



**HOUSING, COMMUNITY DEVELOPMENT
AND
RESETTLEMENT DEPARTMENT
(H.C.D.R.D)**

CITIZEN'S CHARTER

(UPDATED on August 16, 2019)

Submitted by:

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City Government Department Head III

Housing, Community Development and Resettlement Department (HCDRD) formerly Urban Poor Affairs Office (UPAO)

1.0 Legal Mandate:

References:

City Ordinance No. SP- 2129, S-2012 ; City Ordinance No. SP -2187 , S-2012 ; City Ordinance No. SP 2444 ,S- 2015 ;City Ordinance No. SP-2491, S-2016;
City Ordinance No. SP-2771 ,S-2018

2.0 Vision:

We envision a socially transformed community, empowered, self-reliant, productive and self-contained community with improved quality of life provided with security of tenure through the City's Socialized Housing Program and suitable relocation or resettlement sites with basic services components.

3.0 Mission:

Mandated to implement Republic Act No.7279, otherwise known as the Urban Development Housing Act of 1992 (UDHA) , in coordination with the Social Housing Finance Corporation, Housing and Urban Development Coordinating Council, the Department of Interior and Local Government and other government agencies concerned , the private sector and other non-government organizations particularly focusing on socialized housing and resettlement programs for the City's underprivileged and homeless constituents or informal settler families (ISFs); and to undertake programs that will ensure sustained development in the resettlement areas or communities through continuing education, training, providing health and welfare assistance through efficient, honest and committed delivery of public/basic services by its employees.

4.0 Frontline Services:

- A. LOT ACQUISITION THROUGH COMMUNITY MORTGAGE PROGRAM
- B. LOT ACQUISITION THROUGH DIRECT SALE PROGRAM
- C. AVAILMENT OF SOCIALIZED HOUSING UNIT AND SOCIALIZED CONDOMINIUM UNIT
- D. PROVIDE ASSISTANCE TO COMMUNITY ASSOCIATIONS/ INDIVIDUAL, LANDOWNER OR OTHER SECTORS OF SOCIETY / GOVERNMENT INSTITUTIONS
IN ACCORDANCE WITH R.A. 7279
- E. RELOCATION AND RESETTLEMENT PROGRAM
- F. BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT
- G. ISSUANCE OF CLEARANCE FOR SOCIALIZED HOUSING BASIC UTILITIES SERVICES
- H. CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES
- I. ACCREDITATION OF CMP MOBILIZERS / ORIGINATORS
- J. ISSUANCE OF CLEARANCE/CERTIFICATION FOR TAX EXEMPTION PURPOSES OF LOTS INVOLVING SOCIALIZED HOUSING/OCCUPIED BY INFORMAL SETTLER FAMILIES (ISF)
- K. RECEIVE COMPLAINTS /REPORTS FOR RESOLUTIONS OF HCDRD COMMITTEE IN ACCORDANCE WITH CITY ORDINANCE SP- 2444 S-2015

A. LOT ACQUISITION THROUGH COMMUNITY MORTGAGE PROGRAM

Schedule of Availability of Service:

Days: Monday- Friday

Hours: 8:00 a.m. - 5:00 p.m. *(no noon break)*

Who May Avail of the Service:

Community Associations (CA) of urban poor families; Landowners (LO) of private properties; Individual Client for Socialized Housing

Documentary Requirements:

A. Landowners (LO)

1. Letter Request
2. Certified true copies of the ff:
 - Titles with certificate of three(3) titles back
 - Tax Declaration
 - Tax Clearance / Tax Receipts
 - Vicinity Map / lot plan signed by Geodetic Engineer
 - Proof of road right- of -way
 - Special Power of Attorney if owner has attorney- in - fact
 - DENR Clearance

