



# **NATIONAL YOUTH COMMISSION**

## **CITIZEN'S CHARTER**

2021 (1<sup>st</sup> 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.

<b>OFFICE OR DIVISION:</b>	Administrative and Finance Division-Human Resource Management Unit			
<b>CLASSIFICATION:</b>	Highly Technical			
<b>TYPE OF TRANSACTION:</b>	Government-to-Citizens (G2C)			
<b>WHO MAY AVAIL:</b>	Filipino Youth Ages 18 to 25			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 <a href="http://nyc.gov.ph">nyc.gov.ph</a>		
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		
*For selected GIP Beneficiaries only				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  c. Interview is set 3 working days after the screening	<i>For Central Office:</i> Administrative Assistant III of HRMU and GIP TWG  <i>For Area Offices:</i> Designated Area Officers

<p>2. Shortlisted applicants attend the interview</p>	<p>2.1. Conducts the interview 2.2. Submits the name of recommended applicants to HRMU 2.3. Prepares the corresponding Order of Acceptance 2.4. Reviews and signs/approves the Order of Acceptance 2.5. Informs GIP applicants of the result of evaluation</p>	<p>None</p>	<p>1 working day 3 working days  1 hour  1 working day  1 working day upon receipt of the approved Order of Acceptance</p>	<p>Division/ Office Representative Division/ Office Representative  Administrative Assistant III of HRMU  Executive Director and COO  Administrative Assistant III of HRMU</p>
<p>3. Selected GIP beneficiaries brings documentary requirements and signs Order of Acceptance during their first day of engagement with NYC</p>	<p>3.1 Assists the GIP beneficiaries in their first day of engagement</p>	<p>None</p>	<p>1 working day</p>	<p><i>For Central Office:</i> Administrative Assistant III of HRMU and representative/s from the concerned Office/Division  <i>For Area Offices:</i> designated Area Officer/s</p>
<b>TOTAL:</b>		<p>None</p>	<p><b>16 working days 1 hour</b></p>	

## 2. International Programs Application and Screening

Brief Description: Processing of Applications for International Youth Exchange Programs

<b>OFFICE OR DIVISION:</b>	Social Marketing Division			
<b>CLASSIFICATION:</b>	Technical			
<b>TYPE OF TRANSACTION:</b>	Client to Government			
<b>WHO MAY AVAIL:</b>	Filipino citizens, 15-30 years of age, presently residing in the Philippines			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. NYC International Programs Application Online Registration and Organizer's Application Forms (including annexes) – to be uploaded in the online registration</li> <li>2. Scanned copy of valid passport – to be uploaded in the online registration</li> <li>3. Other optional documents like certification of employment, proof of enrolment, and CVs – to be uploaded in the online registration</li> </ol>		<ol style="list-style-type: none"> <li>1. NYC Website and FB page (<a href="https://forms.gle/Dm1hrRWqWZFnFGku6">https://forms.gle/Dm1hrRWqWZFnFGku6</a> , <a href="http://nyc.gov.ph">http://nyc.gov.ph</a> and link will be provided also in the FB posting of every international programs)</li> <li>2. At your nearest photocopy center or computer rentals</li> <li>3. Respective office, school and photocopy center or computer rentals (optional)</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>CLIENT STEPS</b>
1. Download of forms and securing documents	None	None	n/a	n/a
2. Fill out forms	None	None	n/a	n/a
3. Submission of Requirements (Online Registration and Uploads)	1. Collation of applications and Screening (data)	None	5 working days after deadline	International Programs Unit screeners: 1. PSO III 2. PSO II 3. PSO II (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)
	2. Selection by Commission Proper	None	6 working days	Committee on Global Mobility
	3. Send selected participants to organizer		1 working day	International Programs Unit PSO III or PSO II
	4. Notice to selected participants	None	2 working days	International Programs Unit PSO III or PSO II
	5. Sending out letter of regrets	None	1 working day	International Programs Unit PSO III or PSO II
<b>TOTAL:</b>		None	<b>15 Working days</b>	



### 3.Processing of Media Request for Media Guesting/Appearance

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

<b>OFFICE OR DIVISION:</b>	Social Marketing Division			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Citizens-to-Government (C2G)			
<b>WHO MAY AVAIL:</b>	Media Organization and Similar Entities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter Application from media organization			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Draft and email letter, addressed to the NYC Chairperson, and sent to <a href="mailto:info@nyc.gov.ph">info@nyc.gov.ph</a> , 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	PSO IV
	1.2 Referral of letter-request to SMD Communications Unit	None	10 Minutes (Within 1 day of receipt of request)	PSO IV
	1.3 Gather reference materials and set/ coordinate schedule		1 hour after receipt of referral	PSO IV, II, I
	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/ media organization requesting (Closure Letter)	None	1 hour upon receipt of concerned official's confirmation	PSO IV, II, I
<b>TOTAL:</b>		None	<b>2 days, 2 hours, and 10 minutes</b>	



