



Republic of the Philippines  
Quezon City  
**VICE MAYOR GIAN G. SOTTO**

2/F Legislative Wing Building  
Quezon City Hall  
Diliman, Quezon City  
Trunkline No. 8988-4242 Loc. 8205

**MEMORANDUM**

**TO :** MR. MICHAEL VICTOR N. ALIMURUNG  
City Administrator

**FROM :** GIAN G. SOTTO  
Vice Mayor

**SUBJECT :** Citizen's Charter

**DATE :** 13 July 2023


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This pertains to your Memorandum dated **06 July 2023** directing the submission of the most current and updated citizen's charter of the office for the year 2023.

Please be informed that our existing Citizen's Charter, a copy attached herewith, shall remain as our Citizen's Charter for 2023.

For your information and guidance.

**For and by Authority of the Vice Mayor:**

  
**MARTINES VICTORIA**  
Chief of Staff

"Commit thy works unto the LORD, and thy thoughts shall be established"  
*Proverbs 16:3*



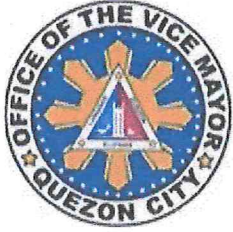
## CITIZEN'S CHARTER

**Office Hours:** Monday to Friday, 8:00-5:00  
**Email Address:** OVM@quezoncity.gov.ph/  
gian.sotto@quezoncity.gov.ph  
**Landline No.:** 8988-4242 Loc. 8205

### Matters that require City Council Action

Accommodating Complaints, Notices, Requests or other Matters that may require action from the Quezon City Council, including inclusion in the agenda of the city council, endorsement to council committees or other offices for review and action.

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Classification:</b>		G2C, G2G		
<b>Who may avail:</b>		Individuals, Businesses, government offices		
<b>Checklist of Requirements:</b> Original copy of the document with attachments (if any), with the receiving copy returned to the person		<b>Where to secure:</b> From the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Drop off a copy of the document to the Receiving Section of the Office of the Vice Mayor or through email at OVM@quezoncity.gov.ph	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the document	None	5 minutes	Receiving personnel
	Forward to the Legislative	None	2 minutes	Receiving personnel
	Assessment of the Legislative	None	60 minutes	Legislative Division
	Drafting of an endorsement/transmittal	None	60 minutes	Legislative Division
	Endorsement of the same to the City Secretary or the proper committees for inclusion in the	None	24 hours	Legislative Division



	Agenda or other appropriate action			
Follow up on the request in person, through phone call or email.	<ol style="list-style-type: none"> <li>1. Coordinates the request for status</li> <li>2. Gives a copy of the endorsement/agenda to the requesting party</li> <li>3. Note if other appropriate action should be taken</li> </ol>	None	60 minutes	Legislative Division
<b>Total</b>		<b>None</b>	<b>27 hours, 9 minutes</b>	

### Certified True Copies of Local Ordinances or Resolutions

Accommodating requests for copies of local ordinances or resolutions, whether of the current city council or those passed by the previous city councils, for whatever legal purpose the requesting party may need it for.

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Classification:</b>		G2C, G2G		
<b>Who may avail:</b>		Individuals, Businesses, government offices		
<b>Checklist of Requirements:</b> Request letter with attachments (if any), with the receiving copy returned to the person		<b>Where to secure:</b> From the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Drop off the Request Letter to the Receiving Section of the Office of the Vice Mayor or through email at	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the Document	None	5 minutes	Receiving personnel



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OVM@quezoncity.gov.ph	Forwards to the Legislative	None	2 minutes	Receiving personnel
	Assessment of the Legislative	None	60 minutes	Legislative (Division)
	Drafting of an endorsement	None	60 minutes	Legislative Division
	Legislative shall forward the same to the Office of the City Secretary for proper action	None	60 minutes	Legislative (Division)
Follow up on the request in person, through phone call or email.	<ol style="list-style-type: none"> <li>1. Coordinates the request for status</li> <li>2. Gives a copy of the endorsement to the requesting party</li> <li>3. Note if other appropriate action should be taken</li> </ol>	None	60 minutes	Legislative (Division)
<b>Total</b>		<b>None</b>	<b>4 hours, 9 minutes</b>	



## Approved Legislative Measures for Signature

Receiving of the final official draft of the legislative measure, whether a resolution or an ordinance, that was passed by the City Council, that needs the signature of the Vice Mayor for final approval.

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Classification:</b>		G2G		
<b>Who may avail:</b>		Office of the City Council Secretary		
<b>Checklist of Requirements:</b> Cover letter with the final draft of the legislative measure, with the receiving copy returned to the person			<b>Where to secure:</b> Office of the City Council Secretary	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Drop off the Final Draft of the Legislative Measures to the Receiving Section of the Office of the Vice Mayor	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the document	None	5 minutes	Receiving personnel
	Forward to the Legislative	None	2 minutes	Receiving personnel
	Assessment of the Legislative  If there are no amendments, the same shall be forwarded to the Vice Mayor for signature.  If there are amendments, the concerned councilor/s shall be contacted and the same shall be returned to the Office of the City Secretary with the directive to amend the same.	None	24 hours	Legislative Division



Follow up in person, through phone call or email.	1. Track the legislative measure	None	24 hours	Legislative Division
	2. Identify where the delay is coming and the action needed to address it			
	3. Note if other appropriate action should be taken			
<b>Total</b>		<b>None</b>	<b>2 days, 9 minutes</b>	

