



OFFICE OF THE CITY ADMINISTRATOR

CITIZEN'S CHARTER
2023 (4th Edition)



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I. Mandate:

Article X, Section 480 of Republic Act 7160 (The Local Government Code of 1991), as amended, provides that *the administrator shall take charge of the office of the administrator and shall:*

- 1) *Develop plans and strategies and upon approval thereof by the governor or mayor, as the case maybe, implement the same particularly those which have to do with the management and administration-related programs and projects which the governor or mayor is empowered to implement and which the sangguniang is empowered to provide for under this Code;*
- 2) *In addition to the foregoing duties and functions, the administrator shall:*
 - a. *Assist in the coordination of the work of all the officials of the local government unit, under the supervision, direction and control of the governor or mayor, and for this purpose, he may convene the chiefs of offices and other officials of the local government unit;*
 - b. *Establish and maintain a sound personnel program for the local government unit designed to promote career development and uphold the merit principle in the local government service;*
 - c. *Conduct a continuing organizational development of the local government unit with the end in view of instituting effective administrative reforms.*
- 3) *Be in the frontline of the delivery of administrative support services, particularly those related to the situations during and in the aftermath of man-made and natural disasters and calamities.*
- 4) *Recommend to the sangguniang and advise the governor and mayor, as the case may be, on all other matters relative to the management and administration of the local government unit; and*
- 5) *Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.*

City Ordinance No. SP-154, S-1990 further provided that the City Administrator shall have following duties, functions and/or responsibilities:

- a) *To assist the City Mayor in the performance of his duties and in providing for the effective formulation of policies, system and procedures in the delivery of public services in the areas of public works, public health care and social services, public welfare and safety, public enterprises development and management, urban settlement coordinator, environmental sanitation and protection, parks development, and other essential public services geared towards the upliftment of the common good, well-being, prosperity and quality of life of the inhabitants of Quezon City in line with national goals on economic, social and political advancement.*



- b) *To assist the City Mayor in the supervision, overseeing, evaluation, monitoring and/or coordination of the delivery of public services by and in the performance of the duties, functions and responsibilities of the various City departments, offices, units, executive committees, and/or special projects/activities with the exception of those provided for under Section 6 Sub-paragraph 3 of this ordinance.*
- c) *To coordinate and/or provide effective liaison services or conducts with related or counter-part national government departments or agencies as well as with other local government units in the Metropolitan Manila Area in respect to similar areas of public concern and services.*
- d) *To serve as the City Mayor's principal advisory, monitoring and coordinating arm on matters relative to the general, operational and fiscal administration of the affairs of the Quezon City Government.*
- e) *To call to and hold periodic meetings with heads of the departments, offices and/or units under his functional supervision or coordination.*
- f) *To render periodic reports to the City Mayor.*
- g) *To perform such other duties, functions and/or assignments given by the City Mayor from time to time.*

In further pursuance of the mandate of the Office, the City Administrator is further designated either as Chairperson, Co-Chairperson, Vice Chairperson, Action Officer or authorized representative of the City Mayor of critical committees/councils/boards/task forces such as the City Finance Committee, HRM Selection Board, City Disaster Risk Reduction and Management Council, Peace and Order Council, Environment Policy Management Council, Local Governance Transition Team, Scholarship Screening Committee, Public Finance Management Assessment Team (PFMAT), QC Seal of Good Local Governance (QC-SGLG), Local Government Performance Management System (LGPMS), Public-Private Partnership (PPP) Project Selection Committee, PPP Regulatory Authority, Ease of Doing Business (EODB) Task Force, Freedom of Information (FOI) Committee, Task Force Street Lighting and other special bodies created as may be delegated by the City Mayor, by law, ordinance or executive issuance.

II. Vision:

The Office of the City Administrator shall be the lead among the City Departments/Offices and other stakeholders in the effective execution of all approved plans, programs and policies with the primary aim of providing the highest standards of service to the people of Quezon City.



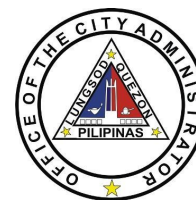
III. **Mission:**

To ensure that standards in governance administration and operation and fiscal management are efficiently implemented in addressing the needs of Quezon City constituents.

