

THE CREATION OF THE NOVALICHES DISTRICT CENTER AND ITS LEGAL MANDATES:

I. HISTORY

March 29, 1972 Hon. Mayor Adelina S. Rodriguez Issued A Circular 1-82 Creating the Office of The District Coordinator of The Novaliches District Center (NDC) To Ensure Swift Delivery of Basic Services Within the Locality. At Present NDC Serves As Mini City Hall For The People Of District.

1.1 Ordinance No. Sp-2072, S-2011 *An Ordinance Establishing The Novaliches District Office In Quezon City And Defining Its Organization, Structures, Duties, Functions, And Responsibilities.*

1.2 Executive Order No. 38, Series of 2020 *Establishing the Quezon City District Action Officers and Defining Their Duties and Responsibilities*

II. 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 non-government organization through coordination, monitoring, mediation and arbitration.

III. 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.

NDC ACTION OFFICER: WILLIAM R. BAWAG

DUTIES AND RESPONSIBILITY OF THE ACTION OFFICER:

- Ascertain the types and extent of essential public services which may be more efficiently and economically delivered , exercised and /or performed at the district level, for consideration and approval for the City Mayor;
- Supervise, evaluate , monitor and coordinate the delivery of basic services of the various departments/offices of the city government at the district level, and ensure that all personnel thereof properly discharge their duties and responsibilities;
- Supervise, evaluate, monitor and coordinate the implementation of developmental programs and activities in the district level;
- Oversee the funds accruing to the district action office are spent according to its purpose and within financial limits;
- Adopt measures to safeguard all city property found in or assigned to each district;
- Submit appropriate estimates for the operation of the district action office and submit control its expenditures;
- Establish a monitoring system in the delivery of various public services and in obtaining vital information effecting public welfare in the area;
- In consultation with the barangay and Community relations Department, make the necessary coordination with barangay officials within his/her area of responsibilities;
- Make the necessary coordination with concerns nationals agencies within his/her area of responsibilities;
- Periodically prepare and submit districts development plans, proposals, recommendations and reports, and submit consolidated budget estimates for the districts action office;
- Help enforce issuances in the area for their faithful and proper implementation;
- Recommend to the City Mayor the procedure in planning and prioritizing the programs and activities within the district level;
- Exert effort to involve and enlist the cooperation and support of the private sector within his/her area of responsibilities ;
- Performs other duties and function that the City Mayor may assigned from time to time.

OFFICE OF THE DISTRICT ACTION OFFICER

FRONTLINE SERVICES:

- Schedule of Availability of Service** :
- Days** : Monday – Friday
- Hours** : 8:00AM – 5:00PM (without noon break)
- Who may avail of services** : Barangay Officials, Homeowners Associations, Organizations and Constituents of District V
- Documentary Requirements** : Request letter addressed to the Action Officer
- Processing Period** : 3 DAYS
- How to avail the service** : Walk-in, Call assistance service, messaging, Request letter form

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Client submit their letter of request	Received and record the documentary requirements	3 minute	Receiving Clerk	None	None
2		Review the documents by the Action Officer	1 day	Action Officer	None	None
3		Transmit reviewed documents to concerned offices	1 day	Liaison Officer	None	None
COMPLETED STAFF WORK						

NOVALICHES DISTRICT CENTER ANCILLARY OFFICES AND ITS SERVICES:

a. INFRASTRUCTURE AND ENGINEERING DEVELOPMENT SERVICES

ENGINEERING SATELLITE OFFICE (TRANSFERRED TO ANOTHER LOCATION AT FAIRVIEW)

Schedule of Availability of Service :

Days : Monday-Friday

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : Barangay Officials, Homeowner Associations, Organizations and Constituents of District V

Documentary Requirements : Letter Requests/Complaints
Endorsement Letter

Processing Period : 15 days pursuant to Section (A) R.A. 6713

How to avail the service : File a letter request/complaint, Call assistance log, walk- INS messaging.

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Area/Constituents of District V	Repair & Maintenance Road & Bridges at District V	1 to 15 days pending on the availability of materials and weather condition	Area Engineer/Foreman/maintenance staff	None	None
	Area/Constituents of District V	Squaring Potholes / Base Preparation / Asphalt Patching / Asphaltting	1 to 15 days pending on the availability of materials and weather condition	Area Engineer/Foreman/maintenance staff	None	None
	Area/Constituents of District V	Cleaning of Curb & Gutter	1 to 15 days pending on	Area Engineer/Foreman/	None	None

			weather condition	maintenance staff		
	Area/Constituents of District V	Repair / Restoring of Damage Concrete & Gutter / Sidewalk	1 to 15 days pending on the availability of materials and weather condition	Area Engineer/Foreman/ maintenance staff	None	None
	Area/Constituents of District V	Deepening/De-Silting of Canal & Waterways	1 to 15 days pending on the availability of materials and weather condition	Area Engineer/Foreman/ maintenance staff	None	None
	Area/Constituents of District V	Preparing of Program of Works of Various Proposed Infrastructure project of District V	3 -7 working days	Area Engineer/Foreman/ maintenance staff	None	None
COMPLETED STAFF WORK						

PARKS DEVELOPMENT AND ADMINISTRATION DEPARTMENT

Development of Open Spaces intended for Parks and Playground and Rehabilitation of Existing Parks and Playground

- Schedule of Availability of Service** :
- Days** : Monday-Friday
- Hours** : 8:00AM-5:00PM (without noon break)
- Who may avail of services** : Barangay Officials, Homeowners Associations, and Constituents of district V.
- Documentary Requirements** : Letter of Request, TCT Deed of Donation
- Processing Period** : 8 days
- How to avail the service** :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Submit a letter requesting development/rehabilitation of Parks/open spaces	Receiving section will receive the letter recording and control number purposes	3 minutes	Receiving Clerk	None	None
2		The Department Head will route the letter to corresponding person-in-charge. If the request is for the development of Open Space, the Research & Verification Section will verify if the concerned open space is already donated to City Government.	1 -3 DAYS	Research and Verification Section	None	None

		<p>If the request is regarding rehabilitation of existing Park, said request will be given to Architect in-charge for inspection and Planning preparation. Likewise, if the Open Space is verified to be donated to the City, the request shall also be given to the Architect in-charge for inspection and planning. Otherwise, the letter shall be returned to requesting party with information that Open Space must be donated first for proper documentation and planning.</p>	Eight (8) working days.	Architect In-Charge	None	None
		<p>After preparation of plans, it will be forwarded to Engineer in-charge for preparation of cost estimate.</p>	Three (3) days	Engineer In-Charge	None	None
		<p>After the preparation of the cost estimate, it will be forwarded (together with the plan and endorsement) to persons concerned for their signatures.</p>	One (1) day	Division Chief / Asst. Deputy Head / Dept. Head	None	None
		<p>When all documents are properly signed by all concerned with corresponding endorsement/reply letter, it will be forwarded to releasing / receiving section for documentation and release to requesting parties.</p>	One (1) day	Releasing / Liaison Officer	None	None
COMPLETED STAFF WORK						