#### 4. Request for Technical Assistance (Training)

**Brief Description:** Technical assistance is the basic support given to any requesting Sangguniang Kabataan officials, Local Youth Development Offices, Local Youth Development Councils, and youth organizations 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 experts, facilitators or any other assistance that may build the capacity of the requesting client in youth development.

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

	technical assistance and ensure that it is aligned and anchored in the RYDD functions and mandates.			
	1.3 Communicate with the requesting client the action to be taken for the request.	None	1 day	PSO IV of RYDD TDM Unit or PSO IV of Area Office Cluster
	1.4 RYDD Personnel and/or Area Officer shall prepare Travel Order / Office Order	None	2 days	RYDD Personnel and/or Area Officer, RYDD Chief*, Executive Director*, and Chairperson*
	1.5 RYDD Personnel and/or Area Officer shall prepare the needed materials or related logistics in accordance with the needs of the requesting entity.	None	5 days	RYDD Personnel and/or Area Officer
	1.6 Implement the requested technical assistance in accordance with the objective of the activity, and facilitate the survey using the Citizen/Client Satisfaction Survey (CCSS) Form.	None	3 days**	RYDD Personnel and/or Area Officer
	<b>TOTAL:</b>	None	12 working days at the least	

Legend:

\* approving authority

\*\* minimum number of days with travel time for 1-day technical assistance (may vary depending on the number of days and location of the technical assistance).

## 5.Ship for Southeast Asian and Japanese Youth Program

Brief Description: 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 Southeast Asian Member States, broadening their perspective on the world and strengthening their spirit of international cooperation and practical skills for international collaboration.

<b>OFFICE OR DIVISION:</b>	Social Marketing Division	
<b>CLASSIFICATION:</b>	Highly Technical	
<b>TYPE OF TRANSACTION:</b>	Government-to-Citizens (G2C)	
<b>WHO MAY AVAIL:</b>	<p>All applicants who meet the following qualification requirements:</p> <ol style="list-style-type: none"> <li>1. Filipino citizen, single, must be 18 to 30 years old as of 30 March 2020</li> <li>2. Must be of good moral character and has no criminal record</li> <li>3. Must be proficient in the English language, which is the medium used in the program</li> <li>4. Must be physically and mentally fit to travel</li> <li>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</li> <li>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</li> <li>7. Must have a strong background in Philippine history, geography, culture and arts and the region to be represented</li> <li>8. Must be knowledgeable on current issues about the Philippines, Japan, other ASEAN Member States, and other international concerns</li> <li>9. Preferably a first-time international traveler</li> <li>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</li> <li>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</li> </ol>	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>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;</li> <li>2. One (1) original copy of the applicant's resume (maximum of three pages; no other attachments);</li> <li>3. One (1) original copy of the Certificate of Residency issued by the Punong Barangay where the applicant is currently residing;</li> </ol>	<p>NYC social media sites (NYC Facebook page, twitter account, NYC area offices)</p> <p>Applicant</p> <p>Barangay where applicant is 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 details (photo page and back page);</p>	<p>Organization (where applicant is a member)</p> <p>Philippine Statistics Authority COMELEC</p> <p>Department of Foreign Affairs</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Filling out and submission of application forms	1.1. Review correctness and completeness of the Paper Screening Committee	None	3 days	SSEAYP Secretariat (convenes the paper Screening Committee)
	1.2. Regional Interviews		10 days (coordination with inter agency partners for the identification of the interview venue in the regions) 5 days (interview proper)	
	1.3. Regional Interviewers deliberation		1 day deliberation of interviewers	
	1.4. Commission Deliberation		3 days deliberation (the Commission needs to deliberate and confirm the shortlisted applicants for Participating Youth and the National Leader)	
	1.5. Notification of selected delegates		3 days upon issuance of the Commission certification	
<b>TOTAL:</b>		<b>None</b>	<b>25 working days</b>	

