



HOUSING COMMUNITY DEVELOPMENT  
AND RESETTLEMENT DEPARTMENT

CITIZEN'S CHARTER

2024



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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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## LIST OF SERVICES



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**HOUSING COMMUNITY DEVELOPMENT  
AND RESETTLEMENT DEPARTMENT  
EXTERNAL SERVICES**



# 1. 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 with a maximum loanable amount of Seven Hundred Fifty Thousand Pesos (P 750,000.00 at PAG-IBIG Fund and Four Hundred Fifty Thousand (P450,000.00) at the Social Housing Finance Corporation.

<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>
1.1 original and 1 photocopy] Proof of Income - Anyone of the following : Certificate of Employment and Compensation, Certificate of Engagement, Pay slip, ITR		Employer of Client, BIR
2.1 original and 1 photocopy-Birth certificate If married, 1 original, 1 photocopy-Marriage Contract and Birth Certificate of the spouse.		PSA
3.1 photocopy Valid ID (preferably QCitizen ID) and company ID with signature, 1X1 photo (4pcs.) If married, (1 photocopy) Valid ID (preferably QCitizen ID) of the spouse; 1x1 photo (4 pcs.)		Client (applicant),BIR, Post Office, DFA, PSA, SSS
4.1 Original copy and 1 photocopy Proof of Billing		Client to secure from Meralco, Maynilad ,PLDT and others
5. 1 Original Copy and 1 photocopy Barangay Clearance		Barangay Hall
6. 1 Original Copy and 1 photocopy Certificate of No Property		City Assessor's Office
7. Family Photos 3R - size (2 pcs.)		Client (Applicant)

8. 1 original and 1 photocopy of NBI Clearance	NBI
1. 1 photocopy BIR TIN ID	BIR
2. Recommendation from HCDRD Development Officer , if Informal Settler Family (ISF)	Housing and Resettlement Division/Community Development Section-HCDRD

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant shall submit all the requirements to the Direct Sale Section of the Housing, Community Development and Resettlement Department (HCDRD) for pre-evaluation	1. Receive application with attached requirements.	None	10 minutes	<i>Administrative Aide IV</i>
	1.1 Screen and Pre evaluate application and submitted requirements	None	3 days	<i>Administrative Aide IV Housing and Homesite Regulation Officer II Direct Sale Section</i>
2. The applicant shall attend the orientation /seminar	3. Conduct orientation / seminar.	None	1 day	<i>Section Head, Housing and Homesite Regulation Officer IV Direct Sale Section</i>
3. The applicant shall sign in loan documents on the scheduled date.	3. Facilitate the signing of beneficiary loan documents and assist in the encoding of needed information in other documents, forms or pleadings.	None	3 days	<i>Section Head, Administrative Aide IV Direct Sale Section</i>
4. After the signing of loan documents and other requirements, the applicant will be informed that these documents will be re-evaluated at HCDRD for submission to financing agency.	4. Review application and loan documents and submit to *PAG-IBIG Fund/SHFC.	None	2 days	<i>Section Head, Administrative Aide IV Direct Sale Section</i>
	<b>Total</b>	<b>None</b>	<b>9 days 0 hour 10 minutes</b>	

*(\*The approval of the loan application at PAG-IBIG Fund is usually 30 days more or less upon submission of the complete requirements from HCDRD)*

<b>Socialized Housing Unit at Socialized Condominium Unit</b>	Highly Technical Transaction
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## 2. ISSUANCE OF CLEARANCE FOR ELECTRIFICATION PROGRAM (Clearance for Socialized Housing Basic Utilities Services)

To help the informal settler families (ISFs) and qualified program beneficiaries to secure clearance in lieu of Transfer of Certificate of Title (TCT) as proof of ownership as per the requirement of the utility companies.

<b>Office or Division:</b>	<b>Basic Utilities Section under the 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 Informal Settlers, Community Mortgage Program, Direct Purchase/Buying (private property HOA), Gawad Kalinga Project, Q.C. Direct Sale Program, NGHCP, NHA and Quezon City Socialized Housing Program Beneficiaries, Quezon City Resettlement.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1.	1 Original and 1 Photocopy of Barangay Clearance for MERALCO/electrical connection application	Barangay Hall
2.	1 Original and 1 Photocopy Valid ID of the applicant (preferably QC Citizen ID)	BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG
3.	MERALCO Inspection Report (Yellow Card)	MERALCO
4.	If the beneficiary of Community Mortgage Program (CMP), Direct Sale, National Housing Authority (NHA), National Government Center Housing Project (NGCHP), and Gawad Kalinga (GK), submit any of the following: <ul style="list-style-type: none"> <li>a. Social Housing Finance Corporation (SHFC) / National Home Mortgage Finance Corporation (NHMFC) validated payment receipt</li> <li>b. Certificate of Award</li> <li>c. Lease Purchase Agreement (LPA)</li> <li>d. Contract/Agreement</li> </ul>	Client, Implementing Agency/ies of the Housing Programs (SHFC, NHA, NGCHP, GK)

