



**GENDER AND DEVELOPMENT (GAD)
DIVISION**



EXTERNAL SERVICES

1. PROVISION OF GAD AND REFERRAL SERVICES

The provision of GAD Information and Referral Services includes the furnishing of relevant information related to GAD concerns and referral to appropriate government departments or agencies for concerns that are beyond the mandate of the GAD Division Office .

Frontline Service	:	GAD Referral Services
Clients	:	Walk-in clients
Written Request	:	Letter Request
Requirements	:	Request/Referral Form
Schedule of Availability of the Service	:	8 hours
E-mail address	:	LegaCy.GenderAndDevelopment@gmail.com
Fees	:	None

WALK-IN CLIENTS					
CLIENT STEP	AGENCY ACTIVITY	Person Responsible	Documents to be Presented	Maximum Time of Transaction	Amount of Fees
a. Walk-in clients: Visitors Log	1. Simple Transactions: GAD Related information or data that is readily available	GAD Staff	Request and Referral Letter	Within 3 working days	
b. Written Request:	2. Complex Transactions: GAD-Related information that not readily available, requiring the review and approval of appropriate authorities prior to release	GAD Staff	Referral/letter to recommended agency for further information	Within 7 working days	
c. Letter Request	3. Highly Technical Transactions: 3.1. GAD-related information that is not readily available and require further research, consultation with other stakeholders, processing of raw tables from available databases or review /approval of GFPS	GAD Staff/ GFPS	Letter Request address to GAD Focal Person/ Local Chief Executive	Within 15 working days	



WALK-IN CLIENTS					
CLIENT STEP	AGENCY ACTIVITY	Person Responsible	Documents to be Presented	Maximum Time of Transaction	Amount of Fees
a. All clients pass through the receiving GAD staff for inquiries	1. GAD Staff refers to the GAD Focal Person for concerns	Concerned Unit/Personnel (Administrative GAD Team)	Letter Request	One minute	
b. Discusses the concerns to the clients to get relevant information needed to assess the request	1. Discusses the concerns of the clients to get relevant information needed to assess their request	Concerned Unit/Personnel (Admin GAD Team)		1-2 minutes	
	2. Advises the clients on the appropriate actions they can take and agency/institution with mandate or competence to provide the needed assistance for their request	Research and Planning Team, Monitoring and Evaluation Team		2-3 minutes	
c. Accomplishes the ARTA Feedback Form on GAD Services and drops it at the suggestion box	1. The GAD staff summarizes the feedback forms every end of the month	GAD Staff	Feedback form	3-5 minutes	

TELEPHONE INQUIRIES					
a. Receives calls requesting information and referral services	1. Receives phone inquiries related to GAD and related services requested by private individuals and institutions, barangays, departments, agencies, other LGUs and clients	GAD Staff	Mobile Call or Mobile or messenger text message	1-2 minutes	
b. Provides the necessary details of the inquiries/ requests	2. Directly responds to sample inquiries	GAD Staff		2-3 minutes Complex W/in 3-5 WD Highly Technical W/in 15 WD	
	3. For complex inquiries, proposals and follow-ups to requests needing clearance from the top management, GAD staff advises the client to either write or send a copy of the letter providing specific details on the nature and purpose of their concern		Simple Within 1 WD		
	4. Asks details of the clients and forward the call to the concerned personnel / GAD staff/management				



WRITTEN INQUIRIES / REQUESTS					
c. Sends letter request or proposal to GAD Office (Email/Hard Copy) indicating important details about the inquiry	1. Encodes/records received letters forwarded by personnel in charge into GAD Database/Logbook (Request/Inquiries Received through email or hard copy) 2. GAD staff forward received documents to Head of GAD for instructions 3. Updates GAD Database on the action taken and the status of the response/assistance provided	GAD Staff/Team	Letter Request	5 minutes upon receipt of request	
			GAD Data / Reports	5 minutes upon receipt of update	
End of Transaction					
Who May Avail : Government to Citizen, Government to Government, Government to Non-Government Organizations General Public, Private Sectors, Government Instrumentalities, Legazpi City Employees					