**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 databasing

<b>OFFICE OR DIVISION:</b>	Social Marketing Division			
<b>CLASSIFICATION:</b>	Highly-Technical			
<b>TYPE OF TRANSACTION:</b>	Government-to-Citizens (G2C)			
<b>WHO MAY AVAIL:</b>	Youth Organizations and Youth-Serving Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Filled-out Registration Form (1 scanned copy or soft copy)			KABAYANI website ( <a href="http://www.yorpnyc.org.ph">http://www.yorpnyc.org.ph</a> )	
2. Filled-out Directory of Offices and Advisers Form (1 scanned copy or soft copy)			KABAYANI website ( <a href="http://www.yorpnyc.org.ph">http://www.yorpnyc.org.ph</a> )	
3. Filled-out List of Members in Good Standing Form (1 scanned copy or soft copy)			KABAYANI website ( <a href="http://www.yorpnyc.org.ph">http://www.yorpnyc.org.ph</a> )	
4. Certification/Endorsement from appropriate authority (1 scanned copy of original)			Local officials, school	
5. Constitution and By Laws (1 scanned copy or soft copy)			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the YORP registration link and input organization email and code	None	None	N/A	N/A
2. Start the registration process using the automated link provided by YORP thru email	None	None	N/A	N/A
3. Download and accomplish the forms 1-3	None	None	N/A	N/A



<p>4. Input information of youth organization and upload forms and checklist 4 &amp; 5 in the online registration link</p>	<p>1. Pre- evaluates application and supporting documents.</p> <p>-If application and supporting documents are not complete, a notice of deficiency will be emailed to the applicant for completion.</p> <p>-If application and supporting documents are complete, the secretariat will approve the application.</p>	None	5 days	Secretariat
<p>5. Receives Unique Registration Number (URN) and YORP Hub login credentials.</p> <p>The applicant can now enjoy privileges of YORP membership pending release/issuance of certificate of registration</p>	<p>2. Transmits automated Unique Registration Number (URN) to approved applicant/s</p>	None	1 day	Secretariat
<b>TOTAL</b>			<b>6 days</b>	





## **Central and Area Offices**

### **Internal Services**

## 1. Application for Leave

Brief description: Processing of received application for leave

<b>OFFICE OR DIVISION:</b>	Administrative and Finance Division-Human Resource Management Unit			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government-to-Government (G2G)			
<b>WHO MAY AVAIL:</b>	Officials and Employees with Leave Entitlements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Leave Application Form (1 Original Copy) (CSC Form no. 6 rev. 2020)		Administrative Assistant III of AFD-HRMU		
<p>Other Documents to support leave entitlement in a form of Compensatory Time-Off such as the following:</p> <ul style="list-style-type: none"> <li>a. Approved Office Order</li> <li>b. Attendance Sheet of Certificate of Appearance</li> <li>c. Approved Authority to render overtime services</li> </ul> <p>Other Documents to support leave entitlement in a form of Sick Leave for 5 days, Maternity Leave, Paternity Leave or more such as the following:</p> <ul style="list-style-type: none"> <li>a. Medical Certificate if applicable</li> <li>b. Medical records</li> <li>c. Marriage Contract (Paternity Leave)</li> </ul>		<p>Concerned issuing offices/division within the agency or other agency or entity in the case of Certificate of Appearance</p> <p>Accredited Government/Private Physician Philippine Statistics Office (PSA)</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Official/ employee submits application for leave hard copy or via email at hr@nyc.gov.ph	<p>1.1. Checks completeness and indicates the available leave credits</p> <p>1.2. HRMO signs the certification of leave credits and endorses to other concerned signatories</p>	None	1 working day	<p>Administrative Assistant III of AFD-HRMU</p> <p>Administrative Officer V (HRMO III) of AFD-HRMU</p>
<b>TOTAL:</b>		<b>None</b>	<b>1 working day</b>	

## 2. Application for GSIS Loan

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

<b>OFFICE OR DIVISION:</b>	Administrative and Finance Division-Human Resource Management Unit			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government-to-Government (G2G)			
<b>WHO MAY AVAIL:</b>	Officials and Employees with GSIS Policy			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Filing of loan thru GSIS online platform or GWAPS Kiosk			GSIS Online Facilities or GWAPS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Official/ employee files loan application on-line	1.1. Checks details of the loan and the employee's eligibility  2.1. Certifies the application for loan	None	1 working day (application filed beyond 3pm shall only be acted the following working day)	Administrative Officer V (HRMO III) of AFD-HRMU
<b>TOTAL:</b>		<b>None</b>	<b>1 working day</b>	

