

CITIZEN CHARTER

GENDER AND DEVELOPMENT OFFICE (GAD)

FRONTLINE SERVICES

1. HOW TO AVAIL OF SERVICE: WALK-IN INQUIRIES

Office or Division:	Gender and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	

#	APPLCIANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Calls the GAD Truck line No.: (632) 8642-42-23	For Seminar/Training; Information Officer coordinates with the requesting agency for the response of the Training Division. For IEC and Library Materials: Forward request to Monitoring & Evaluation Division.		10-15 minutes	Information Officer - Administration <u>Ms. Marisol Mabeza</u>
2	Provides the necessary details of the request/s inquiries.			5-10 minutes	
3	IO to forward CRF to the Division concern.			5 -10 minutes	
4	Technical Officer to provide response			20-30 minutes For highly technical in nature 1 hour – 2 hours	Assigned Technical Officer - Officers from the following Divisions: a) Training Division; <u>Ms. Salvacion Baredo</u> b) Monitoring and Evaluation, Coordinating Division; <u>Ms. Ma. Pag-asa Relos</u> c) GFPS-TWG Sectoral Representative <u>Dr. Stuart Santos</u>

2. HOW TO AVAIL OF SERVICE: WALK-IN INQUIRIES

Office or Division:	Gender and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client/s pass through the Information Officer (IO) and provide identification.	Requests the client/s to fill out the CRF, where the nature of the request in indicated, and refers the request to the concerned division		10-15 minutes	Information Officer - Administration <u>Ms. Marisol Mabeza</u>
2	Fill up the Client Request and Feedback Form (CRF) and return to IO	Provides the following necessary services;		5-10 minutes	
3	IO to forward CRF to the Division	a. Library and publication services for IEC materials and inquires related to library research. b. Seminar and Training		5 -10 minutes	
4	Technical Officer to provide response	** Collects the accomplished CRFF daily (after office hours) and process the result for presentation to the administration.		20-30 minutes For highly technical in nature 1 hour – 2 hours	Assigned Technical Officer - Officers from the following Divisions: a) Training Division; <u>Ms. Salvacion Barnedo</u> b) Monitoring and Evaluation, Coordinating Division; <u>Ms. Ma. Pag-asa E. Relos</u> c) GFPS-TWG Sectoral Representative <u>Dr. Stuart Santos</u>

3. HOW TO AVAIL OF SERVICE: ONLINE INQUIRIES

Office or Division:	Gender and Development Office
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Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client/s can inquire thru email: gadpasig@gmail.com Facebook/Messenger:Gad Pasig	For Seminar/Training; Information Officer coordinates with the requesting agency for the response of the Training Division.		10-15 minutes	Information Officer - Administration <u>Ms. Marisol Mabeza</u>
2	Provides the necessary details of the request/s inquiries.	For IEC and Library Materials: Forward request to Monitoring & Evaluation Division.		5-10 minutes	
3	IO to prepare the necessary CRF and attached the printed request, then forward the CRF to the Division concern.			5 -10 minutes	
4	Technical Officer to provide response			20-30 minutes For highly technical in nature 1 hour – 2 hours	Assigned Technical Officer - Officers from the following Divisions: a)Training Division; <u>Ms. Salvacion Barnedo</u> b)Monitoring and Evaluation, Coordinating Division; <u>Ms. Ma. Pag-asa Relos</u> c)GFPS-TWG Sectoral Representative <u>Dr. Stuart Santos</u>