



**CITY GOVERNMENT OF MUNTINLUPA
YOUTH AFFAIRS AND SPORTS DEVELOPMENT OFFICE**



CITIZEN'S CHARTER

PROCESS FLOW

A. PROCESSING OF LETTER REQUEST FOR FINANCIAL AND SPORTS RELATED MATERIALS

A.1 - PROCESSING OF REQUEST FOR FINANCIAL ASSISTANCE

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY / TIME FRAME	PERSON IN-CHARGE	FORMS AND OTHER
1.	Client submit request letter and other required documents	Receive letter request and other documents	5-10 minutes	<u>Annabel Buena</u> <u>Camille Nieva</u>	Individual Request 1. Original Request Letter 2. Valid ID or Voter's ID 3..Community Tax Certificate current year 4. Original Certificate of Barangay Indigence
2.		Verification and validation of documents		Front liner / Admin Staff	
3.		Posting of documents			
4.		Prepare and review recommendation and work program	1-3 days	Youth & Sports Coordinators / Admin. Staff	Youth Organization 1. Original Request Letter 2. Valid ID or Voter's ID of signatory 3.Community Tax Certificate current year 4. Certificate of Oath of Organization 5. Accomplishment Report of last activity 6. Work program for financial assistance
5.	Approval of Head on the recommendation of request letter	<u>Cynthia Viacrusis</u> Department Head			
6.		Posting and transmittal of documents to Mayor's Office	2-3 weeks or more	<u>Camille Nieva</u> Admin Staff	
7.		Approval of the City Mayor		Other offices	
8.		Processing of request			
9.	Claim financial assistance	Release of financial assistance			Releasing 1. Present valid id upon claiming the approved financial assistance 2. Financial assistance to be claimed in Treasury Office



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A.2 - PROCESSING OF REQUEST FOR SPORTS RELATED MATERIALS

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY / TIME FRAME	PERSON IN-CHARGE	FORMS AND OTHER
1.	Client present request letter and other related documents	Receive letter request and other documents	5-10 minutes	<u>Annabel Buena</u> <u>Camille Nieva</u>	Individual Request 1. Original Request Letter 2. Valid ID or Voter's ID 3. Community Tax Certificate current year 4. Original Certificate of Barangay Indigence
2.		Verification and validation of documents		Front liner / Admin Staff	
3.		Posting of documents			
4.	Prepare and review recommendation	1-3 days	Sports Coordinators / Admin. Staff	Youth Organization 1. Original Request Letter 2. Valid ID or Voter's ID of signatory 3. Community Tax Certificate current year 4. Certificate of Oath of Organization 5. Accomplishment Report of last activity	
5.	Approval of recommendation to request letter		Department Head		
6.	Posting and transmittal of documents to Mayor's Office	2-3 weeks or more	<u>Camille Nieva</u> Admin Staff		
7.	Approval of the City Mayor				
8.	Processing of sports related materials related documents (other offices concerned)		Other offices		Releasing 1. Present valid id upon claiming the approved financial assistance 2. Materials or good to be claimed in YASDO / Mayor's Office
9.	Claim sports materials	Release of sports materials			



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B. PROCESSING OF AFFILIATION FOR YOUTH & SPORTS

B.1 - AFFILIATION OF YOUTH ORGANIZATION

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY / TIME FRAME	PERSON IN-CHARGE	FORMS AND OTHER
1.	Client request for the youth organization affiliation	Orientation and preparation of required forms	1 day	Youth Coordinator	Affiliation Form
2.		Recommendation of Youth Division Head	1 day	<u>Ramileo Buena</u> Division Head	Attachments 1. Member's data form 2. Calendar of Activities of Youth Organization
		Approval of Department Head	1 day	<u>Cynthia Viacrusis</u> Department Head	
3.	Sign YORP registration form	Processing of Youth Organization Registration Program Forms	2 weeks or more	<u>Raquel Nofuente</u> YORP Section	Attachments 1. Directory of Officers and Advisers 2. List of Members in Good Standing 3. Constitution and By Laws 4. I.D. of the President 5. YORP's ID details form
4.	Claim of Oath Taking Certificate	Oath Taking to the Mayor	Quarterly	Youth Coordinator	Attachments 1. Updated List of Officers



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B.2 - AFFILIATION OF SPORTS FOR ATHLETES

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY / TIME FRAME	PERSON IN-CHARGE	FORMS AND OTHER
1.	Client request for athlete's affiliation	Orientation and accomplish athlete's personal data sheet	2 days	Sports Coordinator	Attachments 1. Proof of identification 2. Athlete's Personal Data Sheet form
2.		Assessment of athlete	3 days	Sports Coordinator / Division Head	
3.		Recommendation of Sports Division Head	1 day	<u>Marvin Malahito</u> Division Head	
4.		Approval of the Department Head	1 day	<u>Cynthia Viacrusis</u> Department Head	
5.	Claim endorsement letter	Endorsement of athlete to sports coach	1 day	Coach per sports	Attachments 1. Copy of Athlete's Personal Data Sheet 2. Endorsement letter of the Division Head



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C. FILING OF FEEDBACK AND COMPLAINT FORM

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY / TIME FRAME	PERSON IN-CHARGE	FORMS AND OTHER
1.	Client sign the feedback and compliant form	Receive feedback and complaint form for compliment / complaint / suggestion	5-10 minutes	<u>Annabel Buena</u> <u>Camille Nieva</u>	Feedback and compliant form
2.		Assessment and validation of feedback complaint form	15 mins	Front liner / Admin Staff	
3.		Processing of feedback and complaint form	30 mins.	<u>Mahalia Divinas</u> <u>Flores</u> Administrative_Officer	
4.		Recommendation of the Department Head	1 day	<u>Cynthia Viacrusis</u> Department Head	
5.	Client explain the action taken for the complaint	Action taken on the complaint	1 day	<u>Cynthia Viacrusis</u> Department Head	