



HOUSING COMMUNITY DEVELOPMENT  
AND RESETTLEMENT DEPARTMENT

CITIZEN'S CHARTER

2019 (1<sup>st</sup> Edition)



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# **HOUSING COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT**

## **EXTERNAL SERVICES**



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

The Department evaluates requirements submitted by applicants for accreditation as CMP Mobilizer or Originator and Issues Certificate of Accreditation to qualified applicants.

<b>Office or Division:</b>	<b>Community Mortgage Program under Housing and Resettlement Division</b>	
<b>Classification:</b>	Highly Technical Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	CMP Mobilizers	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Certificate of Registration from SEC(latest GIS) /HLURB/CDA (1 original copy) 1 photocopy	Securities and Exchange Commission (SEC)/Housing Land Use Regulatory Board (HLURB)-Homeowners' Association Franchising and Adjudication Unit /Cooperative Development Authority
	Project Basic Information Sheet (1 original copy) 1 photocopy	HCDRD –Housing and Resettlement Division/Community Mortgage Program Section
	Originators Profile (1 original copy) 1 photocopy	HCDRD –Housing and Resettlement Division/Community Mortgage Program Section
	Latest Financial Statement (1 original copy) 1 photocopy	Community Association
	Memorandum of Agreement with landowner and beneficiary association (1 original copy) 1 photocopy	HCDRD –Housing and Resettlement Division/Community Mortgage Program Section

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant shall submit written request to HCDRD for accreditation as CMP Mobilizer.	1. Accept request and review if registration at SEC/HLURB/CDA is attached.	None	15 minutes	<i>Receiving Staff</i> HCDRD Receiving Area <i>Receiving Staff</i> Office of the Department Head
	1.1 Conduct ocular inspection /investigation and prepares report / recommendation for approval of the Department Head	None	14 days	<i>Project Coordinator</i> <i>Section Head</i> <i>Division Head</i> Housing and Resettlement Division
	1.2 Issue Certificate of Accreditation for approved applications	None	45 minutes	<i>Division Head</i> Housing and Resettlement Division <i>Department Head</i> Office of the Department Head
	<b>TOTAL:</b>	None	15 days	



## 2. AVAILMENT OF SOCIALIZED HOUSING UNIT AND SOCIALIZED CONDOMINIUM UNIT

This is a program wherein the Quezon City Government initiated construction of socialized housing/condominium projects and make the constructed units available for application to its qualified residents through a housing loan scheme.

<b>Office or Division:</b>	<b>Direct Sale Section under Housing and Resettlement Division</b>	
<b>Classification:</b>	Highly Technical Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen;G2G –Government to Government	
<b>Who may avail:</b>	Qualified informal settler families, government employees and other Quezon City residents	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Proof of Income (Certificate of Employment and Compensation, Certificate of Engagement, Pay slip, ITR) (1 original and 1 photocopy)		Employer of Client, BIR
Marriage Contract / Birth Certificate of borrower & Spouse (1 original and 1 photocopy)		PSA
Valid ID and company ID with signature (1 photocopy)		Client (applicant),BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
Valid ID of spouse (1 photocopy)		Client (applicant),BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
1x1 picture 4 copies original		Client (Applicant)
Proof of Billing (1 original )		Client to secure from Meralco, Maynilad and others
If OFW, Contract of Service and Special Power of Attorney(Executed with the appropriate Consulate Office) (1 original copy)		Consulate Office, Citizen or Client being represented
Barangay Clearance (1 original )		Barangay Hall
Certificate of No Property (1 original )		City Assessor's Office

Family Picture 3R (2 original copy)		Client (Applicant)		
NBI Clearance ( 1 original 1 photocopy)		NBI		
BIR TIN copy of ID (if necessary) (1 photocopy)		BIR		
Recommendation of Development Officer, if ISFs (1 original copy)		Development Officer of HCDRD – Housing and Resettlement Division/Community Development Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit applications with attached requirements to Direct Sale Section for pre evaluation.	1.Screen applications / Pre evaluate requirements.	None	3 days	<i>Administrative Aide IV Housing and Homesite Regulation Officer II Direct Sale Section</i>
2.Attend the orientation / seminar at HCDRD Conference Room.	2. Conduct orientation / seminar.	None	1 day	<i>Section Head, Housing and Homesite Regulation Officer IV Direct Sale Section</i>
3.Sign loan documents as scheduled at HCDRD.	3. Facilitate the signing of beneficiary loan documents and include other documents/ forms/ pleadings for encoding.	None	3 days	<i>Section Head, Administrative Aide IV Direct Sale Section</i>
	3.1 Review application and loan documents and submit to PAG-IBIG Fund	None	2 days	<i>Section Head, Administrative Aide IV Direct Sale Section</i>
	TOTAL	None	9 days	



### 3.BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT - Amortization Payment

The Department through Accounts Management and Monitoring Section issues order of payment to beneficiaries of Socialized Housing Program who will pay their monthly amortizations.

