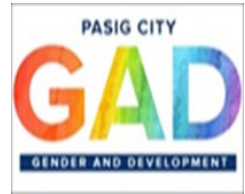




CITY GOVERNMENT OF PASIG GENDER AND DEVELOPMENT OFFICE



CITIZEN'S CHARTER

GENDER AND DEVELOPMENT

Gender and Development (GAD) recognizes equal rights for men and women and children, nurturing capacity, leadership, managerial and entrepreneurial skills as well as providing equal opportunities and privileges plus extending their domain from home to the community in the micro and macro-level is the scope of GAD's aim. In order to address concerns about inequality particularly in women, International forums were held with the mandate of recognizing women's right, equal development opportunity with men and ending all forms of discrimination.

Cognizant of the prevailing social, political and economic realities affecting women's lives, the City Government of Pasig affirms its role in the promotion of women empowerment through the pursuit of equal opportunities for both sexes in terms of resources as well as development rules and outcomes. The City Government realizes that such pursuits can only be achieved through the abolition of system structures and policies that promote and perpetuate inequality and discrimination through the institutionalization of its Gender and Development (GAD) policy. Working framework of the Magna Carta of Women (RA 9710), the Joint Memorandum Circular (JMC) 2013-01, as amended by JMC 2016-01, Women in Development and Nation Building Act (RA 7192) and the United Nations Convention on the Elimination of All Forms of Discrimination Against Women (UN CEDAW), the City Government, through the Sangguniang Panglungsod, has enacted Ordinance No. 07, Series of 2010, the Gender and Development Code of Pasig City which mandates the implementation of a comprehensive and sustainable GAD Programs. This ordinance was further strengthened by amendments through Ordinance No. 31 Series of 2020.

It is thus our goal that policies emanating from the departments and offices of the City Government be in line with the thrusts of providing heightened and equal access to social and welfare services, with focus on health, education and housing, to uplift the social condition; participatory governance and; institutionalization of transparency, rationalization and professionalization in government service. To these ends we have created new and innovative programs, increased budget allocation for health, education and social services, created systems and structures which will promote a more efficient and transparent bureaucracy, and enjoined Pasigueños to directly participate in governance.

VISION

A humane, habitable, peaceful and progressive society wherein women and men share equal rights and opportunities.

MISSION

To support the City Government of Pasig in the Planning, Budgeting, Implementation and Monitoring of its development programs and projects that integrate gender rights and equal opportunities.

MANDATES

Magna Carta of Women (RA 9710)
Joint Memorandum Circular (JMC) 2013-01, as amended by JMC 2016-01
Violence Against Women and Children Act (RA 9262)
Women in Development and Nation-Building Act (RA 7192)
Anti-Trafficking in Person Act (RA 9208)
Anti-Sexual Harassment Act (RA 7877)
United Nations Convention on Elimination of All Forms of Discrimination Against Women (UN CEDAW)

GAD FIVE AGENDA

- 1) Health
- 2) Education
- 3) Environmental Management
- 4) People's Participation and Empowerment and
- 5) Transparency; Professionalization of the Workforce and Good Governance.

CORE VALUES

- E - Empowerment of Pasigueños
- Q - Quality Services Assistance
- U - Universal / Unity
- A - Awareness Campaign
- L - Liveable Community
- I - Institutionalized Values
- T - Transparency of PPA's
- Y - Yielding to policy

FEEDBACK AND COMPLAINTS MECHANISMS

Our client opinion is important to us and the feedback on the services we provide would be highly appreciated. Help us improve our services by giving us your feedback using any of the following means:

1. By accomplishing the Client Request and Feedback (CRF)
2. Sending us an email at gadpasig@gmail.com
3. Facebook/Messenger: Gad Pasig

** ** Collects the accomplished CRF daily (after office hours) and process the result for presentation to the Administration.

FRONTLINE SERVICES

GAD is committed to provide the following major frontline services to help the general public, the private sector, and our client; local government units, agencies, department and offices.

