



**QUEZON CITY FOOD
SECURITY TASK FORCE**

CITIZEN'S CHARTER

2023



I. Mandate:

Executive Order No. 32, series of 2020

II. Vision:

A food-secure and food-resilient Quezon City.

III. Mission:

To ensure availability, access, proper utilization, and stability of food.

To augment and/ complement livelihood and economic recovery of supply chains.

To promote consumption of nutritious food & better mental health for Quezon City citizens.

To create inroads for Climate Change Adaptation/ New Normal practices for QC food production and processing.

IV. Service Pledge:

We aim to achieve food security in the City as defined by the Food and Agriculture Organization of the United Nations, "Food Security exists when all people at all times, have physical and economic access to sufficient, safe and nutritious food that meets their dietary needs and food preferences for an active and healthy life."



1. FACILITATION OF CAPACITY BUILDING PROGRAMS RELATED TO URBAN AGRICULTURE, URBAN AQUACULTURE AND FOOD SYSTEMS

The Food Security Task Force partners with various National Government Agencies and organizations to provide capacity building programs related to urban agriculture, food security, and other topics related food systems to increase the knowledge and skills of the city.

OFFICE OR DIVISION:		QC FOOD SECURITY TASK FORCE		
CLASSIFICATION:		Complex, Highly Technical		
TYPE OF TRANSACTION:		G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)		
WHO MAY AVAIL:		Public and private sector		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proposal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit proposal	Receive.	None	5 minutes	Assigned Staff
	Evaluate, coordinate with requesting party and with other concerned city dept.	None	7-20 days (depending on nature or complexity of proposed program/project)	Assigned Staff
Program/project implementation.	Facilitate necessary resources.	None	1 day	Assigned Staff
END OF TRANSACTION				



2. PROGRAMS/ PROJECTS/ ACTIVITY COORDINATION AND MONITORING RELATED TO FOOD SECURITY AND FOOD SYSTEMS

To access existing projects, propose plans, and proposals to the city Mayor and select, execute, manage and monitor those that are aligned with Food Security, Improvement of Food Systems, and related programs through the provision of technical and liaison services and sourcing of financial assistance for various programs.

Office or Division:	QC FOOD SECURITY TASK FORCE			
Classification:	Simple, Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	City Departments/Offices/Operating Units City Councilors Private entities National government agencies Local government units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original copy – Letter, Memo, Endorsement/ Indorsement, Transmittal, Routing Slip One (1) set of supporting documents, (if any) For emails, please send to: sdpo@quezoncity.gov.ph or growqc@quezoncity.gov.ph			Documents to be provided by the requesting party.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Physical Submission 1. File document/s or request/s to office's receiving area.	1. Receives the Document of the client and stamp date & time received.	None	2 minutes	<i>Administrative Staff</i>
	2. Assigns document tracking control number.		2 minutes	<i>Administrative Staff</i>
	3. Assigns document and submits to Co-Chairperson of the QC Food Security Task Force		5 minutes	<i>Administrative Staff</i> <i>Co-Chairperson of the QC Food Security Task Force</i>
	4. After careful review, the Co-Chairperson of the QC Food Security Task		10 minutes	<i>Co-Chairperson of the QC Food Security Task Force</i>



	<p>Force recommends action to concerned staff.</p> <p>5. Conducts Complete Staff Work thru proper review, evaluation and analysis; data gathering, and recommendation of proper action; including the preparation of relevant documents to grant request or implement given instructions.</p> <p>6. Gives evaluation report and/or draft action documents to the Mayor's Office or concerned LGU agency/ department/ unit/ task force for review/ consideration/ approval/ signature.</p> <p>7. Concerned staff to coordinate with requesting party.</p>		<p>5 working days</p> <p>2 working days</p> <p>1 working day</p>	<p><i>Co-Chairperson of the QC Food Security Task Force</i></p> <p><i>Programs Staff</i></p> <p><i>Co-Chairperson of the QC Food Security Task Force</i></p> <p><i>Programs Staff</i></p> <p><i>Administrative Staff</i></p>
TOTAL			8 days and 19 minutes	
<p>For online communication via email:</p> <p>1. Send to sdpo@quezoncity.gov.ph</p>	<p>1. Acknowledges receipt of email online the Document of the client and stamp date & time received.</p> <p>2. Assigns document tracking control</p>	None	<p>1 minute</p> <p>2 minutes</p>	<p><i>Administrative Staff</i></p> <p><i>Administrative Staff</i></p>



	number.			
	3. Assigns document and submits to Sustainable Development Projects Officer		5 minutes	<i>Administrative Staff</i>
	4. After careful review, the Co-Chairperson of the QC Food Security Task Force recommends action to concerned staff.		10 minutes	<i>Co-Chairperson of the QC Food Security Task Force</i>
	5. Conducts Complete Staff Work thru proper review, evaluation and analysis; data gathering, and recommendation of proper action; including the preparation of relevant documents to grant request or implement given instructions.		5 working days	<i>Co-Chairperson of the QC Food Security Task Force</i> <i>Programs Staff</i>
	6. Gives evaluation report and/or draft action documents to the Mayor's Office or concerned LGU agency/ department/ unit/ task force for review/ consideration/ approval/ signature.		2 working days	<i>Co-Chairperson of the QC Food Security Task Force</i> <i>Programs Staff</i>
	7. Concerned staff to coordinate with requesting		1 working day	<i>Administrative Staff</i>



	party.			
	TOTAL		8 days and 18 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to file a complaint	Complaints can also be filed personal or via email at the office. Make sure to provide the following information: <ul style="list-style-type: none"> • Letter request of the said complaint providing their contact information.
<p><u>Contact Information:</u></p> <p><i>Contact Center ng Bayan (CCB) Civil Service Commission</i></p> <p><i>Presidential Complaints Center (PCC), Office of the President</i></p> <p><i>Anti-Red Tape Authority (ARTA)</i></p>	<p>0908-881-6565 email@contactcenterngbayan.gov.ph 1-6565 www.contactcenterngbayan.gov.ph</p> <p>8888</p> <p>complaints@arta.gov.ph 8478-5043</p>



CONTACT INFORMATION

Office	Address	Contact Information
Co-Chairperson, QC Food Security Task Force	6/F High Rise Building, City Hall Compound, Elliptical Road Diliman, Quezon City, Philippines	+63(2) 8988-4242 loc. 1207 Email: growqc@quezoncity.gov.ph sdpo@quezoncity.gov.ph