<b>Office or Division:</b>	<b>Accounts Management and Monitoring Section under Support Services Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Quezon City Socialized Housing Beneficiaries	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Contract to Sell (2 photocopy )		HCDRD –Housing and Resettlement Division/Direct Sale Section
Official Receipt (original and photocopy )		City Treasurer’s Office
Title and/or Technical Description (2 photocopy)		HCDRD –Housing and Resettlement Division/Direct Sale Section
Letter Request (1 original )		Client
Valid ID Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
NBI Clearance (1 original )		NBI
Authorization Letter (if necessary) (1 original )		Client
Special Power of Attorney(SPA) (if necessary) (1 original)		Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request for order of payment at Accounts Management and Monitoring Section.	1.Issue Order of Payment	None	5 minutes	<i>Housing and Homesite Regulatory Officer II</i> Accounts Management and Monitoring Section
2.Present Official Receipt of Payment from City Treasurer's Office to Accounts Management and Monitoring Section.	2.Record /(Entry) to the individual ledger on payment made on a particular program.	None	5 minutes	<i>H&amp;HRO II</i> Accounts Management and Monitoring Section
	TOTAL	None	10 minutes	



#### 4. BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT – ISSUANCE OF CERTIFICATE OF FULL PAYMENT

The Department through the Accounts Management and Monitoring Section issues certificate of full payment to fully paid beneficiaries of Socialized Housing Program.

<b>Office or Division:</b>	<b>Accounts Management and Monitoring Section under Support Services Division</b>			
<b>Classification:</b>	Simple transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Informal Settler Families in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (Any Government Issued ID) Original Copy		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
Authorization Letter (if necessary) (1 original )		Beneficiary		
Special Power of Attorney (if necessary) 1 original )		Beneficiary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter requesting for a certification of full payment to Accounts Management and Monitoring Section.	1. Release Certification of Full Payment.	None	10 minutes	<i>H&amp;HRO II</i> Accounts Management and Monitoring Section.
	<b>TOTAL:</b>	None	10 minutes	



## 5. BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT – REQUEST FOR INDIVIDUAL ACCOUNT BALANCES / STATEMENT OF ACCOUNT)

The Department through Accounts Management and Monitoring Section issues/releases Individual Ledger Account to beneficiaries of Socialized Housing Program.

<b>Office or Division:</b>	<b>Accounts Management and Monitoring Section under Support Services Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Informal Settler Families in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (Any Government Issued ID) Original Copy		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
Authorization Letter (if necessary) (1 original )		Beneficiary		
Special Power of Attorney (if necessary) 1 original )		Beneficiary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request for individual ledger account at Accounts Management and Monitoring Section.	1.Release/Issue Individual Ledger Account	None	10 minutes	<i>H&amp;HRO II</i> Accounts Management and Monitoring Section
	TOTAL	None	10 minutes	



## 6. CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES – REQUEST FOR CENSUS-SURVEY/ VALIDATION)

The HCDRD is mandated to conduct census survey in the community of urban poor in all districts of the City to determine the exact location and number of the informal settler families (ISFs) occupying different areas in every barangay and to gather vital information/ data relative to their living condition as well as to prepare and consolidate records of their socio-economic profile.

HCDRD acts on the request for census-survey /validation of specific area with ISFs.

<b>Office or Division:</b>	<b>Census –Survey Section under Census and Planning Division</b>			
<b>Classification:</b>	Qualified for Multi-Stage Processing			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Informal Settler Families in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original copy)		Client (Applicant)		
Land Title (1 certified true copy)		Register of Deeds		
Vicinity map/location map (1 certified true copy)		Client		
Tax Declaration (1 certified true copy)		City Assessor’s Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit letter request for Census-Survey to Census Survey Section .	1.Receive letter request for census and checks if required documents are attached.	None	5 minutes	<i>Section Head</i> Census and Planning Division

2. Attend meeting for pre-investigation guided by the Census Team.	2. Conduct investigation and ocular inspection.	None	10 days	<i>Census Team</i> Census and Planning Division
	2.1 Write a letter to Brgy. Captain for the conduct Census Survey	None	2 days	<i>Census Team Leader/Section Chief</i> Census and Planning Division
3. Attend briefing for the schedule of actual census guided by the Census Team.	3. Conduct actual Census Survey	None	1 days	<i>Census Team</i> Census and Planning Division
	3.1 Evaluate accomplished Forms (protocol)	None	15 days	<i>Section Head</i> Census and Planning Division
	3.2 Encode ISFs Data after census conducted.	None	15 days	<i>Encoders</i> Census and Planning Division
	3.3 Plotting and finalization of structural Map	None	1 day	<i>Census Mapper</i> Census and Planning Division
4. Secure copy of masterlist from Census and Planning Division.	4. Provide copy of Masterlist.	None	5 days	<i>Dept. Head, Assistant Department Head</i> HCDRD <i>Section Head/Division Head</i> Census and Planning Division
	TOTAL:	None	24 days, 0 Hour(s), 5 minutes	
<b>Request for Census Survey/Validation</b>	<b>Qualified for Multi-Stage Processing</b>			



## 7.CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES -REQUEST FOR STRUCTURAL MAPPING

The HCDRD is mandated to conduct census survey in the community of urban poor in all districts of the City to determine the exact location and number of the informal settler families (ISFs) occupying different areas in every barangay and to gather vital information/ data relative to their living condition as well as to prepare and consolidate records of their socio-economic profile.

The HCDRD processes request for a copy of the structural map.

<b>Office or Division:</b>	<b>Census –Survey Section under Census and Planning Division</b>	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Informal Settler Families in Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter Request (1 original copy)		Client (Applicant)
Land Title (1 certified true copy)		Register of Deeds
Vicinity map/location map (1 certified true copy)		Client
Tax Declaration (1 certified true copy)		City Assessor's Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit letter request for structural mapping with attached requirements to Census Survey Section.	1.Receive letter request and check if required documents are attached.	None	3 minutes	<i>Section Head Census Survey Section</i>
2.Follow up for validated/verified copy of structural map of the area concerned at Census Survey Section.	2. Release copy of structural map	None	5 days	<i>Section Head Division Head Census Survey Section</i>
	TOTAL	None	5 days, 0 Hour(s), 3 minutes	

## 8.CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES –REQUEST FOR ISSUANCE OF CENSUS MASTERLIST –(ASSOCIATION/INSTITUTIONS/ LANDOWNER(S)/GOVERNMENT)



The HCDRD is mandated to conduct census survey in the community of urban poor in all districts of the City to determine the exact location and number of the informal settler families (ISFs) occupying different areas in every barangay and to gather vital information/ data relative to their living condition as well as to prepare and consolidate records of their socio-economic profile.