5. Notarized Undertaking	secure form from HCDRD
6. MERALCO bill for reconnection, and relocation of meter with the same name	Client
7. MERALCO bill, & waiver for transfer of service name	Client
8. If through a representative: Submit the following; <ul style="list-style-type: none"> <li>➤ Authorization Letter from the applicant</li> <li>➤ 1 original (to be presented only) and 1 photocopy- Valid ID of applicant and representative (preferably QC Citizen ID)</li> </ul>	Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant must submit the required documents to the personnel in charge.	Check and validate submitted documents and process clearance required for electric connection at MERALCO.	None	3 days	<i>Section Chief</i> <i>Administrative V Encoder/Field &amp; Project Coordinator</i>  Basic Utilities Section  Support Services Division
2. The applicant will return on the scheduled day (due date) to claim the MERALCO and Electrical certification/ clearance from HCDRD. (processing period at HCDRD – maximum: 3 days)	Release Meralco and Electrical Certification / Clearance	None	3 minutes	<i>Section Chief</i> <i>Administrative V Encoder/Field &amp; Project Coordinator</i>  Basic Utilities Section  Support Services Division
	<b>Total</b>		<b>3 days,</b>	

			<b>0 hour and 3 minutes</b>	
<b>Issuance Of Clearance For Electrification Program (Clearance For Socialized Housing Basic Utilities Services)</b>	Simple Transaction			

### 3. ISSUANCE OF CLEARANCE FOR WATER CONNECTION PROGRAM (Clearance for Socialized Housing Basic Utilities Services)



To help the informal settler families (ISFs) and qualified program beneficiaries to secure clearance in lieu of Transfer of Certificate of Title (TCT) as proof of ownership as per the requirements of the utility companies.

<b>Office or Division:</b>	<b>Basic Utilities Section under the 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 Informal Settlers, Community Mortgage Program, Direct Purchase/Buying (private property HOA), Gawad Kalinga Project, Q.C. Direct Sale Program, NGHCP, NHA and Quezon City Socialized Housing Program Beneficiaries, Quezon City Resettlement.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. 1 Original and 1 photocopy of Barangay Clearance for Water Connection Application	Barangay
	2. 1 Original and 1 photocopy Valid ID of the applicant (preferably QC Citizen ID)	Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)
	3. If the beneficiary of Community Mortgage Program (CMP), Direct Sale, National Housing Authority (NHA), National Government Center Housing Project (NGCHP), and Gawad Kalinga (GK), submit any the following: <ul style="list-style-type: none"> <li>a. Social Housing Finance Corporation (SHFC) / National Home Mortgage Finance Corporation (NHMFC) validated payment receipt</li> <li>b. Certificate of Award</li> <li>c. Lease Purchase Agreement (LPA)</li> <li>d. Contract/Agreement</li> </ul>	Client, Implementing Agency/ies of the Housing Programs (SHFC, NHA, NGCHP, GK)
	4. Notarized Undertaking	secure form from HCDRD
	5. If through a representative: Submit the following; <ul style="list-style-type: none"> <li>➤ Authorization from applicant</li> </ul>	Client (Applicant)



<p>➤ 1 Original (to be presented only 1 photocopy - Valid ID of representative (preferably QC Citizen ID)</p>		(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. The applicant must submit the accomplished application form and required documents to the personnel in charge.	Check and validate submitted documents and process clearance required for (MWSI/MWC) clearance	None	3 days	<i>Section Chief</i> <i>Administrative V Encoder/Field &amp; Project Coordinator</i> Basic Utilities Section  Support Services Division
2. The applicant will return on the scheduled day (due date) to claim the certification for MWSI/MWC Clearance at HCDRD. (Within 1-3 days maximum processing period at HCDRD.	Release MWSI/MWC) clearance	None	3 minutes	<i>Section Chief</i> <i>Administrative V Encoder/Field &amp; Project Coordinator</i> Basic Utilities Section  Support Services Division
	<b>Total</b>		<b>3 days</b>  <b>0 hour</b>  <b>3 minutes</b>	
<b>Issuance of Clearance for Water Connection Program (Clearance For Socialized Housing Basic Utilities Services)</b>	<b>Simple Transaction</b>			

#### 4. LOT ACQUISITION THROUGH THE COMMUNITY MORTGAGE PROGRAM

The Quezon City Government as mobilizer/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 Section under Housing and Resettlement Division (HRD)</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 informal settler families; Landowners (LO) of private properties; Individual Client for Socialized Housing	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Landowners:</b>		
Letter Request addressed to HCDRD Department Head (1 original, 1 photocopy)	Client	
1 CTC and 2 photocopies of Certified True Copy of Title/s	Registry of Deeds	
1 CTC and 2 photocopies of two (2) titles back	Registry of Deeds	
1 CTC and 2 photocopies of Tax Declaration	City Assessor's Office	
1 CTC and 2 photocopies of two (2) trace back of current Tax Declaration	City Assessor's Office	
1 Original and 2 photocopies of Updated Tax Clearance / Tax Receipts	City Treasurer's Office (CTO)	
1 Blueprint Copy and 2 photocopies - Vicinity Map / lot plan signed by Geodetic Engineer	Geodetic Engineer	
1 Original and 2 photocopies - Proof of road right-of-way	Quezon City Engineering Department	
1 Original and 2 photocopies -Special Power of Attorney (SPA) for landowners represented by their Attorney-in-Fact	Client	
Two (2) valid Government issued IDs and BIR issued Tax Identification Number (TIN) of the registered owner/s (2 photocopies)	Client	

