



NATIONAL YOUTH COMMISSION

CITIZEN'S CHARTER

2020 (1st Edition)



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I. Mandate

Republic Act No. 8044, otherwise known as the “Youth in Nation Building Act of 1995”, provides that the NYC shall be the policy-making coordinating body of all youth-related institutions, programs, projects and activities of the government. (Section 6)

Section 8 of the same Act provides further NYC’s objectives, as follows: a) to provide the leadership in the formulation of policies and in the setting of priorities and direction of all youth promotion and development programs and activities; b) to encourage wide and active participation of the youth in all governmental and non-governmental programs, projects and activities affecting them; c) to harness and develop the full potential of the youth as partners in nation-building; and d) to supplement government appropriations for youth promotion and development with funds from other sources.

II. Vision

Vision for the Filipino Youth – “Enabled, involved and patriotic youth realizing their aspirations.”

Agency Vision – “NYC envisions itself as the voice and advocate of the youth.”

III. Mission

To promote sustainable developmental policies and programs for and with the Filipino Youth.

IV. Service Pledge

We primarily serve the youth, whose idealism is profound and strong; We build our nation with them. They deserve no less.



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Central and Area Offices

External Services



1. Government Internship Program

Brief Description: Processing of applications for the Government Internship Program (GIP). The GIP is open to all Filipino youth ages 18 to 25 years old.

OFFICE OR DIVISION:	Administrative and Finance Division-Human Resource Management Unit			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	Government-to-Citizens (G2C)			
WHO MAY AVAIL:	Filipino Youth Ages 18 to 25			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
GIP Application Form (1 Original Copy)/ Scanned Copy may be allowed if submitted online. Original Copy to be submitted on scheduled interview			NYC Central Office Lobby and Area Offices or can be downloaded at the NYC official website nyc.gov.ph	
Photocopy of one (1) Valid ID*			Issuing government agency/ies	
Barangay Clearance (1 original copy)*			Barangay Hall with jurisdiction over the applicant	
PSA Authenticated Birth Certificate (1 original copy)*			PSA Offices	
<i>*For selected GIP Beneficiaries only</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GIP Applicant submits application within the prescribed period (5 calendar days from publication)	1.1. Screens all applications 1.2. Invites shortlisted applicants for interview	None	a. 5 working days after the deadline of submission of applications b. 1 working day after the screening process	<i>For Central Office:</i> Administrative Assistant III of HRMU and GIP TWG <i>For Area Offices:</i> Designated Area Officers

			c. Interview is set 3 working days after the screening	
2. Shortlisted applicants attend the interview	<p>2.1. Conducts the interview</p> <p>2.2. Submits the name of recommended applicants to HRMU</p> <p>2.3. Prepares the corresponding Order of Acceptance</p> <p>2.4. Reviews and signs/approves the Order of Acceptance</p> <p>2.5. Informs GIP applicants of the result of evaluation</p>	None	<p>1 working day</p> <p>3 working days</p> <p>1 working day</p> <p>1 working day</p> <p>1 working day upon receipt of the approved Order of Acceptance</p>	<p>Division/ Office Representative</p> <p>Division/ Office Representative</p> <p>Administrative Assistant III of HRMU</p> <p>Executive Director and COO</p> <p>Administrative Assistant III of HRMU</p>
3. Selected GIP beneficiaries brings documentary requirements and signs Order of Acceptance during their first day of engagement with NYC	Assists the GIP beneficiaries in their first day of engagement	None	1 working day	<p><i>For Central Office:</i></p> <p>Administrative Assistant III of HRMU and representative/s from the concerned Office/Division</p> <p><i>For Area Offices:</i></p> <p>designated Area Officer/s</p>
TOTAL:		None	17 working days	



2. International Programs Application and Screening

Brief Description: Processing of Applications for International Youth Exchange Programs