HCDRD processes request for a copy of masterlist.

<b>Office or Division:</b>	<b>Census –Survey Section under Census and Planning Division</b>	
<b>Classification:</b>	Highly Technical Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen ;G2G-Government to Government	
<b>Who may avail:</b>	Informal Settler Families in Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter Request (1 original copy)		Client (Applicant)
Land Title (1 certified true copy)		Register of Deeds
Vicinity map/location map (1 certified true copy)		Client
Tax Declaration (1 certified true copy)		City Assessor's Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit letter request from Association / Institution / Landowner(s) / Government for issuance of a copy of a masterlist.to HCDRD.	1.Receive letter request and validate records of requesting party	None	3 minutes	<i>Assistant Department Head / Division Head / Section Head Census Survey Section</i>
2.Follow up request and receives the result of verification from Census Survey Section.	2.Report validation result as per client request	None	10 days	<i>Assistant Department Head / Division Head / Section Head Census and Planning Division</i>
	TOTAL	None	10 days, 0 Hour(s), 3 minutes	



## 9. CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES – REQUEST FOR ISSUANCE OF INDIVIDUAL CENSUS CERTIFICATE)

The HCDRD is mandated to conduct census survey in the community of urban poor in all districts of the City to determine the exact location and number of the informal settler families (ISFs) occupying different areas in every barangay and to gather vital information/ data relative to their living condition as well as to prepare and consolidate records of their socio-economic profile. The HCDRD processes request for individual census certificate.

<b>Office or Division:</b>	<b>Census –Survey Section under Census and Planning Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Informal Settler Families in Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter Request (1 original copy)		Client
Census Tag		Client/ISF (Individual)

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit letter requesting for issuance of individual census certificate to Census Survey Section.	1.Receive letter request with attached census tag.	None	3 minutes	<i>Section Head Census Survey Section</i>
2.Get the requested copy of individual census certificate from Census Survey Section.	2.Release copy of individual census certificate after record verification.	None	1 day	<i>Department Head Assistant Department Head Division Head Section Head Census and Planning Division</i>
	<b>TOTAL:</b>	None	1 day, 0 Hour(s), 3 minutes	



## 10. ISSUANCE OF CLEARANCE FOR SOCIALIZED HOUSING BASIC UTILITIES SERVICES - ISSUANCE OF CERTIFICATION/CLEARANCE FOR ELECTRIFICATION PROGRAM)

Provides assistance to ISFs and other qualified program beneficiaries in their applications for electrification program.

<b>Office or Division:</b>	<b>Basic Utilities and Other Services Section under Support Services Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Quezon City Qualified Informal Settlers, Community Mortgage Program and Quezon City Socialized Housing Beneficiaries, and Quezon City Resettlement Area	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Barangay Clearance for electrification application at MERALCO (1 original, 1 photocopy)		Barangay Hall
Valid ID (Any Government Issued ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
HOA Certification if beneficiary of CMP.Direct Sale and Socialized Housing Project (1 original copy)		HOA of Client
Letter Request (if HOA/group) (1 original, 1 photocopy)		President of Community Association
MERALCO Bill (for reconnection of meter with same name )(1 photocopy)		Client
MERALCO Bill and waiver ( for reconnection of meter and transfer of service name (1 photocopy)		Client

<b>If through representative</b>				
Authorization Letter (with valid ID)1 original copy		Client		
Valid ID of Representative (Any government Issued ID (1 photocopy but to present original copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Issuance of Meralco and Electrical Certification / Clearance.	1.1 Check / Validate submitted documents and process clearance required for electric connection at MERALCO.	None	3 days	<i>Section Chief/ H and HRO II Administrative Aide VI Basic Utilities and Servicing Section Support Services Division</i>
	1.2 Release Meralco and Electrical Certification / Clearance.	None	5 minutes	<i>Section Chief/H and HRO II Administrative Aide VI/Encoder Basic Utilities and Servicing Section Support Services Division.</i>
	<b>TOTAL:</b>	None	2 days ; 0 hour; 5 minutes	

## 11. ISSUANCE OF CLEARANCE FOR SOCIALIZED HOUSING BASIC UTILITIES SERVICES –ISSUANCE OF WATER CLEARANCE)



Provides assistance to ISFs and other qualified program beneficiaries in their applications for water connection program.

<b>Office or Division:</b>	<b>Basic Utilities and Servicing Section under Support Services Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Informal Settler Families in Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Barangay Clearance for water connection application		Barangay
Valid ID of applicant ( Any government issued ID)		Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)
HOA Certification if beneficiary of CMP.Direct Sale and Socialized Housing Project (1 original copy)		Community Homeowners' Association.
Letter Request (if HOA/group) (1 original, 1 photocopy)		Community Association
<b>If through representative</b>		
Authorization Letter (with valid ID)1 original copy		Client (applicant)
Valid ID of Representative (Any government Issued ID (1 photocopy but to present original copy)		(To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for release of Clearance required for water connection at Basic Utilities and Servicing Section.	1.1 Review submitted documents and process clearance for water connection (Maynilad / MWCI)	None	3 days	<i>Section Chief Housing and Homesite Regulatory Officer II Administrative Aide VI Basic Utilities and Servicing Section</i>
	1.2 Release Clearance for water Connection	None	5 minutes	<i>Section Chief Housing and Homesite Regulatory Officer II Administrative Aide VI Basic Utilities and Servicing Section</i>
	<b>TOTAL:</b>	None	3 days 0 hour; 5 minutes	



**12. ISSUANCE OF CLEARANCE / CERTIFICATION FOR TAX EXEMPTION PURPOSES OF LOTS INVOLVING SOCIALIZED HOUSING/OCCUPIED BY INFORMAL SETTLER FAMILIES (ISF) – Subject Property is already identified as fully occupied by Informal Settlers**

Issues or releases certification/s to landowners indicating that their property/ies is/are fully occupied by ISFs as a requirement for exemption from the imposition of idle land tax.

