

**CITIZEN'S CHARTER  
LOCAL YOUTH DEVELOPMENT OFFICE**

**NAME OF SERVICE : YOUTH ORGANIZATION REGISTRATION PROGRAM (YORP)**

**BRIEF DESCRIPTION OF THE SERVICE :**

YORP is one of the mandates of LYDO from RA 10742 (SK Reform Law). It is a national program implemented by the National Youth Commission (NYC) and localized by Pasig City Local Youth Development Office. This program aims to recognize and empower Youth and Youth Serving Organization by registration and prioritizing them in Pasig City's programs for the youth. The LYDO shall provide forms to be filled up by YO/YSO. The registering organization/s shall accomplish the forms and complete the requirements before the evaluation and review of LYDO. A Unique Registration Number (URN) and Certificate of Registration shall be given to the organizations who successfully completed the registration.

Office or Division:	Local Youth Development Office
Classification:	Simple
Type of Transaction:	G2C : Government to Citizens
Who may avail:	Youth / Youth Serving Organization with minimum of 10 members. They can be community/barangay based, school based or faith based organizations.

Checklist of Requirements	Where to Secure
1. Accomplished YORP Registration Form	Google drive (tinyurl.com/YORPPasigFiles) or 8 <sup>th</sup> floor LYDO Office
2. Form of List of Officers and Advisers	Google drive (tinyurl.com/YORPPasigFiles) or 8 <sup>th</sup> floor LYDO Office
3. Form of List of Active Members	Google drive (tinyurl.com/YORPPasigFiles) or 8 <sup>th</sup> floor LYDO Office
4. Constitution and By Laws of Organization	Shall be crafted by the organization
5. One (1) valid ID of officers and adviser/s	Shall be provided by the officers and advisers of the organization

#	Client Steps	Office Actions	Fees to be Paid	Processing Time	Person Responsible
1	The client shall submit their requirements / accomplished forms	The office shall receive the documents	None	Not more than 10 minutes	Colleen de Guzman
2	The client shall wait for the call/text/email	The office shall review / check legitimacy of the	None	2 days	Nelson Adriano

	from LYDO	information declared in the submitted documents			
3	The client shall wait for the call/text/email from LYDO	Upon successful verification, the LYDO shall print the YORP Registration Certification to be submitted to the office of the City Mayor for his signature	None	1 day	Nelson Adriano/Mayor Vico Sotto/OCM Staff
4	The client shall receive the certificate of registration	The LYDO shall inform the client/organization when the certificate is readily available for claiming	None	1 day	Colleen de Guzman
TOTAL:			None	4 days and 10 minutes	

#### Feedback and Complaints

How to send Feedback	Feedbacks can be sent thru our facebook page (Local Youth Development Office-Pasig City)
How feedback is processed	Feedbacks shall be taken into consideration
How to file a complaint	A complaint can be made thru Ugnayan sa Pasig or the client can go directly to LYDO Office
How complaints are processed	Complaints shall be taken into account

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**BRIEF DESCRIPTION OF THE SERVICE :**

Ang YORP ay isa sa mga mandato na iniatas ng batas na RA 10742 sa LYDO. Ito ay isang programang pang nasyonal na ginagawa ng National Youth Commission at ibinaba sa lokal na pamahalaan sa pamamagitan ng Local Youth Development Office ng Pasig City. Ang programang ito ay naglalayon na makilala at palakasin ang mga organisasyong pangkabataan at mga organisasyon na nagsisilbi sa mga kabataan. Nararapat na sagutan ng kumpleto ang registration form ng mga organisasyon na nais magparehistro kaakibat nito ang ilang mga kinakailangang dokumento. Ang mga dokumento ay dadaan sa berepikasyon na gagawin ng LYDO bago mabigyan ng Unique Registration Number (URN) at Certificate of Registration ang nagparehistro na organisasyon.

Opisina o Dibisyon:	Local Youth Development Office
Klasipikasyon:	Simple
Uri ng Transaksyon:	G2C : Government to Citizens
Sino ang maaaring kumuha:	Organisasyong pangkabataan o Organisasyon na nagsisilbi sa kabataan na may myembro na sampu o mas marami pa. Sila ay maaring organisasyon sa komunidad o barangay, paaralan o simbahan.

Checklist of Requirements	Saan maaaring kunin:
1. Nasagutan na YORP Registration Form	Google drive (tinyurl.com/YORPPasigFiles) or 8 <sup>th</sup> floor LYDO Office
2. Nasagutan na Form of List of Officers and Advisers	Google drive (tinyurl.com/YORPPasigFiles) or 8 <sup>th</sup> floor LYDO Office
3. Nasagutan na Form of List of Active Members	Google drive (tinyurl.com/YORPPasigFiles) or 8 <sup>th</sup> floor LYDO Office
4. Konstitusyon at Batas ng Organisasyon	Gagawin ng organisasyon
5. Isang Valid ID ng opisyaes at tagapayo	Manggagaling sa opisyaes at tagapayo

#	Kailangang Gawin ng Kliyente	Aksyon ng Opisina	Dapat Bayaran	Oras ng pagproseso	Taong responsable
1	Ang kliyente ay magsusumite ng kanilang mga requirements	Tatanggapin ng LYDO ang mga requirements	Wala	Hindi lalagpas sa sampung minute	Colleen de Guzman

2	Ang kliyente ay maghihintay ng tawag/text or email mula sa LYDO	Ang LYDO ay magsasagawa ng pagsusuri ay berepikasyon sa mga impormasyon ng mga naisumite na dokumento	Wala	2 araw	Nelson Adriano
3	Ang kliyente ay maghihintay ng tawag/text or email mula sa LYDO	Pagkatapos ng pagsusuri at berepikasyon ng mga dokumento, ang LYDO ay gagawa ng Certificate of Registration na isusumite sa Opisina ng Alkalde para sa pirma nito.	None	1 araw	Nelson Adriano/Mayor Vico Sotto/OCM Staff
4	Tatanggapin ng kliyente ang Certificate of Registration	Ipapaalam ng LYDO sa kliyente/organisasyon na ang kanilang Certificate of Registration ay handa nang kunin.	Wala	1 araw	Colleen de Guzman
TOTAL:			None	4 araw at 10 minuti	

#### Mga Puna at Reklamo

Paano magbigay ng puna	Ang puna/mga puna ay maaaring ipadaan sa LYDO Facebook page (Local Youth Development Office-Pasig City)
Paano pinoproseso ang puna	Ang mga puna ay aming tatanggapin
Paano magreklamo	Maaring magreklamo ang kliyente sa Ugnayan sa Pasig o dumiretso sa Opisina ng LYDO
Paano pinoproseso ang reklamo	Ang mga reklamo ay aming tatanggapin at babaguhin ang kamalian