Documentary Requirements where to secure <ul style="list-style-type: none"> o GAD Plan and Budget Forms prepared by the Barangay o GAD Focal Person and approved by the Barangay Captain 	
For Walk-in Clients:	Visitor's Attendance Form
For Written Request:	Letter Request addressed to the Local Chief Executive through the GAD Focal Point System
Inquiries , Feedback Mechanisms, Suggestions, Recommendations as well as Complaints may be send to/filed to	
Marlene C. Balubar – GFPS Focal Point Person Cp No- . 0939-930-5809 E-mail- LegaCy.GenderAndDevelopment@gmail.com	
Maria Celeste Perpetua R. Lorbes – GAD Staff Cp No- 09399052891 E-mail- LegaCy.GenderAndDevelopment@gmail.com	

2. REFERRAL TO THE SERVICE PROVIDER REGARDING GAD TRAINING CONCERNS

All offices, departments and agencies including barangay officials in the local government officials shall initiate gender sensitivity orientation and training and prevention of gender-based violence training which shall equip them with theoretical and practical knowledge on gender justice.

Office or Division:	GAD Division	
Classification	Simple Transaction : Total Processing Time	Within 2-3 working days
Type of Transaction	G2C – Government to Citizen G2G – Government to Government G2N - Government to Non-Government	
Who May Avail	General Public, City Government Employees, Private Sector	
Documentary Requirements where to secure <ul style="list-style-type: none"> o GAD Plan and Budget Forms prepared by the Barangay o GAD Focal Person and approved by the Barangay Captain 		
For Walk-in Clients:	Letter Request (Email or Hard Copy)	
Visitor's Attendance Form	Requesting Party	



FOR WRITTEN RESPONSE:

CLIENT STEP	AGENCY ACTIVITY	Person Responsible	Documents To Be Presented	Maximum Time Of Transaction	Amount of Fees
Walk-In Clients					
a. All clients pass through the receiving GAD staff	1. The GAD staff refers the clients to the gad focal person			1 Minute	
b. Discusses the concern of the client to get relevant information needed to assess the request	2. Discusses the concern of the client with the GAD staff to get relevant information needed and refers to the gad focal person	GAD STAFF	Letter Request for training	1-2 Minutes	
c. Clients to proceed to the GAD focal person for their concerns/inquiries	3. GAD focal person advises the client on the appropriate they can take and referral to agency/institution to provide them the needed assistance they requested	GAD STAFF		5 Minutes	
Telephone Inquiries					
a. Receives call from different offices/agency requesting for training	1. Receives phone inquiries related to request of GAD training				
b. Provides the necessary details of the inquiries/ requests	2. Directly responds to simple inquiries and advice client for the next step	GAD STAFF		2-3 Minutes	
Written Inquiries/Requests					
a. Letter Of Training Request From Barangays, Departments, National Agencies, Private Institutions And Other LGUs and other Clients	1. GAD Staff Forward Letter To The GAD Focal Person For Recommending Actions Regarding Training Request For Approval	GAD STAFF LCE	Letter Request for training	Within 1 Day	
	2. GAD Focal Person Receives The Letter And Recommends Approval From The LCE	GAD STAFF LCE		Within 1-2 Working Days	
	3. GAD Staff Coordinates With The CHRMO For Office Order For Staff Attending The Training.	GAD STAFF LCE CHRMO		Within 2-3 Working Days	
	4. GAD Staff Coordinates With Speaker/GAD Resource Person And Discuss With Requesting Party The Training Needs, Participants' Profile And Preliminary Requirements, Program, Materials Needed, Requirements And For Confirmation Of Dates, Venues And Other Arrangements	GAD Staff And Focal Person Secretariat	Letter Request to Resource Speaker	Within 1-2 Days	
	5. GAD staff prepares a transmittal letter to the speaker/GAD resource person approved by the LCE	GAD Staff GAD Focal Person LCE		30 minutes	
	6. Conduct of actual training by the speaker and training team with Evaluation of Training and Documentation Report	GAD Resource Speaker GAD training team	Training Module	8-16 hours	