**Issuance of Cutting Permit
 Tree Planting Program
 Tree Cutting and Grass Cutting Assistance for Various Areas Landscaping**

- Schedule of Availability of Service** :
- Days** : Monday-Friday
- Hours** : 8:00AM-5:00PM (without noon break)
- Who may avail of services** : Barangay Officials, Homeowner Associations, Organizations and Constituents of District V
- Documentary Requirements** :
- Basic Requirement** :
- Letter of Request
 - Supporting Documents (for cutting of trees)
 - For Lot Owners
 - Photocopy of TCT
 - Consent of affected neighbours (if any)
 - Certification from the Barangay / HOA
 - Pictures of affected trees to be cut
 - For Private Contractor
 - Photocopy of the contract (specifically including the scope of work and cost estimate)
 - Photocopy of the site development plan showing the affected trees.
 - Certification from the Barangay/HOA
 - Picture of affected trees to be cut
- Processing Period** : 3-7 days
- How to avail the service** :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Submit a letter of request for: a. Tree cutting / trimming / grass cutting / balling b. Trees planting c. Trees cutting / balling permit d. landscaping	Receiving section will receive the letter, recording and control number purposes 10 minutes	10 minutes	Receiving Clerk	None	None
2		The Department Head will route the letter	One (1) day	Department Head/As	None	None

		corresponding person-in-charge		Assistant Department Head		
3		<p>If the request is for:</p> <p>a. tree cutting/trimming/grass cutting/balling – the staff from Nursery Division will verify and inspect site of the request.</p> <p>b. Trees planting – Staff from the Nursery Division will coordinate with the HOA or the requesting party to verify if the project is feasible for tree planting.</p> <p>c. Tree cutting / balling permit – Staff from the Nursery Division shall inspect and verify the condition of the subject tree for cutting/trimming/balling.</p> <p>d. Landscaping – Staff from the Nursery Division shall inspect and make report / proposal of the subject area.</p>	Two (2) days	Nursery Division Head	None	None
4		<p>a. After verification, the request will be forwarded to the Operation's group to schedule the date of tree cutting/trimming/balling/grass cutting.</p>	<p>Four (4) days</p> <p>Four (4) days</p>	<p>Operation Group</p> <p>Operation Group</p>	None	None

		<p>b. after site verification, the requesting party will coordinate with the Operation's Group to schedule the date of tree planting.</p> <p>c. After inspection of the subject tree for cutting/balling/trimming, an inspection report will be released to the compliance of the stated requirements.</p> <p>e. After inspection of the area, the requesting party will coordinate with the Operation's Group for Schedule of implementation.</p>	<p>Five (5) days</p> <p>Five (5) days</p>	<p>Nursery Division Head</p> <p>Operation Group</p>		
5		After compliance of the requirements by the requesting party, tree cutting / balling permit will be issued.	Seven (7) days	Nursery Division Head	None	None
COMPLETED STAFF WORK						

Repair and Maintenance of Parks and Playground

- Schedule of Availability of Service** :
- Days** : Monday-Friday
- Hours** : 8:00AM-5:00PM (without noon break)
- Who may avail of services** : Barangay Officials, Homeowner Associations, Organizations and Constituents of District V
- Documentary Requirements** : Letter of Request, Deed of Donation Supporting Documents (for cutting of trees)
- Processing Period** : 5 days
- How to avail the service** :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Present a letter requesting for the repair and maintenance of existing parks and playground in QC	Receiving clerk records details of the request.	3 mins.	Receiving Clerk	None	None
2		Inspects, make report, prepares site development plan, if necessary and detailed cost estimate.	3-5 working days	Architect/Engineer in-Charge	None	None
3		Proposed and Recommends inclusion of priority for repair and maintenance.*	1-3 working days		None	None
4		Proposed and Recommends budgeted, actual repair or improvement shall be schedule for implementation.	*Note: with approved budget and available materials. *Duration of actual repair depending on the scope of work	Department Head / Chief of Operation	None	None
COMPLETED STAFF WORK						

TASK FORCE TRAFFIC

Application for Endorsement of Temporary Terminal of FX/AUV

- Schedule of Availability of Service** :
- Days** : Monday-Friday
- Hours** : 8:00AM-5:00PM (without noon break)
- Who may avail of services** : FX/AUV Transport Associations
- Documentary Requirements** :
- Letter request addressed to OIC, TFT
 - Barangay Clearance
 - Lease of Contract (if any)
 - Sec. Registration
 - List of Officers
 - OR/CR & List of member units with plate no. of nits
 - Sketch of Terminal
 - Police Traffic Clearance
- Processing Period** : one (1) day or it depends upon the completion of documentary
- How to avail the service** :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Submit documentary requirements	Received and record the documents	Five (3) minutes	Clerk	None	None
		Review documents	One (1) day	OIC, TFT	None	None
		Evaluate documents		OIC, TFT	None	None
		Conduct ocular inspection		Field Supervisor	None	None
		Prepare inspection of approval/disapproval	One (1) day	Field Supervisor	None	None
		Endorse to various offices for disposition		OIC, TFT	None	None
		<u>Requirements:</u> <ul style="list-style-type: none"> - Title/Lease Contract - Sanitation/Health Permit 				
COMPLETED STAFF WORK						

Application for Endorsement of Temporary Terminal of PUJ's and TODA Transport Association

Schedule of Availability of Service :

Days : Monday-Friday

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : PUJ's and TODA TRANSPORT

Documentary Requirements :

Processing Period : One (1) day or it depends upon the completion of Documentary requirements

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Submit documentary requirements	Received and record the documents	Five (3) minutes	Clerk	None	None
		Review documents	One (1) day	Clerk	None	None
		Conduct ocular inspection		Field Supervisor	None	None
		Prepare inspection of approval/disapproval		Field Supervisor	None	None
		Prepare endorsement letter to DPOS		Clerk	None	None
		Signed endorsement letter to DPOS		Clerk	None	None
COMPLETED STAFF WORK						

Implementation/Endorsement of Traffic Laws, Regulations and Ordinance

Schedule of Availability of Service	:	
Days	:	Monday-Friday
Hours	:	8:00AM-5:00PM (without noon break)
Who may avail of services	:	Drivers/Motorists, Pedestrians and Concerned Citizens
Documentary Requirements	:	Letter complaint addressed to OIC, TFT walk-in Complaints, Phone-in, text Message
Processing Period	:	More than one (1) day
How to avail the service	:	