<b>For Community Associations (CA):</b>	
1 Original and 2 photocopies of Letter of Intent to Buy (the property) addressed to the HCDRD Department	Community Association
1 CTC and 2 photocopies of HOA Registration from the Department of Human Settlements and Urban Development (DHSUD) / Housing and Land Use Regulatory Board (HLURB) Registration, Articles of Incorporation and By-Laws	DHSUD(HLURB)
2 Original and 1 photocopy of the Secretary's Certificate authorizing the CA President to represent the Homeowners Association in the Community Mortgage Program	Community Association
2 Original and 1 photocopy Masterlist of Beneficiaries with lot assignment	Community Association
2 Blueprint Copies of the Subdivision plan duly signed by the Geodetic Engineer	Geodetic Engineer
2 photocopies of the passbook/Bank Account in the name of the CA with savings equivalent to three (3) months advance amortizations and one (1) year Mortgage Redemption Insurance (MRI)	Community Association
1 certified true copy, 2 photocopies) BIR Certificate of Registration	BIR
<b>Individual Client for Socialized Housing:</b>	
1 original and 2 photocopies- Proof of Income	Client
1 Original and 2 photocopies -Marriage Contract if married	Philippine Statistics Authority (PSA)
1 CTC and 2 photocopies -Birth Certificate	Philippine Statistics Authority (PSA)
1 Original and 2 photocopies - Barangay Clearance	Barangay Hall
2 photocopies-Two (2) valid Government issued IDs with 3 specimen signatures	Client
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 of intent/application letter with the requirements attached to HCDRD.	1. Receive letter request from client and provide checklist of requirements.	None	5 minutes	<i>Receiving Clerk</i> Administrative Division
	1.1 Validate submitted documents and attachments.	None	1 day	<i>Receiving Clerk</i> Administrative Division
	1.2 Transmit to the Assistant Department Head for review.	None	5 minutes	<i>Assistant Department Head /</i> Office of the Assistant Department Head
	1.3 Receive documents for proper disposition.	None	1 day	<i>Department Head</i> Office of the Dept. Head
	1.4. Evaluate application and validate submitted documents	None	2 days	<i>Project Coordinator</i> Community Mortgage Program Section
2. Wait for the result of site inspection and the recommendation of HCDRD.	2. Conduct site inspection and prepare recommendation.	None	1 day	<i>Project Coordinator</i> Community Mortgage Program Section
3. Attend CMP Orientation	3. Conduct CMP Orientation	None	1 day	<i>Project Coordinator</i> Community Mortgage Program Section

<p>4. The CA will negotiate with the property owner as regards intention to buy the property through CMP.</p>	<p>4.The negotiation between lot owner and the community association shall be under the guidance of HCDRD.</p>	<p>None</p>	<p>5 days</p>	<p><i>Division Head Section Head CMP Project Coordinator Community Mortgage Program Section</i></p>
<p>5. Submit all required documents to HCDRD</p>	<p>5. Prepare all necessary documents for CMP project enrolment.</p>	<p>None</p>	<p>7 days</p>	<p><i>Project Coordinator Community Mortgage Program Section</i></p>
	<p>5.1 File for CMP project enrollment and forward documents to Social Housing Finance Corporation (SHFC).</p>	<p>None</p>	<p>1 day</p>	<p><i>Project Coordinator Community Mortgage Program Section</i></p>
<p>6. The CA and the program beneficiaries will comply with all the requirements and sign needed loan documents required by SHFC through HCDRD.</p>	<p>6. Give feedback to client with attached report and findings from SHFC.</p>	<p>None</p>	<p>7 days</p>	<p><i>Section Head Project Coordinator Community Mortgage Program Section</i></p>
	<p>6.1 Check compliance with the findings of SHFC</p>	<p>None</p>	<p>7 days</p>	<p><i>Section Head Project Coordinator Community Mortgage Program Section</i></p>
	<p>6.2 Prepare and assist in signing required loan documents.</p>	<p>None</p>	<p>7days</p>	<p><i>Project Coordinator Community Mortgage Program Section</i></p>
	<p>6.3 Submit complete loan documents to the SHFC.</p>	<p>None</p>	<p>1 day</p>	<p><i>Project Coordinator Community Mortgage Program Section</i></p>
<p>6.4 Follow-up and comply with SHFC findings.</p>	<p>None</p>	<p>3 days</p>	<p><i>Project Coordinator Community Mortgage Program Section</i></p>	

7. The landowner and CA will execute Deed of Absolute Sale (DOAS).	7. Prepare and assist in signing of DOAS.  7.1 Submit DOAS and other documents to SHFC.	None	1 day	<i>Project Coordinator Community Mortgage Program Section</i>
		None	1 day	<i>Project Coordinator Community Mortgage Program Section</i>
8. Attend CMP post take-out orientation on their monthly amortization payment. <i>After transfer of title in the name of HOA and after release of loan proceeds in favor of the owner.</i>	8. Guide and remind the program beneficiaries to attend the post take out orientation. .	None	1 day	<i>Project Coordinator Community Mortgage Program Section</i>
	TOTAL:	None	47 days, 0 Hour(s), 10 minutes	
<b>Lot Acquisition Through Community Mortgage Program</b>	<b>Qualified for Multi-Stage Processing</b>			

## 5. DIRECT PURCHASE OF LAND FOR DISTRIBUTION TO INFORMAL SETTLER FAMILIES/ACTUAL OCCUPANTS



The Quezon City Government has been actively pursuing the Direct Purchase approach, wherein the City buys the properties occupied by Informal Settler Families (ISFs) directly from the landowner/s with the intention of eventually providing land tenure to the actual occupants.

