



1. ISSUANCE OF CERTIFICATION OF SUBDIVISION PLAN, DEEDS OF DONATIONS AND OTHER RECORDS ON FILE

A certified copy is issued to affirm that it is a copy of a record on file in the Office.

Office		Office of the Secretary to the Sangguniang Panlungsod		
Classification		Simple		
Type of Transaction		G2C, G2B, G2G		
Who may avail		Anyone		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form from Records Section	1. Provide request form		Less than 1 minute	<i>Admin Asst.</i>
2. Fill out the request form and submit the same to the receiving area	2. Receive the filled-up form from the client		1-2 minutes 30 minutes	<i>Admin Asst.</i>
	2.1 Retrieval and review of the document/s requested			<i>Records Officer</i>
	2.2 Reproduction of document/s needed to be certified			<i>Admin Asst.</i>

	2.3 Preparation of Order of Payment		1 minute	<i>Admin Asst.</i>
3. Get Order of Payment 3.1 Pay the necessary fees at the Treasurer's Miscellaneous Cashier	3. Issue Order of Payment	Certified true copy of any document,- PHP50/ page certification fees – PHP50	Less than 1 minute	<i>Admin Asst.</i>
4. Presentation of Official Receipt	4. Checking of Official Receipt 4.1 Certifying of Document/s		5 minutes	<i>Admin Asst.</i> <i>Records Officer</i>
5. Receive the document/s requested	5. Releasing of document/s		Less than 1 minute	<i>Admin Asst.</i>

2. CERTIFICATION PROCEDURE OF LEGISLATIVE MEASURE DOCUMENTS OF THE QUEZON CITY COUNCIL

A certified copy is issued to affirm that it is a copy of a legislative measure on file in the Office.

Office		Office of the Secretary to the Sangguniang Panlungsod		
Classification		Simple		
Type of Transaction		G2C, G2B, G2G		
Who may avail		Anyone		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Archives Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form from Archives Section	1. Provide request form		Less than 1 minute	<i>Admin Asst.</i>
2. Fill out the request form and submit the same to the receiving area	2. Receive the filled-up form from the client		1 minute	<i>Admin Asst.</i>
	2.1 Data base searching. If found, retrieval and review of documents.		10-15 minutes	<i>Admin Asst.</i>
	2.2 Preparation of Order of Payment		1 minute	<i>Admin Asst.</i>
3. Get Order of Payment 3.1 Pay the necessary fees at the Treasurer's Miscellaneous Cashier	3. Issue Order of Payment	Certified true copy of document,- PHP50/ page	1 minute	<i>Admin Asst.</i>

4. Presentation of Official Receipt	4. Checking of Official Receipt		Less than 1 minute	<i>Admin Asst.</i>
5. The requesting party will present and leave his/her valid ID before photocopying the document. 5.1 requesting party will return the document and present its photocopy for certification	5. Desk officer will keep the ID until the document is returned 5.1 Desk officer will get the returned document and certify the client's photocopy and write the OR no. on it		Less than 1 minute 2 minutes	<i>Admin Asst.</i> <i>Records Officer Librarian</i>

3. ISSUANCE OF CERTIFICATE OF APPEARANCE

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

Office		Office of the Secretary to the Sangguniang Panlungsod		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Anyone		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Archives Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form from Archives Section	1. Provide request form		Less than 1 minute	<i>Admin Asst.</i>
2. Fill out the request form and submit the same to the receiving area	2. Receive the filled-up form from the client		1 minute	<i>Admin Asst.</i>
2.1 Present valid ID	2.1 Check the ID			
3. Receive the certificate of Appearance	3. Prepare Certificate of Appearance 3.1 Issue Certificate of Appearance	none	15 minutes	<i>Admin Asst.</i> <i>Records Officer Librarian</i>