

OFFICE OF THE CITY MAYOR

Administrative Management Division

1. REQUEST FOR ISSUANCE OF MAYOR'S CLEARANCE AND/OR CERTIFICATION

For purposes of the following:

- a. Local employment
- b. Business Requirement
- c. PNP/AFP/PMA/Reservist/BFP Admissions
- d. Record check
- e. Marriage requirement
- f. Correction of Entry (Birth Certificate)
- g. License to own firearms/sell firecrackers
- h. Certification to Solemnize Marriage
- i. Municipality Certification of Unemployment (DepEd, SHS Voucher and ESC)
- j. Authentication and/or Certification of Residency (DFA req)
- k. Affidavit and/or Certification of Support

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|--|----------------------------|--|
| Office or Division: | Administrative Division | |
| Classification: | Simple | |
| Type of Transaction: | G2C - Government to Client | |
| Who may avail: | Quezon City Residents | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| <u>For Purposes A to F:</u> <ul style="list-style-type: none"> • Barangay Clearance • Police Clearance • Fiscal Clearance | | <ul style="list-style-type: none"> • Barangay of the resident-client • PNP • Office of the City Prosecutor • Metropolitan Trial Court • Regional Trial Court • NBI • SEC Requesting party Barangay Requesting party DFA |
| <u>For Purpose G only (Additional):</u> <ul style="list-style-type: none"> • MTC Clearance • RTC Clearance • NBI Clearance | | |
| <u>For Purpose H only (add'l req.):</u> <ul style="list-style-type: none"> • SEC Cert. of Inc. • Gen. Info Sheet | | |
| <u>For Purpose I only (add'l req.):</u> <ul style="list-style-type: none"> • Affidavit of unemployment • Bgy. Cert. of Indigency • Letter request | | |
| <u>For Purpose J only (add'l req.):</u> <ul style="list-style-type: none"> • Photocopy of passport | | |

| <ul style="list-style-type: none"> • Photocopy of valid ID • Proof of Relationship (BC, MC etc.) <p><u>For PurposeK only (add'l req.):</u></p> <ul style="list-style-type: none"> • Photocopy of passport • Photocopy of valid ID • Proof of Relationship (BC, MC etc.) | | Any government agency, employment Local Civil Registry DFA Any government agency, employment Local Civil Registry | | |
|--|---|---|------------------------|--|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Presentation of requirements. | 1.1. Check completeness of documents. | None | 15 minutes | <i>Designated Staff</i> Administrative Division Office of the City Mayor |
| 2. Pay fee at the City Treasurer's Office (Ground Floor). | 2.1. Issue Order of Payment if documents are complete. | P 50.00 | 15 minutes | <i>Designated Staff</i> Taxpayer's Lounge City Treasurer's Office |
| 3. Return to Mayor's Office for release of Clearance/Certificate. | 3.1. Release the Clearance/Certificate upon presentation of Official Receipt. | None | 5 minutes | <i>Designated Staff</i> Administrative Division Office of the City Mayor |
| | TOTAL | P 50.00 | 35 minutes | |

OFFICE OF THE VICE MAYOR

1. 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.

| Office or Division: | | Office of the Vice Mayor | | |
|---|--|---|---|----------------------|
| Classification: | | Simple | | |
| Type of Classification: | | G2C, G2G | | |
| Who may avail: | | Individuals, Businesses, government offices | | |
| Checklist of Requirements: Original copy of the document 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 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 Agenda or other appropriate action | None | 24 hours | Legislative Division |
| Follow up on the request in person, | 1. Coordinates the request for status | None | 60 minutes | Legislative Division |

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| through phone call or email. | 2. Gives a copy of the endorsement/ agenda to the requesting party | | | |
| | 3. Note if other appropriate action should be taken | | | |
| Total | | None | 27 hours, 9 minutes | |