OFFICE OR DIVISION:	Social Marketing Division			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	Government-to-Citizens (G2C)			
WHO MAY AVAIL:	Filipino citizens, 15-30 years of age, who are physically and mentally fit to travel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NYC International Programs Application Form		1. NYC Website and FB page (http://nyc.gov.ph/downloadables/ and link will be provided also in the FB posting of every international program)		
2. Organizer's Application Forms (including annexes)		2. NYC Website and FB page (http://nyc.gov.ph and link will be provided also in the FB posting of every international program)		
3. Scanned copy of valid passport		3. At your nearest photocopy center or computer rentals		
4. Other documents like certification of employment and proof of enrolment (JENESYS Programs)		4. Respective office and/or school		
5. Visa application forms (if needed)		5. NYC official email, FB page and concerned Embassy (links will be provided whenever required)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements (Online, courier or personal delivery)	1.1. Collation of applications and Screening (paper)	None	3 working days after deadline	International Programs Unit screeners: Presidential Staff Officers III and II



					<p><i>(The number of screeners will depend on the total number of applicants per program. Example: if the applicants exceed fifty but not more than one hundred, two screeners will be assigned to it)</i></p>
	1.2.	Selection by Commission Proper	None	5 working days	Committee on Global Mobility
	1.3.	Notice to selected participants	None	5 working days	International Programs Unit PSO III or PSO II
	1.4.	Sending out letter of regrets	None	5 working days	International Programs Unit PSO III or PSO II
TOTAL:			None	18 Working days	



3.Processing of Media Request for Media Guesting/Appearance

Brief description: Processing of requests/invitations for Media Guestings/Interviews, Press Conferences/ Media Gatherings, Coverages

OFFICE OR DIVISION:	Social Marketing Division			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government-to-Citizens (G2C)			
WHO MAY AVAIL:	Media Organization and Similar Entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter Application from media organization			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Draft and email letter, addressed to the NYC Chairperson, and sent to info@nyc.gov.ph , hand carry, or deliver via courier to NYC-3/F West Insula Bldg., 135, West Avenue, Quezon City	1.1. Acknowledgement of letter-request	None	1 day upon receipt of letter	Ms. Mignonette Reposar, PSO IV
	1.2. Referral of letter-request to SMD Communications Unit	None	10 Minutes (Within 1 day of receipt of request)	Ms. Mignonette Reposar, PSO IV
	1.3. Referral of request for media guesting request to Concerned NYC Official	None	10 Minutes (Within 1 day of receipt of request)	Ms. Mignonette Reposar, PSO IV

	1.4. Confirmation of concerned official to the media guesting request	None	1 day upon receipt of referral	Concerned NYC Official
	1.5. Sending of official reply/response to client (Closure Letter)	None	1 day upon receipt of concerned official's confirmation	SMD Communications Unit
TOTAL:		None	3 days	

4. Request for Technical Assistance (Training)

Brief Description: Processing of request for Technical Assistance (Training). Technical assistance is the basic support given to any requesting youth organization especially those registered in the Youth Organization Registration Program (YORP) as well as with other partner agencies in terms of the need for resource speakers/subject matter expert, facilitator or any other assistance that may build the capacity of the requesting client in youth development.

OFFICE OR DIVISION:	Regional Youth Development Division (RYDD)			
CLASSIFICATION:	Highly-Technical			
TYPE OF TRANSACTION:	Government-to-Citizens (G2C)			
WHO MAY AVAIL:	Youth Organizations, SK officials, Local Youth Development Offices, Partner Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) copy of Letter of Request with authorized signature (either original or scanned copy)			From the requesting organization	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and send the letter of request for technical assistance to RYDD and/or PSO IV of Area Officer	1.1. Formal request letter must be received by RYDD and/or PSO IV of Area Officer at least two weeks before the actual event through email, messenger, etc. 1.2. RYDD Personnel and/or PSO IV of Area officer shall assess the type of request for technical assistance and ensure that it is aligned and anchored in	None	1 day	PSO IV of RYDD TDMU Unit or PSO IV of Area Office



	agency's objectives especially in the 9 centers of PYDP.			
	1.3. RYDD Personnel and/or Area Officer shall prepare Travel Order / Office Order	None	2 days	PSO IV of RYDD TDMU or PSO IV of Area Office, RYDD Chief*, Executive Director*, and CEO*
	1.4. Once approved, the RYDD Personnel and/or PSO IV of Area Officer shall inform the concerned entity on the request 1.5. RYDD Personnel and/or PSO IV of Area Officer shall prepare, review, revise or tailor fit the presentation according to the needs of the requesting entity.	None	5 days	PSO IV of RYDD TDMU Unit or PSO IV of Area Office
	1.6. Implementation of technical assistance	None	4 days**	PSO IV of RYDD TDMU Unit or PSO IV of Area Office
TOTAL:		None	12 working days	