B. Community Associations (CA)

1. Letter Request
2. List of Beneficiaries (Census Survey by HCDRD)

C. Individual Client for Socialized Housing

1. Proof of Income
2. Marriage Contract
3. Birth Certificate
4. Homeowner's Clearance
5. Barangay Clearance
6. NBI Clearance

Processing Period:

- A. 26 days and 5 minutes *(Landowners(LO))*
- B. 26 days and 5 minutes *(Community Associations(CA))*
- C. 26 days and 5 minutes *(Individual Client for Socialized Housing)*

How to Avail of the Service

LOT ACQUISITION THROUGH COMMUNITY MORTGAGE PROGRAM						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
A. Community Association (CA)						
1	Submits letter request with list of Beneficiaries	Receives letter request from Community Association (CA)	5 minutes	<i>Assistant Department Head</i>	N/A	-
		Validates submitted documents and attachments	1 day			
2	-	Transmits to the Assistant Department Head for review of report	5 days	<i>Assistant Department Head</i>	N/A	-
3	-	Receives report for proper disposition	5 days	Department Head	N/A	-
4	-	Enrolls for Community Mortgage Program (CMP) Based on the report submitted	5 days	Department Head <i>Assistant Department Head</i>	N/A	-
5	Follows – up action taken on the request	Gives Feedback to Client with attached report	5 days	<i>Division Head</i>	N/A	-
6	Reviews/Signs (compliant documents) with Community Mortgage Program Section	Submits complete loan documents to the Social Housing Finance Corporation (SHFC)	5 days	Community Mortgage Program Section Section Head	N/A	SHFC loan documents
END OF TRANSACTION						

LOT ACQUISITION THROUGH COMMUNITY MORTGAGE PROGRAM

Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
B. Landowner (LO)						
1	Submits Letter request with the Certified true copies of the ff: <ul style="list-style-type: none"> • Title • Tax Declaration • Tax Clearance • Vicinity Map/Lot Plan 	Receives letter request from Landowner (LO)	5 minutes	<i>Assistant Department Head</i>	N/A	-
		Validates submitted documents and attachments	1 day			
2	-	Transmits to the Assistant Department Head for review of report	5 days	<i>Assistant Department Head</i>	N/A	-
3	-	Receives report for proper disposition	5 days	<i>Department Head</i>	N/A	-
4	-	Enrolls for Community Mortgage Program (CMP)Based on the report submitted	5 days	<i>Department Head</i> <i>Assistant Department Head</i>	N/A	-
5	Follows-up action taken on the request	Gives Feedback to client with attached report	5 days	<i>Division Head,</i> <i>(Sec.Head)</i>	N/A	-
6	Reviews/Signs (compliant documents) with Community Mortgage Program Section	Submits complete loan documents to the Social Housing Finance Corporation (SHFC)	5 days	Community Mortgage Program Section <i>Section Head</i>	N/A	SHFC loan documents

END OF TRANSACTION

LOT ACQUISITION THROUGH COMMUNITY MORTGAGE PROGRAM

Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
C. Individual Client for Socialized Housing						
1	Submits letter request including the ff: -Proof of Income -Marriage Contract -Birth Certificate -Homeowners Clearance -Barangay Clearance	Receives letter request from Landowner (LO)	5 minutes	Assistant Department Head	N/A	-
		Validates submitted documents and attachments	1 day			
2	-	Transmits to the Assistant Department Head for review of report	5 days	Assistant Department Head	N/A	-
3	-	Receives report for proper disposition	5 days	Department Head	N/A	-
4	-	Enrolls for Community Mortgage Program (CMP) Based on the report submitted	5 days	Department Head Assistant Department Head	N/A	-
5	Follows – up action taken on the request	Gives Feedback to Client with attached report	5 days	Division Head	N/A	-
6	Reviews/Signs (compliant documents) with Community Mortgage Program Section	Submits complete loan documents to the Social Housing Finance Corporation (SHFC)	5 days	Community Mortgage Program Section	N/A	SHFC loan documents

