

OFFICE OF THE CITY ADMINISTRATOR



CITIZEN'S CHARTER
2024 (2nd 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	
1. Original copy – Letter, Memo, Endorsement/ Indorsement, Transmittal, Routing Slip			None	
2. One (1) set of supporting documents, if warranted				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to the Receiving Area	1.1. Receives, classifies and encodes various submitted document/s/ communications (such as Transmittals, Memoranda, registered mails, emails, etc.) in the Document Tracking System for Reference/ Control Number. Gives to Acting Head/ Chief Administrative Officer, Administrative Division, for final review of document classification	None	5 Min.	<i>Assigned Staff</i> Administrative Division
	1.2. Reviews document classification. Routes document/s to concerned Assistant City Administrator, OCA		10 Min.	<i>Chief Administrative Officer/Acting Head</i> Administrative Division



	Division or assigned staff			
	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		5 Days	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 Assigned Staff
	1.4. Approves/ signs final revised action documents		1 Day*	City Administrator
	1.5. Releases signed document/s to concerned city department/ office /unit, concerned entity/ies, concerned NGAs/LGUs		5 Min.	Assigned Staff/Records Officer Administrative Division
TOTAL:		None	6 Days and 20 Min.	

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



2. Programs/ Projects/ Activity Coordination and Monitoring

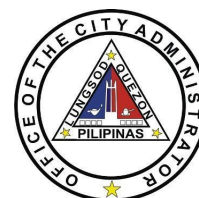
Assists in the overall coordination among concerned stakeholders in the implementation of a program, project or activity.

Office or Division:	Operations, Coordination and Monitoring Division			
Classification:	Simple, Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	City Councilors City Departments/Offices/Units Private entities National Government Agencies Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter		None		
2. Project/Program Description				
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 Min.	<i>Assigned Staff</i> Administrative Division
	1.2. Coordinates with the requesting party on their logistics. Prepares and submits report and drafts of proper action documents on resources/ logistics needed, if warranted		5 Days	<i>Assigned Staff</i> Operations, Coordination and Monitoring Division
	1.3. Reviews evaluation report and appropriate action document/s. Recommends final action to the City Administrator		1 Day	<i>Head</i> Operations, Coordination and Monitoring Division
	1.4. Approves/ signs final revised action document/s		1 Day	<i>City Administrator</i>
	1.5. Releases action document/s, if warranted		5 Min.	<i>Assigned Staff</i> Administrative Division
TOTAL:		None	7 Days* and 10	



		Min.	
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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 New 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.

a. Application of New QCitizen ID Online Process

The process below is limited to the online resident and non-resident QCID issuance. The process for senior and PWD QCIDs can be found in their respective departments' charters.

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		
1. QC e-Services account			www.qceservices.quezoncity.gov.ph (How to Apply for a QCitizen ID)		
2. For resident cards - Accepted Proof of Identification and Residency in Quezon City			None		
3. For non-resident cards - Accepted Proof of Identification and Qualification for Non-Residency			None		
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	None
2. Register with your own personal email account (Gmail, Yahoo or FB account)		2. None		Real time	None
3. Fill up the necessary personal information		3. None		Real time	None
4. Submit/ upload the required documents		4.1. Evaluate the submitted documents		7 Days	Designated Staff QCID Team



		4.2. If invalid, notify the applicant thru email to submit correct documents.			
		4.3. If valid, approve the application to be submitted for verification			
		4.4. Verify the submitted documents			
5. Be notified via email for the approved and verified QCID application		5. None		5 Min.	
6. Visit the City Hall or any of the Action Offices for printing of the physical QCID card.		6. Print the verified QCID on the physical card		30 Min.	
7. Receive QCID physical card		Release physical card to client			
TOTAL:			None	7 Days and 5 Min.	

Note: * Dependent on:

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

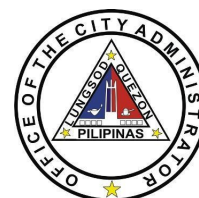
b. In Person Process of Application of New QCitizen ID

The process below is limited to resident and non-resident QCID issuance. The process for senior and PWD QCIDs can be found in their respective departments' charters.