5.Ship for Southeast Asian and Japanese Youth Program

Brief Description: Processing of Applications for Ship for Southeast Asian and Japanese Youth Program. SSEAYP is an annual exchange program carried out by the Cabinet Office of Japan with the main objectives of promoting friendship and mutual understanding among the youth of Japan and the ten ASEAN Member States, broadening their perspective on the world and strengthening their spirit of international cooperation and practical skills for international collaboration.

OFFICE OR DIVISION:	Social Marketing Division
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government-to-Citizens (G2C)
WHO MAY AVAIL:	<p>All Participating Youth applicants who meet the following qualification requirements:</p> <ol style="list-style-type: none"> 1. Filipino citizen, single, must be 18 to 30 years old as of the deadline of applications. 2. Must be of good moral character and has no criminal record 3. Must be proficient in the English language, which is the medium used in the program 4. Must be physically and mentally fit to travel 5. Must be a resident of the place of representation for at least six (6) months and a registered voter at the time of application 6. Preferably an active member of a youth organization or youth-serving organization which is primarily concerned with socio-civic causes, for at least one (1) year at the time of application 7. Must have a strong background in Philippine history, geography, culture and arts and the region to be represented 8. Must be knowledgeable on current issues about the Philippines, Japan, other ASEAN Member States, and other international concerns 9. Preferably a first-time international traveler 10. Must not have been a grantee or recipient of any NYC-coordinated international program, wherein the round-trip airfare, food and accommodation were borne by the organizer/s, at least five (5) years immediately preceding the date of application



	<p>11. Must not have been a grantee or recipient of any NYC-coordinated international program, wherein the round-trip airfare was shouldered by the participants, at least two (2) years immediately preceding the date of application</p> <p>12. Must be willing to take a leave of absence from school or work and complete all trainings and activities before, during and after the program.</p> <p>All National Leader applicants who meet the following qualification requirements:</p> <ol style="list-style-type: none"> 1. Filipino citizen and must be 35 to 55 years old as of the deadline of applications; 2. Must be physically and mentally fit to travel; 3. Must be experienced in handling or managing or supervising groups. Any of the following may apply; <ol style="list-style-type: none"> a.) <i>A government employee or official with permanent appointment or status whose current position is at least supervisory, who has a strong sense of people-to-people relationship;</i> b.) <i>Three (3) consecutive years of very satisfactory government service;</i> c.) <i>An appointed/elected official whose term will not expire before the Post-program evaluation; and</i> d.) <i>Private sector employees and those self-employed who have substantial involvement with the youth sector or active membership in socio-civic organizations for at least five (5) years and of managerial position who are duly certified and endorsed by the head of the organization/institution they represent.</i> 4. Must be knowledgeable on current issues about the Philippines, Japan, other ASEAN Member States, and other international concerns; 5. Must be willing to take a leave of absence from school or work and complete all trainings and activities before, during and after the program.
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of application form (notarized) with a passport-sized photo. Photo should have a white background, original and not scanned, and taken within the last six (6) months;	NYC social media sites (NYC Facebook page, NYC Website, NYC twitter account), NYC Area Offices
2. One (1) original copy of the applicant's resume (maximum of three pages; no other attachments);	Applicant to provide