END OF TRANSACTION

B. LOT ACQUISITION THROUGH DIRECT SALE PROGRAM

Schedule of Availability of Service:

Days: Monday – Friday

Hours: 8:00 a.m. – 5:00 p.m. (*no noon break*)

Who May Avail of the Service:

Beneficiaries of Socialized Housing Projects under Direct Sale Scheme-Lot Only

Documentary Requirements:

- Proof of Income
- Marriage Contract/ Birth Certificate
- Barangay Clearance
- NBI Clearance
- Homeowners Association (HOA) Clearance
- Residence Certificate / Valid ID (*any Government issued ID*)
- ID Picture
- Contract of Sale
- Order of Payment
- Certificate of Payment/ Full Payment (*City Treasurer's Office/HCDRD (UPAO)*)
- Special Power of Attorney (SPA) (*If necessary*)
- Tax Declaration
- Tax Clearance
- Certificate Authorizing Registration (CAR)
- Transfer Tax Exemption
- Original Transfer Certificate of Title
- Memorandum of Agreement for the disposal of the property
- Ordinances/Resolution regarding lot disposal
- Approved subdivision plan

Processing Period:

15 days and 12 minutes

How to Avail of the Service

LOT ACQUISITION THROUGH DIRECT SALE PROGRAM						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Homeowners Association shall request for direct sale program Submits the ff: -Proof of Income -Marriage Contract -Birth Certificate -Homeowners Clearance -Barangay Clearance -NBI Clearance	Reviews documents submitted and prepare Contract to Sell (CTS)	5 days	Department Head <i>Division Head</i> Section Head	N/A	Contract to Sell
2	Payment of Awards and Processing Fee	Issues Order of Payment	2 minutes	<i>Administrative Aide IV</i>	Php 130	Official Receipt from City Treasurer's Office
3	Requests copy of Contract to Sell Present the ff: • Residence Certificate • Homeowners Association Clearance • Valid ID (<i>any government issued ID</i>)	Releases Contract to Sell to project beneficiary	10 minutes	<i>Administrative Aide IV</i> H&HRO II	N/A	–
4	Requests for signing Deed of Absolute Sale (DOAS) Submits the ff: • Inspection Report • Certificate of Payment (Treasurer's Office) • Certificate of Full Payment (HCDRD) • Special Power of Attorney (<i>if necessary</i>) • Marriage Contract / Death Certificate	Reviews the submitted documents Prepares Deed of Absolute Sale (DOAS) for signing	5 days	Department Head <i>Division Head</i> Section Head H&HRO II	N/A	–
5	Requests for original owner's duplicate Transfer Certificate of Title • Present valid ID (<i>any government issued ID</i>) • Special Power of Attorney (<i>if necessary</i>)	Releases original owner's duplicate Copy of Transfer Certificate of Title (upon receipt from RD)	5 days	Direct Sale Personnel upon approval of the Division Head, Assistant Department Head and Department Head	N/A	–
END OF TRANSACTION						

C. AVAILMENT OF SOCIALIZED HOUSING UNIT AND SOCIALIZED CONDOMINIUM UNIT

Schedule of Availability of Service:

Days: Monday – Friday

Hours: 8:00 a.m. – 5:00 p.m. *(no noon break)*

Who May Avail of the Service:

Qualified informal settler families, government employees and other Quezon City Residents

Documentary Requirements:

- Proof of Income (CEC, Certificate of Engagement, Pay slip, ITR)
- Marriage Contract/ Birth Certificate of borrower & Spouse
- Xerox Copy of valid ID and company ID with signature
- Xerox Copy of valid ID of spouse
- 1x1 picture (4pcs.)
- Proof of Billing
- If OFW, Contract of Service and Special Power of Attorney(*Executed with the appropriate Consulate Office*)
- Barangay Clearance
- Certificate of No Property
- Family Picture 3R (2pcs.)
- NBI Clearance
- BIR TIN (one time if necessary)