IV. **Service Pledge:**

The Office of the City Administrator guarantees to provide:

- 1) **Excellence in Service** – putting heart and soul in one’s work; providing one’s best in terms of knowledge, attitude and skills in whatever one is assigned to do.
- 2) **Customer Satisfaction** – striving to always satisfy the client’s requirements; to be always attuned to their needs in terms of the service they require; always remembering that the client or the customer is the reason behind the tenet, public office is a public trust.
- 3) **Commitment** – steadfast and consistent adherence to quality standards in the performance of one’s duties and responsibilities.
- 4) **Efficiency and Economy** – being mindful of the scarcity and finiteness of resources such that there is consistent effort at reducing wastes and consuming less without sacrificing quality of performance and value of service.
- 5) **Reliability** - the Office and its personnel can be relied upon to give quality work every time, all the time; and can be trusted to get the work done based on specified requirements and standards.
- 6) **Innovation** – the Office forefronts new methods in streamlining city processes and/or systems, as well as novelty projects or programs in providing better public services
- 7) **Leadership** – strong directional management and decisiveness for an overall effective and efficient performance of the office



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EXTERNAL SERVICES

1. Processing of Incoming Correspondence Covering Various Requests, Complaints and Proposals

Act on various requests, complaints and proposals received by the Office.

| | | | | |
|---|--|------------------------|------------------------|---|
| OFFICE OR DIVISION: | Administrative Division | | | |
| CLASSIFICATION: | Simple, Complex | | | |
| TYPE OF TRANSACTION: | G2C(Government to Citizen) G2B(Government to Business) G2G(Government to Government) | | | |
| WHO MAY AVAIL: | City Departments/Offices/Operating Units City Councilors Private entities National government agencies Other local government units | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ul style="list-style-type: none"> ● Original copy – Letter, Memo, Endorsement/Indorsement, Transmittal, Routing Slip ● One (1) set of supporting documents, if warranted | | | None | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit document/s to Receiving Area. | 1.1. Receives, classifies and encodes various submitted document/s/com munications (such as Transmittals, Memoranda, registered mails, emails, etc.) in the Document Tracking System for | None | 5 minutes | <i>Assigned Staff Administrative Division</i> |



| | | | | |
|--|--|------|------------|---|
| | Reference/Control Number. Gives to Acting Head/Chief Administrative Officer, Administrative Division, for final review of document classification. | | | |
| | 1.2. Reviews document classification. Routes document/s to concerned Assistant City Administrator, OCA Division or assigned staff. | None | 10 minutes | <i>Chief Administrative Officer/Acting Head Administrative Division</i> |
| | 1.3. Conducts Complete Staff Work thru review, evaluation and analysis; inspection; data gathering; recommendation of proper action; preparation of necessary documents to grant request or implement given instructions. Gives evaluation report and/or draft action documents to the Assistant City Administrator/s or to the City Administrator for final consideration/ approval/ signature. | None | 5 days | <i>Assistant City Administrator for Fiscal Affairs and/or Assistant City Administrator for General Affairs and/or Assistant City Administrator for Operations and/or Heads of OCA Division – Administrative Division; Fiscal Management Division; Management and Organization Division; Operations, Coordination and Monitoring Division; Technical Division And/or</i> |



| | | | | |
|--------------|--|-------------|--------------------------------|---|
| | | | | <i>Assigned Staff</i> |
| | 1.4. Approves/signs final revised action documents. | None | 1 day* | <i>City Administrator</i> |
| | 1.5. Releases signed document/s to concerned city department/office/unit, concerned entity/ies, concerned NGAs/LGUs. | None | 5 minutes | <i>Assigned Staff/Records Officer Administrative Division</i> |
| TOTAL | | NONE | 6 DAYS * 20 MINUTES | |

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled or due to immediate notice by the City Mayor.



2. Programs/Projects/Activity Coordination and Monitoring

Assists in the overall coordination among concerned stakeholders in the implementation of a program, project or activity.