<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	
<b>Who may avail:</b>	Landowners (LO) of private properties; Individual Client for Socialized Housing	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1 original, 1 photocopy- Letter of Intent to Sell		Landowner (LO)
1 CTC and 2 photocopies of Certified True Copy of titles.		Registry of Deeds (RD)
1 CTC and 2 photocopies of the Certified True Copy of the current Tax Declaration		City Assessor's Office
1 Original and 2 photocopies of the Updated Tax Clearance/Tax Receipts		City Treasurer's Office (CTO)
1 Blueprint Copy of the Vicinity Map/lot plan duly signed by the Geodetic Engineer		Geodetic Engineer/Landowner (LO)
2 Original Copy and 2 photocopies Notarized Special Power of Attorney (SPA) for landowner/s who are represented by their Attorney-in-Fact		Landowner (LO)
2 photocopies-Two (2) valid Government issued IDs and BIR issued Tax Identification Number (TIN) of the registered owner/s of the property		Landowner (LO)
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 of intent to sell addressed to the City Mayor.	1. Receive the transmitted letter of intent.	None	5 minutes	<i>Receiving Clerk</i> Administrative Division
	1.1 Receive the required documents.	None	1 day	<i>Receiving Clerk</i> Administrative Division
	1.2 Transmit to the Assistant Department Head for review.			<i>Assistant Department Head /</i>
	1.3 Receive documents for proper disposition.	None	5 minutes	Office of the Assistant Department Head
	1.4 Evaluate letter and validate submitted documents	None	1 day	<i>Department Head</i> Office of the Dept. Head
		None	2 days	<i>Personnel-in-Charge</i> Community Mortgage Program Section
2. The landowner should know the actions to be	HCDRD will undertake the following:			



<p>undertaken in response to his letter of intent to sell.</p>	<p>2. Conduct site inspection and prepare recommendation</p> <p>2.1 Inclusion in the HCDRD yearly Project Procurement Management Plan (PPMP)</p> <p>2.2 Make a recommendation to the City Council to authorize the City Mayor to purchase the property.</p> <p>2.3 Prepare request for the property's appraisal from the City Appraisal Committee</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 days</p> <p>Yearly</p> <p>6 days</p> <p>1 day</p>	<p><i>Personnel-in-Charge</i></p> <p>Community Mortgage Program Section</p> <p><i>Department Head</i></p> <p>Office of the Dept. Head,</p> <p><i>Assistant</i></p> <p><i>Department Head</i></p> <p><i>Personnel-in-Charge</i></p> <p>Community Mortgage Program Section</p>
<p>3. Execute Deed of Absolute Sale (DOAS) between landowner and the QC Government.</p>	<p>3. Facilitate the execution of DOAS.</p>	<p>None</p>	<p>1 day</p>	<p><i>Project Coordinator</i></p> <p>Community Mortgage Program Section</p>

4.The land owner should follow up and know the procedures to be undertaken by HCDRD,	4. Prepare documents and apply for a Certificate Authorizing Registration (CAR) at Bureau of Internal Revenue (BIR).  4.1 Request for the transfer of the registered name of the title to the Quezon City Government at the Registry of Deeds.	None	3 days	<i>Project Coordinator</i>  Community Mortgage Program Section
5. The landowner will proceed to the City Treasurer's Office upon completion of the process to claim payment for the property.	5. Provide information with regard to requirement for claiming the payment for property.	None	10 minutes	<i>Project Coordinator</i>  Community Mortgage Program Section
	<b>TOTAL:</b>	<b>None</b>	<b>1 year, 21 days, 0 Hour(s), 20 minutes</b>	
<b>Lot Acquisition Through Direct Purchase Program</b>	<b>Qualified for Multi-Stage Processing</b>			



## 6. RENTAL HOUSING PROGRAM

The City Government's Rental Housing Program shall be made available exclusively to the underprivileged, homeless, and Informal Settler Families (ISFs) who cannot afford economic or low-cost housing. The term of lease shall be renewable every three (3) years commencing from the perfection of "*Kasunduan ng Pagpapaupa*," which shall govern the contract. The lease period shall not exceed twenty-five (25) years. The monthly rental fee shall be Eight Hundred Pesos (Php 800.00) to be paid by the Beneficiary on the date provided in the "*Kasunduan ng Pagpapaupa*." The monthly rental fee shall correspondingly increase every three (3) years, at a rate to be determined by the Local Housing Board (LHB). The increase in the rental fee shall be based on the accessibility of the housing unit, subject to review and consideration for appropriate amendments and revision.

If it shall be proven that the financial capacity and the socio-economic profile of the Beneficiary renders it difficult for him/her to pay the monthly rental, the same shall be given at a discounted rate. In this case, **to be entitled to the discounted rate**, the Beneficiary concerned shall be required to undergo a screening process upon submission of the required documents.

<b>Office or Division:</b>	<b>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>	underprivileged, homeless, and Informal Settler Families (ISFs)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Application Form to be provided by the Housing, Community Development and Resettlement Department (HCDRD) containing the names and photos of the Applicant and all members of his/her household		HCDRD
2. 1 Original and 1 photocopy-Proof of income (pay slips, etc.)		Company of the client
3. 1 Original and 1 photocopy Certificate of Employment and Compensation of formal income earners /Affidavit of Income for non-formal income earners, ex. Vendors and others		Company of the client; Client
4. 1 Original and 1 photocopy-Valid Government issued I.D. (preferably QCitizen ID)		Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG) <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>
5. 1 Original and 1 photocopy Barangay Certificate of Residency		Barangay

<b>Requirements to be entitled to the discounted rate after the screening process.</b>	
1. 1 Original and 1 photocopy- Notarized Certificate of Employment and Compensation/Affidavit of Income for non-formal income earners, ex. Vendors and others	Employer of Client
2.1 Original and 1 photocopy Latest one month pay slip	Employer of Client
2.1 Original and 1 photocopy Certificate of Indigency	Barangay
4.1 Original and 1 photocopy- Case Study Report	HCDRD