Processing Period:

24 days *(prior to submission at HDMF/SHFC)*

How to Avail of the Service

<i>AVAILMENT OF SOCIALIZED HOUSING UNIT AND SOCIALIZED CONDOMINIUM UNIT</i>						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submits the following documents: <ul style="list-style-type: none"> • Proof of Income • Marriage Contract / Birth Certificate • Valid ID <i>(any government issued ID)</i> • Barangay Clearance • NBI Clearance • Certificate of Property • ID picture 1x1 • 1 month pay slip • Latest proof of billing • Recommendation of Development Officer, if ISFs 	Screens applications / Pre- evaluation	3 days	H&HRO II / <i>Administrative Aide IV</i>	N/A	–
2	Attends the orientation / seminar	Conducts orientation/seminar (list of beneficiaries)	1 day	<i>Section Head</i> H&HRO IV	N/A	–
3	Signs loan documents as scheduled	Facilitates the signing of beneficiary loan documents and include other documents/ forms / pleadings for encoding	10 days	<i>Section Head</i> <i>Administrative Aide IV</i>	N/A	HDMF Loan Documents / Forms
4	–	Reviews application and loan documents and submit to PAG-IBIG Fund	10 days	<i>Section Head</i>	N/A	–
END OF TRANSACTION						

D. PROVIDE ASSISTANCE TO COMMUNITY ASSOCIATIONS/ INDIVIDUAL, LANDOWNER OR OTHER SECTORS OF SOCIETY / GOVERNMENT INSTITUTIONS IN ACCORDANCE WITH R.A. 7279

Schedule of Availability of Service:

Days: Monday – Friday

Hours: 8:00 a.m. – 5:00p.m. (*no noon break*)

Who May Avail of the Service:

Clients whose concerns are within the mandate/jurisdiction of this Department

Documentary Requirements:

Requests letter with complete personal circumstances, address and contact number with attached documents

Processing Period:

25 days and 5 minutes

How to Avail of the Service

PROVIDE ASSISTANCE TO COMMUNITY ASSOCIATIONS/ INDIVIDUAL, LANDOWNER OR OTHER SECTORS OF SOCIETY/ GOVERNMENT INSTITUTIONS IN ACCORDANCE WITH R.A. 7279						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submits letter request (<i>with attached documents</i>)	Receives Letter request	5 minutes	Community Development Officer	N/A	–
2	Reports to Community Development Officer for further case review	Conducts Preliminary Investigation	10 days	Community Development Officer	N/A	–
3	Attends consultation and arbitration meetings	Prepares Reports and Recommendations based on the submitted investigation report	10 days	Community Development Officer	N/A	–
4	Attends final meeting for the preparation of final report	Submits Final Report of Action taken	5 days	Community Development Officer	N/A	–
END OF TRANSACTION						

E. RELOCATION AND RESETTLEMENT PROGRAM

Schedule of Availability of Service:

Days: Monday – Friday

Hours: 8:00 a.m. – 5:00p.m.(*no noon break*)

Who May Avail of the Service:

Informal Settler Families in Quezon City

Documentary Requirements:

- Valid ID (*any government issued ID*)
- Investigation Report and Other Required Documents

Processing Period:

40 days and 5 minutes

How to Avail of the Service

<i>RELOCATION AND RESETTLEMENT PROGRAM</i>						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submits letter request	Receives letter request	5 minutes	Resettlement Officer	N/A	–
2	Attends consultation meetings / Social Preparation	Assigns/(Referral of) letter request to Development Officer	10 days	Resettlement Officer	N/A	Routing Slip
3	Submits the list relocation requirements to HCDRD front desk	Submits Report from Development Officer assigned based on the investigation report submitted	10 days	Resettlement Officer	N/A	–
4	Attends pre-relocation seminar	Indorses the list and requirements for pre – qualification data to NHA	10 days	Department Head <i>Assistant Department Head</i>	N/A	–
5	Attends orientation and receive schedule of actual relocation	Implements the selection of qualified beneficiaries as per NHA qualification	10 days	Resettlement Officer	N/A	–
END OF TRANSACTION						

F. BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT

Schedule of Availability of Service:

Days: Monday – Friday

Hours: 8:00 a.m. – 5:00p.m. *(no noon break)*

Who May Avail of the Service:

Quezon City Socialized Housing Beneficiaries

Documentary Requirements:

- Contract to Sell
- Official Receipt
- Photocopy of the Title and/or Technical Description
- Letter Request
- Valid ID *(any government issued ID)*
- NBI Clearance
- Authorization Letter *(If necessary)*
- Special Power of Attorney (SPA)*(If necessary)*

Processing Period:

A. 10 minutes *(Amortization Payment)*

B. 10 minutes *(Issuance of Certificate of Full Payment)*

C. 10 minutes *(Request for Individual Account Balances / Statement of Account)*

How to Avail of the Service

<i>BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT</i>						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
A. Amortization Payment						
1	Requests for order of Payment	Issues Order of Payment	5 minutes	H&HRO II	N/A	Order of Payment form
2	Presents Official Receipt of Payment from City Treasurer's Office	Records/(Entry) to the individual ledger on payment made on a particular program	5 minutes	H&HRO II	N/A	-
END OF TRANSACTION						

<i>BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT</i>						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
B. Issuance of Certificate of Full Payment						
1	Letter request for a certification of full payment and presents the following: <ul style="list-style-type: none"> Valid I.D. (any Government issued ID) Authorization Special Power of Attorney (SPA) 	Releases Certification of Full Payment	10 minutes	H&HRO II	N/A	-
END OF TRANSACTION						

<i>BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT</i>						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
C. Request for Individual Account Balances / Statement of Account						
1	Requests for individual ledger account	Releases /Issues Individual Ledger Account	10 minutes	H&HRO II	N/A	-
END OF TRANSACTION						

G. ISSUANCE OF CLEARANCE FOR SOCIALIZED HOUSING BASIC UTILITIES SERVICES

Schedule of Availability of Service:

Days: Monday – Friday

Hours: 8:00 a.m. – 5:00p.m.*(no noon break)*

Who May Avail of the Service:

- Quezon City Qualified Informal Settlers
- Community Mortgage Program and Quezon City Socialized Housing Beneficiaries
- Quezon City Resettlement Area

What are the Requirements:

1. Barangay Clearance for Meralco/Water application
2. Valid ID of applicant(any Government issued I.D.)
3. HOA Certification (CMP, Direct Sale and Socialized Housing Project)
4. Letter Request (if HOA/group)
5. MERALCO BILL (for reconnection of meter with same name)
6. MERALCO BILL and waiver (for reconnection of meter and transfer of service name)
7. If thru representative
 - Authorization from applicant
 - Valid ID of representative (any Government issued I.D.)

Processing Period:

- A. 3 days (Issuance of Meralco and Electrical Certification/Clearance)
- B. 3 days (Issuance of Water Clearance)

How to Avail of the Service

ISSUANCE OF CLEARANCE FOR SOCIALIZED HOUSING BASIC UTILITIES SERVICES						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
A. Issuance of Meralco and Electrical Certification						
1	Requests for issuance of Meralco and Electrical Certification/ Clearance and present the following documents <ul style="list-style-type: none"> • Barangay Clearance for Meralcoapplication • Valid I.D. (any Government issued I.D.) *Thru representative* <ul style="list-style-type: none"> • Authorization Letter • Valid ID of Representative (any Government I.D. issued) 	Checks/Validates submitted documents and process clearance to Meralco for electric connection Releases Meralco and Electrical Certification/ Clearance	3 days	H&HRO II Administrative Aide VI	N/A	Service Connection
END OF TRANSACTION						