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Client submit complaints	Received and record the documents	Ten (3) minutes	Receiving Clerk	None	None
		Review complaints/documents	1 day	OIC, TFT	None	None
		Call the attention of T/E being complained for adjudication process with complaints	1 day pending on the recommendation of the adjudication officer	OIC, TFT	None	None
		If the complaint is not settled outright the matter is referred to the office concerned for proper disposition	1 day pending on the recommendation of the adjudication officer	OIC, TFT	None	None
COMPLETED STAFF WORK						

ADDRESSING REQUEST OF REMOVAL STALLED/OBSTRUCTION (VEHICLES) ON SECONDARY ROADS

Schedule of Availability of Service :

Days : Monday-Friday

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : Barangay Officials, Homeowner Associations, Organizations, and Constituents of District V

Documentary Requirements :

Processing Period :

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1		Receive the letter, phone call or walk in request	5 mins	Duty Officer	None	None
2		Conduct survey and questionnaire relative therein	5 mins-30 mins	Duty Officer	None	None
3		Provide inspection on a phone call and on monitoring the concerned areas to confirm the validity of the request	1 day	OIC, Supervisor	None	None
4		Act on the request if it is in accordance to the office guidelines	1-2days	OIC	None	None
5		If the matter needs the guidance of other related units (BARANGAY, ENGINEERING, DPOS, etc), it will be endorsed	1-3 days	OIC		
6		Inform the requesting party of the action taken	15 mins	OIC / Duty Officer		
COMPLETED STAFF WORK						

PERFORMANCE OF TRAFFIC PERSONNEL

Schedule of Availability of Service :

Days : Monday-Friday

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : Barangay Officials, Homeowner Associations, Organizations, and Constituents of District V

Documentary Requirements :

Processing Period :

How to avail the service :

A. If a complaint (written, phone call, walk-in) appears on them:

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1		Get the attention of the said personnel	5-20 mins	OIC, Duty Officer	None	None
2		face to face communication be available between them and to be mediated by office	20-30 mins	OIC, Duty Officer	None	None
3		Assess the complain (its validity to work, related), if its valid; provide necessary punishment measures for the personnel	1-2days	OIC, Duty Officer	None	None
4		Assess the complaint (its validity to work, not related (personal), still attends to the complaint and warning as to its consequences to his work	1-2 days	OIC, Duty Officer	None	None
5		If the complaint is an unconfirmed report, advice the complainant tom provide necessary supportive documents to his/her argument, for the office to act.	2 days-until supporting docs is presented	OIC, Duty Officer	None	None
COMPLETED STAFF WORK						

B. If a complaint (written, phone call, walk-in) appears on them:

a. Evaluate the behavior and attitude of the personnel on good performance.

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1		Gives congratulatory remarks to appreciate the good works of the personnel	30 min -1 hr	OIC	None	None
2		If have the chance, recommend said personnel for additional monetary compliment or level up work position suitable on his qualification/skills	30 min -1 hr	OIC	None	None
COMPLETED STAFF WORK						

b. Evaluate the behavior and attitude of the personnel on not performing

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1		Remind the said personnel on his performance behavior.	30 min -1 hr	OIC	None	None
2		Orient him to his/her responsibility regarding to his job according to its description	30 min -1 hr	OIC	None	None
3		Reprimand him of the consequences of his poor performance				
	Re-evaluate his attitude on work:					
		If performing, be given congratulatory remarks and complimentary benefits	30 min -1 hr	OIC	None	None
		If not performing, give necessary measures (refer to personnel guidelines)	30 min -1 hr	OIC	None	None
COMPLETED STAFF WORK						

QUEZON CITY DISASTER AND RISK REDUCTION MANAGEMENT OFFICE

Operations and Warning Section Services District 5 satellite office

Request for Emergency Medical Services (EMS)

Schedule of Availability of Service :

Days : Monday-Friday
Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : Barangay Officials, Homeowner Associations, Organizations, and Constituents of District V, Other interested requesting parties

Documentary Requirements : Request letter or phone calls

Processing Period : 30 minutes

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Call thru the emergency hotline	Accept phone call	5 minutes	Special Operations Support Staff - Communication Officer	None	None
2	Discussion on Incidents situation and patients Information	Dispatching of EMS / SAR units	5 minutes	Special Operations Support Staff – Deputy for Operations	None	None
3	Patients / Incidents assessment providing immediate care	EMS / SAR TEAM assigned	10 minutes	Special Operations Support Staff - Team Leader	None	None
4	Patients transfer to the Hospital	EMS / SAR TEAM assigned	10 minutes	Special Operations Support Staff - Team Leader	None	None
COMPLETED STAFF WORK						

**Request for ambulance Transfer / Stand By
Schedule of Availability of Service :**

Days : Monday-Friday
Hours : 8:00AM-5:00PM (without noon break)
Who may avail of services : Barangay Officials, Homeowner Associations, Organizations, and Constituents of District V, Other interested requesting parties
Documentary Requirements : Request letter or phone calls
Processing Period : 30 minutes
How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Client will give letter of request for Stand By Ambulance	Accept and record letter	5 minutes	Special Operations Support Staff - Communication Officer	None	None
2	Client will give letter of request for Stand By Ambulance	Dispatching of EMS	5 minutes	Special Operations Support Staff – Deputy for Operations	None	None
3	Patients / Incidents assessment providing immediate care	EMS TEAM assigned	10 minutes	Special Operations Support Staff - Team Leader	None	None
4	Patients transfer to the Hospital	EMS / SAR TEAM assigned	10 minutes	Special Operations Support Staff - Team Leader	None	None
COMPLETED STAFF WORK						

Request for ambulance conduction transfer

Schedule of Availability of Service :

Days : Monday-Friday

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : Barangay Officials, Homeowner Associations, Organizations, and Constituents of District V, Other interested requesting parties

Documentary Requirements : Request letter or phone calls

Processing Period : 30 minutes

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Client will give letter of request for Stand By Ambulance or thru Email (QCRRMO@quezoncity.gov.ph/qcrrmo@gmail.com)	Accept and record letter	5 minutes	Special Operations Support Staff - Receiving Clerk	None	None
2	Approval from the Head, QCRRMO	Assign a team to handle the request	5 minutes	Local Disaster Risk Reduction and Management Officer II - Operations and Warning Section Chief	None	None
3	Dispatching of Ambulance	EMS / Inspection Team	20 minutes	EOC Officer	None	None
COMPLETED STAFF WORK						

SOCIAL SERVICES DEVELOPMENT DEPARTMENT

TRANSPORTATION ASSISTANCE (BALIK-PROBINSYA)

Schedule of Availability of Service	:	
Days	:	Monday – Friday
Hours	:	8:00AM – 5:00PM (without noon break)
Who may avail of services	:	Barangay Officials, Homeowner Associations, Organizations, and Constituents of District V, Individuals/families in Crisis Situation
Documentary Requirements	:	Barangay Certificate of Residency/ Indigency Travel Clearance Health Certificate
Processing Period	:	15 Days, 1 Hour and 45 mins.
How to avail the service	:	