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.The duly accomplished Application Form, together with all the aforementioned requirements, shall be submitted to the HCDRD.	1. Receive the application form and requirements (containing the names and photos of the Applicant and all the members of his/her household)	none	15 minutes	<i>Receiving Clerk Administrative Aide</i>
	1.1 Evaluate documents submitted to check if complete (and applicant is qualified for the rental housing program.)	none	2 days	<i>Project Coordinator Section/Division Housing and Resettlement Division</i>
2. After two (2) days) the applicant will follow up the result of review of submitted documents to HCDRD to check if complete. The applicant should also know if he/she is qualified for the rental housing project.	2.Inform the applicant if documents submitted are complete. The applicant shall be advised to submit other requirements which are not attached in the submitted documents.	None	15 minutes	<i>Project Coordinator Section/Division Housing and Resettlement Division</i>
3.The applicant will wait for the result of the qualification process.	3.The HCDRD will initiate start of the qualification process through BSAC.	None	90 days	<i>Beneficiary Selection and Arbitration Committee.</i>
	Total		<i>92 days 0 hour 15 minutes.</i>	

\*An Applicant may be assigned to the appropriate socialized housing project of the City Government, if any, or to a waitlist. An Applicant assigned to a waitlist shall be stacked according to priority level and chronological order of application.

**Rental Housing  
Program**

**Qualified for Multi-stage processing**



## 7. DIRECT-SALE PROGRAM

A program that aims to help Informal Settler Families (ISFs) acquire the lot wherein their house structures are built by directly purchasing the land owned by the Quezon City Government.

<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>	ISFs/Beneficiaries of Socialized Housing Projects under Direct Sale Scheme-Lot Only	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Requirements for the association:</b>		
1. Application letter with attached form	HCDRD, or can be downloaded from QC Govt. website.	
2. DHSUD, HOA Registration with list of members.	DHSUD (formerly HLURB)	
<b>Requirements for individual beneficiaries:</b>		
1. HOA Membership/ Clearance	Community Association	
2. 1 original Barangay Clearance	Barangay	
3. 1 original Certified True Copy from PSA or from Civil Registry - Birth Certificate of Beneficiary	PSA	
4. 1 CTC of Marriage Contract (if married)	from PSA or Civil Registry	
5. 1 photocopy Valid Identification (government-issued ID) - with 3 specimen signatures	Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)	
6. 1 Original Copy - Certificate of Employment and compensation/ Affidavit of Income	Employer/Applicant	
7. If Overseas Filipino Worker (OFW) Contract of Service and Special Power of Attorney (SPA) (Executed with the appropriate Consulate Office)- original copy	Client	
8. Certification of No Property	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. The concerned community association of the said lot will write to the Housing Community Development and Resettlement Department (HCDRD) stating their intention to purchase the lot wherein their houses are built.	1. Receive request with attached requirements and forward to the Office of the Department Head.	None	10 minutes	<i>Receiving Clerk/s</i> HCDRD
	1.1 Review documents submitted.	None	2 days	<i>Department Head</i> HCDRD <i>Division Head</i> Housing and Resettlement Division
	1.2 Conduct an ocular inspection.	None	2 days	<i>Housing and Homesite Regulatory Officer II</i> Direct Sale Section
	1.3 Make a recommendation to the Quezon City Council for an ordinance authorizing the Mayor to acquire the said lot/property.	None	2 days	<i>Section Head</i> Direct Sale Section
	1.4 Prepare Contract to Sell (CTS)	None	3 days	<i>Housing and Homesite Regulatory Officer II</i> Direct Sale Section
2. The Community Association and HCDRD will select the beneficiary.	2. Facilitate and guide the CA in the selection of program beneficiary.	None	3 days	<i>Division Head</i> Housing and Resettlement Division  <i>Section Head</i> Direct Sale Section



3. The concerned Community Association will write to the City Appraisal Committee for the appraised value of the lot and also to the City Council for approval of the Subdivision plan.	3. Request the CA to provide a copy of the appraisal report and the approved ordinance.	None	1 day	<i>Section Head</i> Direct Sale Section
4. The Community Association through the Private Surveyor will submit subdivision plan to DENR for approval.	4. Request for a copy of approved subdivision plan	None	1 day	<i>Section Head</i> Direct Sale Section
5. The program beneficiary will sign in contract agreement upon compliance with all the requirements.	5. Facilitate the signing of Contract to Sell.	None	2 days	<i>Housing and Homesite Regulatory Officer II</i> Direct Sale Section
		<b>Total</b>	<b>16 days 0 hour 10 minutes</b>	
<b>Direct-Sale Program</b>	Highly Technical Transaction			



# **HOUSING COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT**

## **OTHER SERVICES**

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



The Department evaluates requirements submitted by applicants and issues a Certificate of Accreditation as CMP Mobilizer/Originator operating within Quezon City 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/Originators operating in Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Application letter addressed to the Head of HCDRD (1 original)		Applicant
Accomplished CMP Mobilizer's Information Sheet (1 original)		HCDRD – Housing and Resettlement Division/Community Mortgage Program Section
Accomplished Project Basic Information Sheet (1 original)		HCDRD – Housing and Resettlement Division/Community Mortgage Program Section
Certificate of Registration from Securities and Exchange Commission (SEC) / Cooperative Development Authority (CDA) / Department of Human Settlements and Urban Development (DHSUD) (1 photocopy)		SEC / CDA / DHSUD(formerly HLURB)
Organization's Profile/History (1 original)		Applicant
Business Permit (1 photocopy)		<i>Quezon City Business Permits and Licensing Department (BPLD)</i>
Certificate of Accreditation from SHFC (1 photocopy)		Social Housing Finance Corporation (SHFC)
NBI Clearance of the head of the organization (1 original)		National Bureau of Investigation (NBI)
Organization's latest Financial Statement (1 original)		Applicant
Memorandum of Agreement (MOA) with the landowner and/or with the beneficiary association of on-going CMP projects (1 photocopy per project)		Applicant
Certificate of Accreditation as Non-Governmental Organization (NGO) / People's Organization (PO) / Civil Society Organization (CSO) operating in Quezon City (1 photocopy)		Quezon City Council