<b>Office or Division:</b>	<b>Office of the Department Head</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Landowners whose property is fully occupied by ISF's	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter Request (1 original copy)		Land owner
Title (1 photocopy)		Land owner (copy from Register of Deeds)
Tax Declaration (1 photocopy)		Land owner (copy from City Assessor's Office)
Vicinity Map / Location Plan (1 photocopy)		Land owner
Tax Map (From City Assessor's Office) (1 original copy)		Land owner (copy from City Assessor's Office)
Memorandum of Agreement (If Property is intended for Community Mortgage Program (CMP) or other similar Socialized Housing Project) (1 photocopy)		Land owner

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Land owner submit letter request with attached requirements to HCDRD.	1.Receive letter request with complete documentary requirements.	None	5 minutes	<i>Receiving Officer</i> Office of the Department Head
	1.2 Documents duly reviewed and signed.	None	2 days	<i>Assistant Department Head Department HCDRD</i>
2.Get the requested copy of certification from the Releasing Officer , Office of the Department Head.	2.Release copy of certification.	None	5 minutes	<i>Releasing Officer</i> Office of the Department Head
	<b>TOTAL:</b>	None	2 days, 0 Hour(s), 10 minutes	



### 13. ISSUANCE OF CLEARANCE / CERTIFICATION FOR TAX EXEMPTION PURPOSES OF LOTS INVOLVING SOCIALIZED HOUSING/OCCUPIED BY INFORMAL SETTLER FAMILIES (ISF) – Subject Property needs Site Inspection/Verification

Issues or releases certification/s to landowners indicating that their property/ies/are fully occupied by ISFs as a requirement for exemption from the imposition of idle land tax.

<b>Office or Division:</b>	<b>Office of the Department Head</b>	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Landowners whose property is fully occupied by ISF's	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter Request (1 original copy)		Land owner
Title (1 photocopy)		Land owner (copy from Register of Deeds)
Tax Declaration (1 photocopy)		Land owner (copy from City Assessor's Office)
Vicinity Map / Location Plan (1 photocopy)		Land owner
Tax Map (1 original copy)		Land owner (copy from City Assessor's Office)
Memorandum of Agreement (If Property is intended for Community Mortgage Program (CMP) or other similar Socialized Housing Project) (1 photocopy)		Land owner

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Landowner submit letter request and requirements	1.1 Receive letter request and checks if required documents are attached	None	5 minutes	<i>Receiving Officer</i> Office of the Department Head
	1.2 Conduct 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"> <li>• If identified, shall issue a certification</li> <li>• If not, a letter reply will be provided for the client's information</li> </ul>	None	5 days	<i>Housing and Homesite Regulation Officer II</i> Technical Section Census and Planning Division
	1.2 Documents duly reviewed and signed.	None	2 days	<i>Assistant Department Head</i> Department HCDRD
2.Get the requested copy of certification from Releasing Officer , Office of the Department Head	2.Release copy of certification	None	5 minutes	<i>Releasing Officer</i> Office of the Department Head
	<b>TOTAL:</b>	None	7 days, 0 Hour(s), 10 minutes	



## 14. LOT ACQUISITION THROUGH COMMUNITY MORTGAGE PROGRAM

The Quezon City Government as originator through HCDRD implements Community Mortgage Program (CMP). A financing program of the Social Housing Finance Corporation (SHFC) which assists legally organized associations of underprivileged and homeless citizens to purchase and develop a tract of land under the concept of community ownership.

<b>Office or Division:</b>	<b>Community Mortgage Program under Housing and Resettlement Division</b>	
<b>Classification:</b>	Qualified for Multi-Stage Processing	
<b>Type of Transaction:</b>	G2C – Government to Citizen ; G2G –Government to Government	
<b>Who may avail:</b>	Community Associations (CA) of urban poor families; Landowners (LO) of private properties; Individual Client for Socialized Housing	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Landowners</b>		
Letter Request (1 original,1 photocopy)		Client
Titles with certificate of three(3) titles back (1 certified true copy),(2 photocopy)		Registry of Deeds
Tax Declaration (1 certified true copy),(2 photocopy)		City Assessor's Office
Tax Clearance / Tax Receipts (1 certified true copy) (2 photocopy)		City Treasurer's Office
Vicinity Map / lot plan signed by Geodetic Engineer (1 certified true copy) (2 photocopy)		City Assessor's Office
Proof of road right-of-way (1 certified true copy) (2 photocopy)		Department of Engineering
Special Power of Attorney if owner has attorney-in-fact (1 original copy) (2 photocopy)		Citizen or Client Being Represented