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	5 minutes	Officer on duty	None	None
2	Present self to Information Desk	2. Accommodates client's query with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 2.1 Conducts initial assessment of documentary Requirements 2.2 Provides client with queuing number 2.3 Assists client to proceed to concerned staff	10 minutes	Social Welfare Aide	None	None
3	Proceeds to the concerned staff 3.1 Submits necessary documents	3. Ask for additional information for validation 3.1 Explains subsequent procedures in availing assistance (i.e Home visit, purchase of tickets, etc.)	30 minutes	Social Worker	None	None

4	Undergoes intake interview and provide accurate information	<p>4. Conducts Intake interview</p> <p>4.1 Conducts Counseling</p> <p>4.2 Advice client to wait for further assessment/ schedule of further engagement</p>	1 hour	Social Worker	None	None
5	Wait	<p>5. Conducts Home visit with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart)</p> <p>5.1. Identifies other needs of the client</p> <p>5.2. Prepares documentary requirements: a. Report on Findings b. Referral Letter</p> <p>5.3. Coordinates with other welfare agencies (receiving Local Government Unit (LGU) and Department of Social Welfare and Development)</p> <p>5.4. Purchase tickets</p> <p>5.5. Informs client as to the schedule of departure</p>	14 Days	Social Worker	None	None
6	<p>6. Signs Acknowledgement Receipt</p> <p>6.1. Receives ticket/s and Referral Letter to receiving LGU</p>	<p>6. Escort client to bus terminal/ port</p> <p>6.1. Extends ticket/s and Referral Letter</p> <p>6.2. Ensures that client is really on board</p>	4 Hours		None	None
		7. Prepares necessary documents for liquidation purposes	4 Hours		None	None
COMPLETED STAFF WORK						

EMERGENCY DISASTER RELIEF PROGRAM (FOOD ASSISTANCE/ TEMPORARY SHELTER FOR WALK-IN CLIENTS AND VICTIMS OF CALAMITY)

Schedule of Availability of Service :

Days : Monday-Friday

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : Barangay Officials, Homeowner Associations, Organizations, and Constituents of District V, Individuals/families in Crisis Situation

Documentary Requirements :

Processing Period : 22 Days, 2 Hours and 45 mins.

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Precautionary measures to all visitors/ clients	Accomplish the visitor's checklist (Health Checklist)	5 minutes	Officer on duty	None	None
2	Present self to Information Desk	2. Accommodates client's query with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 2.1. Assists walk-in clients to proceed to concerned staff 2.2. For calamity victims, assists client to proceed to queuing	10 minutes	Social Welfare Aide	None	None
3	Proceeds to concerned staff	3. Conducts initial assessment	30 minutes	Social Worker	None	None
4	4. Undergoes Intake Interview and provide accurate information 4.1. Victims of calamity attend scheduled activities while	4. Conducts Intake interview with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart)	30 minutes for walk-in clients	Social Worker	None	None

	at the Evacuation Center	4.1. Conducts further assessment 4.2. Prepares documents for approval of extension of Dry Ration 4.3. Conducts Relief Operation activities for victims of calamity	14 days (2 weeks) for victims of calamity	Welfare Aide Day Care Workers		
5	Wait	5. Prepares documents for approval of extension of Dry Ration 5.1. Prepares and submit Relief Operation Report for approval of extension of Financial Assistance for victims of calamity	1 hour for dry ration of walk-in clients 1 day for dry ration of victims of calamity 5 days for financial assistance	Social Worker	None	None
6	6. Walk-in client receives Dry Ration upon approval 6.1. Victims of calamity receive dry ration upon pull-out of relief operation 6.2. Receives Financial Assistance upon approval	6. Extends Dry Ration 6.1. Coordinates with the barangay council to inform client on the schedule of extension of financial assistance 6.2. Extends Financial Assistance	30 minutes for walk-in clients 1 day for victims of calamity	Social Worker	None	None
	7. Prepares and submits Post-Evaluation Report		1 day			
COMPLETED STAFF WORK						

FOOD FOR WORK

Schedule of Availability of Service :

Days : Monday-Friday
Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : Barangay Officials, Homeowner Associations, Organizations, and Constituents of District V, Identified individuals who are willing to render service for duly approved and supervised restorative and rehabilitative project in the community within Quezon City

Documentary Requirements :

Processing Period : 7 Days, 1 Hour, and 5 minutes

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	1. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	5 minutes	Officer on duty	None	None
2	2. Present self for inclusion in the project	2. Assess capacity of volunteer 2.1. Prepares and submits Project Proposal	1 Day	Social Worker	None	None
3	3. Undergoes Intake Interview and provide accurate information 3.1. Attends orientation	<ul style="list-style-type: none"> ➤ Conducts intake interview with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) ○ Conducts orientation ○ Advice client on the schedule of project implementation 	1 hour	Social Worker		

	<ul style="list-style-type: none"> • Participates in the implementation of the identified project • Signs the payroll • Receives Material Assistance 	<p>1. Implements and monitors daily activities of identified project</p> <p>1.1. Prepares Payroll</p> <p>1.2. Extends Material Assistance</p>	5 days	Social Worker		
		2. Prepares and submits completion report	1 day	Social Worker		
COMPLETED STAFF WORK						

REFERRAL

- Schedule of Availability of Service** :
- Days** : Monday-Friday
- Hours** : 8:00AM-5:00PM (without noon break)
- Who may avail of services** : Barangay Officials, Homeowner Associations, Organizations, and Constituents of District V, Individuals in crisis situation/referral from the Barangay Council for special cases
- Documentary Requirements** : Checklist from the hospital / welfare agency
Original copy of Brgy. Certificate of Residency
Identification Card
Original copy of Medical Certificate / Clinical Abstract for Medical Assistance
Certified True Copy of Death Certificate for Burial Assistance
Barangay Blotter (if applicable)
- Processing Period** : 10 Days, and 45 minutes
- How to avail the service** :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	5 minutes	Officer on duty	None	None
2	2. Present self to Information Desk 2.1. Presents documentary requirements	2. Accommodates client's query 2.1. Conducts initial assessment of documentary requirement 2.2. Provides client with queuing number 2.3. Assists referring party of special cases to proceed to concerned staff	10 minutes	Social Welfare Aide	None	None
3	3. Proceeds to concerned staff 3.1. Submits necessary requirements	Receives and checks documents presented Explains subsequent procedures in availing assistance	30 minutes	Social Worker	None	None

