



NOVALICHES DISTRICT CENTER

CITIZEN'S CHARTER 2022



I. Mandate:

- 1) Circular 1-82
- 2) Ordinance No. SP-2072, s.2011
- 3) Executive Order No. 38, series of 2020

II. Vision

We envision that through the effective and efficient delivery of services by the various offices of NDC, District V shall become one of the City's socially transformed, vibrant and liveable communities.

III. Mission

The Novaliches District Centre (NDC) is mandated to bring the Quezon City Government and its services closer to the residents of District V of Quezon City, particularly focusing on improving the lives of the people of District V- through effective implementation of necessary programs and projects that would make District V a liveable community, as well as building linkages among the people, business enterprises, government and nongovernment organization through coordination, monitoring, mediation and arbitration.



FRONTLINE SERVICES

Serves as a satellite office in providing public services of the city government in District V such as but not limited to engineering works, parks repair, social services, health services, traffic, obstruction, housing, DRRM, emergency, employment, GAD, PWD, taxes and fees payment, business permits, real property, senior citizen affairs.

OFFICE OR DIVISION:	Novaliches District Center			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
WHO MAY AVAIL:	Barangay Officials, Homeowners Associations, Organizations and Constituents of District V			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter addressed to the Action Officer Walk-in Phone call assistance service				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit their letter of request	1.1. Received and record the documentary requirements	None	3 minutes	Receiving Clerk
	1.2. Review the documents by the Action Officer	None	1 day	Action Officer
	1.3. Transmit reviewed documents to concerned units.	None	1 day	Liaison Officer
COMPLETED STAFF WORK				



CONTACT INFORMATION

Jordan Plains Subdivision, Sta. Monica, Novaliches, Quezon City
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Mr. William R. Bawag
District Action Officer