DENR Clearance (1 certified true copy) (2 photocopy)	DENR
<b>Community Associations (CA)</b>	
Letter Request (1 original) (2 photocopy)	Community Association
List of Beneficiaries (Census Survey by HCDRD) (1 original) (2 photocopy)	HCDRD – Census Survey Section
<b>Individual Client for Socialized Housing</b>	
Proof of Income (1 original) (2 photocopy)	Client
Marriage Contract (1 original) (2 photocopy)	PSA
Birth Certificate (1 original) (2 photocopy)	PSA
Homeowner's Clearance (1 original) (2 photocopy)	HOA of Client
Barangay Clearance (1 original) (2 photocopy)	Barangay Hall
May submit requirement and follow up through email at email address: <a href="mailto:HCDRD@quezoncity.gov.ph">HCDRD@quezoncity.gov.ph</a>	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request with the requirements attached to HCDRD.	1.1 Receive letter request from Client.	None	5 minutes	<i>Receiving Clerk Administrative Division</i>
	1.2 Validate submitted documents and attachments.	None	1 day	<i>Receiving Clerk Administrative Division</i>
	2.1 Transmit to the Assistant Department Head for review.	None	5 minutes	<i>Assistant Department Head / Office of the Assistant Department Head</i>
	2.2 Receive report for proper disposition.	None	1 day	<i>Department Head Office of the Dept. Head</i>
	2.3 Conduct site inspection and CMP orientation	None	2 days	<i>Project Coordinator Community Mortgage Program Section</i>
	2.4 Mediates negotiations between lot owner and community association.	None	5 days	<i>Division Head Section Head CMP Project Coordinator Community Mortgage Program Section</i>
	2.5 Prepare all necessary documents for enrollment for CMP.	None	7 days	<i>Project Coordinator Community Mortgage Program Section</i>

	2.6 Submit requests to Social Housing Finance Corporation (SHFC) for purchase commitment line (PCL) project enrollment and application	None	1 day	<i>Project Coordinator</i> Community Mortgage Program Section
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2. Follow-up action taken on the request for project enrollment	2.1 Give feedback to client with attached report and findings.	None	7 days	<i>Division Head Section Head Community Mortgage Program Housing and Resettlement Division</i>
	2.2 Comply and submit findings to Social Housing Finance Corporation SHFC.	None	7 days	<i>Section Head Project Coordinator Community Mortgage Program Section</i>
3. Review/Sign documents required under the Mortgage Program Section	3. Submit complete loan documents to the Social Housing Finance Corporation (SHFC).	None	5 days	<i>Section Head Community Mortgage Program Section</i>
	TOTAL:	None	36 days, 0 Hour(s), 10 minutes	
<b>Lot Acquisition through Community Mortgage Program</b>	<b>Qualified for Multi-Stage Processing</b>			



## 15. LOT ACQUISITION THROUGH DIRECT SALE PROGRAM

The City Government's program that assists the informal settler families (ISFs) to acquire the city- owned or privately owned lot currently occupied by them through Direct Sale Scheme.

<b>Office or Division:</b>	<b>Direct Sale Section under Housing and Resettlement Division</b>	
<b>Classification:</b>	Highly Technical Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen;G2G-Government to Government	
<b>Who may avail:</b>	Beneficiaries of Socialized Housing Projects under Direct Sale Scheme-Lot Only	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Community Association</b>		
Ordinances/Resolution regarding lot disposal.	Quezon City Council	
Approved subdivision plan	Quezon City Council /DENR	
Memorandum of Agreement	Quezon City LGU	
Title	Registry of Deeds	
Tax Declaration	Assessor's Office	
Masterlist of beneficiaries	HOA	
<b>Requirements of Beneficiary</b>		
Proof of income	Client's Employer	
Marriage Contract	PSA	
Birth Certificate	PSA	
Homeowners' Association (HOA) Clearance	Community Association	
Barangay Clearance	Office of the Barangay	

Valid ID (Any government issued ID)	Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)
Special Power of Attorney (SPA) (if necessary)	Client
<b>For Issuance of Contract to Sell</b>	
Residence Certificate	Treasury Department QC government or Office of the Barangay
Homeowners' Association Clearance	Community Association
Valid ID (Any government issued ID)	Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)
<b>For Signing of Deed of Absolute Sale</b>	
Inspection Report	Direct Sale Section – Project Coordinator
Certificate of Payment	City Treasurer's Office
Certificate of Full Payment	HCDRD
Certificate of Tax Exemption	City Treasurer's Office
Special Power of Attorney (if necessary)	Client
Marriage Contract/Death Certificate	PSA
<b>Request for original owner's duplicate Transfer Certificate of Title</b>	
Valid ID (Any government issued ID)	Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)
Special Power of Attorney (if necessary)	Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Community Association shall submit request to avail of Direct Sale Program with the requirements.	1.1 Receive request with attached requirements and forwards to the Office of the Department Head.	None	10 minutes	<i>Receiving Clerk/s</i> HCDRD
	1.2 Review documents submitted.	None	2 days	<i>Department Head</i> HCDRD <i>Division Head</i> Housing and Resettlement Division
	1.3 Prepare Contract to Sell (CTS)	None	3 days	<i>Section Head</i> Direct Sale Section
2. Proceed to Payment for Awards and Processing Fee.  (Ref. Ord.NC-75 S-89)	2. Issue Order of Payment	PHP. 130.00	5 minutes	<i>Administrative Aide</i> <i>IV</i> Direct Sale Section
3. Request copy of Contract to Sell.	3. Release Contract to Sell to project beneficiary	None	10 minutes	<i>Administrative Aide</i> <i>IV</i> <i>Housing and</i> <i>Homesite</i> <i>Regulatory Officer</i> <i>II</i> Direct Sale Section

4.Request for signing Deed of Absolute Sales (DOAs)	4.1Review the submitted documents  4.2Prepare Deed of Absolute Sale (DOAS) for signing	None	5 days	<i>Department Head Division Head HRD  Section Head H&amp;HRO II Direct Sale Section</i>
5.Request for release of Owner's Duplicate Transfer Certificate of Title	5. Release original owner's duplicate Copy of Transfer Certificate of Title (upon receipt from RD) Note: Upon approval of the Division Head, Assistant Department Head and Department Head	None	5 days	<i>Section Head Staff Direct Sale Section</i>
	TOTAL:	PHP. 130.00	15 days, 0 Hour, 25 minutes	



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

The HCDRD through the Community Development Section initiates the set-up of community organizations in the depressed/blighted areas to bring greater social awareness and participation. Likewise, the section provides assistance to an individual, community associations, landowners or other sectors of society, act on their requests and queries in accordance with Republic Act 7279.

