



HOUSING COMMUNITY DEVELOPMENT
AND RESETTLEMENT DEPARTMENT

CITIZEN'S CHARTER

2020 (1st Edition)



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I. Mandate:

To legalize security of tenure of the informal settler (ISFs) families and to provide housing facilities for them, for the homeless and underprivileged families in Quezon City through observance of the Department's mission which is to implement the Republic Act No.7279, otherwise known as the Urban Development Housing Act of 1992 (UDHA). RA 7279 is an act to provide for comprehensive and continuing urban development and housing program, establish the mechanism for its implementation, and for other purposes.

The Department is also mandated to implement the following City Ordinances:

QUEZON CITY ORDINANCE NO. SP-2129, S-2012

An ordinance upgrading and reorganizing the Urban Poor Affairs Office (UPAO) into a department to be known as the Housing, Community Development and Resettlement Department (HCDRD), providing for its revised/new organizational structure and staffing pattern, duties, functions and responsibilities and for other purposes.

QUEZON CITY ORDINANCE NO. SP-2187, S-2012

An ordinance mandating the Housing, Community Development and Resettlement Department (HCDRD) to undertake the establishment and maintenance of a Management Information System (MIS) on informal settlers in Quezon City.

QUEZON CITY ORDINANCE NO. SP-2491, S-2016

An ordinance penalizing professional squatting, providing for summary demolition and relocation within Quezon City, pursuant to Republic Act No. 7279, and for other purposes.

QUEZON CITY ORDINANCE NO. SP-2771, S-2018

An ordinance providing for the Quezon City comprehensive Socialized Housing Code of 2018.

II. 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.

III. 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.

IV. Service Pledge:

HCDRD Employees' Commitment

"We, the Employees of the Housing, Community Development and Resettlement Department (HCDRD) – Quezon City, imploring the aid of the Almighty God, for the best interest of the service and in honor of our Department, do hereby Commit and Pledge our Loyalty to its cause and its leadership; to exert our best effort in the performance of our respective duties with zeal and passion; to observe diligence and maintain the highest level of integrity in delivering services to the public. So Help us God".

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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.

Office or Division:	Community Mortgage Program under Housing and Resettlement Division	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	CMP Mobilizers	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL:	None	15 days	

2. AVAILMENT OF SOCIALIZED HOUSING UNIT AND SOCIALIZED CONDOMINIUM UNIT



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

Office or Division:	Direct Sale Section under Housing and Resettlement Division	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C – Government to Citizen;G2G –Government to Government	
Who may avail:	Qualified informal settler families, government employees and other Quezon City residents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit applications with attached requirements to Direct Sale Section for pre evaluation.	1.Screen applications / Pre evaluaterequireme nts.	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.

Office or Division:	Accounts Management and Monitoring Section under Support Services Division	
Classification:	Simple Transaction	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Quezon City Socialized Housing Beneficiaries	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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&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.

Office or Division:	Accounts Management and Monitoring Section under Support Services Division			
Classification:	Simple transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Settler Families in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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&HRO II</i> Accounts Management and Monitoring Section.
	TOTAL:	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.

Office or Division:	Accounts Management and Monitoring Section under Support Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Settler Families in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for individual ledger account at Accounts Management and Monitoring Section.	1.Release/Issue Individual Ledger Account	None	10 minutes	<i>H&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.

Office or Division:	Census –Survey Section under Census and Planning Division			
Classification:	Qualified for Multi-Stage Processing			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Settler Families in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 day	<i>Census Team</i> Census and Planning Division
	3.1 Evaluate accomplished Forms (protocol)	None	5 days	<i>Section Head</i> Census and Planning Division
	3.2 Encode SFs Data after census conducted.	None	1 day	<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</i> <i>Department Head</i> HCDRD <i>Section Head/Division Head</i> Head Census and Planning Division
	TOTAL:	None	25days, 0 Hour(s), 5 minutes	
Request for Census Survey/Validation	Qualified for Multi-Stage Processing			

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.

Office or Division:	Census –Survey Section under Census and Planning Division	
Classification:	Complex Transaction	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Informal Settler Families in Quezon City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.

Office or Division:	Census –Survey Section under Census and Planning Division	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C – Government to Citizen ;G2G-Government to Government	
Who may avail:	Informal Settler Families in Quezon City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.

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

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
	TOTAL:	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.

Office or Division:	Basic Utilities and Other Services Section under Support Services Division	
Classification:	Simple Transaction	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Quezon City Qualified Informal Settlers, Community Mortgage Program and Quezon City Socialized Housing Beneficiaries, and Quezon City Resettlement Area	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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

If through representative				
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Issuance of Meralco and Electrical Certification / Clearance.	1.1Check / 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>
	1.2Release 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>
	TOTAL:	None	3 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.