- I. Response to the Queries/Request for Information on Gender And Development (GAD),
- II. Referral to the services provider regarding concern Violence Against Women and their Children (VAWC),
- III. Response to the Request for Seminar and Training on Gender related matter from various Local Government Units, Barangay, Agencies, Department and Offices
- IV. Response to the Request for Technical Assistance on Gender Mainstreaming from various Local Government Units, Barangay, Agencies, Department and Offices.

SCHEDULE

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

FEES

No Fees to be Collected

CLIENTS AND PARTNERS

Local Government Units
Barangay
Departments
Private Agencies
Non-Government Organization
General Public

I. RESPONSE TO THE QUIRIES/REQUEST FOR THE INFORMATION ON GENDER AND DEVELOPMENT

- A. Walk-in Client
- B. Phone Inquiries
- C. Email Inquiries

Office or Division:	GENDER AND DEVELOPMENT (GAD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	General Public, National Agencies, Local Government Agencies/Offices/Department & Private Sectors/Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Client Request and Feedback Form (CRF)	GAD Office
b. Client Request and Feedback Form (CRF)	GAD Office
c. Letter Request	GAD Office

A. Walk-In Client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Client/s pass through the GAD Information Officer for Identification and fill up the Client Request and Feedback Form (CRF)	Request the client to fill-out the CRF and indicate the nature of request and request refers to the GAD Head or concerned division.	None	15-20 minutes	Marisol Mabeza Information Officer
2.	Proceed to the concerned division	Provides the necessary details of the requests/inquiries a. For consultation purposes. b. For training purposes c. For Admin and M&E Concerns	None	15-20 minutes	Jose Rey Q. Espina GAD Head Salvacion Barnedo Training Division Ma. Pag-asa Relos M&E, Coordinating Division

B. Phone Inquiries

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Call the GAD Trunk Line No. (632) 8642-4223	Receives phone call inquiries related to GAD and Information Officer to prepare CRF and endorsed to the concerned division.	None	15-20 minutes	Marisol Mabeza Information Officer
2.	Provides the necessary information/details of the request/inquiries.	<p>Indicate in the CRF</p> <p>a. If requested materials/ documents need to reproduce, then to indicate in the CRF schedule for pick-up.</p> <p>b. If requested materials/documents is available, it will be send via email</p>	None	15-20 minutes	<p>Jose Rey Q. Espina GAD Head</p> <p>Salvacion Barnedo Training Division</p> <p>Ma. Pag-asa Relos M&E, Coordinating Division</p>

C. E-mail Inquiries

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Send request letter to GAD Office addressed to GAD Head with the details of inquiry	<p>Inputs the request to CRF..</p> <p>Submit to the GAD Head and forward copy to the concerned division.</p>	None	15-30 minutes upon receipt	Marisol Mabeza Information Officer
		<p>Provide the needed information to the requesting client.</p> <p>a. For consultation purposes.</p> <p>b. For training purposes</p> <p>c. For Admin and M&E Concerns</p>	None	3 working days	<p>Jose Rey Q. Espina GAD Head</p> <p>Salvacion Barnedo Training Division</p> <p>Ma. Pag-asa Relos M&E, Coordinating Division</p>
		Update the CRF for the result of assistance provided	None	15-20 minutes	Marisol Mabeza Information Officer

II. REFERRAL TO THE SERVICES PROVIDER REGARDING CONCERN ON VIOLENCE AGAINST WOMEN AND THEIR CHILDREN (VAWC)

- A. Walk-in Client
- B. Phone Inquiries
- C. Email Inquiries

Office or Division:	GENDER AND DEVELOPMENT (GAD)
Classification:	Simple, Complex and Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	General Public, National Agencies, Local Government Agencies/Offices/Department & Private Sectors/Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Client Request and Feedback Form (CRF)	GAD Office
b. Client Request and Feedback Form (CRF)	GAD Office
c. Letter Request	GAD Office

A. Walk-in Client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Client/s pass through the GAD Information Officer for Identification and fill up the Client Request and Feedback Form (CRF)	Request the client to fill-out the CRF and indicate the nature of request and request refers to the GAD Head or concerned division. Refers the client to the Head/ or GAD Admin. In-charge to render needed assistance.	None	15-30 minutes	Marisol Mabeza Information Officer
2.	Proceed to the Head or concerned Division	Provide information and referral assistance to the concerned agency Service Provider regarding concern on Violence Against Women and their Children (VAWC)	None	30 minutes	Jose Rey Q. Espina GAD Head Salvacion Barnedo Training Division Ma. Pag-asa Relos M&E, Coordinating Division