2. 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 | | | |
|--|--|-----------------|---|------------------------|
| Classification: | Simple | | | |
| Type of Classification: | G2C, G2G | | | |
| Who may avail: | Individuals, Businesses, government offices | | | |
| Checklist of Requirements: Request letter 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 the Request Letter 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 |
| | 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 |

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| | 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"> 1. Coordinates the request for status 2. Gives a copy of the endorsement to the requesting party 3. Note if other appropriate action should be taken | None | 60 minutes | Legislative (Division) |
| Total | | None | 4 hours, 9 minutes | |

3. 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 or Division: | | Office of the Vice Mayor | | |
|--|--|--------------------------------------|--|---------------------|
| Classification: | | Simple | | |
| Type of Classification: | | G2G | | |
| Who may avail: | | Office of the City Council Secretary | | |
| Checklist of Requirements: Cover letter with the final draft of the legislative measure, with the receiving copy returned to the person | | | Where to secure: 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 |

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| | Forward to the Legislative | None | 2 minutes | Receiving personnel |
| | <p>Assessment of the Legislative</p> <p>If there are no amendments, the same shall be forwarded to the Vice Mayor for signature.</p> <p>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.</p> | None | 24 hours | Legislative Division |
| Follow up in person, through phone call or email. | <ol style="list-style-type: none"> 1. Track the legislative measure 2. Identify where the delay is coming and the action needed to address it 3. Note if other appropriate action should be taken | None | 24 hours | Legislative Division |
| Total | | None | 2 days, 9 minutes | |

4. 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)

| Office or Division: | | Office of the Vice Mayor | | |
|---|--|---|---|---------------------------|
| Classification: | | Simple | | |
| Type of Classification: | | G2C | | |
| Who may avail: | | Individuals, private organizations, NGOs, and other government agencies | | |
| Checklist of Requirements: Original copy of the document (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 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 |

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| Follow up in person, through phone call or email. | <ol style="list-style-type: none"> 1. Coordinates the request for status 2. Inform the requesting party of the action taken/ Gives a copy of the endorsement, if any 3. Note if other appropriate action should be taken | None | 60 minutes | Administrative personnel |
| Total | | None | 26 hours, 7 minutes | |

5. 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.

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|--|--|------------------------|---|---------------------------|
| Office or Division: | Office of the Vice Mayor | | | |
| Classification: | Simple | | | |
| Type of Classification: | G2G | | | |
| Who may avail: | Offices within the Quezon City Local Government | | | |
| Checklist of Requirements: Original copy of the document 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 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 | None | 60 minutes | Chief of Staff |

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| | proper endorsement | | | |
| | 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"> 1. Coordinates the request for status 2. Inform the requesting party of the action taken/ Gives a copy of the endorsement, if any 3. Note if other appropriate action should be taken | None | 60 minutes | Administrative personnel |
| Total | | None | 26 hours, 7 minutes | |

6. 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

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|---|-----------------------|--|---|---------------------------|
| Office or Division: | | Office of the Vice Mayor | | |
| Classification: | | Simple | | |
| Type of Classification: | | G2G | | |
| Who may avail: | | Personnel, Job Order Contracts, 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 | | | 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 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. | <ol style="list-style-type: none"> 1. Coordinates the request for status 2. Inform the requesting party of the action taken/ Gives a copy of the endorsement, if any 3. Note if other appropriate action should be taken | None | 60 minutes | Admin Officer |
| Total | | None | 26 hours, 7 minutes | |

7. Purchase Requests from Legislative Offices

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

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| Office or Division: | Office of the Vice Mayor | |
| Classification: | Simple | |
| Type of Classification: | G2G | |
| Who may avail: | Heads of Offices 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 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. | <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 |
| Total | | None | 26 hours, 7 minutes | |

OFFICE OF THE CITY ADMINISTRATOR

EXTERNAL SERVICES

1. Processing of Incoming Correspondence Covering Various Requests, Complaints and Proposals

Act on various requests, complaints and proposals received by the Office.