4	Undergoes intake interview and provide accurate information	<p>4. Conducts Intake Interview</p> <p>4.1. Identifies other needs of the client</p> <p>4.2. Coordinates with concerned agencies when applicable</p> <p>4.3. Prepares Referral Letter</p> <p>4.4. For special cases endorsed by the barangay, facilitate admission to welfare institutions/ hospitals</p>	<p>1 hour for immediate referrals</p> <p>10 working days for special cases</p>	Social Worker	None	None
5	<p>5. Receives Referral Letter</p> <p>5.1. For special cases, submit self for immediate medical attention and/or institutionalization whichever is applicable</p>	<p>5. Extends Referral Letter</p> <p>5.1. Presence of SWAB TEST / RAPID TEST to every client in compliance with Health protocols and guidelines to contain the spread of the Coronavirus disease (COVID-19) as among the requirements also of the receiving LGU.</p> <p>5.2. Escort client to welfare institutions / hospitals (abandoned cases)</p>		Medical Officer	None	None
		Prepares and submits necessary documents for documentation purposes				
COMPLETED STAFF WORK						

VOLUNTEER & AUXILIARY PROGRAM

- Schedule of Availability of Service** :
- Days** : Monday-Friday
- Hours** : 8:00AM-5:00PM (without noon break)
- Who may avail of services** : Barangay Officials, Homeowner Associations, Organizations, and Constituents of District V, Identified individuals (18 years and above) from the conducted Family Survey who are willing to render voluntary service in the community
- Documentary Requirements** : Filled-up Personal Data Sheet (PDS) with picture
- Processing Period** : 44 Days
- How to avail the service** :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1		Process the names of identified volunteers Coordinates with Day Care Workers for evaluation Prepare schedule of activities Inform client on the schedule of home visit	7 working days	Social Worker	None	None
2	Provide additional information	2. Conducts home visit 2.1. Assess capacity of volunteers	7 working days	Social Worker	None	None
3	Attends orientation	<ul style="list-style-type: none"> ➤ Inform client on the schedule of orientation ○ Conducts orientation ○ Prepares and submits master list of would be participants ○ Prepares Project 	7 working days	Social Worker	None	None

		Proposal, Training Design and resources needed for the training				
4	4. Attends and Participate in the training 4.1. Receives Certificate of Completion	4. Conducts training program 4.1. Monitors progress during training 4.2. Provides Certificate of Completion	22 working days	Social Worker	None	None
5	Submit Post-training Evaluation Form	5. Conducts post evaluation 5.1. Analyze data from the result of evaluation	1 day	Social Worker		
6	6. Performs volunteer work in the community	6. Conducts monitoring 6.1. Conducts regular meetings (monthly, quarterly, annual) 6.2. Recommends additional trainings for volunteers				
COMPLETED STAFF WORK						

FINANCIAL ASSISTANCE

Schedule of Availability of Service :

Days : Monday-Friday

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : Barangay Officials, Homeowner Associations, Organizations, and Constituents of District V, Individuals in crisis situation

Documentary Requirements :

➤ **Medical Assistance**

- Original / Certified True Copy of updated Medical Abstract / Medical Certificate (duly signed by the Attending Physician, reflecting full name and license number)
- Original copy of updated Prescription Slip (duly signed by the Attending Physician, reflecting full name and license number)
- Original copy of Barangay Certificate of Indigency

➤ **Burial Assistance**

- Certified True Copy of duly registered Death Certificate
- Original copy of duly notarized Funeral Contract
- Original copy of Barangay Certificate of Indigency

Processing Period : 2 Hours and 5 minutes

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Precautionary measures to all visitors/clients	Accomplish the visitor's checklist (Health Checklist)	5 minutes	Officer on duty	None	None
2	Presents self to Information Desk	2. Accommodates client's query with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 2.1 Conducts initial assessment of	10 minutes	Social Welfare Aide	None	None

		documentary requirements 2.2 Assists client for queuing				
3	Presents documentary requirements	Checks the authenticity of the documents	30 minutes	Social Welfare Aide	None	None
4	Undergoes intake interview and provide accurate information	4. Conducts Intake Interview with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 4.1 Identifies other needs of the client 4.2 Prepares Report on Findings 4.3 If applicable, prepare Referral Letter to other welfare agencies 4.4 Purchase medicines/ Prepare Guarantee Letter	1 hour	Social Welfare Aide	None	None
5	Receives medicines/ Guarantee Letter	Extends of medicines/ Guarantee Letter	20 minutes	Social Welfare Aide	None	None
COMPLETED STAFF WORK						

PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)

- Schedule of Availability of Service** :
- Days** : Monday-Friday
- Hours** : 8:00AM-5:00PM (without noon break)
- Who may avail of services** : Barangay Officials, Homeowner Associations, Organizations and Constituents of District V
- Documentary Requirements** : - Bio-Data or Resume with recent ID picture
- Barangay, NBI or Police Clearance
- Processing Period** :
- How to avail the service** :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1		Received the letter request coming from the private company	1 minute	Clerk	None	None
2		Check the availability of the venue	1 minute	Clerk	None	None
3		All the employers for the schedule of job fairs	10 minutes	OIC, PESO	None	None
4		Information dissemination of job vacancies	4 hours	Liaison Officer	None	None
5	Get a number in the security guard in front	Register in applicant's registration	2 minutes	Clerk	None	Applicant's registration
6		Issuance of registration form from DOLE	1 minute	Clerk	None	Registration Form from DOLE
7	Fill-out the registration form	Received the registration form	5 minutes	Clerk	None	Registration from DOLE
		Interviewing the applicant	15-20 minutes	Human resource of the Company	None	None
COMPLETED STAFF WORK						

Job Fair

Schedule of Availability of Service :

Days : Monday-Friday

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services :

Barangay Officials, Homeowner Associations, Organizations and Constituents of District V

Documentary Requirements :

- 18-25 years old
- Certificate of Indigency If student, enrolled during the current school year/term or during the school year/term immediately preceding the summer vacation
- if drop-out, intends to continue/resume his/her studies
- Parent combined annual incomes after tax must not Exceed to P36,000.00
- if student, obtained passing grade during the current School year/term
- if drop-out, obtained passing grade in the last school year/term attended

Processing Period : 4 hours to 14 minutes

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Submit bio-data or resume	Make a referral for the Company	5 minutes	Clerk	None	None
2		Signing of referral	1 minute	OIC, PESO	None	None
3		Issuance of referral	1 minute	Clerk	None	None
COMPLETED STAFF WORK						

GENDER AND DEVELOPMENT RESOURCE AND COORDINATING OFFICE (GADRCO)

Schedule of Availability of Service :

Days : Monday-Friday
Hours : 8:00AM-5:00PM (without noon break)
 (Paralegal Service: every Thursday, 1:00PM-5:00PM)

Who may avail of services : Barangay Officials, Homeowner Associations, Organizations and Constituents of District V

Documentary Requirements :