ISSUANCE OF CLEARANCE FOR SOCIALIZED HOUSING BASIC UTILITIES SERVICES						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
B. Issuance of Water Clearance						
1	Requests for release of Water Clearance and present the following documents <ul style="list-style-type: none"> • Barangay Clearance for Water application • Valid I.D. (any Government I.D. issued) *Thru representative* <ul style="list-style-type: none"> • Authorization Letter • Valid ID of representative (any Government I.D. issued) 	Reviews submitted documents and process clearance for water connection (Maynilad/MWCI) Releases Clearance for Water Connection	3 days	H&HRO II Administrative Aide VI	N/A	Service Connection
END OF TRANSACTION						

H. CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES

Schedule of Availability of Service:

Days: Monday – Friday

Hours: 8:00 a.m. – 5:00p.m. (*no noon break*)

Who May Avail of the Service:

Informal Settlers in Quezon City

What are the Requirements:

- Letter Request
- Certified true copy of Land Title
- Certified true copy of vicinity map/location map
- Securities and Exchange Commission (SEC), if Association

Processing Period:

- A. 25 days and 5 minutes (*Request for Census-Survey/Validation*)
- B. 5 days and 3 minutes (*Request for Structural Mapping*)
- C. 10 days and 3 minutes (*Request for Issuance of Census Masterlist (Association/Institution/Landowner/s/Government)*)
- D. 1 day and 3 minutes (*Request for Issuance of Individual Census Certificate*)

How to Avail of the Service

<i>CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES</i>						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
A. Request for Census-Survey / Validation						
1	Submits letter request for census-survey with the following documents: <ul style="list-style-type: none"> • Letter request • Land title/vicinity map (if private property) • Tax Declaration 	Receives letter request for census and check if required documents are attached	5 minutes	Section Head	N/A	-
2	Attends meeting for pre-investigation or inspection	Conducts investigation and ocular inspection	10 days	Census Team	N/A	-
3	Attends briefing for actual census-survey	Conducts census-survey	10 days	Census Team	N/A	-
4	Secures copy of masterlist based on HCDRD requirement	Provides copy of masterlist	5 days	Asst. Dept. Head/ Division Head Section Head	N/A	-
END OF TRANSACTION						

<i>CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES</i>						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
B. Request for Structural Mapping						
1	Submits letter request for structural mapping with attached lot plan or land title	Receives letter request and check if required documents are attached	3 minutes	Section Head	N/A	-
2	Follows up for validated/verified copy structural map of the area concerned	Releases copy of structural map	5 days	Section Head	N/A	-
END OF TRANSACTION						

CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES

Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
C. Request for Issuance of Census Masterlist (Association/Institutions/Landowner/s/Government)						
1	Submits letter request from Association/ Institutions/ Landowner/s /Government for issuance of a copy of a masterlist	Receives letter request and validate records of requesting party.	3 minutes	Asst.Dept. Head/ Division Head <i>Section Head</i>	N/A	-
2	Follows up request and receive the result of verification	Reports validation result as per client request	10 days	Asst. Dept. Head/ Division Head <i>Section Head</i>	N/A	Masterlist
END OF TRANSACTION						

CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES

Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
D. Request for Issuance of Individual Census Certificate						
1	Submits letter request with attached census tag from individual Informal Settler Families (ISF) Submits letter request for census certificate from Government Offices and other concerned agencies or qualified requesting parties to secure the same	Receives letter request With corresponding census tag. (attached)	3 minutes	<i>Section Head</i>	N/A	Census Tag or Census Receipt
2	Gets the requested copy of individual census certificate	Releases copy of individual census certificate	1 day	<i>Department Head</i> Asst. Dept. Head <i>Division Head</i> <i>Section Head</i>	N/A	Census Certificate
END OF TRANSACTION						

I. ACCREDITATION OF COMMUNITY MORTGAGE PROGRAM (CMP) MOBILIZERS / ORIGINATORS

Schedule of Availability of Service:

Days: Monday – Friday

Hours: 8:00 a.m. – 5:00p.m. *(no noon break)*

Who May Avail of the Service:

CMP Mobilizers

Documentary Requirements:

Certificate of Registration (latest GIS) from Securities and Exchange Commission or from Housing Land Use Regulatory Board (HLURB) or

Certificate of Registration from Cooperative Development Authority (CDA). Project Basic Information Sheet, Originators Profile, Latest Financial Statement, Memorandum of agreement with landowner and beneficiary association. Bond with a minimum amount of 5 thousand pesos.