3. PROVISION OF RESPONSIVE GAD TECHNICAL ASSISTANCE ON GAD PLANS AND BUDGET AND GAD ACCOMPLISHMENT REPORTS

Office or Division:	GAD Division				
Classification	Highly Technical Transaction :	Total Processing Time Within 7 working days			
Type of Transaction	G2G – Government to Government				
Who May Avail	City Government Employees, Barangays				
Documentary Requirements where to secure					
<ul style="list-style-type: none"> ○ GAD Plan and Budget Forms prepared by the Barangay ○ GAD Focal Person and approved by the Barangay Captain 					
CLIENT STEP	AGENCY ACTIVITY	Person Responsible	Documents to be Presented	Maximum Time of Transaction	Amount of Fees
a. Clients pass through the receiving GAD staff to assist concern for technical assistance	1. GAD staff refers the client to GAD Focal Person for concern	GAD staff	GAD P/B	1 minute	
	2. GAD staff and Focal Person provide technical assistance to the clients in the GAD planning and budgeting preparation and GAD accomplishment reports		GAD ARs	1 hour	
For Walk-in Clients: Visitor's Attendance Form					
For Written Request: Letter Request addressed to the Local Chief Executive through the GAD Focal Point System					

4. COMPILATION OF ENDORSED (by CPDO) BARANGAY GAD PLAN AND BUDGET (BGPBs) and ACCOMPLISHMENT REPORT (ARs)

Office or Division:	GAD Division				
Classification	Highly Technical Transaction :	Within 7 working days			
Type of Transaction	G2G – Government to Government				
Who May Avail	Legazpi City Barangays				
Documentary Requirements where to secure					
<ul style="list-style-type: none"> ○ GAD Plan and Budget Forms prepared by the Barangay GAD Focal Person (GFPS), ○ approved by the Barangay Captain, submitted to CPDO and received by City DILG 					
CLIENT STEP	AGENCY ACTIVITY	Person Responsible	Documents to be Presented	Maximum Time of Transaction	Amount of fees
a. Submits the Barangay GAD Plan and Budget for the next year	1. Receives the submitted and endorsed of Barangay GAD Plan and Budget	GAD Staff assigned	Brgy GAD P/B	2-5 minutes	
	2. Check the template used and complete attachments			30 minutes to 1 hour	
	3. GAD staff assigned checks the submitted Barangay GAD Plan and		Brgy GAD P/B		



	Budget with complete attachments (GAD Accomplishment Reports of the previous year) ✓ After checking the submitted GPB, concerned staff logs receipt date of the GPB ✓ Checked and reviewed GPB submitted	GAD Staff Assigned	Brgy GAD ARs	Within 1 working day	1
For Walk-in Clients: Visitor's Attendance Form					

INTERNAL

1. PROVISION OF RESPONSIVE GAD TECHNICAL ASSISTANCE TO DIFFERENT OFFICES PREPARING GAD PLAN AND BUDGET

Office or Division:	GAD Division				
Classification	Highly Technical Transaction : Total Processing Time	Within 15 working days			
Type of Transaction	G2G – Government to Government				
Who May Avail	Legazpi City Government Different Offices				
Documentary Requirements where to secure <ul style="list-style-type: none"> o GAD Plan and Budget Forms prepared by the Different Offices GAD Accomplishment Reports					
CLIENT STEP	AGENCY ACTIVITY	Person Responsible	Documents to be Presented	Maximum Time of Transaction	Amount of Fees
a. Client pass through the GAD staff for technical assistance for budget preparation of GPB	1. GAD staff refers clients to GAD Focal Person for GPB concerns	GAD Staff	Office GPB	1 minute	
b. Discusses the concerns of the different offices for assistance needed regarding their GPB	1. GAD focal person discusses with GAD TWG of concerned offices regarding their GPB	GAD focal person GAD TWG of concerned offices	GPB	1-2 hours	
	2. GAD focal person provide technical assistance in the revision of the GPB of concerned offices				
	3. Advises the concerned offices on the correction/ revision on their GPB				
c. Accomplishes the feedback form on GAD Services	1. GAD staff consolidates feedback forms at the end of every month	GAD Staff		10 minutes	



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2. REFERRAL TO THE SERVICE PROVIDER REGARDING GAD TRAINING CONCERNS

All offices, departments and agencies including local government officials shall initiate gender sensitivity orientation and training and prevention of gender-based violence training which shall equip them with theoretical and practical knowledge on gender justice.