Office or Division:	QCID Team	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	QC Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. For resident cards - Accepted Proof of Identification and Residency in Quezon City		None



2. For non-resident cards - Accepted Proof of Identification and Qualification for Non-Residency		None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Go to the City Hall (1st Floor Finance Building) or any of the Action Office	1. None	None	Real time	<i>None</i>	
2. Fill in application form of QCID	2. None		Real time	<i>None</i>	
3. Submit application form and required documents to the encoder and wait for verification	3.1. Encode information and submitted requirements to the system		20 min - 60 min		<i>Designated Staff QCID Team</i>
	3.2. Evaluate the submitted documents				
	3.3. If invalid, notify the applicant to re-submit correct documents.				
	3.4. If valid, approve the application.				
	3.5. Verify the submitted documents				
	3.6. Print the verified QCID on the physical card and release to client				
4. Receive QCID physical card	4 Release physical card to client		Real time		
TOTAL:		None	20-60 min		



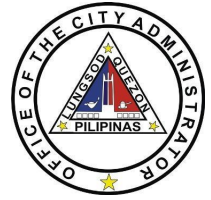
4. Replacement of QC ID Card

With reference to Section 9 of City Ordinance No. SP-3041, S-2021, “in case of loss, damage, theft or any circumstance that the applicant intends to amend his/her information as displayed on his/her QC ID card, the applicant may apply for the replacement of his/her QC ID card at the designated offices issuing QC ID card”.

a. Lost QCitizen ID Card

Applicants who lost their QCID card may request for a card replacement at designated offices issuing QCID card. The process below is limited to resident and non-resident QCID card holders.

Office or Division:	OCA QC ID			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	QC Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Affidavit of Loss			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the City Hall (1st Floor Finance Building)	None		Real Time	None
2. Submit required documents to the QCID Designated Staff and wait for verification	2.1. Evaluate the documents submitted 2.2. Check the status of the client's card from the system 2.3. If valid, continue on processing the order of payment.		10 to 15 mins	<i>Designated Staff</i> QC ID Team
3. Process and issuance of Order of Payment	3. Once the requirements are met, QC ID personnel can now issue an Order of Payment.			Designated Staff QC ID Team
4. Proceed to the City Treasurer's Office and pay a	None	Php 100.00		None



total amount of Php 100.00 and official receipt will be given				
5. Client shall return to the 1st Floor Finance Building and present the Official Receipt together with the documents required.	None		15 to 20 mins	None
	<p>6.1. Block the previous card from the System.</p> <p>6.2. Copy/encode the OR number presented by the client</p> <p>6.3. Let the client review or check the new QC ID first prior to printing.</p> <p>6.4. If all the data are correct it will proceed on printing the QC ID</p> <p>6.5. If there are changes on the details necessary documents will be ask base on the correction (please refer on Change of Details for the additional requirements)</p>			Designated Staff QC ID Team
7. Receive the QC ID physical card	7. Release the reprinted QC ID card			<i>Designated Staff</i> QC ID Team

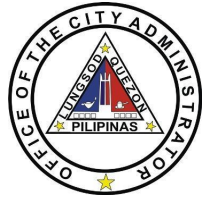


		TOTAL:	Php 100.00	25 to 35 mins

b. Damaged QCitizen ID Card

In case the QCID card has been damaged, the applicant may request for a card replacement at designated offices issuing QCID card. The process below is limited to resident and non-resident QCID card holders.

Office or Division:	OCA QC ID			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	QC Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed Incident Report or Attestation Letter			Requesting party	
2. Surrender of Old QC ID card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the City Hall (1st Floor Finance Building)	None		Real Time	None
2. Submit required documents to the QCID Designated Staff and wait for verification	2.1. Evaluate the documents submitted 2.2. Check the status of the client's card from the system 2.3. If valid, continue on processing the order of payment.		10 to 15 mins	<i>Designated Staff</i> QC ID Team
3. Process and issuance of Order of	3. Once the requirements are met, QC ID personnel can			Designated Staff QC ID Team



Payment	now issue an Order of Payment.			
4. Proceed to the City Treasurer's Office and pay a total amount of Php 100.00 and official receipt will be given	None	Php 100.00		None
5. Client shall return to the 1st Floor Finance Building and present the Official Receipt together with the documents required.	None		15 to 20 mins	None
	<p>6.1. Block the previous card from the System.</p> <p>6.2. Copy/encode the OR number presented by the client</p> <p>6.3. Let the client review or check the new QC ID first prior to printing.</p> <p>6.4. If all the data are correct it will proceed on printing the QC ID</p> <p>6.5. If there are changes on the details necessary documents will be ask base on the correction (please refer on Change of Details for the additional requirements)</p>			Designated Staff QC ID Team



