

GENDER AND DEVELOPMENT UNIT EXTERNAL SERVICES

1. SCHEDULING OF APPOINTMENT TO THE CITY GAD FOCAL POINT PERSON

Organizing meetings and appointments is an important GAD Unit task. It ensures work arrangements flow smoothly. Internal and external clients are brought together in a structured way and decisions are made when needed to achieve the unit's goal.

OFFICE OR DIVISION	Gender and Development Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the City GAD Focal Person		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and wait for the scheduled meeting.	1.1 Assess the request letter.	None	45 minutes	Admin Staff assigned in the unit Kristel Lovella D. Capiña;
	1.2 Inform the City GAD Focal Point Person regarding the request.	None	1 day (stop time)	
	1.3 Finalize the schedule.			
2. Attend the scheduled meeting.	2. Inform the client on the final schedule.	None	5 minutes	GAD Unit personnel
Fill-put Client Satisfaction Rating Form				
TOTAL		None	1 day, 50 minutes	

NOTE: Schedule of meeting depends on the availability of the City GAD Focal Point Person.

2. PROVISION OF TECHNICAL ASSISTANCE AND SERVICES

GAD Unit is committed to provide timely, strategic, and appropriate technical assistance on GAD. It also establishes proper mechanisms to respond to the numerous requests for technical assistance on GAD, especially on GAD mainstreaming and GAD Planning and Budgeting.

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WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			Admin Committee Officers	
Request Letter addressed to the City GAD Focal Person			Client	
Government-issued ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	
1. Submit requisition letter	1. Assess the request letter and check for the availability of the documents.	None	3 minutes	Kristel Lovella D. Capiña, Karen Joy A. Peregrino;
2. Preparation of Documents	2.1 Produce the facsimile of the requested documents.	None	3 minutes	Kristel Lovella D. Capiña, Karen Joy Peregrino;
	2.2 Certify the documents as true copies		2 minutes	
3. Claim of documents	3. Release of Documents	None	2 minutes	Kristel Lovella D. Capiña; Karen Joy A. Peregrino;
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	10 minutes	

NOTE: Signing of the permit depends on the availability of the City GAD Focal Point Person.

3. POLICY AND PLANNING REVIEW SERVICES

GAD Unit is responsible for leading development of rules, policies, and procedures in such a way that stakeholders will trust and value the resulting documents because their concerns and needs have been considered respectfully.

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CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			Admin Committee Officer	
Request Letter addressed to the City GAD Focal Person			Client	
Government-issued ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requisition letter	1.1 Receive and log request. 1.2 Refer to Executive Order. 1.3 Assign request to concerned committee.	None	5 minutes	Kristel Lovella D. Capiña; Karen Joy A. Peregrino, Leonardo Lacson;
2. Prepare the Documents	1.1 Conduct preliminary assessment and research. 1.2 Prepare policy comments and recommendations. 1.3 Transmit the policy review, resolution and feedback	None	5 minutes	Kristel Lovella D. Capiña; Karen Joy A. Peregrino, Leonardo Lacson;
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	10 minutes	

NOTE: Signing of the requested pertinent documents depends on the availability of the City GAD Focal Point Person.

4. PROJECT, PLANS AND ACTIVITIES ENDORSEMENT

Project planning is at the heart of the GAD PPAs cycle. The plans are documented, the deliverables, requirements are defined, and the project schedule is created. This helps the unit and its external suppliers to ensure the delivery and implementation of the project on time, within budget, and within schedule.

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Request Form			Admin Committee Officers	
Request Letter addressed to the City GAD Focal Person			Client	
Government-issued ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requisition letter	1.1 Receive and log request. 1.2 Review the legal basis. 1.3 Assess the projects.	None	5 minutes	Kristel Lovella D. Capiña Karen Joy A. Peregrino;
2. Prepare the Documents	1.1 Conduct preliminary assessment and research. 1.2 Prepare policy comments and recommendations. 1.3 Transmit the policy review, resolution and feedback.	None	5 minutes	Kristel Lovella D. Capiña Karen Joy A. Peregrino;
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	10 minutes	

NOTE: Signing of the pertinent documents depends on the availability of the City GAD Focal Point Person.