B. Phone Inquiries

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Call the GAD Trunk Line No. (632) 8642-4223	Receives inquiries related to GAD information and referral services. Information Officer to prepare CRF and endorsed to the GAD Admin. In-charge for necessary evaluation.	None	15-20 minutes	Marisol Mabeza Information Officer
2.	Provides the necessary information/details of the request/inquiries.	If the referral is needed, GAD Admin. In-charge will prepares a referral letter and send it to the concerned agency Service Provider copy furnish the client.	None	15-30 minutes	Ma. Pag-asa Relos GAD Admin. In-charge

C. Email Inquiries

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Send request letter to GAD Office addressed to GAD Head with the details of inquiry	Inputs the request to CRF. Submit to the GAD Head and forward copy to the GAD Admin. In-charge.	None	15-30 minutes upon receipt	Marisol Mabeza Information Officer
		GAD Admin In-charge will check and evaluate, if referral is needed, it will endorse to the concerned agency Service Provider.	None	15-30 minutes upon receipt	Ma. Pag-asa Relos GAD Admin. In-charge
		Acknowledge /replies to client and Update the CRF for the result of assistance provided	None	3 - 4 working days	Marisol Mabeza Information Officer

III. RESPONSE TO THE REQUEST FOR SEMINAR AND TRAINING ON GENDER RELATED MATTER FROM VARIOUS LOCAL GOVERNMENT UNITS (LGU), AGENCIES, DEPARTMENT, AND OFFICES

- A. Walk-in Client
- B. Phone Inquiries
- C. Email Inquiries

Office or Division:	GENDER AND DEVELOPMENT (GAD)
Classification:	Simple, Complex and Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	General Public, National Government Agencies, Barangay Level, Private Sectors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Client Request and Feedback Form (CRF)	GAD Office
b. Client Request and Feedback Form (CRF)	GAD Office
c. Letter Request	GAD Office

A. Walk-in Client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	All clients pass through the GAD Information Officer for identification and fill up the CRF Form	Request the client to fill out the CRF Form, where the nature of request is indicated. Information officer forward the CRF to the concerned division:	None	15 -20 minutes 15-20 minutes	Marisol Mabeza Information Officer
2.		Technical Officer to provide response and necessary services requested: a. Seminar and Training: b. Library and Publication services for IEC Materials and inquiries related to Library research Materials, forward request to Monitoring and Evaluation Division.	None	1 – 2 hours For Highly Technical 5-10 minutes	Salvacion Barnedo Training Division Ma. Pag-asa Relos M&E, Coordinating Division

B. Phone Inquiries

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Call the GAD Trunk Line No. (632) 8642-4223	Information Officer to prepare the CRF and coordinates with the concerned division	None	15 -20 minutes	Marisol Mabeza Information Officer
2.	Provides the necessary details of the request inquiries.	<p>Technical Officer to provide response and necessary services requested:</p> <p>a. Seminar and Training:</p> <p>b. Library and Publication services for IEC Materials and inquiries related to Library research Materials, forward request to Monitoring and Evaluation Division.</p>	None	<p>1 – 2 hours For Highly Technical</p> <p>5-10 minutes</p>	<p>Salvacion Barnedo Training Division</p> <p>Ma. Pag-asa Relos M&E, Coordinating Division</p>

C. Email Inquiries

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Send request letter to GAD Office addressed to GAD Head with the details request	<p>Inputs the request to the CRF.</p> <p>Submit to the GAD Head, GAD Head endorse to the concerned division</p>	None	15-30 minutes upon receipt	Marisol Mabeza Information Officer
		<p>Technical Officer to provide response and necessary services requested:</p> <p>a. Seminar and Training:</p> <p>b. Library and Publication services for IEC Materials and inquiries related to Library research Materials, forward request to Monitoring and Evaluation Division.</p>	None	<p>3 working days For Highly Technical</p> <p>1-2 working days</p>	<p>Salvacion Barnedo Training Division</p> <p>Ma. Pag-asa Relos M&E, Coordinating Division</p>
2.		Acknowledge /replies to client and Update the CRF for the result of assistance provided	None	3 - 4 working days	Marisol Mabeza Information Officer