<b>Office or Division:</b>	<b>Community Development Section under Housing and Resettlement Division</b>	
<b>Classification:</b>	Qualified for Multi-Stage Processing	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Clients whose concerns are within the mandate / jurisdiction of this Department	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request letter with complete personal circumstances, address and contact number with attached documents		Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request with attached documents to Community Development Section.	1. Receive Letter Request	None	5 minutes	Community Development Officer Community Development Section

2.Report to Community Development Officer for further case review	2.Conduct Preliminary Investigation	None	2 days	<i>Community Development Officer</i>
	2.1 Conduct Ocular Inspection	None	1 day	Community Development Section Community Development Section
	2.2 Prepare invitations to concerned parties for a meeting subject to confirmation	None	2 days	<i>Community Development Officer</i> Community Development Section
	2.3) Conduct meetings with concerned parties	None	3 days	<i>Community Development. Officer</i> Community Development Section
	2.4) Review and analyze the situation	None	2 days	<i>Section Head Community Development Officer</i> Community Development Section  <i>Section Head Community Development. Officer</i> Community Development Section

3. Attend consultation and arbitration meetings at the area or HCDRD Conference Room.	3. Prepare Reports and Recommendations based on the submitted investigation report.	None	10 days	<i>Section Head / Community Development Officer Community Development Section</i>
4. Attend final meeting for the preparation of final report at the area	4. Submit Final Report of Action Taken	None	5 days	<i>Section Head/ Community Development Officer Community Development Section</i>
	TOTAL:	None	26 days, 0 Hour(s), 5 minutes	
Provide Assistance to Community Associations/Individual, Landowner or Other Sectors of Society/Government Institutions in accordance with RA 7279.	Qualified for Multi-Stage Processing			



**17. RECEIVE COMPLAINTS/REPORTS FOR RESOLUTION/S OF HCDRD COMMITTEE IN ACCORDANCE WITH IRR PURSUANT TO ORDINANCE NO. SP-2444-SERIES OF 2015 (AND IN ACCORDANCE WITH EXECUTIVE ORDER NO.44, SERIES OF 2019 AND LOCAL GOVERNMENT CODE OF 1991)**

The Department acts on the complaints or reports relative to non-compliance to City Ordinance SP-2444 Series of 2015 either by personal delivery or through e-mail.

<b>Office or Division:</b>	<b>Legal Support Group under the Office of the Department Head</b>	
<b>Classification:</b>	Highly Technical Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	<p>(As per Section 5 Rule III- Implementing Rules and Regulations Pursuant to Ordinance No. SP -2444 Series of 2015)</p> <p><i>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).</i></p> <p><i>5.2At the Instance of any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner’s Association.</i></p>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Verified Complaint (either by personal delivery or through email at email address: <a href="mailto:HCDRD@quezoncity.gov.ph">HCDRD@quezoncity.gov.ph</a> ) (1 original copy)		Client
Documentary Evidence (1 original copy)		Client
Investigation Report duly signed by authorized and/or concerned HOA officer (1 original copy)		HOA of Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner's Association-submits Verified Complaint.	1.Accept the complaint, verifies it through conduct of ocular inspection and investigation.	None	14 days	<i>HCDRD Committee (IRR pursuant to Ordinance SP – 2444 Series of 2015)</i>
	1.1Notify complainant and respondents.	None	1 day	<i>HCDRD Legal Support Group HCDRD</i>
	TOTAL:	None	15 days	
Receive Complaints/Reports for Resolutions/s of HCDRD Committee in accordance with IRR Pursuant to Ordinance No. SP-2444 Series of 2015 and in accordance with Executive Order No. 44, Series of 2019 and Local Government Code of 1991		Service is covered under City Ordinance SP-2444; Executive Order No. 44 and Local Government Code of 1991.		



## 18. RELOCATION AND RESETTLEMENT PROGRAM

The program that relocates and resettles persons and other informal settler families (ISFs) living in danger areas. The HCDRD shall, prior to relocation, ensure the availability of a relocation or resettlement site that is compliant with the requirement of existing laws.

