



## CITIZEN'S CHARTER

### 1. SERVICES FOR YOUTH ORGANIZATIONS AND YOUTH-SERVING ORGANIZATIONS

#### *REGISTRATION OF YOUTH ORGANIZATIONS AND YOUTH-SERVING ORGANIZATIONS*

##### A. ABOUT THE SERVICE

All youth organizations and youth-serving organizations in the Municipality of Paombong may register to the Youth Organization Registration Program (YORP) through the Local Youth Development Office, following the guidelines of the 2017 Revitalized Youth Organization Registration Program.

##### B. AVAILABILITY OF THE SERVICE

Days: Monday to Friday  
Time: 8:00am to 5:00pm

##### C. HOW TO AVAIL THE SERVICES

Office or Division:	Local Youth Development Office	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Youth Organizations / Youth-Serving Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Youth and Youth-Serving Organizations Registration Form	Client	
2. Directory of Officer/Adviser	Client	
3. List of Members in Good Standing	Client	
4. Copy of Constitution and By-Laws	Client	
5. Endorsement/Certificate from Appropriate Authority	Client	
a. For Community-Based Operations (any of the following)		
• Certificate of Existence of Office	Barangay	
• Barangay Certification of Residence of the President	Barangay	
• Resolution of Endorsement	Sangguniang Kabataan	
b. For School-Based Organizations		
• Certificate of Registration or Recognition	School Authority	

c. For Faith-Based Organizations <ul style="list-style-type: none"> <li>• Certificate of Registration or Recognition</li> </ul>		Head/Pastor of the Congregation or Parish Priest		
d. For chapters of multi-level Organizations <ul style="list-style-type: none"> <li>• Certificate of Registration or Recognition</li> </ul>		President of the governing body		
e. For Consortium Organizations <ul style="list-style-type: none"> <li>• Certification of Member Organization</li> </ul>		Secretariat/Board of Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the hard copy of the complete requirements.	1.1 Review and validate the completeness of the documents, and verify the existence of the organization.	None	1 day	Youth Development Officer
2. Register and upload the soft copy of the documents to the Youth Organization Registration Program (YORP)	2.1 Assist the registration and uploading of the documents.	None	2 hours	Youth Development Officer
3. Review and visit the electronic mail for the approval of the Youth Organization Registration Program (YORP).	3.1 Verify the electronic mail for the approval of the organization through the Youth Organization Registration Program (YORP).	None	1 day	Youth Development Officer
TOTAL		None	2 days and 2 hours	

## 2. SERVICES FOR SANGGUNIANG KABATAAN (SK) COUNCILS

### *REVIEW OF THE SANGGUNIANG KABATAAN COMPREHENSIVE BARANGAY YOUTH DEVELOPMENT PLAN (CBYDP)*

#### A. ABOUT THE SERVICE

All Sangguniang Kabataan (SK) Plans are reviewed by the Local Youth Development Office of Paombong as mandated by DILG MC-2019-151, series of 2019.

#### B. AVAILABILITY OF THE SERVICE

Days: Monday to Friday

Time: 8:00am to 5:00pm

#### C. HOW TO AVAIL THE SERVICES

Office or Division:	Local Youth Development Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Sangguniang Kabataan Councils			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Comprehensive Barangay Youth Development Plan (CBYDP)			SK Council	
2. Sangguniang Kabataan Resolution/s			SK Council	
3. Minutes of the Meeting on the Approval of the Comprehensive Barangay Youth Development Plan			SK Council	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the hard copy of the CBYDP.	1.1 Receive the document.	None	5 minutes	Youth Development Officer
	1.2 Review the document and give comments/ feedback.		4 days	
2. Receive the document.	2.1 Review the resubmitted document and sign for approval.	None	5 minutes	Youth Development Officer
2.1 If there is a need for revision, revise the necessary items and resubmit the document for final			1 day	

review and approval.				
TOTAL		None	5 days and 10 minutes	

***REVIEW OF THE SANGGUNIAN KABATAAN ANNUAL BARANGAY YOUTH INVESTMENT PROGRAM (ABYIP)***

**A. ABOUT THE SERVICE**

All Sangguniang Kabataan (SK) Plans are reviewed by the Local Youth Development Office of Paombong as mandated by DILG MC-2019-151, series of 2019.

**B. AVAILABILITY OF THE SERVICE**

Days: Monday to Friday  
Time: 8:00am to 5:00pm

**C. HOW TO AVAIL THE SERVICES**

Office or Division:	Local Youth Development Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Sangguniang Kabataan Councils			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Comprehensive Barangay Youth Development Plan (CBYDP)			SK Council	
2. Annual Barangay Youth Investment Program (ABYIP)			SK Council	
3. Sangguniang Kabataan Resolution/s approving the ABYIP			SK Council	
4. Minutes of the Meeting on the Approval of the Annual Barangay Youth Investment Program (ABYIP)			SK Council	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the hard copy of the ABYIP.	1.1 Receive the document. 1.2 Review the document and give comments/ feedback.	None	5 minutes  4 days	Youth Development Officer

2. Receive the document.		None	5 minutes	Youth Development Officer
2.1 If there is a need for revision, revise the necessary items and resubmit the document for final review and approval.	2.1 Review the resubmitted document and sign for approval.		1 day	
TOTAL		None	5 days and 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form to be provided by the personnel in charge in the office and out it in the feedback and complaint drop box.
How feedbacks are processed	<p>The Human Resource Management Office through its authorized personnel will be the one to open and collect the feedback from each drop box.</p> <p>The HRMO will consolidate the feedback, verify their nature, and refer the same to the office concerned.</p>
How to file a complaint	To file a complaint against the office concerned, fill up the complaint form of the concerned office and drop the filled-up complaint form at the feedback and complaint drop box.
How complaints are processed	<p>The Human Resource Management Office through its authorized personnel will be the one to open and collect the complaint from each drop box.</p> <p>The HRMO will consolidate the feedback, verify their nature, and refer the same to the office concerned.</p>
Contact Information of LYDO	Email: lydo.paombong@gmail.com