Processing Period:

15 days

How to Avail of the Service:

<i>ACCREDITATION OF COMMUNITY MORTGAGE PROGRAM (CMP) MOBILIZERS / ORIGINATORS</i>						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	CMP Mobilizers submit written request for accreditation by HCDRD	<p>Accepts request and reviews if registration at SEC/HLURB/CDA is attached.</p> <p>Conducts ocular inspection and investigation</p> <p>Issues Certificate of Accreditation</p>	15 days	<p>Division Head (<i>Housing and Resettlement Division</i>)</p> <p>Assistant Department Head</p> <p>Department Head</p>	N/A	Project Information Sheet
END OF TRANSACTION						

J. ISSUANCE OF CLEARANCE /CERTIFICATION FOR TAX EXEMPTION PURPOSES OF LOTS INVOLVING SOCIALIZED HOUSING/OCCUPIED BY INFORMAL SETTLER FAMILIES (ISF)

Schedule of Availability of Service:

Days: Monday – Friday

Hours: 8:00 a.m. – 5:00p.m. *(no noon break)*

Who May Avail of the Service:

Landowners whose property is fully occupied by ISF's

Documentary Requirements:*(Photocopies of the following:)*

- Letter Request
- Title
- Tax Declaration
- Vicinity Map / Location Plan
- Tax Map (From City Assessor's Office)
- Memorandum of Agreement (If Property is intended for Community Mortgage Program (CMP) or other similar Socialized Housing Project)

Processing Period:

- A. 1-2 working days (if the subject property is already identified as fully occupied by Informal Settlers)
- B. 3-5 working days (if the subject property needs site inspection/verification (Technical Section))

How to Avail of the Service

Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
Request for a Certification Re: Properties Fully Occupied by ISFs Pursuant to Section 4 (6), Article III of City Ordinance No. SP-2556, S-2016						
A. (Subject Property is already identified as fully occupied by Informal Settlers)						
1	Land owner submits letter request and requirements	Receives letter request with complete documentary requirements.	5 minutes	<i>Receiving Officer</i>	N/A	Checklist of requirements
2	Gets the requested copy of certification	Releases copy of certification	1-2 working days	<i>Releasing Officer (Document duly reviewed and signed by the Assistant Department Head/Department Head)</i>	N/A	–
END OF TRANSACTION						
Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
Request for a Certification Re: Properties Fully Occupied by ISFs Pursuant to Section 4 (6), Article III of City Ordinance No. SP-2556, S-2016						
B. (Subject Property needs Site Inspection/Verification)						
1	Land owner submits letter request and requirements	Receives letter request and check if required documents are attached	5 minutes	<i>Receiving Officer</i>	N/A	–
2	-	Conducts verification/site inspection of the subject property whether or not the subject property is fully occupied by Informal Settlers <ul style="list-style-type: none"> • If identified, shall issue a Certification • If not, a letter reply will be provided for the client’s information 	3-5 working days	<i>Technical Section</i>	N/A	–
3	Gets the requested copy of certification	Releases copy of certification	1-2 working days	<i>Releasing Officer (Document duly reviewed and signed by the Assistant Department Head/Department Head)</i>	N/A	–
END OF TRANSACTION						