| | | | | |
|---|--|------------------------|------------------------|---|
| OFFICE OR DIVISION: | Operations, Coordination and Monitoring Division | | | |
| CLASSIFICATION: | Simple, Complex | | | |
| TYPE OF TRANSACTION: | G2C (Government to Citizen) G2G (Government to Government) G2B (Government to Business) | | | |
| WHO MAY AVAIL: | City Councilors City Departments/Offices/Units Private entities National Government Agencies Local Government Units | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • Letter • Project/Program Description | | None | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits letter-request with supporting documents as warranted. | 1.1. Receives and encodes document/s in the Documents Tracking System for Reference/ Control Number. Routes to the Operations, Coordination and Monitoring Division. | None | 5 minutes | <i>Assigned Staff</i> Administrative Division |
| | 1.2. Coordinates with requesting party on their logistics. | | 5 days | <i>Assigned Staff</i> Operations, Coordination and Monitoring Division |



| | | | | |
|--------------|--|-------------|--------------------------------|--|
| | Prepares and submits report and drafts of proper action documents on resources/logistics needed, if warranted. | | | |
| | 1.3. Reviews evaluation report and appropriate action document/s. Recommends final action to the City Administrator. | None | 1 day | <i>Head Operations, Coordination and Monitoring Division</i> |
| | 1.4. Approves/signs final revised action document/s | None | 1 day * | <i>City Administrator</i> |
| | 1.5. Releases action document/s, if warranted. | None | 5 minutes | <i>Assigned Staff Administrative Division</i> |
| TOTAL | | NONE | 7 DAYS * 10 MINUTES | |

Note: * Subject to time availability of the signatory due to prior meetings scheduled and/or due to immediate notice by the City Mayor.



3. Application and Issuance of QCitizen ID

Online application and processing of Quezon City Citizen ID (QCID) for residents with its own distinctive identification system. The QCID determines the accurate number of registered people residing in the city in order for the local government to appropriately address their social needs and to efficiently provide necessary public services.

| | | | | |
|--|--|------------------------|---|---------------------------|
| OFFICE OR DIVISION: | QCID Team | | | |
| CLASSIFICATION: | Simple, Complex | | | |
| TYPE OF TRANSACTION: | G2C (Government to Citizen) | | | |
| WHO MAY AVAIL: | QC Citizens | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| QC e-Services account | | | www.quezoncity.gov.ph (How to Apply for a QCitizen ID) | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Go to the website and register or log in to https://qceservices.quezoncity.gov.ph/ | 1. None | None | Real time | <i>None</i> |
| 2. Register with your own personal email account (Gmail, Yahoo or FB account) | 2. None | None | Real time | <i>None</i> |
| 3. Fill up the necessary personal information. | 3. None | None | Real time | <i>None</i> |
| 4. Submit/upload the required documents. | 4. Evaluate the submitted documents. 4.1. If invalid, notify the applicant thru email | None | 7 days* | Designated Staff |



| | | | | |
|--|--|-------------|------------------------------|------------------|
| | <p>to submit correct documents.</p> <p>4.2. If valid, approve the application.</p> <p>4.3. Verify the submitted documents.</p> | | | |
| 5. Download the virtual QCitizen ID thru its app (Google or Apple Play Store) or wait for email/SMS on availability of physical QCID card. | 5. Printing of ID | None | 5 minutes | Designated Staff |
| TOTAL | | NONE | 7 DAYS 5 MINUTES* | |

Note: * Dependent on:

- a) number of applications received daily;
- b) validity of submitted documents; and
- c) turn-around time of applicants to re-submit the requested correct document/s.



4. New Installation of Streetlights

New streetlights are to be installed in the requested area to increase the illumination in the city in order to augment safety and security of the community. Prior to the installation, an inspection will be conducted first to determine whether installation is feasible or not.

| | | | | |
|--|---|------------------------|------------------------|--|
| OFFICE OR DIVISION: | Task Force Streetlighting | | | |
| CLASSIFICATION: | Highly Technical | | | |
| TYPE OF TRANSACTION: | G2C – Government to Citizen G2G – Government to Government | | | |
| WHO MAY AVAIL: | Quezon City Government Offices/Departments Elected Officials Homeowners Association QC Constituents | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ul style="list-style-type: none"> Request letter from requesting parties | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letter | 1.1. Receives letter request | None | 5 mins. | Task Force Streetlighting Staff |
| | 1.2. Forwards to Head for approval of route assignment. | None | 1 day | Task Force Chairman / Task Force Office-In-Charge/Action Officer |
| | 1.3. For inspection if feasible or not If feasible: Prioritization & finalization of layout plan for approval <i>(Depends on number of incoming request letters)</i> If not feasible: Requesting party will be notified that the installation is not feasible due to a certain reason through formal letter | None | 2 days | Task Force Streetlighting Inspector |



| | | | | |
|--|--|-------------|---|---|
| 2. Receives notification of request approval | 2.1. Streetlight installation (Civil, Electrical works) <i>(Depends on number of incoming request letters)</i> a.) Tap to existing b.) New Application meter <i>(excluding the approval of CA & processing of MERALCO meter application)</i> | None | 7 days | Task Force Streetlighting Civil and Electrical Crew |
| | TOTAL | NONE | 10 DAYS 5 MINUTES (EXCLUDING THE APPROVAL OF CA & PROCESSING OF MERALCO METER APPLICATION) | |