- Any valid ID
- Barangay Endorsement
- Intake Form
- Assign Client Number

Processing Period : Walk-In client – one (1) hour

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Walk-in/Endorse by Barangay	RA 7210 – Anti Child Abuse RA 9662 – VAWC Cases	1 hour	Paralegal Staff	None	Intake Form
		Issuing of 1 st Conference	30 minutes	Paralegal Staff	None	Conference letter (to be mail)
		Schedule of 1 st Conference	30 minutes	Paralegal Staff	None	Xerox copy of received conference letter
		Paralegal Service Agreement	1 hour	Lawyer	None	
		Demand letter with agreement (both sides)	1 hour	Lawyer	None	Conference letter with agreement (notarized)
		If no agreement file complaint in Barangay or Court	1 hour	Lawyer	None	Referral to PAO, IBP or Private Lawyer
COMPLETED STAFF WORK						

Other Mandates and Functions

Conduct and coordinate Gender and Development (GAD) Seminars

Schedule of Availability of Service :

Days : Monday-Friday

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : NDC Employees

Documentary Requirements :

Processing Period : Case to case basis

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	NDC Employees	GADRCO NDC	Depends upon the arrival	Office-In-Charge	None	Proposal Letter
		GADRCO NDC	3 days seminar	Officer-In-Charge	None	Submission of Budget
		Implementing of Seminar	3 days seminar	OIC and Staff	None	Documentation
COMPLETED STAFF WORK						

CONGRESSMAN ALFRED VARGAS SATELLITE OFFICE

Schedule of Availability of Service :

Days : Monday-Friday

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : Barangay Officials, Homeowner Associations?
Organizations and Constituents of District V

Documentary Requirements : Barangay Clearance, Endorsements &
Personal Letter

Processing Period :

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Constituents of District 5	Scholarship Program	10 mins	Coordinator	None	None
		Medical / hospital Assistance	10 mins	Coordinator	None	None
		Housing Program	10 mins	Coordinator	None	None
		Burial Assistance	10 mins	Coordinator	None	None
		Job Fair	10 mins	Coordinator	None	None
COMPLETED STAFF WORK						

RED CROSS QUEZON CITY SATELLITE OFFICE

Schedule of Availability of Service :

Days : Monday-Friday
Hours : 8:00AM-5:00PM (without noon break)
Who may avail of services : Barangay Officials, Homeowner Associations, Organizations and Constituents of District V
Documentary Requirements :
Processing Period :
How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Constituents of District 5	Emergency Respond & Patient Conduction	8 hours	Staff, NDC Satellite Office-In-Charge	None	None
		Conduct Training for first Aid, Disaster & Health	8 hours	Staff, NDC Satellite Office-In-Charge	None	None
		Pep Talk Membership Program	8 hours	Staff, NDC Satellite Office-In-Charge	None	None
		Blood Donation & First Aid Station	8 hours	Staff, NDC Satellite Office-In-Charge	None	None
		Relief Operation during disaster	8 hours	Staff, NDC Satellite Office-In-Charge	None	None
		Blood Pressure Monitoring	8 hours	Staff, NDC Satellite Office-In-Charge	None	None
COMPLETED STAFF WORK						

TRICYCLE REGULATION DEPARTMENT (SATELLITE OFFICE)

Schedule of Availability of Service :

Days : Monday-Friday

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : Barangay Officials, Homeowner Associations, Organizations and Constituents of District V, Operator and Driver of Tricycle in District V

Documentary Requirements : MTOP, OR/CR, TOD Clearance, Barangay Clearance and

Annual Inspection Report

Processing Period : 18 minutes per applicant

How to avail the service : If your motor plate number is ending in number 1 you

have to register your tricycle on December or January

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Operator / Driver	(TRU Inspector) Inspection of Tricycle Unit	3 minutes	Inspector		Annual Inspection
2		(TRU Verifier) Verification of TRU Requirements	3 minutes	Requirements Verifier		TRU Requirements
3		Computer Verification for assessment of fees to be noted on the MTOP documents	2 minutes	Record Verifier		TRU Requirements
4		Issuance of Order of Payment	2 minutes	Receiving Clerk	Registration Fees; P400.00	Order of Payment
5		Encoding of Receipts	2 minutes	Encoding / Verifier	Reconfirmation P100.00	
6		Typing of Confirmation for LTO registration	4-5 minutes	Typist		Confirmation Form
7		Releasing of TRU annual Tariff Fair and TRU driver's ID	1 minute	TRU – sticker Custodian		TRU Requirements
COMPLETED STAFF WORK						

HEALTH DEPARTMENT (SATELLITE OFFICE)

Schedule of Availability of Service :

Days : Monday-Friday
Hours : 8:00AM-2:30PM Receiving of Application/Requirements
 2:30PM-5:00PM Releasing of Result/Application

Who may avail of services : 10:00AM & 12:00NN HIV Seminar
 Barangay Officials, Homeowner Associations, Organizations and Constituents of District V, Those who are seeking local employment in a business Establishment within Quezon City and applying Health Certificate for the first time; Those who are applying for renewal of Health Certificate

Documentary Requirements :

- Stool Specimen
- Sputum Specimen
- Old Health Card
- Application Payment/Receipt
- HIV-AIDS Seminar (new)

Processing Period :

NEW APPLICANT: 3 hours and 54 minutes
 RENEWAL: 2 hours and 2 minutes

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	Present all the requirements	Interview client, check all requirements, issue order of payment form and application form	3 minutes	Seminar Aide		
2	Pay application fee to Treasurer's Office Window 2		3 minutes	CTO Cahier	Stool Exam P29.00 Sputum Exam 65.00 Health Card 50.00	

					HIV Seminar 50.00 VD 65.00	
3	Submit receipt and all requirements to Receiving Section	Receive all requirements, check completeness of entry on application forms, HIV-Seminar and the claim result	3 minutes	Receiving Clerk		
4	Wait for laboratory result	Record laboratory result	3 minutes	Recording Clerk		
		Prepare equipment and specimen for smearing, staining, drying and microscopic examination of stool and sputum	2 hours	Laboratory Aide & Medical Technician		
		Record laboratory result	3 minutes	Recording Clerk		
5	For NEW APPLICANT – attend HIV-AIDS seminar at the Seminar Room at the Health Building at NDC and claim result after the seminar at the Releasing Section.	Register participant of seminar Discuss/lecture on HIV-AIDS	3 minutes 1 hour & 30 minutes	Seminar Aide		
	For OLD/RENEWAL – claim result at the Releasing Section	Release applicant and all requirements	3 minutes	Releasing Clerk		
	APPLICANT WITH (+) LABORATORY RESULT – Take result to the nearest Health Center for consultation. Come back after three (3) days at Receiving Section for repeat examination	Refer applicant with (+) result to the nearest Health Center Receive specimen for repeat exam	3 minutes 3 minutes	Medical Technician Receiving Clerk		
	APPLICANT WITH (-) LABORATORY RESULT – claim result at the Releasing Section	Release applicant and all requirements	3 minutes	Releasing Clerk		
COMPLETED STAFF WORK						