Office or Division:	Basic Utilities and Servicing Section under Support Services Division	
Classification:	Simple Transaction	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Informal Settler Families in Quezon City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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
If through representative		
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)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
	TOTAL:	None	3 days 0 hour; 5 mins.	



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.

Office or Division:	Office of the Department Head	
Classification:	Simple Transaction	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Landowners whose property is fully occupied by ISF's	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL:	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/is/are fully occupied by ISFs as a requirement for exemption from the imposition of idle land tax.

Office or Division:	Office of the Department Head	
Classification:	Complex Transaction	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Landowners whose property is fully occupied by ISF's	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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"> • If identified, shall issue a certification • If not, a letter reply will be provided for the client's information 	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
	TOTAL:	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.

Office or Division:	Community Mortgage Program under Housing and Resettlement Division	
Classification:	Qualified for Multi-Stage Processing	
Type of Transaction:	G2C – Government to Citizen ; G2G –Government to Government	
Who may avail:	Community Associations (CA) of urban poor families; Landowners (LO) of private properties; Individual Client for Socialized Housing	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Landowners		
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
Community Associations (CA)	
Letter Request (1 original) (2 photocopy)	Community Association
List of Beneficiaries (Census Survey by HCDRD) (1 original) (2 photocopy)	HCDRD – Census Survey Section
Individual Client for Socialized Housing	
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: HCDRD@quezoncity.gov.ph	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. Transmit to the Assistant Department Head for review.	None	5 minutes	<i>Assistant Department Head / Office of the Assistant Department Head</i>
	3. Receive report for proper disposition.	None	1 day	<i>Department Head Office of the Dept. Head</i>
	4. Conduct site inspection and CMP orientation	None	2 days	<i>Project Coordinator Community Mortgage Program Section</i>
	5. Mediates negotiations between lot owner and community association.	None	5 days	<i>Division Head Section Head CMP Project Coordinator Community Mortgage Program Section</i>
6. Prepare all necessary documents for enrollment for CMP.	None	None	7 days	<i>Project Coordinator Community Mortgage Program Section</i>

	7. 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
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</i> <i>Section Head</i> Community Mortgage Program Housing and Resettlement Division
	2.2 Comply and submit findings to Social Housing Finance Corporation SHFC.	None	7 days	<i>Section Head</i> <i>Project Coordinator</i> Community Mortgage Program Section
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</i> Community Mortgage Program Section
	TOTAL:	None	36 days, 0 Hour(s), 10 minutes	
Lot Acquisition through Community Mortgage Program	Qualified for Multi-Stage Processing			

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.



Office or Division:	Direct Sale Section under Housing and Resettlement Division	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C – Government to Citizen;G2G-Government to Government	
Who may avail:	Beneficiaries of Socialized Housing Projects under Direct Sale Scheme-Lot Only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Community Association		
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	
Requirements of Beneficiary		
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
For Issuance of Contract to Sell	
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)
For Signing of Deed of Absolute Sale	
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
Request for original owner's duplicate Transfer Certificate of Title	
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

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 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</i> <i>Division Head</i> HRD <i>Section Head</i> <i>H&HRO II</i> Direct Sale Section
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</i> <i>Staff</i> Direct Sale Section
	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.

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.

Office or Division:	Legal Support Group under the Office of the Department Head	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	<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>5.2 At the Instance of any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner’s Association.</i></p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Verified Complaint (either by personal delivery or through email at email address: HCDRD@quezoncity.gov.ph) (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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.



Office or Division:	Community Development Section under Housing and Resettlement Division			
Classification:	Qualified for Multi-Stage Processing			
Type of Transaction:	G2C - Government to Citizen ; G2G- Government to Government			
Who may avail:	Informal Settler Families in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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</i> Community Development Section

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 receiveschedule 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 Community Development . Section</i>
	TOTAL:	None	36 days, 0 Hour(s), 5 minutes	
Relocation and Resettlement Program	Service is covered under RA 7279;Qualified for Multi-stage processing.			



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.

Office or Division:	Administrative Division	
Classification:	Simple Transaction	
Type of Transaction:	G2G	
Who may avail:	Applicants for vacant position, HCDRD Employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Applicants for available positions		
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	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL:	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.