<p>3. One (1) original copy of the Certificate of Residency issued by the Punong Barangay where the applicant is currently residing;</p> <p>4. One (1) original copy of a certification from the organization that the applicant is an active member for at least one (1) year immediately preceding the application period;</p> <p>5. One (1) copy of an authenticated Birth Certificate (PSA);</p> <p>6. One (1) photocopy of a COMELEC Identification Card (ID) or one (1) original copy of a certification from COMELEC;</p> <p>7. One (1) Photocopy of passport bio page (photo page and back page). Passport must be valid for at least six (6) months after the end of the program</p>		<p>Barangay where applicant is residing.</p> <p>Organization (where applicant is a member)</p> <p>Philippine Statistics Authority</p> <p>COMELEC</p> <p>Department of Foreign Affairs</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
<p>1. Filling out and submission of application forms</p>	<p>1.1. Review correctness and completeness of the application forms and other documentary requirements</p> <p>1.2. Regional Interviews</p>	<p>None</p>	<p>3 working days</p> <p>10 working days <i>(coordination with inter agency partners for the identification of the interview venue in the regions)</i> 5 working days <i>(interview proper)</i></p>	<p>SSEAYP Secretariat (convenes the Paper Screening Committee)</p>

	1.3. Regional Interviewers Deliberation		1 working day deliberation of interviewers	
	1.4. Commission Deliberation		3 working days deliberation <i>(the Commission Proper needs to deliberate and confirm the shortlisted applicants for Participating Youth and the National Leader)</i>	
	1.5. Notification of selected delegates		3 days upon issuance of the Commission certification	
TOTAL:		None	25 working days	

Note: Justification: (The overall/ end-to-end process involves inter-agency and inter-country coordinative activities including but not limited to meetings, screening of applications and other related activities as enclosed/stipulated in the approved guidelines). Guidelines attached (Annex A)

6.Youth Organization Registration Program (YORP)

Brief description: To register youth organizations and youth serving organizations to the National Youth Commission for data basing

OFFICE OR DIVISION:		Regional Youth Development Division (RYDD)		
CLASSIFICATION:		Highly-Technical		
TYPE OF TRANSACTION:		Government-to-Citizens (G2C)		
WHO MAY AVAIL:		Youth Organizations and Youth-Serving Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Registration Form (1 scanned copy or soft copy)		KABAYANI website (http://www.yorpnyc.org.ph)		
2. Filled-out Directory of Offices and Advisers Form (1 scanned copy or soft copy)		KABAYANI website (http://www.yorpnyc.org.ph)		
3. Filled-out List of Members in Good Standing Form (1 scanned copy or soft copy)		KABAYANI website (http://www.yorpnyc.org.ph)		
4. Certification/Endorsement from appropriate authority (1 scanned copy of original)		Applicant		
5. Constitution and By Laws (1 scanned copy or soft copy)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures checklist of requirement from NYC.	1. Provides client with a checklist of requirements with instructions from the online platform.	None	5 minutes	KABAYANI Secretariat

<p>2. Uploads application and supporting documents.</p>	<p>2.1. Pre-evaluates application and supporting documents.</p> <p>2.2. If application and supporting documents are not complete, a notice of deficiency will be emailed to the applicant for completion.</p> <p>2.3. If application and supporting documents are complete, the first verifier will initially approves application.</p> <p>2.4. Verifies completeness and authenticity of submitted documents and of the applicant.</p>	<p>None</p>	<p>4 hours</p> <p>*subject to the kind of application submitted (city/municipality, provincial and or national)</p> <p>* subject to the availability of a Local Youth Development Officer or Provincial Youth Development Officer</p> <p>* 1 hour</p>	<p>Youth Development Officer</p> <p>Provincial Youth Development Officer</p> <p>YORP secretariat (Presidential Staff Officer III)</p> <p>Area Officer (Presidential Staff Officer IV)</p> <p>YORP Secretariat (Presidential Staff Officer III)</p>
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3. Provides Unique Registration Number (URN) to approved application.	3. Assigns an automated URN after approval of application	None	5 minutes	Area Officer (Presidential Staff Officer IV) YORP Secretariat (Presidential Staff Officer III)
4. Accumulates approved application for Ad Referendum (maximum of 20 approved application)	4.1. Prepares list of approved applications 2.1. Drafts and submits memorandum requests for Ad Referendum from the Commission 2.2. Presents memorandum to Commission En Banc of for approval 2.3. Drafts resolution for the approved applications 2.4. Signs Resolution of approval	None	1 month 30 minutes 1 hour 1 day 2 days	YORP secretariat Attorney IV, OED-LAU Attorney IV, OED-LAU Commission Proper