### 3. Request for Service Record

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

<b>OFFICE OR DIVISION:</b>	Administrative and Finance Division-Human Resource Management Unit			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government-to-Government (G2G)			
<b>WHO MAY AVAIL:</b>	Officials and Employees Employed or Formerly employed in NYC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request (memo or email)			From the requesting employee	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	1 working day upon the receipt of the request	Administrative Assistant II of AFD-HRMU  Administrative Officer V (HRMO III)  Administrative Assistant II of AFD-HRMU
<b>TOTAL:</b>		<b>None</b>	<b>1 working day</b>	



#### 4. Request for Certificate of Employment

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

<b>OFFICE OR DIVISION:</b>	Administrative and Finance Division-Human Resource Management Unit			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government-to-Government (G2G)			
<b>WHO MAY AVAIL:</b>	Current and former Officials and Employees of NYC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request (memo or email)			From the requesting employee	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Official/ employee or former official/ employee submits request	1.1. Checks request and employment record	None	1 working day upon the receipt of the request	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 Assistant II of AFD-HRMU
<b>TOTAL:</b>		<b>None</b>	<b>1 working day</b>	

## 5. Issuance of Certificate of Budget Availability

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

<b>OFFICE OR DIVISION:</b>	Administrative and Finance Division-Budget Unit			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government-to-Government (G2G)			
<b>WHO MAY AVAIL:</b>	Officials and Employees of NYC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request through email or hardcopy that includes the following: 1. Amount 2. Purpose 3. Funds to be charged			Requesting Office/Personnel	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		<b>None</b>	<b>1 Working day and 4 hours</b>	



## 6. 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.

<b>OFFICE OR DIVISION:</b>	Policy Research Division (PRD)			
<b>CLASSIFICATION:</b>	Highly Technical			
<b>TYPE OF TRANSACTION:</b>	Government-to-Government (G2G) Government-to-Citizens (G2C)			
<b>WHO MAY AVAIL:</b>	Advocacy groups; civic society organizations; both Houses of Congress; government institutions; youth and youth-serving organizations; international partner organizations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>Letter request addressed to OCCEO or Commissioners (One original copy, or scanned copy for request/s coursed thru electronic mail)</li> <li>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</li> <li>Urgent requests for Policy Inputs from the PRD should be received by PRD from the OCCEO, the Commission or its Committees at least 48 hours before they are due to the client (i.e., requests for Policy Inputs will only be accepted if they were received by PRD at least 48 hours before they are due to the client).</li> </ol>			Requesting Party <ul style="list-style-type: none"> <li>Administrative Assistant of the OCCEO; or</li> <li>Administrative Assistant of the Offices of the Commissioner</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requests for comments	1.1. OCCEO acknowledges receipt of the	None	4 hours	Executive Assistant of the OCCEO

through letter or email, addressed to the Office of the Chairperson and CEO.	request and forwards the same to the concerned 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 document for approval.  2.6 A letter of dissemination will be	None	4 hours	Commissioner  Executive Assistant of the Office of the Commissioner



	drafted for the Chairperson's signature.			
	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
<b>TOTAL:</b>		<b>None</b>	<b>7 days and 6 hours</b>	

## 7. 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

<b>OFFICE OR DIVISION:</b>		Social Marketing Division		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		Government-to-Government (G2G)		
<b>WHO MAY AVAIL:</b>		NYC Personnel (representatives of offices)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>NUMBER OF WORKING DAYS</b>	<b>PERSON RESPONSIBLE</b>
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	PSO IV, II, I
	1.2. Check for completeness of requirements and inform requester of status of requirements	None	1 Day (same day upon receipt of request)	PSO II, I
	1.3 Research and collate related visual and literary references for	None	2 days	PSO IV, II, I

	the material for packaging			
	1.4 Develop initial concept outline/layout for presentation to client/requesting party	none	2 days	PSO IV, II, I
	1.5 Present concept for inputs and approval of DC; submit to client	None	1 day	PSO IV
	1.6 Start of development of Approved (layout and design)	None	6 days	PSO II, I
	1.7 Presentation final layout	None	1 day	PSO IV
	1.8 Pre-approval of layout of DC	None		PSO IV
	1.9 Finalization of designs for printing or publishing (for SMD initiated design layout, approval of Comm. Proper)	None	6 days	PSO IV, II, I
	1.10 Turn-over of print/publish-ready materials to client for the Commission's Approval	None	1 Day	DC (PSO VI), PSO IV
<b>TOTAL:</b>		None	<b>20 days</b>	