7. Receive the QC ID physical card	7. Release the reprinted QC ID card			<i>Designated Staff</i> QC ID Team
TOTAL:		Php 100.00	25 to 35 mins	

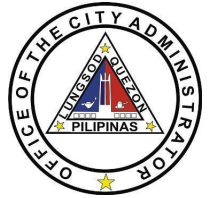
c. Change of QC ID Card Details

Any circumstance that the applicant intends to amend his/her information as displayed on their QC ID card, the applicant may apply for QCID card replacement at designated offices issuing QCID card. The process below is limited to resident and non-resident QCID card holders.

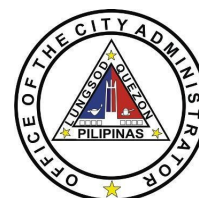
Office or Division:	OCA QC ID			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	QC Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed Request Letter			Requesting party	
2. Surrender of Old QC ID card				
3. Additional documents subject to change				
<ul style="list-style-type: none"> a. For Change of Address - Proof of Residency b. For Name, Sex or Birthdate - PSA Birth Certificate c. For Signature - Valid ID with New Signature or Affidavit d. For Blood Type - Medical Certificate or Affidavit e. For Emergency Contact - Affidavit of Discrepancy f. For Change of Civil Status <ul style="list-style-type: none"> i. Single to Married - Marriage Certificate ii. Married to Single - Divorce or Annulment Decree/Proper iii. Married to Widow/Widower - Death Certificate of Spouse 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Go to the City Hall (1st Floor Finance Building)	None		Real Time	None
2. Submit required documents to the QC ID Designated Staff and wait for verification	2.1 Evaluate the documents submitted 2.2 Check the status of the client's card from the system 2.3 If valid, continue on processing the order of payment.		10 to 15 mins	<i>Designated Staff</i> QC ID Team
3. Process and issuance of Order of Payment	3.1 Once the requirements are met, QC ID personnel can now issue an Order of Payment.			<i>Designated Staff</i> QC ID Team
4. Proceed to the City Treasurer's Office and pay a total amount of Php 100.00 and official receipt will be given	None	Php 100.00		None
5. Client shall return to the 1st Floor Finance Building and present the Official Receipt together with the documents required.	None		15 to 20 mins	None
	6.1. Block the previous card from the System. 6.2. Copy/encode the			<i>Designated Staff</i> QC ID Team



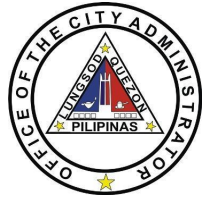
	<p>OR number presented by the client</p> <p>6.3. Let the client review or check the new QC ID first prior to printing.</p> <p>6.4. If all the data are correct it will proceed on printing the QC ID</p> <p>6.5. If there are changes on the details necessary documents will be ask base on the correction (please refer on Change of Details for the additional requirements)</p>			
7. Receive the QC ID physical card	7. Release the reprinted QC ID card			<i>Designated Staff</i> QC ID Team
TOTAL:		Php 100.00	25 to 35 mins	



5. New Installation of Streetlights

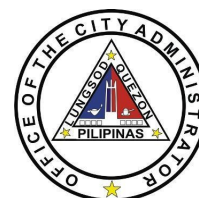
New streetlights are to be installed in the requested area to increase the illumination in the city in order to augment safety and security of the community. Prior to the installation, an inspection will be conducted first to determine whether installation is feasible or not.