5. Prepares Certificate of registration	5.1. Drafts and prints certificates	None	2 days	YORP secretariat
	5.2. Signs certificates		2 days	Office of the CEO
	5.3. Scans signed certificates		2 days	YORP secretariat
	5.4. Notifies applicant that the certificates maybe picked up (in case of representative, subject to presentation of authorization Letter) or maybe shipped out through courier.		2 days	YORP secretariat
	5.5. Releases Certificate of registration		10 minutes	YORP secretariat
	5.6. Updates Lists of organizations		30 minutes	OED-IT Unit Staff
TOTAL:			41 days, 7 hours and 20 minutes	

Note: May Exceed 20 working days. Guidelines attached as **Annex B**



Central and Area Offices

Internal Services



1. Application for Leave

Brief description: Processing of received application for leave

OFFICE OR DIVISION:	Administrative and Finance Division-Human Resource Management Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government-to-Government (G2G)			
WHO MAY AVAIL:	Officials and Employees with Leave Entitlements			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Leave Application Form (1 Original Copy)			Administrative Assistant III of AFD-HRMU	
Other Documents to support leave entitlement in a form of Compensatory Time-Off such as the following: <ul style="list-style-type: none"> a. Approved Office Order b. Attendance Sheet of Certificate of Appearance c. Approved Authority to render overtime services 			Concerned issuing offices/division within the agency or other agency or entity in the case of Certificate of Appearance	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Official/ employee submits application for leave	1.1. Checks completeness and indicates the available leave credits 1.2. HRMO signs the application for leave and endorses to other concerned signatories	None	1 working day	Administrative Assistant III of AFD-HRMU Rommel L. Ritual (HRMO III)
TOTAL:		None	1 working day	

2. Application for GSIS Loan

Brief description: Processing of filed application for GSIS-related loan.

OFFICE OR DIVISION:	Administrative and Finance Division-Human Resource Management Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government-to-Government (G2G)			
WHO MAY AVAIL:	Officials and Employees with GSIS Policy			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filing of loan thru GSIS online platform or GWAPS Kiosk			GSIS Online Facilities or GWAPS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Official/ employee files loan application on-line	1.1. Checks details of the loan and the employee's eligibility 2.5. Certifies the application for loan	None	1 working day (application filed beyond 3pm shall only be acted the following working day)	Rommel L. Ritual (HRMO III)
TOTAL:		None	1 working day	

3. Application for Landbank Loan

Brief description: Processing of filed application for Landbank Salary loan.

OFFICE OR DIVISION:	Administrative and Finance Division-Human Resource Management Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government-to-Government (G2G)			
WHO MAY AVAIL:	Officials and Employees of the National Youth Commission who meet the minimum required government service			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) original copy of Whitelist Form			Administrative Assistant II of AFD-HRMU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Official/ employee files/submits fully accomplished LBP Whitelist Form	1.1. Checks details of the loan and the employee's eligibility	None	3 working days	Administrative Assistant II of AFD-HRMU
	1.2. Certifies the application for loan			Administrative Officer V (HRMO III) of AFD-HRMU
	1.3. Submits to concerned LBP Branch			Administrative Officer V (Cashier III) or Administrative Aide IV of AFD-Cashier
TOTAL:		None	3 working days	



4. Request for Service Record

Brief description: Processing of request/s for Service Record/s

OFFICE OR DIVISION:	Administrative and Finance Division-Human Resource Management Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government-to-Government (G2G)			
WHO MAY AVAIL:	Officials and Employees Employed or Formerly employed in NYC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request (memo or email)			From the requesting employee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Official/ employee or former official/ employee submits request	1.1. Checks request and prepares the Service Record 1.2. HRMO III signs the Service Record 1.3. Transmittal to requester.	None	2 working days	Administrative Assistant II of AFD-HRMU Administrative Officer V (HRMO III) of AFD-HRMU Administrative Aide I of AFD-HRMU
TOTAL:		None	2 working days	