## 8. 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

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

	concerns for NYC Officials)			
	1.3 Reply and initial coordination to the requesting party (for media guestings)	None	1 day	PSO IV, II, I
	1.4 Submission of draft Press Release/s, Media Advisory to requesting party for editing/approval	None	2 days	PSO IV, II, I
2. Approval of Requesting Party		None	1 day	NYC Official/Requesting Party
	2.1 Dissemination of media advisories (to media organizations) and Press Release	None	10 minutes (within 1 day upon receipt of approved documents /materials)	PSO IV, II, I
	2.2 Conduct of Press Conference	None	1 day	PSO IV, II, I
<b>TOTAL:</b>		None	<b>6 days and 20 minutes</b>	



## 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 via email or hard copy
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	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            1-ARTA (2782)            8478-5091            8478-5093            8478-5099</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>            8736-9645            8736-8603</p> <p>CCB: 0908-881-6565 (SMS);  <a href="mailto:email@contactcenternqbayan.gov.ph">email@contactcenternqbayan.gov.ph</a></p>



## List of Offices

**TRUNKLINE: (02) 8371-4603 (Lobby Guard/ADO)**

Office	Address	Contact Information
Office of the Chairperson and CEO	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8426-8884 (telefax) <a href="mailto:occeo@nyc.gov.ph">occeo@nyc.gov.ph</a>
Office of the Commissioner-at-Large	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8371-4603 local 108 <a href="mailto:rafanlo@nyc.gov.ph">rafanlo@nyc.gov.ph</a>
Office of the Commissioner-at-Large	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8371-4603 local 106 <a href="mailto:lawrencediastro@nyc.gov.ph">lawrencediastro@nyc.gov.ph</a>
Office of Commissioner Representing Luzon	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8371-4603 local 127
Office of Commissioner Representing Visayas	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8371-4603 local 110 <a href="mailto:tinlimescober@nyc.gov.ph">tinlimescober@nyc.gov.ph</a>
Office of the Commissioner Representing Mindanao	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	<a href="mailto:alexadayanghirang@nyc.gov.ph">alexadayanghirang@nyc.gov.ph</a>
Office of the Executive Director and COO	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8426-8475 (directline) (02) 8426-8885 (telefax) (02) 8371-4603 local 104 <a href="mailto:oed@nyc.gov.ph">oed@nyc.gov.ph</a>

Legal Affairs Unit	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8371-4603 local 236
Administrative and Finance Division	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8426-8889 (directline) (02) 8371-4603 local 222 (AFD/CAO) local 223
Human Resource Management Unit	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8361-4278 (directline)
Planning, Monitoring and Evaluation Division	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8371-4603 local 221
Policy and Research Division	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8426-8676 (telefax) (02) 8371-4603 local 221
Regional Youth Development Division	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8426-8760 (telefax) (02) 8371-4603 local 103
Social Marketing Division	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8426-8733 (telefax)
Commission On Audit – Resident Auditor	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8371-4603 local 120
NYC Baguio Area Office	G/F Room 3, No. 12, Lindi Hotel, Legarda Road, Baguio City	(074) 619-0511 nycbaguio@nyc.gov.ph
NYC San Fernando Area Office	VVD Building, 125 Capitol Blvd, Sto Niño, City of San Fernando, Pampanga	09171445170 / 09772597995 nycpampanga@gmail.com
NYC NCR Area Office	3 <sup>rd</sup> Floor, West Insula Building, #135, West Avenue, Brgy. Bungad, Quezon City 1105	(02) 8426-8760 (telefax) (02) 8371-4603 local 103 ncrcluster@nyc.gov.ph



NYC Naga Area Office	Ground Floor, Naga City Youth Center, Taal Avenue, Naga City	(054) 205-9193 nycnaga@nyc.gov.ph
NYC Iloilo Area Office	Ground Floor, ME Building, Dungon B. Jaro, Iloilo City	(033) 503-7075 nyciloilo@nyc.gov.ph
NYC Cebu Area Office	5/F 82 Vibo Center, N. Escario St., Cebu City	(032) 268-9531 nyccebu@nyc.gov.ph
NYC Zamboanga Area Office	Third Floor, VHW Building, Veterans Avenue, Zamboanga City	(062) 992-4851 and (062) 310-0325 nyczamboanga@nyc.gov.ph
NYC Cagayan De Oro Area Office	2/F Cebu CFI Community Cooperative Building, Tiano Brothers cor. Mabini Street, Cagayan de Oro City	(088) 881-1773 nyccto@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