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES 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 application letter and attached requirements if complete	None	15 minutes	<i>Receiving Staff</i> HCDRD Receiving Area  <i>Receiving Staff</i> Office of the Department Head
	1.1 Review application and validate submitted documents	None	4 days	<i>Personnel-in-Charge</i> <i>Section Head</i> Community Mortgage Program Section
	1.2 Conduct ocular inspection/ investigation and prepare report / recommendation	None	14 days	<i>Personnel-in-Charge</i> <i>Section Head</i> Community Mortgage Program Section
	1.3 Register the name of applicant in the Book of Registry of accredited private originators / mobilizers	None	1 day	<i>Personnel-in-Charge</i> <i>Section Head</i> Community Mortgage Program Section  <i>Division Head</i> Housing and Resettlement Division
2. Applicant to secure Order of Payment from the HCDRD to post bond at the Quezon City Treasurer's Office (CTO)	2. Issue Order of Payment for the posting of bond	None <i>(Minimum of Php 5,000 per project to be deposited to CTO)</i>	1 day	<i>Accounts Officer</i> Accounts Management and Monitoring Section
	2.1 Issue Certificate of Accreditation as CMP Mobilizer / Originator in QC for approved applications	None	45 minutes	<i>Division Head</i> Housing and Resettlement Division  <i>Assistant Department Head</i> Office of the Assistant Department Head  <i>Department Head</i> Office of the Department Head

	<b>TOTAL</b>	<b>None</b>	<b>20 days 1 hour 0 minutes</b>	
<b>Community Mortgage Program under Housing and Resettlement Division</b>	Highly Technical Transaction			

## 2. 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 Program Beneficiaries

<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 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	
<b>Amortization Payment</b>	<b>Simple Transaction</b>			

### 3. 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>	Quezon City Socialized Housing Program Beneficiaries			
<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	
<b>Request For Individual Account Balances / Statement Of Account)</b>	<b>Simple Transaction</b>			

#### 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>	Quezon City Socialized Housing Program Beneficiaries	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Letter Request (1 original )	Client
	2. Contract to Sell (2 photocopy )	HCDRD –Housing and Resettlement Division/Direct Sale Section
	3. Title and/or Technical Description (2 photocopy)	HCDRD –Housing and Resettlement Division/Direct Sale Section
	4. Official Receipt (original and photocopy )	City Treasurer’s Office
	5. Special Power of Attorney(SPA) (if necessary) (1 original)	Client
	6. Valid ID (Any Government Issued Identification Card)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
	Authorization Letter (if necessary) (1 original )	Client
	7. Resolution of Committee on Substitution (If necessary)	Direct Sale Section



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. Endorsement to CTO for Certificate of Payment  2. Preparation of certificate of full payment upon release of certificate of payment from CTO	None	1 day          1 day	<i>H&amp;HRO II</i> Accounts Management and Monitoring Section (AMMS)  AMMS
<b>Release of Certificate of Full Payment</b>	<b>Simple transaction</b>			

## 5. 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>	ISFs / Association / Institutions / Landowner (s) / Government Agency			
<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 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 ISFs 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 Department Head</i> HCDRD <i>Section Head/Division Head</i> Census and Planning Division
	TOTAL:	None	25days, 0 Hour(s), 5 minutes	
<b>Request for Census Survey/Validation</b>	<b>Qualified for Multi-Stage Processing</b>			

## 6. 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>	ISFs / Association / Institutions / Landowner (s) / Government Agency	
<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	
<b>Request For Structural Mapping</b>	<b>Complex Transaction</b>			

**7.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>	ISFs / Association / Institutions / Landowner (s) / Government Agency	
<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	
<b>Request For Issuance Of Census Masterlist – (Association/Institutions/ Landowner(S)/Government)</b>	<b>Highly Technical Transaction</b>			



## 8. 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>FEES 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>
	TOTAL:	None	1 day, 0 Hour(s), 3 minutes	
<b>Request For Issuance Of Individual Census Certificate)</b>	<b>Simple Transaction</b>			



**9. ISSUANCE OF CLEARANCE / CERTIFICATION FOR IDLE LAND 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 ISFs	
<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 submits 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</i> Department HCDRD
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	
<b>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</b>	<b>Simple Transaction</b>			



**10. ISSUANCE OF CLEARANCE / CERTIFICATION FOR IDLE LANDTAX 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.

<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 submits letter request and requirements	1. Receive letter request and checks if required documents are attached	None	5 minutes	<i>Receiving Officer</i> Office of the Department Head
	1.1 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
	TOTAL:	None	7 days, 0 Hour(s), 10 minutes	
<b>Issuance Of Clearance / Certification For Tax Exemption Purposes Of Lots Involving Socialized Housing/Occupied By Informal Settler Families (ISF)– Subject Property</b>	<b>Complex Transaction</b>			