Office or Division:	Task Force Street lighting			
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	
1. 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, records the same and forwards to Officer-in-Charge / Action Officer	None	5 Min.	<i>Task Force Street Lighting Staff</i>
	1.2. Forwarded letter is for Officer-in-Charge / Action Officer's review, evaluation and personnel assignment.		1 Day	<i>Task Force Chairman/ Task Force Office-In-Charge/ Action Officer</i>
	1.3. Personnel Assignment		5 Min.	<i>Office-In-Charge/ Action Officer</i>
	1.4 For inspection if feasible or not (Depends on number of incoming request letters) If feasible: Prioritization & finalization of layout plan for approval of the Officer-in-Charge / Action Officer. Requesting party will be notified that the installation is feasible through formal letter if materials are not yet available for that location If not feasible: Requesting party will be notified that the installation		2 Days	<i>Task Force Street Lighting Inspector</i>



	is not feasible due to a certain reason through a formal letter			
	1.5 Officer-In-Charge/Action Officer approves the layout plan for implementation or signs the letter informing the requesting party that the installation is feasible but no available materials or signs the letter informing the requesting party that the installation is not feasible		5 Min.	<i>Task Force Office-In-Charge/ Action Officer</i>
2. Receives notification of request approval	2. Streetlight installation <i>(Civil, Electrical works)</i> <i>(Depends on number of incoming request letters)</i> a) Tap to existing b) New Application meter*		7 Days	<i>Task Force Street Lighting Civil and Electrical Crew</i>
TOTAL:		None	10 Days and 15 Min.*	

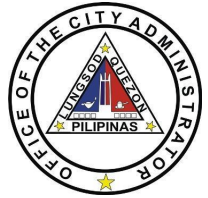
Note: * Excluding the approval of CA & processing of MERALCO meter application



6. 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 street light 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 Street Lighting			
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	
1. Request letter from requesting parties			Client	
2. Walk-in request/ phone calls				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request	1.1. Receives letter request, records the same, and forwards to Officer-in-Charge/ Action Officer	None	5 Min.	<i>Task Force Street Lighting Staff</i>
	1.2. Receives phone call request/ walk-in, records the same, and forwards for job order		5 Min.	<i>Task Force Street Lighting Staff</i>
	1.3. Forwarded letter is for Officer-in-Charge / Action Officer's review, evaluation and personnel assignment.		1 Day	<i>Task Force Office-In-Charge/ Action Officer or Assistant Action Officer</i>
	1.4. Personnel assignment		1 Day	<i>Task Force Street Lighting Inspector</i>
	1.5 For schedule of site inspection / repair Database input of inspection result (MERALCO & City maintained streetlights) Note: In case of MERALCO post or other streetlights not maintained by the City, the		2 Days	



	requesting party will be notified that the repair cannot be made due to ownership issues, the matter shall be forwarded to the right department/ office/ agency			
	1.6 Action Officer signs Endorsement letter to the right department / office /agency		5 Min.	
2. Receives notification of request approval	2. Repair of non-operational streetlights & always on/damaged post replacement		7 Days	<i>Task Force Street lighting Civil & Electrical Crew</i>
TOTAL:		None	10 Days and 20 Min.	

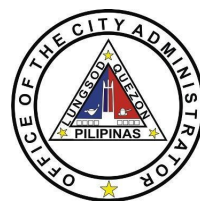
Note: Electrical repair can be done within 1-2 days depending on the nature of repair and the number of requests. 7 days indicated above is for those street lights which need total replacement such as damaged or dilapidated streetlights



7. 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:	Office of the City Administrator - Task Force Street lighting					
Classification:	Highly Technical					
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			
1. Request letter from requesting parties			Client			
2. Walk-in request/ phone calls						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
TREE TRIMMING						
1. Letter Request or Phone Call	1.1 Receive letters and/or phone calls, records the same, and forward to Action Officer	None	5 Min.	<i>Assigned Staff</i>		
	1.2. Request review, evaluation, and personnel assignment		1 Day	<i>Assigned Officer</i>		
	1.3. Personnel Assignment		5 Min	<i>OIC for Operations</i>		
	1.4. Evaluate request and prepare schedule of trimming		1 Day	<i>Action Officer</i>		
	1.5. Accomplish Job Order		5 Min.	<i>Assigned Officer OIC for Operations</i>		
	1.6 Approve Job Order		5 Min.			
	1.7 Notify and coordinate with requesting party on schedule		15 Min			
	TOTAL:		None	2 Days and 35 Min.		
			1.8 Tree Trimming Implementation		Depends on the number and size of trees to be trimmed	<i>Team Leader with Electrical Crew</i>
PROVIDE ASSISTANCE FOR TARPAULINS/ LANTERNS/ DECORS/ CCTV						
1. Letter	1.1 Receive letter request.	None	5 Min	<i>Assigned Staff</i>		