HOUSING AND RELOCATION DEVELOPMNT SERVICES

HOUSING, COMMUNITY DEVELOPMENT and RESETTLEMENT DEPARTMENT (HCDRD) SATTELITE OFFICE

Schedule of Availability of Service :

Days : Monday-Friday
Saturday/Sunday (HOA's Assemblies)

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : Urban poor/Informal Settler Families

Documentary Requirements : Communication letters requests, complaint, etc. in relation to Housing and Resettlement Community Development and other issues and concerns

Processing Period :

How to avail the service :

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	COMMUNICATION (Endorsement/Application/Request Letter)	Shall receive an endorsement letter	3-5 minutes	Receiving Clerk	None	None
2	For In-City Relocation	-Signing of LPA and releasing of entry passes -Turn-over of keys and units		HCDRD-NDC/Area Coordinator	None	None
2.2	Site-Inspection and Investigation	-Shall schedule site inspection -Request of service vehicle to ODC -conduct actual site inspection to document actual ground situation and gather relevant information with the affected ISF -Prepare and submit an inspection report and recommendation to the Division Head - HRD	2-3 days 1 day 2-4 days	HCDRD-NDC Area Coordinator Area Coordinators	None	None
2.2	Land Survey (if needed)	-Assist the Survey Team on ground		HCDRD-NDC	None	None

		<p>while conducting land survey</p> <ul style="list-style-type: none"> -Prepare and submit an update status report to the HCDRD Division head 		Area Coordinators		
2.3	Tagging/Census	<ul style="list-style-type: none"> -Coordinate with HCDRD Census Survey Section Head and Finalized target date to conduct tagging and Census of Structures and affected families in the community 		Area Coordinators	None	None
		<ul style="list-style-type: none"> -Assist Census Survey Team while conducting tagging and census -Wait for the releasing of the Official Census Survey Master list -Prepare and submit an update status report to HCDRD Division Head -Coordinate with Census Survey Team upon receiving the Draft Master list of the affected ISF concerning the schedule of ISF Master List Validation -Received final Master List 		<p>Area Coordinators</p> <p>OIC HCDRD-NDC</p>		

2.4	1 st Dialogue/Meeting	<p>-Shall coordinate with the Local Inter-Agency Committee and HCDRD to schedule the first dialogue/meeting with the affected families listed in the official Census Master List</p> <p>-Posting of meeting announcement in the strategic areas within the community association to assist in giving the dialogue invitations to their members</p> <p>-Facilitate the actual dialogue/meeting of the affected ISF with LIA/Barangay</p> <p>-Prepare and submit and update status report to the HCDRD Division Head</p>		Area Coordinators	None	None
2.5	2 nd -3 rd Dialogue/Meeting (if deemed necessary)	<p>-Shall coordinate with Local Inter-Agency Committee and HCDRD to schedule the 2nd-3rd dialogue/meeting with the affected families listed in the Official Census Master List</p> <p>-Posting of meeting announcement in the strategic area within the community association to assist in giving the dialogue invitations to their members</p>		Area Coordinators	None	None

		-Facilitate the actual dialogue/meeting of affected ISF with LIA/Barangay -Prepare and submit an updated status report to the Division Head -HRD				
2.6	ISF Household Heads Interview	-Conduct interview with affected ISF Household Heads	20 minutes	Clerk and Area Coordinators	None	None
2.7	Choose between in City or near City relocation sites	-Give list of needed requirements of the chosen relocation option -Encoding of Official List of Beneficiaries and Master List	5 minutes	Area Coordinators Area Coordinators/Encoder	None	None
2.8	Site Tripping Request (In-City Sites)	-Coordinate with the target relocation site -Encoding of Official List of Beneficiaries and Master List -Actual Site Tripping	5 minutes	Area Coordinator Area Coordinator Area Coordinator	None	None
2.9	Submission of Documentary requirements of their chosen relocation option	-check and received complete documentary requirements of ISF household head of their chosen relocation option	15 minutes	Receiving Clerk	None	None
3	For NHA relocation (Infrastructure Projects)	-Compile and encode a minimum of 10 folders of documentary requirements to NHA -Submit to NHA the folder of requirements and copy of transmittal to DILG/HCDRD -Received copy of GM's approved list and schedule of relocation		Area Coordinator	None	None

		<ul style="list-style-type: none"> -Coordinate with HCRDR, LIAC/Barangay -Posting of meeting announcement in the strategic areas within the community association to inform the target ISF -Actual pre-relocation meeting -Actual relocation -Prepare and submit an updated status report to the HCDRD Division Head 		Area Coordinator		
2.1	Site Tripping Request (NHA Relocation Site)	<ul style="list-style-type: none"> -Coordinate with the target relocation site -Encoding of Official List of Beneficiaries and Master List -Actual Site Tripping 		Area Coordinator		
COMPLETED STAFF WORK						

OFFICE OF THE SENIOR CITIZENS AFFAIRS NDC – DIST 5 (OSCA)

SCHEDULE OF AVAILABILITY OF SERVICE

DAYS : MONDAY - FRIDAY

HOURS : 8:00 AM – 5:00 PM

WHO MAY AVAIL OF SERVICES : SENIOR CITIZENS (60 YRS OLD AND UP)
CONSTITUENTS OF DISTRICT 5

DOCUMENTARY REQUIREMENTS : TWO (2) VALID GOV'T ID'S (PHOTOCOPY)
THAT WILL JUSTIFY YOUR NAME, CURRENT
ADDRESS, QUEZON CITY /DIST 5 RESIDENT
ONLY) AND DATE OF BIRTH 4 1X1 ID
PICTURES, BIRTH CERTIFICATE (PHOTOCOPY)
PROCESSING PERIOD: 25 MINUTES

HOW TO AVAIL THE SERVICE : FILL-OUT FORMS FOR NEW APPLICANT, LOST
AND REPLACEMENT OF SENIOR CITIZEN ID

Step	Applicant/Client	Services Offered/Rendered	Duration of Activity	Person In Charge	Fees	Form
1	INTERVIEW /VALIDATION		5 minutes	DEPT HEAD		
2	SUBMISSION OF REQUIREMENTS	ISSUANCE FOR NEW, LOST &REPLACEMENT	5 minutes	DEPT HEAD	LOST/REPLACEMENT / LATE REGISTRATION 100.00 FOR 65 -UP	ORDER OF PAYMENT
3	FILL OUT FORM FOR NEW/LOST/REPLACEMENT	ISSUANCE FOR BOOKLETS	5 minutes	DEPT HEAD	PAYMENT IS AT TREASURY OFFICE	RECEIPT FROM TREASURY
4	CHECK IF INFORMATION IN YOUR ID WERE CORRECT	GROCERY, MEDICINE CINEMA	5 minutes	DEPT HEAD	NONE	NONE
5	SIGN / THUMBMARK THE SC ID		2 minutes	DEPT HEAD		
6	GET YOUR BOOKLETS FOR GROCERY, MEDICINE AND CINEMA		3 minutes	DEPT HEAD		
COMPLETED STAFF WORK						

REGISTRATION AND ISSUANCE OF PWD ID

The PWD Registration and Issuance of PWD ID are intended to the persons with disabilities who are certified residents of Quezon City. Pursuant to Republic Act No. 9442 as amendment to Republic Act 7277, otherwise known as the Magna carta for person with disability.

