury Office – City Hall of Pasig Attending Physician/Hospital/Clinic DSWD

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Get a TZ inquiry slip to the guard and fill-out	Accept inquiry slip, check information Release Application Form	n/a	5mins	Leslie B. Bernardez Jenny R. Tabucol
2	Fill out the Application Form	Check/Verify/Validate the accomplished Application Form upon submission	n/a	10mins	Leslie B. Bernardez Jenny R. Tabucol
3	Present the Requirements	Check/Verify/Validate the requirements if completed	n/a	5mins	Leslie B. Bernardez Jenny R. Tabucol
4	Follow-up for the schedule of Parents Orientation day	Inform/Message to all concerned via sms about the schedule of Parents Orientation day	n/a	1-2 days	Leslie B. Bernardez Jenny R. Tabucol
5	Attend Parents Orientation Seminar	Conduct the Orientation Seminar	n/a	3 hours	YDC Management & Staff
6	Attend Recital Day	Conduct the Recital Day	n/a	1-2 hours per workshops	YDC Management & Staff
TOTAL:					

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> ➤ Clients are encouraged to accomplish feedback forms and drop it at the designated drop boxes in Youth Development Office. ➤ School of Arts: <ul style="list-style-type: none"> ➤ During Parents Orientation Open Forum Session, all concerned are advised to send letter of feedback to YDC Management.
How feedback is processed	Feedback is gathered and collected by the authorized personnel to encode all the received feedback forms and process a document action plan and best action taken.
How to file a complaint	<ul style="list-style-type: none"> ➤ Visit YDC Office to advise management about the complain/issue. ➤ Write the YDC Management.
How complaints are processed	Complaint/s collected and received, whether verbal or written shall be referred/forwarded to concerned personnel or the Head of Office and who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	<p>You may also send your feedback & complaint through phone call and email address provided below:</p> <p>(8)643-76-32 – ydcpasig@gmail.com</p>

Prepared by:

Benedict Joseph J. Segundo
Clerk 1

Noted by:

Isabelita B. De Leon
Administrator