

CITIZEN'S CHARTER OFFICE OF THE VICE MAYOR

Office Hours: Monday to Friday, 8:00-5:00
Email Address: vmggsotho@yahoo.com
Landline No.: 8988-4242 Loc. 8205

Office or Division:		Office of the Vice Mayor		
Classification:		Simple		
Type of Classification:		G2C		
Who may avail:		Individuals, private, organizations, NGOs, and other government agencies		
Checklist of Requirements: Original copy of the document and attachments (if any), with the receiving copy returned to the person		Where to secure		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receiving of official documents, communications correspondences, notices, letters, invitations from individuals, private organizations or other government agencies (aside from the offices with the Quezon City Government)	Preliminary review of the document and stamp the same with the date and time of receipt	None	5 minutes	Receiving personnel
	Forwarded to the Chief of Staff for schedule and proper endorsement	None	60 minutes	Chief of Staff
	An admin personnel will inform the client of the action taken	None	24 hours	Admin personnel

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Classification:		Simple		
Type of Classification:		G2G		
Who may avail:		Offices within the Quezon City Local Government		
Checklist of Requirements: Original copy of the document and attachments (if any), with the receiving copy returned to the person		Where to secure		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receiving of official documents, communications, correspondences, notices, letters, and invitations from the offices within the Quezon City Government	Preliminary review of the document and stamp the same with the date and time of receipt	None	5 minutes	Receiving personnel
	Forwarded to the Chief of Staff for schedule and proper endorsement	None	60 minutes	Chief of Staff

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Classification:	Simple
Type of Classification:	G2G
Who may avail:	Personnel, Job Order Contracts, and Consultants under the Legislative Department

Checklist of Requirements: Request letter/Filled up form with attachments (if any), with the receiving copy returned to the person	Where to secure
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Personnel Related Transactions, including Issuance of Certificate of Acceptance, Checks, Obligation Requests, Application for Leave of Absence, for Travel Authority, for Travel Order, and Acceptance of Resignation Letter	Preliminary review of the document and stamp the same with the date and time of receipt	None	24 hours	Receiving personnel
	Forwarded to the Admin Officer for proper action	None	24 hours	Admin Officer

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Type of Classification:		G2G		
Who may avail:		Heads of Offices under the Legislative Department		
Checklist of Requirements: Submission of Purchase Request Form with attachments (if any), with the receiving copy returned to the person		Where to secure		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receiving of Purchase Requests	Preliminary review of the document and stamp the same with the date and time of receipt	None	24 hours	Receiving personnel
	Forwarded to the (Admin Officer/Chief of Staff) for proper action	None	24 hours	Admin Officer/ Chief of Staff

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Type of Classification:		G2C, G2G		
Who may avail:		Individuals, Businesses, government offices		
Checklist of Requirements: Original copy with attachments (if any), with the receiving copy returned to the person			Where to secure	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receiving of Complaints or other Matters that require City Council Action	Receiving of documents and Forward to the Legislative	None	2 minutes	Receiving personnel
	Review of the Legislative	None	60 minutes	Legislative (Division)
	Legislative shall forward the same to the City Secretary or the proper committees for inclusion in the Agenda or other appropriate action	None	24 hours	Legislative (Division)

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Checklist of Requirements: Request letter with attachments (if any), with the receiving copy returned to the person			Where to secure	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for certified true copies of local ordinances or resolutions	Receiving of request letter and forward to the Legislative	None	2 minutes	Receiving personnel
	Review of the Legislative	None	60 minutes	Legislative (Division)
	Legislative shall forward the same to the Office of the City Secretary for proper action	None	24 hours	Legislative (Division)

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Type of Classification:		G2G		
Who may avail:		Office of the City Council Secretary		
Checklist of Requirements: Cover letter with the final draft of the legislative measure, with the receiving copy returned to the person			Where to secure	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receiving of Approved Legislative Measures for Signature	Receiving of the final draft of the legislative measures approved by the City Council	None	2 minutes	Receiving personnel
	<p>Review of the Legislative</p> <p>If there are no amendments, the same shall be forwarded to the Vice Mayor for signature.</p> <p>If there are amendments, the concerned councilor/s shall be contacted and the same shall be returned to the Office of the City Secretary with the directive to amend the same.</p>	None	24 hours	Legislative (Division)