request with details of installation and complete materials	Records the same, and forwards to Action Officer			
	1.2. Request review evaluation, and personnel assignment		1 Day	Action Officer
	1.3. Personnel assignment		5 Min.	OIC for Operations Assigned Officer
	1.4 Coordinate to requesting party and prepare schedule based on given time frame		30 Min.	Action Officer
	1.5. Accomplish Job Order		5 Min.	Assigned Officer
	1.6 Approve Job Order		5 Min.	OIC for Operations
	TOTAL:	None	1 Day and 45 Min.	
	1.7 Installation of tarpaulins/banners		Depends on the number of tarpaulins to be installed and the distances in between locations	Team Leader with Civil and/or Electrical crew
EMERGENCY RESPONSE				
1. Phone call (request for boom truck, driver and operator only)	1.1 Receive phone call and gather data	None	15 Min.	Assigned Officer
	1.2. Organize emergency response team		30 Min.	
	TOTAL:	None	45 Min.	
	1.3. Emergency response activity		Depends on the nature of work and the distance of the location	Team Leader and Electrical Crew
PROVIDE ASSISTANCE TO BARANGAY, NATIONAL, OR LOCAL GOVERNMENT OFFICES				
1. Letter Request	1.1 Receive letter request, records the same, and forwards to Action Officer	None	5 Min.	Assigned Staff
	1.2 Request review, evaluation, and personnel assignment		1 Day	Assigned Officer
	1.3 Personnel assignment		5 Min.	OIC for Operations Assigned Officer
	1.4 Coordinate request and prepare schedule		1 Day	Assigned Officer
	1.5 Accomplish Job Order		5 Min.	Assigned Officer
	1.6 Approve Job Order		5 Min.	OIC for Operations



	TOTAL:	None	2 Days and 20 Min.	
	1.7 Assist other offices (Barangay, National, or Local Offices)		Depends on the nature or work	<i>Team Leader with Civil and/or Electrical crew</i>



Internal Services

1. Formulation and Review of Proposed Policies, City Ordinances, and/or Contracts

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, city ordinances or contracts.

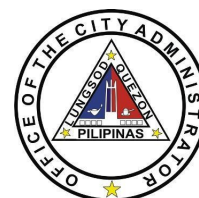
Office or Division:	OCA Divisions Assistant City Administrator for General Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Officials and/or Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written proposal			Requesting party	
Draft of proposed policy instrument (Executive Order, Office Order, Memo Circular) or ordinance				
Other supporting documents as warranted.				
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 Min.	<i>Assigned Staff</i> Administrative Division
	1.2. Conducts Complete Staff Work thru research; coordination with concerned city department/office; review, 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	None	15 Days *	<i>Assigned Staff</i> Administrative Division



	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 Min.	<i>Releasing Officer/ Assigned Staff Administrative Division</i>
2. Follow-up	2. Informs the requesting party on status of documents	None	1 Min.	<i>Assigned Staff Administrative Division</i>
TOTAL:		None	22 Days and 11 Min.	

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

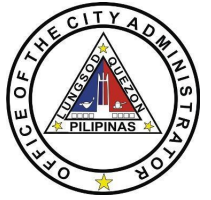
** Subject to time availability of the signatory due to prior scheduled meeting/s and/or immediate notice by the City Mayor.



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	
1. Letter-request of official/employee			Requesting party	
2. Endorsement/Indorsement of concerned department/office head				
3. Other supporting documents as warranted				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to the Receiving Area	1.1. Receives and encodes document/s in the Document Tracking System. Routes document/s to the Fiscal Management Division	None	5 Min.	<i>Assigned Staff</i> Administrative Division
	1.2. Conducts Complete Staff Work. Evaluates requests and checks supporting docs. Interviews requesting party, if necessary	None	30 Min.	<i>Assigned Staff</i> Fiscal Management Division
	1.3. Prepares transmittal documents for approval of the City Administrator. Reviews, initial transmittal document/s	None	30 Min.	<i>Assigned Staff</i> Fiscal Management Division
	1.4. Reviews, initial transmittal document/s	None	10 Min.	<i>Chief Administrative Officer/Acting Head</i> Fiscal Management Division
	1.5. Approves/signs document/s	None	1 Day *	<i>City Administrator</i>
	1.6. Releases signed documents	None	5 Min.	<i>Releasing Officer/Assigned Staff</i> Administrative Division
2. Follow-up	2. Informs the requesting party on status of documents	None	1 Min.	<i>Assigned Staff</i> Administrative Division and/or Fiscal Management Division
TOTAL:		None	1 Day, 1 Hour, and 21 Min.	



