QUEZON CITY
SUSTAINABLE
DEVELOPMENT
PROJECTS
OFFICER

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CITIZEN'S CHARTER

2023 (1st Edition)

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I.   Mandate:

By virtue of Executive Order 35, series of 2019, *Creating the Position of the Sustainable Development Projects Officer Under the Office of the City Mayor,* Quezon City recognizes the importance of realizing the United Nations' Sustainable Development Goals also known as the Global Goals, which is a call for action by all countries to promote prosperity, while protecting the planet.

It provides technical and liaison services and sources financial assistance to enhance the projects of the Quezon City Government to meet the United Nations Sustainable Development Goals (SDGs).

II.   Vision:

Guided by experts and partners from industry and the Sustainable Development Goals, we model progressive programs for the Quezon City Government to institutionalize data-driven and empowering approaches for sustainable development.

III.   Mission:

We inspire thought leaders and partners of the Quezon City Government to continuously improve projects and programs to address the Global Goals by:

- Identifying issues and providing solutions with a needs-based approach.
- Engaging stakeholders and building synergy across partners.
- Working smart to be effective and efficient in programs execution.

IV.   Service Pledge:

The Sustainable Development Projects Officer's team promotes the achievement of the Global Goals through progressive programs for Quezon City in partnership with local and international bodies.

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LIST OF SERVICES

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Central Office

Internal Services

1. Processing of inquiries, requests for meetings, presentation of proposals, orientations, and other general communications

Office or Division:	Central/ Head Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
	G2B (Government to Business)
	G2G (Government to Government)
Who may avail:	City Departments/ Offices/ Operating Units
	City Councilors
	National government agencies
	Local government units
	Private entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original copy – Letter/ Request/ Communication addressed to the City Mayor through the Sustainable Development Projects Officer One (1) set of supporting documents (if any) For emails, please send to: sdpo@quezoncity.gov.ph	Letters and communications to be provided by the requesting party.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Physical Submission 1. File document/s or request/s to office's receiving area.	1. Receives the Document of the client and stamp date & time received.	None	2 minutes	*Administrative Staff*
	2. Assigns document tracking control number.		2 minutes	*Administrative Staff*
	3. Assigns document and submits to Sustainable Development Projects Officer		5 minutes	*Administrative Staff* *Sustainable Development Projects Officer*
	4. After careful review, the Sustainable Development Projects Officer recommends action to concerned staff		10 minutes	*Sustainable Development Projects Officer*
	5. Concerned staff to coordinate		1 working day	*Programs Staff*

	with requesting party.			
	TOTAL		1 day and 9 minutes	
For online communication requests via email: 1. Send document/s or request/s to sdpo@quezoncity.gov.ph	1. Acknowledges receipt of email online the Document of the client and stamp date & time received.	None	1 minute	*Administrative Staff*
	2. Assigns document tracking control number.		2 minutes	*Administrative Staff*
	3. Assigns document and submits to Sustainable Development Projects Officer		5 minutes	*Administrative Staff* *Sustainable Development Projects Officer*
	4. After careful review, the Sustainable Development Projects Officer recommends action to concerned staff		10 minutes	*Sustainable Development Projects Officer*
	5. Concerned staff to coordinate with requesting party.		1 working day	*Programs Staff*
	TOTAL		**1 day and 8 minutes**	

2. Programs/ Projects/ Activity Coordination and Monitoring

To access existing projects, propose plans, and proposals to the city Mayor and select, execute, manage and monitor those that are aligned with the attainment of the SDGs through the provision of technical and liaison services and sourcing of financial assistance for various programs.