### Official Communications/Correspondence (from outside the Quezon City Government)

Receiving/Acceptance of official documents, communications, correspondences, notices, letters, invitations from individuals, private organizations or other government agencies (aside from the offices with the Quezon City Government)

<b>Office or Division:</b>	Office of the Vice Mayor			
<b>Classification:</b>	Simple			
<b>Type of Classification:</b>	G2C			
<b>Who may avail:</b>	Individuals, private organizations, NGOs, and other government agencies			
<b>Checklist of Requirements:</b> Original copy of the document (letter, invitation, memorandum, or other official correspondence) and attachments (if any), with the receiving copy returned to the person			<b>Where to secure:</b> From the requesting party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Drop off a copy of the document to the Receiving Section of the Office of the Vice Mayor or through email at	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the document	None	5 minutes	Receiving personnel

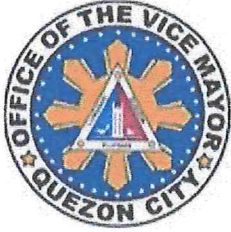


OVM@quezoncity.gov.ph	Forwarded to the Chief of Staff for schedule and proper endorsement	None	60 minutes	Chief of Staff
	An admin personnel will inform the client of the action taken	None	24 hours	Admin personnel
Follow up in person, through phone call or email.	<ol style="list-style-type: none"> <li>1. Coordinates the request for status</li> <li>2. Inform the requesting party of the action taken/ Gives a copy of the endorsement, if any</li> <li>3. Note if other appropriate action should be taken</li> </ol>	None	60 minutes	Administrative personnel
<b>Total</b>		<b>None</b>	<b>26 hours, 7 minutes</b>	

### Official communications/Correspondence (from offices within the Quezon City Government)

Receiving/Acceptance of official documents, communications, correspondences, notices, letters, and invitations from offices within the Quezon City Government.

<b>Office or Division:</b>	Office of the Vice Mayor
<b>Classification:</b>	Simple
<b>Type of Classification:</b>	G2G
<b>Who may avail:</b>	Offices within the Quezon City Local Government
<b>Checklist of Requirements:</b> Original copy of the document and attachments (if any), with the receiving copy returned to the person	<b>Where to secure:</b> From the requesting party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Drop off a copy of the document to the Receiving Section of the Office of the Vice Mayor or through email at OVM@quezoncity.gov.ph	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the document	None	5 minutes	Receiving personnel
	Forwarded to the Chief of Staff for schedule and proper endorsement	None	60 minutes	Chief of Staff
	An admin personnel will inform the client of the action taken	None	24 hours	Admin personnel
Follow up in person, through phone call or email.	<ol style="list-style-type: none"> <li>1. Coordinates the request for status</li> <li>2. Inform the requesting party of the action taken/ Gives a copy of the endorsement, if any</li> <li>3. Note if other appropriate action should be taken</li> </ol>	None	60 minutes	Administrative personnel
<b>Total</b>		<b>None</b>	<b>26 hours, 7 minutes</b>	





## Personnel Related Transactions

Accommodating personnel transactions, including Issuance of Certificate of Acceptance, Checks, Obligation Requests, Application for Leave of Absence, for Travel Authority, for Travel Order, and Acceptance of Resignation Letter of Employees, job Order Contracts, and Consultants under the Legislative Department

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Classification:</b>		G2G		
<b>Who may avail:</b>		Personnel, Job Order Contracts, and Consultants under the Legislative Department		
<b>Checklist of Requirements:</b> Request letter/Filled up form with attachments (if any), with the receiving copy returned to the person			<b>Where to secure:</b> From the requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Drop off a copy of the document to the Receiving Section of the Office of the Vice Mayor or through email at OVM@quezoncity.gov.ph	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the document	None	5 minutes	Receiving personnel
	Forwarded to the Chief of Staff for review and endorsement	None	60 minutes	Chief of Staff
	Forwarded to the Admin Officer for proper action	None	24 hours	Admin Officer
Follow up in person, through phone call or email.	1. Coordinates the request for status 2. Inform the requesting party of the action taken/ Gives a copy of the endorsement, if any	None	60 minutes	Admin Officer



	3. Note if other appropriate action should be taken			
<b>Total</b>		<b>None</b>	<b>26 hours, 7 minutes</b>	

### Purchase Requests from Legislative Offices

Receiving of Purchase requests for procurement needs of different offices under the Legislative Department

<b>Office or Division:</b>		Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Classification:</b>		G2G		
<b>Who may avail:</b>		Heads of Offices under the Legislative Department		
<b>Checklist of Requirements:</b> Submission of Purchase Request Form with attachments (if any), with the receiving copy returned to the person			<b>Where to secure:</b> From the requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Drop off a copy of the document to the Receiving Section of the Office of the Vice Mayor	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
	Records the document	None	5 minutes	Receiving personnel
	Forwarded to the Chief of Staff for review and endorsement	None	60 minutes	Chief of Staff
	Forwarded to the Admin Officer for proper action	None	24 hours	Admin Officer



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Follow up in person, through phone call or email.	<p>4. Coordinates the request for status</p> <p>5. Inform the requesting party of the action taken/ Gives a copy of the endorsement, if any</p> <p>Note if other appropriate action should be taken</p>	None	60 minutes	Administrative personnel
<b>Total</b>		<b>None</b>	<b>26 hours, 7 minutes</b>	