



**CITY MAYOR'S OFFICE -
YOUTH AFFAIRS AND DEVELOPMENT
OFFICE**

**CITIZEN'S CHARTER
2025 (2ND EDITION)**



I. MANDATE

The City Mayor's Office- Youth Affairs and Development Office promotes and provides the following:

- a) To create and provide the necessary venues for the youth's active participation in the implementation of sound government projects and policies.
- b) To initiate activities that will enhance youth's leadership and capacities in the various areas of endeavor by providing them the necessary mechanism for their growth and advancement.
- c) To provide, promote and support socio-economic and livelihood opportunities and projects that will harness the youth's entrepreneurial skill and uplift their economic status.
- d) To continually consult and dialogue with the youth sector regarding local and national youth policies and programs.

II. VISION

The City Mayor's Office - Youth Affairs and Development Office (CMO-YADO) envisions a youth sector which is participative and inclusive to foster union of every youth in General Santos City.

III. MISSION

To strengthen youth's participation and leadership by providing timely and relevant programs, projects and activities.

IV. SERVICE PLEGDE

The City Mayor's Office- Youth Affairs and Development Office (CMO-YADO) commits the following in fulfilling its mandate in promoting youth and development:

1. Convene with the duly representative body of the youth sector at large in the formulation of policies and programs for the youth and shall serve as the coordination agency of all youth development project and oversee the prompt and effective implementation of youth development programs;
2. Undertake scientific, inter-disciplinary and policy-oriented researches and development studies on youth and related issues;
3. Consult the youth sector by initiating the formation of, and helping to maintain, youth assemblies form the barangay to the city level;
4. Promulgate just and appropriate rules and regulations for the effective implementation of policies and programs;



5. Provide assistance to the youth in terms of technical concerns, learning youth programs and services, partnership in youth projects and programs, applying for youth incentives, connecting to other concerned agencies for partnerships and assistance, and providing developmental opportunities; and

6. Perform such other duties and functions which may contribute to the attainment of the objectives set herein in providing services in an efficient manner and provide convenience to the clients.



LIST OF SERVICES

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External Services:	
A. Youth Affairs and Development Services:	
1. Submission of Documentary Requirements for Cash Incentives of Children and Youth Excellence Program	6 - 9
2. Submission of Documentary Requirements in joining workshops and competitions for the various youth event of the office	10 - 11
3. Submission and Profiling of Documentary Requirements for Out-of-School Youth and Boy Scout of the Philippines	12 - 13
4. Submission of Documentary Requirements for Governance Exemplar for Meaningful Services (GEMS) of Sangguniang Kabataan	14 - 15
5. Submission of Documentary Requirements necessary for the application for General Santos City Junior Officials (GSCJO)	16 - 17
6. Submission of Documentary Requirements necessary for the application for General Santos City Youth Achievers Award (GSCYAA)	18 - 20
7. Submission of Documentary Requirements necessary for the application for Youth Organization Registration Program (YORP)	21 - 22



Youth Affairs and Development Office

External Services



3. Submission and Profiling of Documentary Requirements for Out-of-School Youth and Boy Scout of the Philippines.

Receipt of documentary requirement, acknowledgment and confirming their membership on Pag-asa Youth Association of the Philippines (Out-of-School Youth) and Boy Scout of the Philippines conducted during the online and walk-in membership conducted by the office based on their mandate.

Office or Division:	City Mayors Office- Youth Affairs and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Youth who are bonafide resident of General Santos City ages 15 to 30 years old, endorsed by the school, NGO, private institution and Sangguniang Kabataan.			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
1. Membership Form provided by the CMO-YADO through walk-in and online membership (2 copies)		1. City Mayor's Office - Youth Affairs and Development Office (CMO-YADO)		
2. Certified true copy of Birth Certificate (2 copies)		2. Issuing company, agency or institution.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements through email and walk-in	1. Receive, check and evaluate submitted documentary requirements	None	10 minutes	<i>Administrative Aide II</i> , Receiving Unit, City Mayors Office- Youth Affairs and Development Office, G/F YADO Building
No activity	1.1 Provide client acknowledgement receipt	None	3 minutes	<i>Administrative Aide II</i> , Receiving Unit, City Mayors Office- Youth Affairs and Development Office, G/F YADO Building
No Activity	1.2 Forward document to the program focal for appropriate action	None	3 minutes	<i>Administrative Aide II</i> , Receiving Unit, City Mayors Office- Youth Affairs and Development Office, G/F YADO Building



No activity	1.3 Inform recipients through phone text / call on the update and confirmation.	None	5 minutes	<i>Administrative Aide II, Administrative Unit, City Mayors Office-Youth Affairs and Development Office, G/F YADO Building</i>
	TOTAL	None	21 minutes	
END OF TRANSACTION				