Office or Division:	GAD Division
Classification	Simple Transaction : Total Processing Time Within 2-3 working days
Type of Transaction	G2G – Government to Government G2N - Government to Non-Government
Who May Avail	General Public, City Government Employees, Private Sector
Documentary Requirements where to secure	
<ul style="list-style-type: none"> o GAD Plan and Budget Forms prepared by the Barangay o GAD Focal Person and approved by the Barangay Captain 	
For Walk-in Clients:	Letter Request (Email or Hard Copy)
Visitor's Attendance Form	Requesting Party

FOR WRITTEN RESPONSE:

Client Step	Agency Activity	Person Responsible	Documents To Be Presented	Maximum Time Of Transaction	Amount Of Fees
Walk-In Clients					
a. All clients pass through the receiving GAD staff	1. The gad staff refers the clients to the GAD focal person			1 Minute	
b. Discusses the concern of the client to get relevant information needed to assess the request	2. Discusses the concern of the client with the GAD staff to get relevant information needed and refers to the gad focal person	GAD STAFF	Letter Request for Training	1-2 Minutes	
c. Clients to proceed to the GAD focal person for their concerns/inquiries	3. GAD focal person advises the client on the appropriate they can take and referral to agency/institution to provide them the needed assistance they requested	GAD STAFF		5 Minutes	
Telephone Inquiries					
a. Receives call from different offices/agency requesting for training	1. Receives phone inquiries related to request of GAD training		Mobile Call of		



b. Provides the necessary details of the inquiries/requests	2. Directly responds to simple inquiries and advice client for the next step	GAD STAFF	Text/Messenger Message	2-3 Minutes	
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Written Inquiries/Requests					
a. Letter Of Training Request From Barangays, Departments, Agencies, Private Institutions And Other LGUS And Clients	1. GAD Staff Forward Letter To The GAD Focal Person For Recommending Actions Regarding Training Request For Approval	GAD STAFF LCE		Within 1 Day	
	2. GAD Focal Person Receives The Letter And Recommends Approval From The LCE	GAD STAFF LCE		Within 1-2 Working Days	
	3. GAD Staff Coordinates With The CHRMO For Office Order For Staff Attending The Training.	GAD STAFF LCE CHRMO		Within 2-3 Working Days	
	4. GAD Staff Coordinates With Speaker/GAD Resource Person And Discuss With Requesting Party The Training Needs, Participants' Profile And Preliminary Requirements, Program, Materials Needed, Requirements And For Confirmation Of Dates, Venues And Other Arrangements	GAD Staff And Focal Person Secretariat		Within 1-2 Days	
	5. GAD staff prepares a transmittal letter to the speaker/GAD resource person approved by the LCE	GAD Staff GAD Focal Person LCE		30 minutes	
	6. Conduct of actual training by the speaker and training team with Evaluation of Training and Documentation Report	GAD Resource Speaker GAD training team		8-16 hours	

For Walk-in Clients:

Visitor's Attendance Form

For Written Request:

Letter Request addressed to the Local Chief Executive through the GAD Focal Point System



3. REVIEW AND ENDORSEMENT OF CITY GOVERNMENT OF LEGAZPI DEPARTMENT'S GAD PLAN AND BUDGET (GPB)

Office or Division:	GAD Division				
Classification	Highly Technical Transaction : Total Processing Time	Within 15 working days			
Type of Transaction	G2G – Government to Government				
Who May Avail	Legazpi City Government Different Offices				
Documentary Requirements where to secure <ul style="list-style-type: none"> ○ GAD Plan and Budget Forms prepared by the Different Offices ○ GAD Accomplishment Reports 					
Client Step	Agency activity	Person Responsible	Documents to be Presented	Maximum Time of Transaction	Amount Of Fees
a. Clients pass through the GAD staff for GPB review concerns	1. GAD staff receives the GPB for review	GAD staff		1 minute	
b. Present or submit GPB (Hard copy of soft copy)	1. One on one consultation or assistance in formulating/review of GPB			1-2 hours	
	2. Provides the clients the comments/ feedback after the consultation				
	3. Client to re-submit the corrected GPB for further evaluation			Within 2 working days	
2. Submit the reviewed proposed GPB to GAD focal person	1. Receives the GPB and will undergo evaluation and review, critique by the GAD focal person	GAD staff and GAD focal person		15 working days	
	2. Consolidates reviewed proposed GPB based on the comments of the GAD Focal Person and Staff				
	3. Submits the consolidated GPB to the portal of DILG for further review				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedbacks and/or complaints may be sent via email to:	Legacy.genderanddevelopment@gmail.com
How feedbacks are processed	Feedbacks and/or complaints are acknowledged and replied via email explaining process, action taken and disposition to the relevant offices
How complaints are processed	Complaints are processed and acted and communicated to the complainant via e-mail or calls.