



OFFICE OF THE SECRETARY  
TO THE SANGGUNIANG PANLUNGSOD

CITIZEN'S CHARTER

**Mandate:**

The Office of the City Secretary (Office of the Secretary to the Sangguniang Panlungsod) was established pursuant to Commonwealth Act No. 502, as amended by Republic Act 537 or the Revised Charter of Quezon City, in relation to Republic Act 7160, otherwise known as the Local Government Code of 1991.

OSSP acts as secretary of the City Council, the board of tax appeals, and such other boards or committees that may be created thereafter. The Office keeps a journal of proceedings, records ordinances with the dates of passage and publication passed by the City Council, keeps a seal circular in form, with the inscription "Quezon City Council", furnish certified copies of all records and documents and collect and receive therefor such fees for the use of the City as the Council may prescribe.

It is a vital component in local legislation as it provides legislative, administrative, secretarial and technical support to the Quezon City Council in the performance of its legislative functions as the deliberative and policy-making body of the City Government.

**Vision:**

The Office of the City Secretary (Office of the Secretary to the Sangguniang Panlungsod) envisions itself to be the indispensable arm of the legislative branch of the Quezon City Government in the delivery of quality legislations that is responsive to the needs of the general public within its jurisdiction.

**Mission:**

The Office of the City Secretary (Office of the Secretary to the Sangguniang Panlungsod) aims to uphold effectively and efficiently the legislative process through accurate documentation of all the sessions and other related meetings of the City Council, competent data management, preservation of all legislative documents and a dynamic office geared towards upholding the principles of legislative process by adopting innovative systems in promoting good governance.

**Service Pledge:**

The Office of the Secretary to the Sangguniang Panlungsod of Quezon City, do hereby swear and pledge to:

- O** – ffer an enduring sense of duty to GOD, Country, and the City.
- S** – erve the City Council, City Government and the QCitizens with promptness, efficiency, integrity, competence, loyalty, and utmost courtesy, with the end in view of achieving our vision and fulfilling the mission that we swear to uphold.
- S** – upport with utmost diligence and integrity the Quezon City Council in the performance of the latter's legislative functions, as the deliberative and policy-making body of the City Government.
- P** – erform to the best of our ability the duties of our office guided by the primacy of public interest over personal interest.

## **List of Services**

1. Certify Subdivision Plans, Deeds of Donations and Other Records on File
2. Certify and Authenticate Legislative Documents of the Quezon City Council
3. Issuance of Certificate of Appearance

## 1. CERTIFY SUBDIVISION PLANS, DEEDS OF DONATIONS, AND OTHER RECORDS ON FILE

A certified copy is issued to affirm its authenticity as a copy of a record on file in the Office.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request / Filled-Out Request Form			Records Section	
1. Present the Letter of Request or Fill-out and submit a Request Form	1.1 Receive the required document/s	None	1 minute	Records Officer
	1.2 Search Database for the requested Document/s		5 minutes	Archives Officer
	1.3 Retrieve and review requested Document/s		3 minutes	Archives Officer
2.1 Get the Order of Payment  2.2 Surrender Valid ID  2.3 Borrow the Document/s to be photocopied  2.4 Pay the necessary fees at the Treasurer's Miscellaneous Cashier and secure the Official Receipt	2.1 Issue the Order of Payment, complete with client details	Certified True Copy of any document	2 minutes	Archives Officer
	2.2 Secure the ID before release of the Document/s to be photocopied		1 minute	Archives Officer
	2.3 Release the Document/s for photocopy	Php50.00/page	1 minute	Archives Officer
3.1 Return to OSSP and present the Official Receipt  3.2 Return the original and surrender the photocopied Document/s for certification/ authentication	3.1 Check Official Receipt.	None	1 minute	Archives Officer
	3.2 Secure the borrowed Document/s		2 minutes	Archives Officer
	3.3 Certify / Authenticate photocopy of the Document/s		3-5 minutes	Archives OIC
4.1 Claim Valid ID  4.2 Receive the certified/ authenticated copies of the Document/s	4.1 Release the Valid ID	None	1 minute	Archives Officer
	4.2 Release the Certified/ Authenticated Document/s		1 minute	Archives Officer

## 2. CERTIFY and AUTHENTICATE LEGISLATIVE DOCUMENTS OF THE QUEZON CITY COUNCIL

A certified copy is issued to affirm its authenticity as a copy of a legislative measure on file in the Office.

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<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request / Filled-Out Request Form			Records Section	
1. Present the Letter of Request or Fill-out and submit a Request Form	1.1 Receive the required document/s	None	1 minute	Records Officer
	1.2 Search Database for the requested Document/s		5 minutes	Archives Officer
	1.3 Retrieve and review requested Document/s		3 minutes	Archives Officer
2.1 Get the Order of Payment  2.2 Pay the necessary fees at the Treasurer's Miscellaneous Cashier and secure the Official Receipt	2. Issue the Order of Payment, complete with client details	Certified True Copy of any document  Php50.00/ page	2 minutes	Archives Officer
3. Return to OSSP and present the Official Receipt	3.1 Check Official Receipt.	None	1 minute	Archives Officer
	3.2 Reproduce/ Photocopy the Document/s		5 minutes	Archives Officer
	3.3 Certify / Authenticate photocopy of the Document/s		5 minutes	Archives OIC
4. Receive the certified/ authenticated copies of the Document/s	4. Release the Certified/ Authenticated Document/s	None	1 minute	Archives Officer

### 3. ISSUANCE OF CERTIFICATE OF APPEARANCE

The Certificate of Appearance is issued to individuals who have either conducted research in the Office of the Secretary to the Sangguniang Panlungsod or observed the City Council while in session.

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<b>Who may avail:</b>	All			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request			Archives Section	
1.1 Secure Business Travel Authority	1.1 Receive the required document/s	None	1 minute	Archives Officer
1.2 Present the Letter of Request	1.2 Inquire about the detailed presentation of data		2 minutes	Archives Officer
1.3 Surrender Valid ID/s				
2. Wait for the release of the Certificate of Appearance	2.1 Encode the Certificate of Appearance	None	5 minutes	Archives Officer
	2.2 Sign the Certificate of Appearance		1 minute	Archives OIC
3.1 Claim Valid ID/s	3.1 Release the Valid ID/s	None	1 minute	Archives Officer
3.2 Receive the Certificate of Appearance	3.2 Release the Certificate of Appearance		1 minute	Archives Officer

# OSSP Services Flowchart

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 Reference & Archives Section Officer-in-Charge: Angelo A. De Leon