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

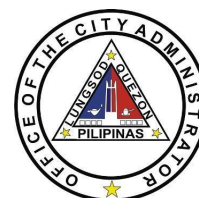
Evaluate and process the payment of identified financial documents received by the Office.

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:				
1. Payrolls		HRMD		
2. Checks		CTO		
3. Disbursement Vouchers (DV)		City Accounting Department		
4. Obligation Requests (OBR)		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 the Fiscal Management Division.	None	5 Min.	<i>Assigned Staff</i> Administrative Division
	1.2. Receives, records and checks completeness of submitted financial documents	None	5 Min.	<i>Assigned Staff</i> Fiscal Management Division
	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 Min.	<i>Chief Administrative Officer/Acting Head</i> Fiscal Management Division



	1.4. Initials financial documents	None	30 Min.*	<i>Assistant City Administrator for Fiscal Affairs</i>
	1.5. Signs financial documents (payrolls and disbursement vouchers on salaries and allowances)	None	30 Min.*	<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 Min.	<i>Assigned Staff Fiscal Management Division</i>
2. Follow-up	2. Informs the requesting party on status of documents	None	1 Min.	<i>Assigned Staff Administrative Division and/or Fiscal Management Division</i>
TOTAL:		None	1 Day*, 1 Hour, and 21 Min.	

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		
1. Proposal of city department/office		End-user		
2. Office mandate and other legal bases				
3. Plantilla positions				
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 Min.	<i>Assigned Staff</i> Administrative Division
	1.2. Conducts Complete Staff Work to determine feasibility of the Department or Office to be 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	None	20 Days*	<i>Assigned Staff</i> Management and Organization Division <i>Assigned Staff</i> by the Assistant City Administrator for General Affairs
	1.3. Approves/ signs final revised action document/s	None	2 Day**	<i>City Administrator</i>
	1.4. Releases signed document/s	None	5 Min.	<i>Records Officer/ Releasing Staff</i> Administrative Division
TOTAL:		None	22 Days* and 10 Min.	



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/is 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.

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		
1. Letter request for utility service connection and repair		Requesting party		
2. Letter-request for new fleet card issuance or replacement of damaged/lost fleet card		Requesting party		
3. Billing/Statements of Accounts		Service Provider		
4. Daily Trip Ticket (QCBus Program)		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 Min.	<i>Assigned Staff</i> Administrative Division
	1. 2. Conducts Complete Staff Work. Evaluates/ verifies request or billing statement. Conducts inspection, if warranted. Submits evaluation report and appropriate action document/s	Fleet Card Damaged - PHP 250.00; Lost - PHP 400.00	7 Days	<i>Assigned Staff</i> Management and Organization Division or Operations, Coordination and Monitoring Division
	1.3. Reviews evaluation report and appropriate action document/s. Recommends final	None	1 Day	<i>Head</i> Management and Organization Division or Operations,



	action to the City Administrator			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 Min.	<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 signing of bank check	None	15 Days***	<i>Assigned Staff</i> Management and Organization Division or Operations, Coordination and Monitoring Division
2. Follow-up	2. Informs requesting party on status	None	2 Min.	<i>Assigned Staff</i> Management and Organization Division or Operations, Coordination and Monitoring Division
TOTAL:		None	34 Days and 17 Min.	

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

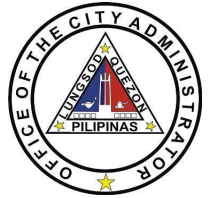
** Delivery of fleet card or installation date of connection depends on the service provider.

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



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<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>
<p>How feedbacks are processed</p>	<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>
<p>How to file a complaint</p>	<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
<p>How complaints are processed</p>	<p>The complaint will be routed to the Operations, Coordination and Monitoring Division for proper action</p>



	<p>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.oqa@quezoncity.gov.ph
Management and Organization Division	4F High Rise Bldg, Quezon City Hall,	8988-4242 Local 1103



	Elliptical Road, Quezon City	mod.oca@quezoncity.gov.ph
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