



CITIZEN'S CHARTER

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

Email Address: OVM@quezoncity.gov.ph / legis.ovm@quezoncity.gov.ph

Landline No.: 8988-4242 Loc.8205 / 8206

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 of the Vice Mayor		
Category:		Internal Service		
Classification:		Simple		
Type of Classification:		G2B, G2C, G2G		
Who may avail:		All		
Checklist of Requirements: Original copy of the documents with attachments (if any), with the receiving copy returned to the person (1) Original Copy			Where to secure: Applicant/ Client	
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	Receiving of documents and returning the receiving copy to the requesting party	None	2 minute/s	Receiving Officer



Republic of the Philippines
Quezon City

VICE MAYOR GIAN G. SOTTO

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



OVM@quezoncity.gov.ph or legis.ovm@quezoncity.gov.ph	Recording the document	None	5 minute/s	Receiving Officer
	Forwarding to the Legislative Division	None	2 minute/s	Receiving Officer
	Assessment of the Legislative Division	None	1 hour/s	Legislative Staff
	Drafting of an endorsement/transmittal	None	1 hour/s	Legislative Staff
	Endorsement of the same to the City Secretary of the proper committees for inclusion in the Agenda or other appropriate action	None	1 day/s	Legislative Division
Total Processing Time:			1 day/s, 2 hour/s, 9 minute/s	
Total Processing Fee:		Total Standard Fee: None		

Request for review/sponsorship of a proposed City Council Measure

Accommodating draft proposed resolution/ordinance to council committees or other offices for review/sponsorship.

Office or division:	Office of the Vice Mayor
Category:	External Service
Classification:	Simple



Type of Classification:		G2B, G2C, G2G		
Who may avail:		All		
Checklist of Requirements: Original copy of the documents with attachments (if any), with the receiving copy returned to the person (1) Original Copy		Where to secure: Applicant/ Client		
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: OVM@quezoncity.gov.ph or legis.ovm@quezoncity.gov.ph Tel: 8988 – 4242 Loc: 8205/ 8206	Receiving of documents and return the receiving copy to the requesting party	None	2 minute/s	Receiving Officer
	Recording the document	None	5 minute/s	Receiving Officer
	Forwarding to the Legislative Division	None	2 minute/s	Receiving Officer
	Assessment of the Legislative Division	None	1 hour/s	Legislative Staff
	Drafting of an endorsement	None	1 hour/s	Legislative Staff



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	Transmitting the measure intended to the council Committee, Department, or Office	None	1 hour/s	Legislative Staff
Total Processing Time:			3 hour/s, 9 minute/s	
Total Processing Fee:		Total Standard Fee:		
		None		

Communications/Correspondence addressed to the Vice Mayor

Receiving/Acceptance of official documents, communications, correspondences, notices, letters, or invitations from individuals, private organizations or other government addressed to the Vice Mayor.

Office or division:	Office of the Vice Mayor		
Category:	External Service		
Classification:	Simple		
Type of Classification:	G2B, G2C, G2G		
Who may avail:	All		
Checklist of Requirements:		Where to secure:	
<p>Original copy of the documents (letter, invitation, memorandum, or other official correspondence) and attachments (if any), with the receiving copy returned to the person</p> <p>(1) Original Copy</p>		<p>Applicant/ Client</p>	



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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 or legis.ovm@quezoncity.gov.ph	Receiving of documents and return the receiving copy to the requesting party	None	2 minute/s	Receiving Officer
	Recording the document	None	5 minute/s	Receiving Officer
	Forwarding to the Chief of staff for schedule and proper endorsement	None	1 hour/s	Chief of Staff
	An admin personnel will inform the client of the action taken	None	1 day/s	Administrative Officer
Total Processing Time:			1 day/s, 1 hour/s, 7 minute/s	
Total Processing Fee		Total Standard Fee: None		

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.



Office or division:	Office of the Vice Mayor / Office of the Secretary to the Sangguniang Panlungsod			
Category:	External Service			
Classification:	Simple			
Type of Classification:	G2B, G2C, G2G			
Who may avail:	All			
Checklist of Requirements: Request letter with attachments (If any), with the receiving copy returned to the person (1) Original Copy			Where to secure: Applicant/ Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Drop off Request Letter to the Receiving Section of the Office of the Vice Mayor of through email at OVM@quezoncity.gov.ph or legis.ovm@quezoncity.gov.ph	Receiving of documents and return the receiving copy to the requesting party	None	2 minute/s	Receiving Officer
	Recording the document	None	5 minute/s	Receiving Officer
	Forwarding to the Legislative Division	None	2 minute/s	Receiving Officer
	Assessment of the Legislative Division	None	1 hour/s	Legislative Staff



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	Drafting of an endorsement	None	1 hour/s	Legislative Staff
	Legislative Division shall forward the same to the Office of the City Secretary for proper action	None	1 hour/s	Legislative Staff
Total Processing Time:			3 hour/s, 9 minute/s	
Total Processing Fee:		Total Standard Fee:		
		None		

Personnel Related Transactions

Accommodating personnel transactions, including Issuance of Office Clearance & Endorsement Letter for Travel Authority, Acceptance of Resignation/Termination Letter of Employees, Job Order Contracts, and Consultants under the Legislative Department

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



Checklist of Requirements:

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

(1) Original Copy

Where to secure:

Applicant/ Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Drop off a copy of the document such as Office Clearance & Endorsement Letter for Travel Authority and Resignation/Termination Letter under the legislative department 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 minute/s	Receiving Officer
	Recording the document	None	5 minute/s	Receiving Officer
	Forwarding to the Legislative Division	None	2 minute/s	Receiving Officer
	Assessment of the Legislative Division	None	1 hour/s	Legislative Staff
	Drafting of the requested document	None	1 hour/s	Legislative Staff
	Legislative Staff will inform the client of the action taken	None	1 day/s	Legislative Staff
Total Processing Time:			1 day/s, 2 hour/s, 16 minute/s	



Total Processing Fee:	Total Standard Fee:
	None

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:	G2G
Who may avail:	Offices under the Legislative Department

Checklist of Requirements:	Where to secure:
Submission of Purchase Request Form with attachments (if any), with the receiving copy returned to the person	Applicant/ Client

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	Receiving of documents and return the receiving copy to the	None	2 minute/s	Receiving Officer



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Office of the Vice Mayor	requesting party			
	Recording the document	None	5 minute/s	Receiving Officer
	Forwarding to the Chief of staff for schedule and proper endorsement	None	1 hour/s	Chief of Staff
	Forwarding to the Admin Officer for proper action	None	1 day/s	Administrative Officer
	An admin personnel will inform the client of the action taken	None	1 day/s	Administrative Officer
Total Processing Time:			2 day/s, 1 hour/s, 7 minutes	
Total Processing Fee:		Total Standard Fee:		
		None		