

CITIZEN'S CHARTER

Office Hours: Monday to Friday, 8:00 - 5:00

Email Address: OVM@quezoncity.gov.ph/

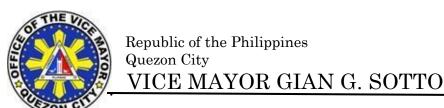
gian.sotto@quezoncity.gov.ph

Landline No.: 8988-4242 Loc.8205

Matters that require City Council Action

Accommodating Complaints, Notices, Request 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.

Office or division:	Office or division: Office of the Vice M			r		
Classification:		Simple				
Type of Classificat	ion:	G2C, G2G				
Who may avail:		Individua	als, Businesses,	government office	es	
Checklist of Requ	iirements:			Where to secu	re:	
Original copy of the documents with with the receiving copy returned to the		` •		From the requesting party		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Drop off a copy of	Receiving of documents and return the receiving copy to the requesting party		None	2 minutes	Receiving personnel	
the document to the Receiving Section of	Records the doo	cument	None	5 minutes	Receiving personnel	
the Office of the Vice Mayor or through email at			None	2 minutes	Receiving personnel	
OVM@quezoncity.g ov.ph	Assessment of the Legislative		None	60 minutes	Legislative Division	
	Drafting of an endorsement/tra	ansmittal	None	60 minutes	Legislative Division	





CON V	Endorsement of the same to the City Secretary of the proper committees for inclusion in the Agenda or other appropriate action		None	24 Hours	Legislative Division
Follow up on the request in person, through phone call or email.	1. 2. 3.	Coordinates the request for status Gives a copy of the endorsement/agen da to the requesting party Note if other appropriate action should be taken	None	60 minutes	Legislative Division
		Total	None	27 hours, 9 minutes	

Certified True Copies of Local Ordinances or Resolutions

receiving copy to

the requesting

Records the

document

party

the Office of the Vice

OVM@quezoncity.g

Mayor of through

email at

ov.ph

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.

None

Office or division:	division: Office of the Vice Mayor						
Classification:		Simple	•				
Type of Classificat	ion:	G2C, G2G					
Who may avail:		Individuals, Bu	sinesses, governmen	t offices			
Checklist of Re	quirements:	Where to secur	e:				
Request letter with attachments (If any), with the receiving copy returned to the person			From the requesting party				
CLIENT STEPS AGENCY FEES TO BE PAIL			PROCESSING TIME	PERSON RESPONSIBLE			
Drop off Request Letter to the Receiving Section of		None	2 minutes	Receiving personnel			

5 minutes

Receiving personnel



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



WON 9	Forward 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.	 Coordinates the request for status Gives a copy of the endorsement to the requesting party Note of other appropriate action should be taken 	None	60 minutes	Legislative Division
	Total	None	4 hours, 9 minutes	

Office or division:

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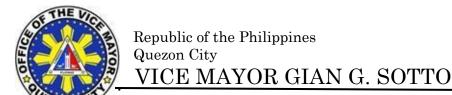


Approved Legislative Measures for Signature

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.

Office of the Vice Mayor

A1 141		Cities of the vice mayor				
Classification:		Simple				
Type of Classification: G2C, G2G			s, G2G			
Who may avail:		Offic	e of the city Cou	ncil Secretary		
Checklist of Requ	irements:			Where to secur	e:	
Cover letter with the final draft of the measure, with the receiving copy re				Office of the City	Council Secretary	
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Receiving of documents and return the received copy to the requesting party	ving	None	2 minutes	Receiving personnel	
	Records the document		None	5 minutes	Receiving personnel	
	Forward to the Legislative		None	2 minutes	Receiving personnel	
Drop off the Final Draft of the Legislative Measures to the Receiving Section of the Office of the Vice Mayor	Assessment of Legislative If there are no amendments, the same shall be forwarded to the Vice Mayor for signature.	ne				
	If there are amendments, the concerned councilor/s shall contacted and the same shall be returned to the Office of the Cit Secretary with the directive to ame the same	I be he sy she	None	24 hours	Legislative Division	