Office or Division:	Administrative Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	HCDRD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vacation Leave: Accomplished Leave Form		HCDRD Administrative Division		
Sick Leave: Accomplished Leave Form (medical certificate if needed)		HCDRD Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application for leave with requirements.	1. Accept accomplished application for leave with the requirements.	None	5 minutes	<i>Administrative Assistant Administrative Officer V Administrative Division</i>
	1.1 Transmit to the Office of the Assistant 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>
	TOTAL:	None	22 minutes	

3. ACCEPTING APPLICATIONS FOR RETIREMENT

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.



Office or Division:	Administrative Division
Classification:	Simple Transaction
Type of Transaction:	G2G
Who may avail:	HCDRD Retirable 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
4 ID Picture/ 2 Valid IDs	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with requirements to the HCDRD Administrative Division.	1. Evaluate and verifies submitted documents. 1.1 Submit complete documents to the Human Resource Management Department for further evaluation. and for transmittal to GSIS.		1 hour 30 minutes	<i>Administrative Officer V</i> Administrative Division <i>Administrative Staff</i> Administrative Division
	TOTAL:	None	0 day; 1 hour; 30 minutes	
Accepting Applications for Retirement	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.



Office or Division:	Administrative Division	
Classification:	Simple Transaction	
Type of Transaction:	G2G	
Who may avail:	Retirable HCDRD Employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
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	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit application with requirements..	1. Accept application with complete requirements.	None	1 hour	<i>Administrative Officer V Chief Administrative Officer Administrative Division</i>
	1.1 Transmit to Human Resource Management Department for appropriate action.	None	30 minutes	<i>Administrative Officer V Chief Administrative Officer Administrative Division</i>
	TOTAL:	None	0 day; 1 hour; 30minutes	



5. ISSUANCE OF CERTIFICATIONS NEEDED BY EMPLOYEES

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL:	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.

Office or Division:	Human Resource and Central Records Section under Administrative Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	HCDRD Employees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL:	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.

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL:	None	0 day; 0 hour; 28 minutes	



8.SUPPORT 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.

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



**HOUSING ,COMMUNITY DEVELOPMENT AND RESETTLEMENT
DEPARTMENT (HCDRD)**

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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Please see below / attached
How feedbacks are processed	Please see below / attached
How to file a complaint	Please see below / attached
How complaints are processed	Please see below / attached
Contact Information of CCB, PCC, ARTA	1-6565 8888 (02) 84785091, 84785091, 84785099

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

*You can send through email HCDRD@quezoncity.gov.ph or send directly to the Office with address at 3rd Floor Civic Center Building C, Quezon City Hall, You can also drop accomplish form in suggestion/complaints box

Quezon City

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



COMPLAINTS

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.



Office	Address	Contact Information
<p>HOUSING, COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT</p>	<p>3rd Floor Civic Center Bldg C. Quezon City Hall Compound, Quezon City</p>	<p>Mr. Ramon T. Asprer City Government Department Head III 8988-4242 loc. 8641</p> <p>Atty. Joselito V. Conejero Acting Asst. Department Head City Government Department Head II 8988-4242 loc. 8643</p> <p>ADMINISTRATIVE DIVISION</p> <p>Ms. Lorna N. Constantino Chief Administrative Officer 8988-4242 loc. 8645</p> <p>Human Resource and Central Records Section Ms. Marites M. Miro Administrative Officer V 8988-4242 loc. 8645</p> <p>Budget and Supply Section Ms. Corazon N. Quiazon Administrative Officer V 8988-4242 loc. 8645</p> <p>Legal Support Group Ms. Diwata Elvira M. Mariano Housing and Homesite Regulation Officer IV 8988-4242 loc. 8642</p> <p>HOUSING AND RESETTLEMENT DIVISION</p> <p>Mr. Eduardo P. Giolagon Housing and Homesite Regulation Officer VI 8988-4242 Loc. 8647</p>



		<p>Direct Sale Section Ms. Mena N. Ocampo Housing and Homesite Regulation Officer V 8988-4242 Loc. 8648</p> <p>Community Mortgage Program Section Mr. Meneleo L. Quisao Housing and Homesite Regulation Officer V 8988-4242 Loc. 7606</p> <p>Community Development Section Mr. Noel R. Muncal Housing and Homesite Regulation Officer IV 8988-4242 Loc. 7606</p> <p>SUPPORT SERVICES DIVISION</p> <p>Ms. Victoria B. Llanes Housing and Homesite Regulation Officer VI 8988-4242 Loc. 8647</p> <p>Accounts Management and Servicing Section Ms. Marietta Cabajaan Housing and Homesite Regulation Officer II 8988-4242 Loc. 8648</p> <p>Basic Utilities and Services Section Mr. Artemio Tolentino Housing and Homesite Regulation Officer II 8988-4242 Loc. 8648</p>
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