5. Repairs and Maintenance of Existing Streetlights

Existing streetlights are being maintained by the City Government in order to maintain illumination in the area. The act of repairing/replacing streetlight components is being done when it is non-operational or of being a threat to safety of lives and properties.

| | | | | |
|--|--|------------------------|------------------------|--|
| OFFICE OR DIVISION: | Task Force Streetlighting | | | |
| CLASSIFICATION: | Complex / Highly Technical | | | |
| TYPE OF TRANSACTION: | G2C – Government to Citizen G2G – Government to Government | | | |
| WHO MAY AVAIL: | Quezon City Government Offices/Departments Elected Officials Homeowners Association QC Constituents | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ul style="list-style-type: none"> Request letter from requesting parties Walk-in request/ phone calls | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request | 1.1. Receives letter request | None | 5 mins | Task Force Streetlighting Staff |
| | 1.2. Receives phone call request / walk-in | None | 5 mins | Task Force Streetlighting Staff |
| | 1.3. Forwards to Head for approval of route assignment | None | 1 day | Task Force Office-In-Charge/Action Officer or Assistant Action Officer |
| | 1.4. For schedule of site inspection / repair Database input of inspection result (MERALCO & City maintained streetlights) Note: In case of MERALCO post, the requesting party will be notified that the repair cannot be made due to ownership issues, | None | 1 day | Task Force Streetlighting Inspector |



| | | | | |
|--|--|-------------|------------------------------|---|
| | the matter shall be forwarded to the right department/ office/agency | | | |
| 2. Receives notification of request approval | 2.1. Repair of non-operational streetlights & always on/damaged post replacement | None | 7 days | Task Force Streetlighting Civil & Electrical Crew |
| | TOTAL | NONE | 9 DAYS 10 MINUTES | |



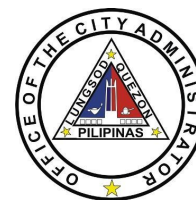
6. Provision of Other Support Services

Assistance is provided to different city departments/offices, government agencies, barangays and homeowners in other tasks and activities like tree trimming; installation of tarpaulins, lanterns and Christmas decorations; CCTV rectification; dangling wires operation; debris removal and emergency rescue during typhoons or other calamities.

| | | | | |
|--|---|------------------------|---|---|
| OFFICE OR DIVISION: | Task Force Streetlighting | | | |
| CLASSIFICATION: | Simple / Complex | | | |
| TYPE OF TRANSACTION: | G2C – Government to Citizen G2G – Government to Government | | | |
| WHO MAY AVAIL: | Quezon City Government Offices/Departments Government Agencies Barangays Homeowners Association QC Constituents | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ul style="list-style-type: none"> Request letter from requesting parties Walk-in request/ phone calls | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <u>TREE TRIMMING</u> 1) Letter Request or Phone Call | 1) Receive letters and/or phone calls 2) Evaluate request and prepare schedule of trimming 3) Issue Job Order 4) Approve Job Order 5) Notify and coordinate with requesting party on schedule | None | 5 minutes 1 day 15 minutes 15 minutes 1 day * ----- 2 days 35 minutes * depends on the scheduled number per day | Assigned Staff Assigned Officer Assigned Officer Action Officer Team Leader with Electrical crew |
| <u>PROVIDE ASSISTANCE FOR TARPAILINS/ LANTERNS/ DECORS/ CCTV</u> | | | | |