<b>Office or Division:</b>	<b>Community Development Section under Housing and Resettlement Division</b>			
<b>Classification:</b>	Qualified for Multi-Stage Processing			
<b>Type of Transaction:</b>	G2C - Government to Citizen ; G2G- Government to Government			
<b>Who may avail:</b>	Informal Settler Families in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1 original copy)		Client		
Valid ID (Any Government Issued Identification Card) 1 photocopy ( to present original copy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
Investigation Report and Other Required Documents (1 original copy)		HCDRD-Community Development Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request with attached requirements to Community Development Section.	1. Receive letter request and checks attached requirements.	None	5 minutes	<i>Community Development Officer Community Development Section</i>

2. Attend consultation meetings / Social Preparation at the site or at Barangay.	2. Assigned Development Officer initiate series of meetings and dialogues in compliance with Republic Act 7279.	None	5 days	<i>Community Development Officer Community Development Section</i>
3. Submit the list of relocation requirements to HCDRD front desk	3. Submit Report from Development Officer assigned based on the investigation report submitted.	None	10 days	<i>Community Development Officer Community Development Section</i>
4. Attend pre-relocation seminar at the site or at Barangay.	4. Conduct pre-relocation seminar at the site or at Barangay.	None	1 day	<i>Community Development Officer Community Development Section</i>
	4.1 Indorse the list and requirements for pre-qualification of data to NHA	None	10 days	<i>Department Head Assistant Department Head HCDRD Section Head Community Devt. Section</i>

5.Attend orientation and receive schedule of actual relocation at the area or HCDRD Conference Room.	5.Guide the client and implement the selection of beneficiaries as per NHA qualification.	None	10 days	<i>Community Development Officer</i> Community Development . Section
	TOTAL:	None	36 days, 0 Hour(s), 5 minutes	
<b>Relocation and Resettlement Program</b>	<b>Service is covered under RA 7279; Qualified for Multi-stage processing.</b>			



# **HOUSING COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT**

## **INTERNAL SERVICES**



## 1. ACCEPTING APPLICATIONS FOR AVAILABLE POSITIONS

The Department through the Administrative Division accepts applications for available vacant positions in accordance with existing rules and regulations of the government.

<b>Office or Division:</b>	<b>Administrative Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2G	
<b>Who may avail:</b>	Applicants for vacant position, HCDRD Employees	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>Applicants for available positions</b>		
Accomplished Personal Data Sheet (PDS)	Client (Applicant)	
Certificates of Relevant Trainings	Agency that conducts training	
Diploma	Universities/ Colleges/ Schools	
Transcript of Record	Universities/ Colleges/ Schools	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application with requirements.	1.1 Evaluate applicant's documents.	None	1 hour	<i>Administrative Officer V</i> Administrative Division
	1.2 Undergo examination and interview.	None	2 hours	<i>Administrative Officer V</i> <i>Chief</i> <i>Administrative Officer</i> Administrative Division
	1.3 Prepare recommendation and endorsement to the Assistant Department Head/Department Head for final assessment.	None	1 day	<i>Administrative Officer V</i> <i>Chief</i> <i>Administrative Officer</i> Administrative Division
2. Follow up results of examinations and assessment.	2.1 Inform applicant/s status of application.	None	15 minutes	<i>Administrative Officer V</i> <i>Chief</i> <i>Administrative Officer</i> Administrative Division
	2.2 Forward considered application/s to the Human Resource and Management Department for approval of the City Mayor.	None	1 day	<i>Administrative Officer V</i> <i>Chief</i> <i>Administrative Officer</i> Administrative Division
	<b>TOTAL:</b>	None	2 days; 3 hours; 15 minutes	

## 2.ACCEPTING APPLICATIONS FOR LEAVE

The Department through its Administrative Division accepts application for leave submitted by employees with necessary attachments relative to reasons for filing.



<b>Office or Division:</b>	<b>Administrative Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Applicants for vacant position, HCDRD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Vacation Leave:</b> Accomplished Leave Form		HCDRD Administrative Division		
<b>Sick Leave:</b> Accomplished Leave Form (medical certificate if needed)		HCDRD Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished application for leave	1. Accept accomplished application for leave with the requirement.	None	5 minutes	<i>Administrative Assistant Administrative Officer V Administrative Division</i>
	1.1 Transmit to the Office of the Assistant Department Head Department Head for approval.	None	15 minutes	<i>Administrative Officer V Chief Administrative Officer Administrative Division</i>
	1.2 Attach approved leave application in attendance monitoring report.	None	2 minutes	<i>Administrative Assistant Administrative Officer V</i>
	<b>TOTAL:</b>	None	22 minutes	



### 3. ACCEPTING APPLICATIONS FOR RETIREMENT BENEFITS

The Department through its Administrative Division shall accept the requirements to process retirement benefits of employees in accordance with existing rules and regulations of the government.

<b>Office or Division:</b>	<b>Administrative Division</b>
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	Applicants for vacant position, HCDRD Employees
General Clearance	HCDRD Administrative Division and other concerned offices
Office Clearance	HCDRD Administrative Division
Certificate of No Pending Case	City Legal Department
RTC/MTC/Prosecutor's Clearance	RTC/MTC/City Prosecutor's Office
Letter Application for retirement	Client (Applicant)
Certification of Leave Credits	HCDRD Administrative Division
Accomplished GSIS Form	GSIS. Human Resource Management Department, HCDRD Administrative Division
Service Record	Human Resource Management Department
Declaration of Pendency/Non-Pendency	Human Resource Management Department, HCDRD Administrative Division
ID Picture/Two Valid IDs	Applicant

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application with requirements to the HCDRD Administrative Division.	1. Evaluate and verifies submitted documents.		30 minutes	<i>Administrative Officer V</i> Administrative Division
	1.1 Submit complete documents to the Human Resource Management Department for further evaluation.		30 minutes	<i>Administrative Staff</i> Administrative Division
	1.2 Inform the employee to get the documents upon receipt of complete documents (returned) from HRMD with attached transmittal letter to GSIS.		10 minutes	<i>Administrative Officer V</i> Administrative Division
2. Receive complete documents and submit to GSIS.	2. Advise employee to submit GSIS clearance as an attachment as required for claims of terminal leave payment		2 minutes	<i>Administrative Officer V</i> <i>Chief Administrative Officer</i> Administrative Division
	TOTAL:	None	0 day; 1 hour; 12 minutes	
Processing Applications for Retirement Benefits.	The service is covered by RA 10154 and Resolution No. 1302242.			