<b>Needs Site Inspection/Verificati on</b>	
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**11. 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 ; G2G - Government to Government	
<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	15 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 Community Development Section</i>
	2.1 Conduct Ocular Inspection	None	1 day	<i>Community Development Officer Community Development Section</i>
	2.2 Prepare invitations to concerned parties for a meeting subject to confirmation	None	2 days	<i>Community Development Officer Community Development Section</i>
	2.3 Conduct meetings with concerned parties	None	3 days	<i>Community Development. Officer Community Development Section</i>
	2.4 Review and analyze the situation	None	2 days	<i>Section Head Community Development Officer Community Development Section</i>



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), 15 minutes	
<b>Provide Assistance to Community Associations/Individual, Landowner or Other Sectors of Society/Government Institutions in accordance with RA 7279.</b>	<b>Qualified for Multi-Stage Processing</b>			



**12. RECEIVE COMPLAINTS/REPORTS AND PROVIDE APPROPRIATE ACTION IN ACCORDANCE WITH IRR PURSUANT TO ORDINANCE NO. SP-2444-SERIES OF 2015 AND LOCAL GOVERNMENT CODE OF 1991.**

The Department acts on the complaints or reports relative to non-compliance with 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>	(As per Section 5 Rule III- Implementing Rules and Regulations Pursuant to Ordinance No. SP -2444 Series of 2015)  <u>At the Instance of any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner's Association.</u>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Complaint/ report (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

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 complaint/ report.	1. Accepts the complaint/report and makes preliminary assessment/ verification thereof.	None	5 days	<i>HCDRD Committee (IRR pursuant to Ordinance SP – 2444 Series of 2015) HCDRD Legal Support Group HCDRD</i>
	1.1 Submits to the City Legal Department the complaint and all relevant documents thereto, together with the preliminary findings, for resolution and/ or appropriate legal action/s. (copy furnished the parties concerned)	None	1 day	
	TOTAL:	None	6 days	
<b>Receive Complaints/Reports and provide appropriate action in accordance with IRR Pursuant to Ordinance No. SP-2444 Series of 2015 and Local Government Code of 1991.</b>		<b>Service is covered under City Ordinance SP-2444 Series of 2015 and Local Government Code of 1991.</b>		

### 13. 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</i> Community Development Section

2.Attend consultation meetings / Social Preparation at the site or at Barangay.	2.Assigned Development Officer initiates 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>
	4.1Endorse 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 Community Development Section</i>
	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>	G2C - Government to Citizen; G2G – Government to Government	
<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. Evaluate applicant's documents.	None	1 hour	<i>Administrative Officer V</i> Administrative Division
	1.1 Undergo examination and interview.	None	2 hours	<i>Administrative Officer V</i> <i>Chief Administrative Officer</i> Administrative Division
	1.2 Prepare recommendation and endorsement to the Assistant Department Head/Department Head for final assessment.	None	1 day	<i>Administrative Officer V</i> <i>Chief Administrative Officer</i> Administrative Division
2. Follow up results of examinations and assessment.	2. Inform applicant/s status of application.	None	15 minutes	<i>Administrative Officer V</i> <i>Chief Administrative Officer</i> Administrative Division
	2.1 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 Administrative Officer</i> Administrative Division
	<b>TOTAL:</b>	None	2 days; 3 hours; 15 minutes	
<b>Accepting Applications For Available Positions</b>	<b>Simple Transaction</b>			





## 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 - Government to Government			
<b>Who may avail:</b>	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 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 and 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	
<b>Accepting Applications For Leave</b>	<b>Simple Transaction</b>			

### 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.



<b>Office or Division:</b>	<b>Administrative Division</b>
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	HCDRD Retirable Employees
<b>Checklist of Requirements</b>	<b>Where to Secure</b>
Endorsement / Transmittal Letter	HCDRD Administrative Division
Application form for retirement (GSIS Form)	GSIS. Human Resource Management Department, HCDRD Administrative Division
Certification of No Pending Administrative Case (City Legal)	City Legal Department
Ombudsman Clearance	Ombudsman
General Clearance	HCDRD Administrative Division
Office Clearance	HCDRD Administrative Division
Service Record from Human Resource Management Department indicating certification as to Leave without pay (LWOP) incurred during the period of employment .	Human Resource Management Department
For employee's with discrepancies in name and/or date of birth, an Authenticated Certificate of Live Birth (Birth Certificate)	Philippine Statistics Authority
Declaration of Pendency/Non-Pendency	Human Resource Management Department, HCDRD Administrative Division
4 ID Picture/ 2 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 verify 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	
<b>Accepting Applications for Retirement</b>	<b>The service is covered by RA 10154 and Resolution No. 1302242.</b>			

#### 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 - Government to Government	
<b>Who may avail:</b>	Retirable /Resigned/HCDRD Employees (Separated from Office)	
<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>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>Accepting Applications For Terminal Leave</b>	<b>Simple Transaction</b>			



## 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.

<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 - Government to Government	
<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>FEEES 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
	TOTAL:	None	0day; 0 hour ; 30 minutes	
<b>Issuance Of Certifications Needed By Employees</b>	<b>Simple Transaction</b>			

## 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- Government to Government			
<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
	TOTAL:	None	0 day; 0 hour; <b>4</b> minutes	
<b>Issuance of Forms</b>	<b>Simple Transaction</b>			