| | | | | |
|---|---|------|--|---|
| 1) Letter request with details of installation and complete materials | 1) Receive letter request 2) Prepare schedule based on given time frame 3) Issue Job Order 4) Approve Job Order 5) Coordinate with requesting party on schedule | None | 5 minutes 30 minutes 15 minutes 15 minutes 15 minutes ----- 1 hour 20 minutes | Assigned Staff Assigned Officer Assigned Officer Action Officer Team Leader with Civil and/or Electrical crew |
| <u>PROVIDE ASISTANCE FOR DANGLING WIRES OPERATION</u> 1) Phone call (request for boom truck, driver and operator only) | 1) Receive phone call 2) Prepare schedule 3) Issue Job Order 4) Approve Job Order 5) Coordinate with requesting party | None | 5 minutes 30 minutes 15 minutes 15 minutes 15 minutes ----- 1 hour 20 minutes | Assigned Staff Assigned Staff Assigned Officer Action Officer Team Leader with driver and operator |
| <u>EMERGENCY RESCUE</u> 1) Phone calls from QC122 or QCDDRRMO | 1) Receive phone call 2) Issue Job order for immediate response 3) Approve Job Order 4) Coordinate with Rescue Team | None | 5 minutes 15 minutes 15 minutes 15 minutes ----- 50 minutes | Assigned Staff Assigned Officer Action Officer Immediate Supervisor, Team Leader and Electrical crew |



INTERNAL SERVICES

1. Formulation and Review of Proposed Policies or City Ordinances

Preparation and development of strategies, as well as thorough review of similar plans for an efficient and effective implementation of city programs or projects, through executive issuances or city ordinances.

| | | | | |
|---|--|------------------------|------------------------|--|
| OFFICE OR DIVISION: | OCA Divisions Assistant City Administrator for General Affairs | | | |
| CLASSIFICATION: | Highly Technical | | | |
| TYPE OF TRANSACTION: | G2G (Government to Government) | | | |
| WHO MAY AVAIL: | City Government Officials and/or Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ul style="list-style-type: none"> ● Written proposal ● Draft of proposed policy instrument (Executive Order, Office Order, Memo Circular) or ordinance ● Other supporting documents as warranted. | | | Requesting party | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit proposal. | 1.1. Receives and encodes document/s in the Document Tracking System. Routes document/s to concerned OCA Division. | None | 5 minutes | <i>Assigned Staff</i> Administrative Division |
| | 1.2. Conducts Complete Staff Work thru research; coordination with concerned city department/office ; review, | None | 15 days * | <i>Assigned Staff</i> concerned OCA Division |



| | | | | |
|---------------|--|-------------|-------------------------------|--|
| | evaluation and analysis; recommendation of action; preparation of necessary action documents Gives evaluation report and/or draft action documents to the Assistant City Administrator for General Affairs for final review. | | | |
| | 1.3. Reviews legality on submitted report and action documents. | None | 5 days | <i>Assistant City Administrator for General Affairs</i> |
| | 1.4. Approves/signs document/s. | None | 2 days ** | <i>City Administrator</i> |
| | 1.5. Releases signed documents. | None | 5 minutes | <i>Releasing Officer/ Assigned Staff Administrative Division</i> |
| 2. Follow-up. | 2.1. Informs the requesting party on status of documents | None | 1 minute | <i>Assigned Staff Administrative Division</i> |
| TOTAL | | NONE | 22 DAYS 11 MINUTES | |

Note: * May be extended for another 15 days due to the nature of activity requiring public policy.

** Subject to time availability of the signatory due to prior scheduled meeting/s and/or immediate notice by the City Mayor.



2. Evaluation of Requests for Monetization of Leave Credits

Assess applications for fifty percent (50%) monetization of leave credits.

| | | | | |
|--|--|------------------------|------------------------|---|
| OFFICE OR DIVISION: | Fiscal Management Division, Assistant City Administrator for Fiscal Affairs | | | |
| CLASSIFICATION: | Simple | | | |
| TYPE OF TRANSACTION: | G2G (Government to Government) | | | |
| WHO MAY AVAIL: | City Government Officials and/or Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ul style="list-style-type: none"> • Letter-request of official/employee • Endorsement/Indorsement of concerned department/office head • Other supporting documents as warranted. | | | Requesting party | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 2. Submit document/s to the Receiving Area. | 2.2. Receives and encodes document/s in the Document Tracking System. Routes document/s to the Fiscal Management Division. | None | 5 minutes | <i>Assigned Staff</i> Administrative Division |
| | 2.3. Conducts Complete Staff Work. Evaluates request and checks supporting docs. Interviews requesting party, <i>if necessary.</i> | None | 30 minutes | <i>Assigned Staff</i> Fiscal Management Division |