5. Request for Certificate of Employment

Brief description: Processing of request/s for Certificate of Employment/s

OFFICE OR DIVISION:	Administrative and Finance Division-Human Resource Management Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government-to-Government (G2G)			
WHO MAY AVAIL:	Current and former Officials and Employees of NYC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request (memo or email)			From the requesting employee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Official/ employee or former official/ employee submits request	1.1. Checks request and employment record	None	2 working days	Administrative Assistant II of AFD-HRMU
	1.2. Prepares the Certification			Administrative Assistant II of AFD-HRMU
	1.3. Signing of the Certificate of Employment			Administrative Officer V (HRMO III) of AFD-HRMU
	1.4. Transmittal to requester.			Administrative Aide I of AFD-HRMU
TOTAL:		None	2 working days	

6. Issuance of Certificate of Budget Availability

Brief description: Processing of request/s for issuance of Certificate of Budget Availability

OFFICE OR DIVISION:	Administrative and Finance Division-Budget Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government-to-Government (G2G)			
WHO MAY AVAIL:	Officials and Employees of NYC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request through email or hardcopy that includes the following: <ol style="list-style-type: none"> 1. Amount 2. Purpose 3. Funds to be charged 			Requesting Office/Personnel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the Request (<i>email or hard copy</i>)	1.1. Receive or acknowledge the request 1.2. Preparation of Certificate of Budget Availability	None	4 hours after receipt of request 1 day upon receipt of request	Administrative Officer V (Budget Officer III) of AFD-Budget Unit Administrative Officer V (Budget Officer III) of AFD-Budget Unit
TOTAL:		None	1 Working day and 4 hours	



7. Process of Providing Inputs to Policy Requests Forwarded to PRD by OCCEO and Offices of the Commissioners

Brief description: Process of drafting responses to requests for inputs on policy papers, bills, position papers and the like coming from external parties such as Congress, government institutions, advocacy groups, civic society organizations, youth and youth-serving organizations, and international partner organizations.

OFFICE OR DIVISION:	Policy Research Division (PRD)			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	Government-to-Government (G2G) Government-to-Citizens (G2C)			
WHO MAY AVAIL:	Advocacy groups; civic society organizations; both Houses of Congress; government institutions; youth and youth-serving organizations; international partner organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Letter request addressed to OCCEO or Commissioners (One original copy, or scanned copy for request/s coursed thru electronic mail) 2. One (1) copy of email request or hard copy of the request for inputs on policy-related concerns *(this shall only be required by the PRD from the Office who received the request/s 			Requesting Party <ul style="list-style-type: none"> • Administrative Assistant of the OCCEO; or • Administrative Assistant of the Offices of the Commissioner 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requests for comments through letter or email, addressed to the Office of	1.1. OCCEO acknowledges receipt of the request and forwards the same to the concerned	None	4 hours	Executive Assistant of the OCCEO



the Chairperson and CEO.	Committee (internal).			
2. The Committee Head shall endorse the policy request to OED, for dissemination to concerned division.	2.1 OED to disseminate the request to PRD	None	4 hours	2. Executive Assistant of the Office of the Commissioner 2.1 Executive Director
	2.2 PRD chief shall delegate the task to the Unit which shall gather data, provide recommendations.	None	1 hour	PRD - Division Chief
	2.3 The Unit Staff in charge shall draft the inputs and submit the same to the Division Chief, for approval	None	5 working days	Policy or Research Unit - PSO IV - PSO III - PSO II - PSO I
	2.4 Once approved by the Division Chief for submission, the inputs shall be forwarded to the requesting office through the Executive Director.	None	4 hours	Division Chief
	2.5 The Commissioner reviews the	None	4 hours	Commissioner



	document for approval. 2.6 A letter of dissemination will be drafted for the Chairperson's signature.			Executive Assistant of the Office of the Commissioner
	2.7 The Chairperson reviews the response and, once approved, signs the letter of dissemination. 2.8 The Administrative Assistant shall return the letter to the Office of the Commissioner, for their dissemination.	None	4 hours	Chairperson Administrative Assistant of the OCCEO
	2.9 The Administrative Assistant of the Office of the Commissioner shall forward the response letter to the requester.	None	1 hour	Administrative Assistant of the Office of the Commissioner
TOTAL:		None	7 days and 6 hours	