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

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 Quezon City Government)

Checklist of Requirements:	Where to secure			
Who may avail:	Office of the city Council Secretary			
Type of Classification:	G2C, G2G			
Classification:	Simple			
Office or division:	Office of the Vice Mayor			

Checklist of Requirements:

Original copy of the documents (letter, invitation, memorandum, or other official correspondence) and attachments (If any), with the receiving copy returned to the person

where to secure:

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	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
email at OVM@quezoncity.g ov.ph	Records the document	None	5 minutes	Receiving personnel



Republic of the Philippines Quezon City

VICE MAYOR GIAN G. SOTTO DE TO

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



CON 9	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.	 Coordinates the request for status Inform the requesting party of the action taken/Gives a copy of the endorsement, if any Note if other appropriate action should be taken 	None	60 minutes	Administrative personnel
	Total	None	26 hours, 7 minutes	

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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.

Office or division: Office of the Vice			of the Vice M	1ayor		
Classification:		Simple	Simple			
Type of Classificat	ion:	G2C,	2C, G2G			
Who may avail:		Office	ffices within the Quezon City Local Government			
Checklist of Requ	Checklist of Requirements:			Where to secure) :	
Original copy of the document and a any), with the receiving copy returne				From the requestir	ng party	
CLIENT STEPS	AGENCY ACT	TONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Drop off a copy of	Receiving of documents and the receiving co the requesting p	py to	None	2 minutes	Receiving personnel	
the document to the Receiving Section of the Office of the Vice	Records the document		None	5 minutes	Receiving personnel	
Mayor or through email at OVM@quezoncity.g	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.	 Coordinates the request for status Inform the requesting party of the action taken/Gives a copy of the endorsement, if any Note if other appropriate action should be taken 		None	60 minutes	Administrative personnel	
		Total	None	26 hours, 7 minutes		



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

Office or division:	Office of the Vice Mayor
Classification:	Simple
Type of Classification:	G2C, G2G
Who may avail:	Personnel, Job Order Contracts, and Consultants under
	the Legislative Department

Checklist of Requirements:

Where to secure:

Request letter/Filled up form with attachments (if any), with the receiving copy returned to the person

From the requesting party

With the receiving copy retained to the percent				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Drop off a copy of	Receiving of documents and return the receiving copy to the requesting party	None	2 minutes	Receiving personnel
the document to the Receiving Section of the Office of the Vice	Records the document	None	5 minutes	Receiving personnel
Mayor or through email at OVM@quezoncity.g ov.ph	Forwarded to the Chief of staff for schedule and proper endorsement	None	60 minutes	Chief of Staff
	Forwarded to the Admin Officer for proper action	None	24 hours	Admin personnel
Follow up in person, through phone call or email.	 Coordinates the request for status Inform the requesting party of the action taken/Gives a copy of the endorsement, if any Note if other appropriate action should be taken 	None	60 minutes	Administrative personnel
	Total	None	26 hours, 7 minutes	



Purchase Requests from Legislative Offices

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

Office or division:	Office of the Vice Mayor		
Classification:	Simple		
Type of Classification:	G2C, G2G		
Who may avail:	Personnel, Job Order Contracts, and Consultants under the Legislative Department		

Checklist of Requirements:

Submission of Purchase Request Form with attachments (if any), with the receiving copy returned to the person

Where to secure:

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 schedule and proper endorsement	None	60 minutes	Chief of Staff
	Forwarded to the Admin Officer for proper action	None	24 hours	Admin personnel
Follow up in person, through phone call or email.	 Coordinates the request for status Inform the requesting party of the action taken/Gives a copy of the endorsement, if any Note if other appropriate action should be taken 	None	60 minutes	Administrative personnel
Total		None	26 hours, 7 minutes	