## 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 - Government to Government	
<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>FEEES 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 Administrative Division</i>
	1.1. Check, and verify with the original copy on file.	None	15 minutes	<i>Administrative Staff Administrative Division</i>
	1.2 Certify document as a true copy.	None	3 minutes	<i>Administrative Officer V Chief Administrative Officer Administrative Division</i>
2. Wait for the release of a certified true copy of document.	1. Release certified true copy of document.  2. Documents released should be received by the requesting party for file.	None	5 minutes	<i>Administrative Staff Administrative Division</i>
	<b>TOTAL:</b>	None	0 day; 0 hour; 28 minutes	
<b>Release Copy Or Certified True Copy Of Document/S</b>	<b>Simple Transaction</b>			

## 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.



<b>Office or Division:</b>	<b>Administrative Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<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 prepare 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 released supplies.	None	2 minutes	<i>Supply Officer</i> Budget and Supply Section
	<b>TOTAL:</b>	None	0 day; 0 hour; 22 minutes	
<b>Support Workforce By Providing Available Supplies.</b>	<b>Simple Transaction</b>			

## 9. ISSUANCE OF CERTIFICATION

The Community Associations request for certification as requirement of the Department of Human Settlements and Urban Development (DHSUD) for accreditation.



<b>Office or Division:</b>	<b>Administrative Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Homeowner's Association			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Letter of request to Mr. Ramon T. Asprer, HCDRD Department Head</li> <li>Inspection Report</li> <li>Original Sealed Copy of Certification from Barangay indicating that: *the requesting association is the only Neighborhood Association existing in the area and being acknowledged by the Barangay. *the members are bonafide resident of the concerned Barangay</li> <li>List of Officers and members with corresponding signature</li> <li>Tax mapping and Google map</li> <li>Election of Minutes of the Meeting</li> <li>Updated General Information Sheet</li> <li>Land Title or Tax Declaration (if available)</li> </ol>		<p>Client</p> <p>Project Officer or Assigned Person Barangay Hall</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Register of Deeds</p>		
<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 Certification as requirement for accreditation to DHSUD	<ol style="list-style-type: none"> <li>Check/Review the documents submitted by the community associations</li> <li>Encode/review the certification</li> <li>Submit the certification to</li> </ol>	None	1 day	<p>Supervising Administrative Officer</p> <p>Administrative Officer</p> <p>Asst. Department Head</p>

	the Department Head for signature			Department Head
2. Wait for the release of certification	1. Issue requested certification	none	1 minute	Supervising Administrative Officer
	TOTAL:	None	1 day; 0 hour; 1 minute	
<b>Issuance of Certification</b>	<b>Simple Transaction</b>			

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

**3<sup>rd</sup> Floor Civic Center Building C, Quezon City Hall,  
Quezon City**

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



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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



## 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](mailto:HCDRD@quezoncity.gov.ph) or send directly to the Office with address at 3<sup>rd</sup> 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*

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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><b>HOUSING, COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT</b></p>	<p>3<sup>rd</sup> Floor Civic Center Bldg C. Quezon City Hall Compound, Quezon City</p>	<p><b>OFFICE OF THE DEPARTMENT HEAD</b>            Mr. Ramon T. Asprer            City Government Department Head III            Tel. No.8-988-4242 loc. 8641</p> <p><b>OFFICE OF THE ASSISTANT DEPARTMENT HEAD</b>             Atty. Joselito V. Conejero            Acting Assistant Department Head            Housing and Homesite Regulation            Officer VI            Tel. No.8-988-4242 loc. 8643</p> <p><b>ADMINISTRATIVE DIVISION</b>             Ms. Lorna N. Constantino            Chief Administrative Officer            Tel. No.8-988-4242 loc. 8645</p> <p><b>Human Resource and Central Records Section</b>            Mr. Dennis M. Castro            Administrative Officer V            Tel. No.8-988-4242 loc. 8645</p> <p><b>Budget and Supply Section</b>            Ms. Marites M. Miro            Supervising Admin Officer /            GAD Focal Person            Tel. No.8-988-4242 loc. 8645</p>

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Office	Address	Contact Information
		<p><b>SUPPORT SERVICES DIVISION</b></p> <p>Ms. Mena N. Ocampo Housing and Homesite Regulation Officer VI Tel. No.8-988-4242 Loc. 8647</p> <p><b>Accounts Management and Monitoring Section</b></p> <p>Ms. Marietta O. Cabajaan Housing and Homesite Regulation Officer II Tel. No.8-988-4242 Loc. 8648</p> <p><b>Basic Utilities and other Services Section</b></p> <p>Mr. Artemio Tolentino Housing and Homesite Regulation Officer IV Tel. No.8-988-4242 Loc. 8648</p>

Office	Address	Contact Information
		<p align="center"><b>CENSUS AND PLANNING DIVISION</b></p> <p align="center">Mr. Joey F. Dela Rosa Housing and Homesite Regulation Officer VI Tel. No.8-988-4242 Loc. 8643</p> <p align="center"><b>Census Survey Section</b></p> <p align="center">Ms. Gemma G. Ingalla Housing and Homesite Regulation Officer V Tel. No.8-988-4242 Loc. 8643</p> <p align="center"><b>Technical Section</b> Narciso M. Alvarado Housing and Homesite Regulation Officer V Tel. No.8-988-4242 Loc. 8643</p> <p align="center"><b>Legal Support Group</b> Ms. Diwata Elvira M. Mariano Housing and Homesite Regulation Officer IV Tel. No.8-988-4242 loc. 8641</p> <p align="center"><b>Management Information System Unit</b> Mr. Kerby N. Ensong Housing and Homesite Regulation Officer II HCDRD Website Focal Person Tel. No.8-988-4242 loc. 8642</p>