IV. RESPONSE TO THE REQUEST FOR TECHNICAL ASSISTANCE ON GENDER MAINSTREAMING FROM VARIOUS LOCAL GOVERNMENT UNITS, AGENCIES, DEPARTMENT AND AGENCIES

- A. Walk-in Client
- B. Phone Inquiries
- C. Email Inquiries

Office or Division:	GENDER AND DEVELOPMENT (GAD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any Local Government Units, Agencies, Department and Officers who are requesting Technical Assistance on Gender Mainstreaming.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Client Request and Feedback Form (CRF)	GAD Office
b. Client Request and Feedback Form (CRF)	GAD Office
c. Letter Request	GAD Office

A. Walk-in Client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	AI clients pass through the GAD Information Officer for identification and fill up the CRF Form	Request the client to fill up the CRF Form, where the nature of request is indicated. Information officer forward the CRF to the concerned division:	None	15 -20 minutes 15-20 minutes	Marisol Mabeza Information Officer
		Technical Officer to provide response and necessary services requested related to Technical Assistance on Gender Mainstreaming.	None	1 - 2 hours For Highly Technical	Salvacion Barnedo Training Division Ma. Pag-asa Relos M&E, Coordinating Division

B. Phone Inquiries

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Call the GAD Trunk Line No. (632) 8642-4223	Information Officer to fill up CRF and coordinates with the concerned division	None	15 -20 minutes	Marisol Mabeza Information Officer
2.	Provides the necessary details of the request inquiries.	Technical Officer to provide response and necessary services requested related to Technical Assistance on Gender Mainstreaming.	None	1 – 2 hours For Highly Technical	Salvacion Barnedo Training Division Ma. Pag-asa Relos M&E, Coordinating Division

C. Email Inquiries

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Send request letter to GAD Office addressed to GAD Head with the details request	Inputs the request to the CRF. Submit to the GAD Head, GAD Head endorse to the concerned division	None	15-30 minutes upon receipt	Marisol Mabeza Information Officer
2.		Technical Officer to provide response and necessary services requested related to Technical Assistance on Gender Mainstreaming.	None	3 working days For Highly Technical	Salvacion Barnedo Training Division Ma. Pag-asa Relos M&E, Coordinating Division
3.		Acknowledge /replies to client and Update the CRF for the result of assistance provided	None	3 - 4 working days For Highly Technical	Marisol Mabeza Information Officer

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback may be send:</p> <ol style="list-style-type: none"> 1. By accomplishing the Client Request and Feedback (CRF) 2. Sending us an email at gadpasig@gmail.com 3. Facebook/Messenger: Gad Pasig 4. Thru Phone call at GAD 8642-4223 <p>** ** Collects the accomplished CRFF daily (after office hours) and process the result for presentation to the administration</p>
How feedback is processed	<p>All Feedback received will be compiled and recorded. Feedback is then classified according to concern, this will be verified, reviewed, and if applicable, utilized to improve the service. Feedback requiring answers are forwarded to the concerned division and they are required to answer within 3-days upon receipt of the feedback. The answer of the office will then relayed to the concerned citizen/s.</p>
How to file a complaint	<p>Complaints may be filed by:</p> <ol style="list-style-type: none"> 1. By accomplishing the Client Request and Feedback (CRF) 2. Sending us an email at gadpasig@gmail.com / 3. Messenger: Gad Pasig 4. Thru Phone call at GAD 8642-4223 <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of a person being complained - Incident - Evidence
How complaints are processed	<p>The complaints are received in a daily basis and subject for evaluation. Upon evaluation, it will be investigated and forward the complaint to the concerned division for their explanation. Investigation Report will be prepared and shall be submitted to the Head of Agency for Appropriate action. Feedback will be given/ relayed to the Client.</p>
Contact information	<p>GENDER AND DEVELOPMENT (GAD) Telephone No.: 8642-4223 E-mail: gadpasig@gmail.com FB Page: GAD Pasig</p>