| | | | | |
|---------------|---|-------------|--|---|
| | 2.4. Prepares transmittal documents for approval of the City Administrator. | None | 30 minutes | <i>Assigned Staff Fiscal Management Division</i> |
| | 2.5. Reviews, initial transmittal document/s. | None | 10 minutes | <i>Chief Administrative Officer/Acting Head Fiscal Management Division</i> |
| | 2.6. Approves/signs document/s. | None | 1 day * | <i>City Administrator</i> |
| | 2.7. Releases signed documents. | None | 5 minutes | <i>Releasing Officer/ Assigned Staff Administrative Division</i> |
| 3. Follow-up. | 3.1. Informs the requesting party on status of documents | None | 1 minute | <i>Assigned Staff Administrative Division and/or Fiscal Management Division</i> |
| TOTAL | | NONE | 1 DAY * 1 HOUR 21 MINUTES | |

Note: *Subject to time availability of the signatory due to prior scheduled meeting/s and/or immediate notice by the City Mayor.



3. Processing of Selected Financial Documents

Evaluate and process the payment of identified financial documents received by the Office.

| | | | | |
|---|---|---|------------------------|--|
| OFFICE OR DIVISION: | Fiscal Management Division, Assistant City Administrator for Fiscal Affairs | | | |
| CLASSIFICATION: | Simple | | | |
| TYPE OF TRANSACTION: | G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government) | | | |
| WHO MAY AVAIL: | City Government Officials and/or Employees Teaching and non-teaching Employees Utility Concessionaires Contractors/Service Providers National government agencies Private Universities and Colleges State Universities and Colleges Other local government units Private entities | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Incoming financial documents: <ul style="list-style-type: none"> ● Payrolls ● Checks ● Disbursement Vouchers (DV) ● Obligation Requests (OBR) | | HRMD CTO City Accounting Department City Budget Department | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits Financial Documents to Receiving Area. | 1.1. Receives and records submitted financial documents for Reference/ Control Number. Transmit to Fiscal Management Division. | None | 5 minutes | <i>Assigned Staff</i> Administrative Division |



| | | | | |
|---------------|---|------|-------------|--|
| | 1.2. Receives, records and checks completeness of submitted financial documents. | None | 5 minutes | <i>Assigned Staff Fiscal Management Division</i> |
| | 1.3. Final review/initials financial documents prior to signing of the Assistant City Administrator for Fiscal Affairs and/or the City Administrator. | None | 5 minutes | <i>Chief Administrative Officer/Acting Head Fiscal Management Division</i> |
| | 1.4. Initials financial documents. | None | 30 minutes* | <i>Assistant City Administrator for Fiscal Affairs</i> |
| | 1.5. Signs financial documents (payrolls and disbursement vouchers on salaries and allowances). | None | 30 minutes* | <i>Assistant City Administrator for Fiscal Affairs</i> |
| | 1.6. Signs financial documents (disbursement vouchers and checks). | None | 1 day* | <i>City Administrator</i> |
| | 1.7. Releases signed documents to Administrative Division. | None | 5 minutes | <i>Assigned Staff Fiscal Management Division</i> |
| 2. Follow-up. | 2.1. Informs requesting party on status of financial document. | None | 1 minute | <i>Assigned Staff Fiscal Management Division or Administrative Division</i> |



| | | | |
|--------------|-------------|--|--|
| TOTAL | NONE | 1 DAY * 1 HOUR 21 MINUTES | |
|--------------|-------------|--|--|

Note: * Subject to time availability of the signatories due to prior scheduled meeting/s or immediate notice by the City Mayor. Qualified for multi-stage processing.



4. Technical Assistance in the Rationalization of Quezon City Government Departments/Offices

Provides technical review/evaluation of rationalization/reorganization of city departments/offices.