#### 4. ACCEPTING APPLICATIONS FOR TERMINAL LEAVE

The Department through the Administrative Division accepts application for Terminal Leave of employees who separates from government service by resignation or retirement.



<b>Office or Division:</b>	<b>Administrative Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2G	
<b>Who may avail:</b>	Applicants for vacant position, HCDRD Employees	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
General Clearance	HCDRD Administrative Division and other concerned offices	
Office Clearance	HCDRD Administrative Division	
Certificate of No Pending Case	City Legal Department	
RTC/MTC/Prosecutor's Clearance	RTC/MTC/City Prosecutor's Office	
Letter Application for retirement	Client (Applicant)	
Certification of Leave Credits	HCDRD Administrative Division	
Accomplished GSIS Form	GSIS. Human Resource Management Department, HCDRD Administrative Division	
Service Record	Human Resource Management Department	
Declaration of Pendency/Non-Pendency	Human Resource Management Department, HCDRD Administrative Division	
ID Picture/Two Valid IDs	HCDRD Employee	
GSIS Clearance	GSIS	
Statement of Assets ,Liabilities and Networth	HCDRD Employee	
Birth Certificate	PSA	
Ombudsman Clearance	Office of the Ombudsman	
Affidavit of Undertaking	HCDRD Employee	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application with requirements and waits for the advice with regard to release of terminal leave payment through HCDRD Administrative Office.	1. Accept application with complete requirements.	None	15 minutes	<i>Administrative Officer V Chief Administrative Officer Administrative Division</i>
	1.1 Transmit to Human Resource Management Department to start with the processing of payment for terminal leave.	None	30 minutes	<i>Administrative Officer V Chief Administrative Officer Administrative Division</i>
	<b>TOTAL:</b>	None	0 day; 0 hour; 45 minutes	



## 5. ISSUANCE OF CERTIFICATIONS NEEDED BY EMPLOYEES

The Department's workforce requests for certifications with regard to employment, employment and compensation, attendance office clearance and others.

<b>Office or Division:</b>	<b>Human Resource and Central Records Section under Administrative Division</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G	
<b>Who may avail:</b>	HCDRD Employees and other government offices	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Employees</b>		
None		N/A
<b>Other government Offices</b>		
Written Request		From the requesting party

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for needed certification from the Administrative Division	1. Give the log book to the client.	None	5 minutes	<i>Administrative Staff</i> Administrative Division
	1.1 Prepare the needed certification.	None	15 minutes	<i>Administrative Staff</i> Administrative Division
2. Receive requested certification from Administrative Division.	2. Release the certification.	None	10 minutes	<i>Chief Administrative Officer</i> <i>Administrative Officer V</i> Administrative Division
	<b>TOTAL:</b>	None	0day; 0 hour ; 30 minutes	



## 6. ISSUANCE OF FORMS

The HCDRD employees request for forms to be accomplished relative to itineraries of fieldworkers, applications for leave, renewal of identification cards and others.

<b>Office or Division:</b>	<b>Human Resource and Central Records Section under Administrative Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	HCDRD Employees.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a specific form/s.	1. Give log book to the client.	None	2 minutes	<i>Administrative Staff</i> Human Resource and Management Section/ Budget and Supplies Section
2. Wait for the release of form/s.	2. Issue requested forms.	None	1 minute	<i>Administrative Staff</i> Human Resource and Management Section/ Budget and Supplies Section
	<b>TOTAL:</b>	None	0 day; 0 hour; 3 minutes	



## 7. RELEASE COPY OR CERTIFIED TRUE COPY OF DOCUMENT/S

The Department through the Administrative Division attends to the request of the employees or other clients for issuance of a certified true copy of a document.

<b>Office or Division:</b>	<b>Human Resource and Central Records Section under Administrative Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2G	
<b>Who may avail:</b>	HCDRD Employees and other government offices.	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
None	N/A	
In some cases client has a copy of a document which needs to be certified as a true copy.	Client	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a certified true copy of document at Administrative Division.	1. Give log book to the client.	None	5 minutes	<i>Administrative Staff</i> Administrative Division
	1.1. Check, and verify with the original copy on file.	None	15 minutes	<i>Administrative Staff</i> Administrative Division
	1.2 Certify document as a true copy.	None	3 minutes	<i>Administrative Officer V</i> <i>Chief</i> <i>Administrative Officer</i> Administrative Division
2. Wait for the release of a certified true copy of document.	2. Release certified true copy of document.	None	5 minutes	<i>Administrative Staff</i> Administrative Division
	<b>TOTAL:</b>	None	0 day; 0 hour; 28 minutes	



## 8.SUPPORTING WORKFORCE BY PROVIDING AVAILABLE SUPPLIES.

The Department through the Administrative Division provides the needed supplies of the workforce in the performance of day to day work assignments and activities.

<b>Office or Division:</b>	<b>Administrative Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	HCDRD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of Needed Supplies		Employee/Section Assigned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for supplies.	1. Give Supplies Record Folder to reflect supplies needed.	None	5 minutes	<i>Supply Officer</i> Budget and Supply Section
	1.1 Check availability of requested supplies and prepares for release upon approval of the Division Head.	None	15 minutes	<i>Supply Officer</i> <i>Chief Administrative Officer</i> Budget and Supply Section
2. Receive requested supplies	2. Record names of recipient and the quantity of the requested supplies.	None	2 minutes	<i>Supply Officer</i> Budget and Supply Section
	<b>TOTAL:</b>	None	0 day; 0 hour; 22 minutes	