Schedule of Availability of Service	:	
Days	:	Monday-Friday
Hours	:	8:00AM-5:00PM (without noon break)
Who may avail of services	:	Barangay Officials, Homeowner Associations, Organizations, and Constituents of District V, Persons with disability residents of Quezon City
Documentary Requirements	:	Certificate of Disability Barangay clearance or any other government-issued ID 2 pcs. 2X2 I.D. picture / Signature
Processing Period	:	New Applicant: 1 Hour Renew Applicant: 40 Minutes Non-Apparent: 7 Days, 1 Hour
How to avail the Service	:	
FOR NEW APLICANT APPARENT DISABILITY		

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	If Renewal Present old PWD ID	1.1. Provide form and review submitted documents	5 minutes	Frontline Unit	None	None
		1.2. Endorse to Evaluator 1.3. Verify submitted documents 1.4. Endorse to Approving Officer	30 minutes			
2	Wait the number to be called for processing and release of PWD ID	2.1. Check the information 2.2. Issue the PWD ID to the client	5 minutes	MIS and Registration Unit	None	None
COMPLETED STAFF WORK						

FOR RENEWAL (APPARENT)

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	If Renewal Present old PWD ID	1.1. Provide form and review submitted documents 1.2. Endorse to Evaluator 1.3. Verify submitted documents 1.4. Endorse to Approving Officer	5 minutes 30 minutes	Frontline Unit	None	None
2	Wait the number to be called for processing and release of PWD ID	2.1. Check the information 2.2. Issue the PWD ID to the client	5 minutes	MIS and Registration Unit	None	None
COMPLETED STAFF WORK						

FOR NON-APPARENT DISABILITY

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Fill-up / submit PRPWD form and requirements	1.1. Provide PRPWD form and orient the applicant 1.2. Provide Applicants Transaction Slip 1.3. Endorse to the Quezon City Hospitals for medical evaluation	1 hour	Frontline Unit	None	None
2	Wait for the Schedule of Medical Evaluation on the following partner hospitals: <i>(Quezon City General Hospital, Maclang Hospital, Novaliches District Hospital)</i> <i>For E-mails:</i> <i>pdavidapplication@gmail.com</i>	2.1 Encode Applicants information and upload scanned documents to the Hospital's Online Platform 2.2 Coordinate with the applicants for follow up and concerns 2.3 Issue PWD ID after the applicant is certified by Quezon City Hospitals 2.4 Encode data to PRPWD and qceservices.	7 working Days	MIS and Registration Unit	None	None
COMPLETED STAFF WORK						

PERSONNEL AFFAIRS UNIT

REQUEST FOR CERTIFICATION OF EMPLOYMENT, SERVICE RECORD, NO PENDING ADMINISTRATIVE CASE

- Schedule of Availability of Service** :
- Days** : Monday-Friday
 - Hours** : 8:00AM-5:00PM (without noon break)
 - Who may avail of services** : NDC Employees
 - Documentary Requirements** : Request Form
 - Processing Period** : 1 day
 - How to avail the service** : Fill up request form

Step	Applicant / Client	SERVICES OFFERED/RENDERED	Duration of Activity	Person in Charge	Fees	Form
1.	(NDC Employees) Fill up request form	Receive request form	5 minutes	Receiving Clerk	None	Request Form
		Prepare Certification as requested based on Personnel Record	5 minutes	Encoder	None	None
		Signature of Head	5 minutes	Head PAU / Action Officer	None	None
		Release the Certification of Employment	5 minutes	Clerk	None	None
COMPLETED STAFF WORK						

Raising up of various Human Resources Concerns

Schedule of Availability of Service :

Days : Monday-Friday

Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : NDC Employees

Documentary Requirements : Letter Requests/Complaints Endorsement
Letter

Processing Period : 7 day

How to avail the service :

Step	Applicant / Client	SERVICES OFFERED/RENDERED	Duration of Activity	Person in Charge	Fees	Form
1.	Raising up of various Human Resources Concerns	Attend to queries, complaints & other concerns on personnel matters like payroll ATM card issuance	5 minutes	Office Aide	None	None
		GSIS concerns Pag-ibig contribution & Philhealth	5 minutes		None	None
		Administer and oversee employee benefits programs and contributions	5 minutes		None	None
COMPLETED STAFF WORK						

APPLICATION FOR LEAVE OF ABSENCE

Schedule of Availability of Service	:	
Days	:	Monday-Friday
Hours	:	8:00AM-5:00PM (without noon break)
Who may avail of services	:	NDC Employees
Documentary Requirements	:	Request Form
Processing Period	:	7 day
How to avail the service	:	Fill up application of leave form

Step	Applicant / Client	SERVICES OFFERED/RENDERED	Duration of Activity	Person in Charge	Fees	Form
1	Fill up application of leave form	Received application of leave form	5 minutes	Office Aide	None	Leave form
		Process leave application for leave credits availability	5 minutes	Encoder	None	None
		Head of Office recommends the approval or disapproval of the application	5 minutes	Head PAU / Action Officer	None	None
2	Employee receives photocopy of duly signed leave of absence form	Release the photocopy of signed leave of absence to the client Updates on Personnel Record of leave credits	5 minutes	Clerk	None	None
COMPLETED STAFF WORK						

SUBMISSION OF MONTHLY ATTENDANCE REPORT

Schedule of Availability of Service :

Days : Monday-Friday
Hours : 8:00AM-5:00PM (without noon break)

Who may avail of services : NDC Employees
Documentary Requirements : Daily Time Record & Application of Leave Form (if any)

Processing Period : 7 day

How to avail the service : Submission of Daily Time Record duly signed by the Head Office

Step	Applicant / Client	SERVICES OFFERED/RENDERED	Duration of Activity	Person in Charge	Fees	Form
1.	(NDC Employees) Submission of Daily Time Record duly signed by the Head of Office	Preparation of Monthly Attendance Report	10 minutes	Office Staff	None	None
		Encodes and prepare printed copy of Attendance Report	15 minutes	Encoder	None	None
		Upon signature of the Head of Office, it will be transmitted to QC-HRMD for the regular payroll processing	5 minutes	Head PAU/Action Officer	None	None
COMPLETED STAFF WORK						