



**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 PLEDGE

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 from 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.



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Youth Affairs and Development Office

External Services



1. Submission of Documentary Requirements for Cash Incentives of Children and Youth Excellence Program

Receipt of documentary requirement, acknowledgment and processing of payment for cash incentive to children and youths who excel in the fields of leadership, academics, literature, culture and the arts. Service is covered under Ordinance Number 1, series of 2017.

Office or Division:	City Mayors Office- Youth Affairs and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Children and youths, seven (7) to thirty (30) years old, who excel in the fields of leadership, academics, literature, culture and the arts, and those who top the bar or any licensure examination.			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
• Certified true copy of Birth Certificate (3 photocopies)		Issuing company, agency or institution		
• Barangay Certification of residency or voter's affidavit of the winner or if in case of minor, voter's affidavit or Barangay Certification of residency of parents or guardian (3 photocopies)		Barangay Council / Commission on Elections (COMELEC)		
• Certificate of award, medal or trophy of winning (3 colored pictures)		Award Giving Body		
Any of the following documents:				
1. News article or clippings (3 photocopies)		Publishing Entity		
2. Electronic information material (3 photocopies)		Social Media Website / Web Page		
• Official results authenticated by the sponsoring agency or entity (3 photocopies)		Award Giving Body / Regulating Agency		
• Photograph of winner with the organizers of the event (3 colored pictures)		Awardee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements in long size brown envelope into 3 sets	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 Administrative Officer designate 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 Check document and print letter request for issuance of memorandum and forward to Division Chief for approval	None	10 minutes	<i>Administrative Aide IV</i> , Administrative Unit, City Mayors Office-Youth Affairs and Development Office, G/F YADO Building
No activity	1.4 Act on the document	None	5 minutes	<i>Division Chief</i> , City Mayors Office-Youth Affairs and Development Office, G/F YADO Building
No activity	1.5 Forward letter request to the City Mayor's Office for appropriate action	None	5 minutes	<i>Administrative Aide II</i> , Receiving Unit, City Mayors Office, City Hall Building
No activity	1.6 Act on the document (<i>City Mayor's Office processing</i>)	None	55 minutes	<i>Designated Personnel</i> , City Mayors Office, City Hall Building
No activity	1.7 Prepare payroll jacket /disbursement voucher, obligation request and attach complete documentary requirements and indicate initial, fund control and forward	None	15 minutes	<i>Administrative Aide II</i> , Administrative Unit, City Mayors Office-Youth Affairs and Development Office, G/F YADO Building



	to Head of Office for approval			
No activity	1.8 Act on the document	None	3 minutes	<i>Division Chief, City Mayors Office- Youth Affairs and Development Office, G/F YADO Building</i>
No activity	1.9 Forward document to City Budget Office	None	15 minutes	<i>Administrative Aide II, Administrative Unit, City Mayors Office-Youth Affairs and Development Office, G/F YADO Building</i>
No activity	1.10 Act on the document (<i>City Budget Office processing time</i>)	None	1 hour	<i>Designated Personnel, City Budget Office, 3/F, City Hall Building</i>
No activity	1.11 Queue and forward documents to City Accountant's Office	None	4 hours	<i>Designated Personnel, City Budget Office, 3/F, City Hall Building</i>
No activity	1.12 Act on the document (<i>City Accountant's Office processing time</i>)	None	7 days	<i>Designated Personnel, City Accountants Office, 2/F, City Hall Building</i>
No activity	1.13 Act on the document (<i>City Treasurers Office processing time</i>)	None	8 minutes	<i>Designated Personnel, City Treasurer's Office, G/F, City Hall Building</i>
No activity	1.14 Act on the document (<i>Finance Office processing time</i>)	None	40 minutes	<i>Designated Personnel, City Mayors Office, G/F, City Hall Building</i>
No activity	1.15 Act on the document (<i>City Treasurers Office –</i>	None	53 minutes	<i>Designated Personnel, City Treasurer's Office,</i>



	<i>Cash Division processing time)</i>			G/F, City Hall Building
No activity	1.16 Inform recipients through phone text / call on release of cash incentive	None	5 minutes	<i>Administrative Aide II, Administrative Unit, City Mayors Office-Youth Affairs and Development Office, G/F YADO Building</i>
2. Receive cash incentives in the form of cash or check	2. Assist recipients of claiming cash incentives at Cash Division, City Treasurers Office, G/F City Hall Building	None	5 minutes	<i>Administrative Aide II, Administrative Unit, City Mayors Office-Youth Affairs and Development Office, G/F YADO Building</i>
	TOTAL	None	7 days 4 hours and 59 minutes transaction	
END OF TRANSACTION				