Office or Division:	Central/ Head Office
Classification:	Simple, Complex
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)
Who may avail:	City Departments/Offices/Operating Units City Councilors Private entities National government agencies Local government units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original copy – Letter, Memo, Endorsement/ Indorsement, Transmittal, Routing Slip One (1) set of supporting documents, (if any) For emails, please send to: sdpo@quezoncity.gov.ph	Documents to be provided by the requesting party.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Physical Submission 1. File document/s or request/s to office's receiving area.	1. Receives the Document of the client and stamp date & time received.	None	2 minutes	*Administrative Staff*
	2. Assigns document tracking control number.		2 minutes	*Administrative Staff*
	3. Assigns document and submits to Sustainable Development Projects Officer		5 minutes	*Administrative Staff* *Sustainable Development Projects Officer*
	4. After careful review, the Sustainable Development Projects Officer recommends action to concerned staff.		10 minutes	*Sustainable Development Projects Officer*
	5. Conducts			

			5 working days	*Sustainable Development Projects Officer*
	Complete Staff Work thru proper review, evaluation and analysis; data gathering, and recommendation of proper action; including the preparation of relevant documents to grant request or implement given instructions.			*Programs Staff*
	6. Gives evaluation report and/or draft action documents to the Mayor's Office or concerned LGU agency/ department/ unit/ task force for review/ consideration/ approval/ signature.		2 working days	*Sustainable Development Projects Officer* *Programs Staff*
	7. Concerned staff to coordinate with requesting party.		1 working day	*Administrative Staff*
	TOTAL		**8 days and 19 minutes**	
For online communication via email: 1. Send to sdpo@quezoncity.gov.ph	1. Acknowledges receipt of email online the Document of the client and stamp date & time received.	None	1 minute	*Administrative Staff*
	2. Assigns document tracking control number.		2 minutes	*Administrative Staff*
			5 minutes	*Administrative Staff*

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	3. Assigns document and submits to Sustainable Development Projects Officer			*Sustainable Development Projects Officer*
	4. After careful review, the Sustainable Development Projects Officer recommends action to concerned staff.		10 minutes	*Sustainable Development Projects Officer*
	5. Conducts Complete Staff Work thru proper review, evaluation and analysis; data gathering, and recommendation of proper action; including the preparation of relevant documents to grant request or implement given instructions.		5 working days	*Sustainable Development Projects Officer* *Programs Staff*
	6. Gives evaluation report and/or draft action documents to the Mayor's Office or concerned LGU agency/ department/ unit/ task force for review/ consideration/ approval/ signature.		2 working days	*Sustainable Development Projects Officer* *Programs Staff*
	7. Concerned staff to coordinate		1 working day	*Administrative Staff*

	with requesting party.			
	TOTAL		**8 days and 18 minutes**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Feedback may be sent via email to sdpo@quezoncity.gov.ph addressed to the Sustainable Development Projects Officer.
How feedback is processed	1. Feedback may be filed physically and online addressed to the Sustainable Development Projects Officer. 2. Feedback sent shall be responded to by the person responsible within two (3) days of the receipt of the feedback. 3. Feedback received may be raised and forwarded to relevant LGU agencies/ departments/ units/ task forces upon careful review and consideration for action.
How to file a complaint	1. Similar to feedback, complaints may be filed physically and online addressed to the Sustainable Development Projects Officer. 2. Complaints received may be raised and forwarded to relevant LGU agencies/ departments/ units/ task forces upon careful review and consideration that
How complaints are processed	1. Complaints received are evaluated through proper review, evaluation and analysis; data gathering, and recommendation of proper action; including the preparation of relevant documents to grant request and/ or address relevant complaint. 2. Complaint may be raised and forwarded to relevant LGU agencies/ departments/ units/ task forces upon careful review and consideration for action.
Contact Information of Sustainable Development Affairs Unit	Telephone: +63(2) 8988-4242 loc. 1207 *8:00am-5:00 pm, Monday-Friday, no noon break, excluding regular holidays.* Email: sdpo@quezoncity.gov.ph

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Office	Address	Contact Information
Sustainable Development Projects Offcer	6/F High Rise Building, City Hall Compound, Elliptical Road Diliman, Quezon City, Philippines	+63(2) 8988-4242 loc. 1207 Email: sdpo@quezoncity.gv.ph