K. RECEIVE COMPLAINTS/REPORTS FOR RESOLUTION/S OF HCDRD COMMITTEE IN ACCORDANCE WITH IRR PURSUANT TO ORDINANCE NO. SP-2444-SERIES OF 2015

Schedule of Availability of Service:

Days: Monday – Friday

Hours: 8:00 a.m. – 5:00p.m. *(no noon break)*

Who May Avail of the Service:

(As per Section 5 Rule III- Implementing Rules and Regulations Pursuant to Ordinance No. SP -2444 Series of 2015)

5.1 At the instance of Committee- *(the Committee shall designate a representative from the HCDRD to conduct ocular inspection and survey of socialized housing sites within Quezon City and perform related monitoring activities to determine existence of non-conformist occupant/s or recalcitrant/s).*

5.2At the Instance of any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner’s Association.

Documentary Requirements:

- Verified Complaints
- Evidences/Proofs
- Reports

Processing Period:

15 days – Complainants and respondents are notified and should have met within 15 day-period

How to Avail of the Service

Step	Applicant / Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner’s Association- submits Verified Complaint	Accepts the complaint, verifies it through conduct of ocular inspection and investigation. Notifies complainant and respondents for resolution of HCDRD Committee	within 15 days	HCDRD Committee (IRR pursuant to Ordinance SP – 2444 Series of 2015)	N/A	Report
END OF TRANSACTION						

The Legal Support Group (LSG) provides legal counseling or advice to:

- a) Officers of the Community Associations
- b) Socialized Housing Program Beneficiaries/Members under R.A. 7279
- c) Landowners
- d) Serves as secretariat on Committee on non-conformist under Ordinance No. SP 2444, S-2015
- e) Reviews correspondence or any other concerns referred to by the Department.

Upon instruction of the Department Head or Assistant Department Head, refers the request to the concerned Government Office/Agency/Institution on any legal matter/s issue/s affecting the Community or its member beneficiary/ies.

The schedule of legal guidance, assistance and counseling provided by the LSG is from Monday to Friday; 8:00 a.m. to 5:00p.m.(during office hours).

HOUSING ,COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT (HCDRD)

3rd Floor Civic Center Building C, Quezon City Hall,

Quezon City

Tel No. 988-42-42 local 8641; 8642 ; 8643; 8645; 8647 ;8648; 7606

Client Feedback Form
(PANANAW O PUNA)

Please let us know how we have served you. You may use this for compliments,or suggestions for improvement of services. Simply check the corresponding box.

(Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo , o mungkahi upang mapabuti pa ang serbisyo. Maaaring i-tsek lamang ang kahong naaayon.)

**Suggestion
(Mungkahi)**

**Compliments
(Papuri)**

**Complaints
(Reklamo)**

Person/Unit Concerned or Involved: _____

Mga tao/tanggapan na may kaalaman sa serbisyo, papuri,reklamo o mungkahi

Facts of details surrounding the incident:

(Kaganapan o detalyeng binabalot sa pangyayari)

Recommendation(s)Suggestion(s)/Desired Action from our Office

Rekomendasyon/Mungkahi/Nais na aksyon mula sa aming tanggapan.)

Name: (Optional) _____

Office/Agency

Pangalan

Tanggapan/Ahensya

Please indicate details of complaints/comments)

Name of Client_____

Contact Number_____

Redress Mechanism

A complaint against an officer or an employee after due investigation shall be given due course and the complaint must be in writing and sworn to by the complainant. The complaint which shall contain the following details may be filed anytime at the Office of the Department Head.

1. Full Name and Address of the Complainant
2. Full Name and Address of the person complained of as well as his position and office of employment (section or division to which he / she belongs)
3. A narration of the relevant and material facts, which shows the acts or omissions allegedly committed by the civil servant.
4. Certified true copies of documentary evidence and affidavits of his witnesses, if any and in the absence of any one of the aforementioned requirements, the complaint shall be dismissed.

The complaint shall be in accordance with the uniform rules on administrative cases in the civil service.