8. Request for IEC Packaging (Concept, Layout, and Design)

Brief description: Conceptualization, Design, and Layout of NYC IEC and other Publicity Materials, including Social Media and Website Art Cards/Graphics

OFFICE OR DIVISION:	Social Marketing Division			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	Government-to-Government (G2G)			
WHO MAY AVAIL:	NYC Personnel (representatives of offices)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 1 Digital or Hard Copy of Memo-Request coursed through the Office of the Executive Director and COO			From the requesting party /office	
2. 1 Digital or Hard Copy of Substantive Text or Manuscript of the Material for Layout/Packaging			From the requesting party /office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	NUMBER OF WORKING DAYS	PERSON RESPONSIBLE
1. Send memo request through the OED to addressed to Social Marketing Division	1.1. Acknowledgement of Memo-request	None	1 day upon receipt of referred letter-request	Communication s Unit PSO 1/PSO II
	1.2. Check for completeness of requirements and inform requester of status of requirements	None	1 Day (same day upon receipt of request)	Communication s Unit PSO 1/PSO II
	1.3 Research and collate related visual and literary references for	None	2 days	Communication s Unit PSO II/PSO III

	the material for packaging			
	1.4 Develop initial concept outline for presentation to client	none	2 days	Communications Unit PSO 1, PSO II, PSO III, PSO IV
	1.5 Present concept to client for inputs and approval	None	1 day	PSO IV
	1.6 Start of development of Approved (layout and design) of studies	None	6 days	Communications Unit PSO II/PSO III
	1.7 Presentation of studies	None	1 day	Communications Unit PSO IV
	1.8 Pre-approval of studies	None		PSO IV
	1.9 Finalization of designs for printing or publishing	None	6 days	Communications Unit PSO 1, PSO II, PSO III, PSO IV
	1.10 Turn-over of print/publish-ready materials to client for the Commission's Approval	None	1 Day	Communications Unit PSO IV and DC (PSO VI)
TOTAL:		None	20 days	



9. Processing of Media Guestings/Interviews, Press Conferences/ Media Gatherings, Coverages and Press Releases

Brief description: Processing of requests/invitations for Media Guestings/Interviews, Press Conferences/ Media Gatherings, Coverages

OFFICE OR DIVISION:	Office of the Chairperson and CEO Office of the Executive Director and COO			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	Government-to-Government (G2G)			
WHO MAY AVAIL:	NYC Officials or his/her representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> •Memo or email request through the Office of the Executive Director •Concept note, program briefer and other information materials •Schedule of availability of requesting officials or representative/s (for media guestings) 			<ul style="list-style-type: none"> •Office of the Commissioner assigned/in-charge • Office of the Commissioner assigned/in-charge • Office of the Commissioner assigned/in-charge 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Draft email addressed to Chairperson Ryan Enriquez and send to occeo@nyc.gov together with the concept notes, program briefer and schedule of availability as attachments	1.1. Acknowledge receipt	None	1 working day upon receipt	Administrative Assistant of OCCEO
	1.2. Referral to assigned NYC	None	10 minutes	OCCEO (Executive Assistant)

	personnel (handling media concerns for NYC Officials)			
	1.3. Reply and initial coordination to the requesting party (for media guestings)	None	1 day	Ms. Mignonette Reposar, PSO IV
	1.4. Submission of draft Press Release/s to requesting party for editing/approval	None	3 days	Ms. Mignonette Reposar, PSO IV
TOTAL:		None	5 days and 10 minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Feedback may be sent through the Action Desk Officer at the NYC Central Office Lobby or thru the NYC Area Offices
How feedbacks are processed?	<p>These are processed by submitting feedbacks at the designated Action Desk Officer in each NYC Offices. Suggestion boxes are in place.</p> <p>Clients may coordinate with NYC Offices through the contact details provided herein.</p>
How to file a complaint?	Answer the Client's Complaint Form and submit the same to the designated Action Desk Officer (ADO).
How complaints are processed?	<p>ADO receives the accomplished form and provides the complainant and issues corresponding acknowledgement form as proof of receipt.</p> <p>ADO escalates the concern/complaint to the Chief Administrative Officer/Executive Director for Resolution.</p> <p>ADO notifies the complainant on the Action Taken.</p>
Contact information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