| | | | | |
|---|---|---|------------------------|---|
| OFFICE OR DIVISION: | | Management and Organization Division, Assistant City Administrator for General Affairs | | |
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2G (Government to Government) | | |
| WHO MAY AVAIL: | | Concerned City Departments/Offices | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • Proposal of city department/office • Office mandate and other legal bases • Plantilla positions | | End-user | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Concerned City Department/Office submits proposal for rationalization/reorganization. | 1.1. Receives and encodes documents in the Document Tracking System for Reference/Control Number. Routes to the Assistant City Administrator for General Affairs and/or Management and Organization Division. | None | 5 minutes | <i>Assigned Staff</i> Administrative Division |
| | 1.2. Conducts Complete Staff Work to determine feasibility of the Department or Office to be | None | 20 days* | <i>Assigned Staff</i> Management and Organization Division <i>Assigned Staff by</i> the Assistant City |



| | | | | |
|--------------|---|-------------|---------------------------------|---|
| | rationalized/ reorganized. Coordinates with concerned city offices/ departments and relevant national government agencies for other necessary data. Submits report and drafts of necessary action documents to the City Administrator. | | | Administrator for General Affairs |
| | 1.3. Approves/signs final revised action document/s. | None | 2 days** | City Administrator |
| | 1.4. Releases signed document/s. | None | 5 minutes | Records Officer/ Releasing Staff Administrative Division |
| TOTAL | | NONE | 22 DAYS * 10 MINUTES | |

Note:

* Subject to completeness of data submitted and number of revisions made on the proposal.

** Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor.



5. Provision of Other Administrative Support Services

Evaluation of requests as well as the monitoring of usage and payment for the general administrative operation of the city in terms of fleet card usage, QCBus Program and installation of connections for telephone, electricity and water.

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|---|--|--|--|--|
| OFFICE OR DIVISION: | Management and Organization Division Operations, Coordination and Monitoring Division | | | |
| CLASSIFICATION: | Simple, Complex | | | |
| TYPE OF TRANSACTION: | G2B (Government to Business) G2G (Government to Government) | | | |
| WHO MAY AVAIL: | City departments/offices Concerned national government agencies with city government-issued service vehicle/equipment Service Provider | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ul style="list-style-type: none"> • Letter request for utility service connection and repair • Letter-request for new fleet card issuance or replacement of damaged/lost fleet card • Billing/Statements of Accounts • Daily Trip Ticket (QCBus Program) | | | <ul style="list-style-type: none"> • Requesting party • Requesting party • Service Provider • TTMD | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits letter-request with supporting documents as warranted, or Billing Statement. | 1.1. Receives and encodes document/s in the Documents Tracking System for Reference/Control Number. Routes to concerned Division. | None | 5 minutes | Assigned Staff Administrative Division |
| | 1.2. Conducts Complete Staff Work. Evaluates/verifies request or | Fleet Card Damaged = Php250.00; | 7 days | Assigned Staff Management and Organization Division or |



| | | | | |
|--|--|---------------------|------------|--|
| | billing statement. Conducts inspection, if warranted. Submits evaluation report and appropriate action document/s. | Lost = Php400.00 | | Operations, Coordination and Monitoring Division |
| | 1.3. Reviews evaluation report and appropriate action document/s. Recommends final action to the City Administrator. | None | 1 day | <i>Head</i> Management and Organization Division or Operations, Coordination and Monitoring Division |
| | 1.4. Approves/signs action document/s. | None | 1 day * | <i>City Administrator</i> |
| | 1.5. Release of signed action document/s if warranted. | None | 10 minutes | <i>Assigned Staff/Releasing Officer</i> Administrative Division |
| | 1.6. Coordinates with service provider. | None | 10 days** | <i>Assigned Staff</i> Management and Organization Division or Operations, Coordination and Monitoring Division |
| | 1.7. Encodes data on consumption. Monitors process flow of documents for payment by authorized signatories until | None | 15 days*** | <i>Assigned Staff</i> Management and Organization Division or Operations, Coordination and Monitoring Division |



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|---------------|--|----------------------------|-------------------------------|--|
| | signing of bank check. | | | |
| 2. Follow-up. | 2.1. Informs requesting party on status. | None | 2 minutes | <i>Assigned Staff Management and Organization Division or Operations, Coordination and Monitoring Division</i> |
| TOTAL | | P400.00 P250.00 | 32 DAYS 17 MINUTES | |

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor.