List of Offices

Office	Address	Contact Information
Office of the Chairperson and CEO	3 rd Floor, West Insula Building, #135, West Avenue, Quezon City	(02) 426-8884 occeo@nyc.gov.ph
Office of the Commissioner-at-Large (Pangilinan)	3 rd Floor, West Insula Building, #135, West Avenue, Quezon City	(02) 426-8536 local 108 ppangilinan@nyc.gov.ph
Office of the Commissioner-at-Large (Ventura)	3 rd Floor, West Insula Building, #135, West Avenue, Quezon City	(02) 426-8536 local 106 jcventura@nyc.gov.ph
Office of the Commissioner Representing Luzon	3 rd Floor, West Insula Building, #135, West Avenue, Quezon City	(02) 426-8536 local 127 lawrencediastro@nyc.gov.ph
Office of Commissioner Representing Visayas	3 rd Floor, West Insula Building, #135, West Avenue, Quezon City	(02) 426-8536 local 110
Office of the Commissioner Representing Mindanao	3 rd Floor, West Insula Building, #135, West Avenue, Quezon City	(02) 426-8536 (02) 426-8479
Office of the Executive Director and COO	3 rd Floor, West Insula Building, #135, West Avenue, Quezon City	(02) 426-8475 (02) 426-8885 local 104 (02) 371-4603 (Legal Affairs Unit)
Administrative and Finance Division	3 rd Floor, West Insula Building, #135, West Avenue, Quezon City	(02) 426-8889
Planning, Monitoring and Evaluation Division	3 rd Floor, West Insula Building, #135, West Avenue, Quezon City	(02) 426-8536 local 113
Policy and Research Division	3 rd Floor, West Insula Building, #135, West Avenue, Quezon City	(02) 426-8536



Regional Youth Development Division	3 rd Floor, West Insula Building, #135, West Avenue, Quezon City	(02) 426-8536 (02) 426-8768
Social Marketing Division	3 rd Floor, West Insula Building, #135, West Avenue, Quezon City	(02) 426-8733
NYC Baguio Area Office	Room 2, Lindi Hotel, Legarda Road, Baguio City	(074) 619-0511 nycbaguio@nyc.gov.ph
NYC Cagayan De Oro Area Office	Second Floor, CFI Cooperative Building, Tiano Brothers corner Mabini Street, Cagayan De Oro	0935-345-1071 nyccto@nyc.gov.ph
NYC Cebu Area Office	Fifth floor, B.F. Building, N. Escario Street, Cebu City	(032) 268-9531 nycvisayas@nyc.gov.ph
NYC Davao Area Office	Suite 203 and 205, JMS Building, 88 Maya Street, Ecoland, Davao City	(082) 225-2938 nycdavao@nyc.gov.ph
NYC Iloilo Area Office	Ground Floor, ME Building, Dungon B. Jaro, Iloilo City	(033) 503-7075 nyciloilo@gmail.com
NYC Naga Area Office	Ground Floor, Naga City Youth Center, Taal Avenue, Naga City	(054) 205-9193 nyc_nagacity@yahoo.com
NYC Zamboanga Area Office	Third Floor, VHW Building, Veterans Avenue, Zamboanga City	(062) 310-0325 nyczamboanga@nyc.gov.ph
NYC MiMaRoPa and NCR Cluster	Third Floor, West Insula Building, West Avenue, Quezon City	(02) 426-8536 (02) 426-8479

RYAN R. ENRIQUEZ
Chairperson and CEO
May 24, 2020