** Delivery of fleet card or installation date of connection depends on service provider.

*** Subject to turn-around time of concerned department/office during process flow for payment.



| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | <p>Fill up the Client Satisfaction Measurement Survey Form found at the Receiving Area and drop it in the designated Suggestion Box.</p> <p>Trunkline No.: 8988-4242 local 1101 Email: OCAdmin@quezoncity.gov.ph</p> |
| How feedbacks are processed | <p>At a designated work day of the week, a staff from the Quezon City Citizen Services Department (QCCSD) opens the Suggestion Box, compiles, records and classifies all forms.</p> <p>Remarks requiring action will be routed to the office for processing and coordination with other concerned city department(s)/office(s). Reply of the involved department(s)/office(s) must be submitted within three (3) days upon receipt of the transmittal.</p> <p>The response of the city department(s)/office(s) shall then be relayed to the concerned citizen.</p> <p>Inquiries and/or follow-ups may be done through telephone no. 8988-4242 local 1101.</p> |
| How to file a complaint | <p>Fill up the Client Satisfaction Measurement Survey Form found at the Receiving Area and drop it in the designated Suggestion Box.</p> <p>Write a letter addressed to the City Administrator which may be filed through walk-in or through email OCAdmin@quezoncity.gov.ph.</p> <p>Call through the Trunkline No.: 8988-4242 local 1101 providing the following:</p> <ul style="list-style-type: none"> - name of city official/employee or city department/office being complained - incident - evidence, as warranted |



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| <p>How complaints are processed</p> | <p>The complaint will be routed to the Operations, Coordination and Monitoring Division for proper action and secure the reply of the involved department(s)/office(s) within three (3) days upon receipt of the transmittal.</p> <p>The response of the city department(s)/office(s) shall then be relayed to the concerned citizen.</p> <p>Inquiries and/or follow-ups may be done through telephone no. 8988-4242 locals 1101 and 1214.</p> |
| <p><u>Contact Information:</u></p> <p><i>Contact Center ng Bayan (CCB) Civil Service Commission</i></p> <p><i>Presidential Complaints Center (PCC), Office of the President</i></p> <p><i>Anti-Red Tape Authority (ARTA)</i></p> | <p>0908-881-6565 email@contactcenterngbayan.gov.ph 1-6565 www.contactcenterngbayan.gov.ph</p> <p>8888</p> <p>complaints@arta.gov.ph 8478-5043</p> |



LIST OF DIVISIONS

| DIVISION | ADDRESS | CONTACT INFORMATION |
|--|--|--|
| City Administrator <i>Executive Secretary</i> | 4F High Rise Bldg, Quezon City Hall, Elliptical Road, Quezon City | 8988-4242 Local 8425 Mike.Alimurung@quezoncity.gov.ph |
| Asst. City Administrator for Fiscal Affairs | 4F High Rise Bldg, Quezon City Hall, Elliptical Road, Quezon City | 8988-4242 Local 1106 Don.Javillonar@quezoncity.gov.ph |
| Asst. City Administrator for General Affairs | 4F High Rise Bldg, Quezon City Hall, Elliptical Road, Quezon City | 8988-4242 Local 8405 Rene.Grapilon@quezoncity.gov.ph |
| Asst. City Administrator for Operations | 4F High Rise Bldg, Quezon City Hall, Elliptical Road, Quezon City | 8988-4242 Local 1109 Alberto.Kimpo@quezoncity.gov.ph |
| Administrative Division | 4F High Rise Bldg, Quezon City Hall, Elliptical Road, Quezon City | 8988-4242 Local 1101 / 1102 ocadmin@quezoncity.gov.ph |
| Fiscal Management Division | 4F High Rise Bldg, Quezon City Hall, Elliptical Road, Quezon City | 8988-4242 Local 1110 fmd.oca@quezoncity.gov.ph |
| Management and Organization Division | 4F High Rise Bldg, Quezon City Hall, Elliptical Road, Quezon City | 8988-4242 Local 1103 mod.oca@quezoncity.gov.ph |



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| Operations, Coordination and Monitoring Division | 4F High Rise Bldg, Quezon City Hall, Elliptical Road, Quezon City | 8988-4242 Local 1214 ocmd.oca@quezoncity.gov.ph |
| Technical Division | 4F High Rise Bldg, Quezon City Hall, Elliptical Road, Quezon City | 8988-4242 Local 1105 technical.oca@quezoncity.gov.ph |
| Task Force Streetlighting | 4F High Rise Bldg, Quezon City Hall, Elliptical Road, Quezon City <u>Field Office:</u> Holy Cross Memorial Drive San Bartolome, Quezon City | 8988-4242 Local 8618 tfstreetlights@quezoncity.gov.ph 8703-6696 |
| QCID | 2F High Rise Bldg., Quezon City Hall, Elliptical Road, Quezon City | 8988-4242 local 8210 qcidteam@quezoncity.gov.ph |