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| OFFICE OR DIVISION: | Administrative Division | | | |
| 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 Other local government units | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO STORE | |
| <ul style="list-style-type: none"> Original copy – Letter, Memo, Endorsement/Indorsement, Transmittal, Routing Slip One (1) set of supporting documents, if warranted | | | None | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit document/s to Receiving Area. | 1.1. Receives, classifies and encodes various submitted document/s/communications (such as Transmittals, Memoranda, registered mails, emails, etc.) in the Document Tracking System for Reference/Control Number. Gives to Acting Head/Chief | None | 5 minutes | <i>Assigned Staff</i> Administrative Division |

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| | Administrative Officer, Administrative Division, for final review of document classification. | | | |
| | 1.2. Reviews document classification. Routes document/s to concerned Assistant City Administrator, OCA Division or assigned staff. | None | 10 minutes | <i>Chief Administrative Officer/Acting Head Administrative Division</i> |
| | 1.3. Conducts Complete Staff Work thru review, evaluation and analysis; inspection; data gathering; recommendation of proper action; preparation of necessary documents to grant request or implement given instructions. Gives evaluation report and/or draft action documents to the Assistant City Administrator/s or to the City Administrator for final consideration/ approval/signature. | None | 5 days | <i>Assistant City Administrator for Fiscal Affairs and/or Assistant City Administrator for General Affairs and/or Assistant City Administrator for Operations and/or Heads of OCA Division – Administrative Division; Fiscal Management Division; Management and Organization Division; Operations, Coordination and Monitoring Division; Technical Division And/or Assigned Staff</i> |
| | 1.4. Approves/signs final revised action documents. | None | 1 day* | <i>City Administrator</i> |
| | 1.5. Releases signed document/s to concerned city department/office/unit, concerned entity/ies, concerned | None | 5 minutes | <i>Assigned Staff/Records Officer Administrative Division</i> |

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| | NGAs/LGUs. | | | |
| TOTAL | | NONE | 6 DAYS * 20 MINUTES | |

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled or due to immediate notice by the City Mayor.

2. Implementation of Projects under the Basic Education Enhancement Program (BEEP)

Release of approved funds in the implementation of various activities under the program.

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|--|-----------------------|--|------------------------|---------------------------|
| OFFICE OR DIVISION: | | Fiscal Management Division | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2G (Government to Government) G2B (Government to Business) | | |
| WHO MAY AVAIL: | | City Councilors Suppliers/Contractors Concerned City Departments/Offices | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • Purchase Request (PR) • Purchase Order (PO)/Supply Delivery Agreement (SDA) • Work and Financial Plan (WFP) • Obligation Request (OBR) • Project Procurement Management Plan (PPMP) • Distribution List • Amendatory PPMP (if needed) • Augmentation • Justification • Requisition Issue Slip (RIS) • Deed of Donation • Acknowledgment Receipt for Equipment (ARE)/Sub-ARE • Delivery Receipt • Sales Invoice • Official Receipt (OR) • Acceptance • Inspection Report • Certificate of Due Diligence (if needed) • Cost Derivation (if needed) | | End-user Procurement Department | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of | 1.1. Receives and | None | 5 minutes | <i>Assigned Staff</i> |

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| documents at Receiving Area. | records document/s in the Documents Tracking System for Reference/ Control Number. Transmits to the Fiscal Management Division. | | | Administrative Division |
| | 1.2. Conducts Complete Staff Work <ul style="list-style-type: none"> - Coordination with concerned City Councilor, city department/office - Inspection - Attend Product Demo and Procurement Activities - Check project status, PPMP inclusion - Others (Distribution List) - Request for inspection, if needed | | 5 days | <i>Assigned Staff</i> Fiscal Management Division |
| | 1.3. Prepares appropriate financial documents | None | 30 minutes | <i>Assigned staff</i> Fiscal Management Division |
| | 1.4. Reviews, initials appropriate financial documents | None | 10 minutes | <i>Chief Administrative Officer/Acting Head</i> Fiscal Management Division |
| | 1.5. Approves/signs appropriate financial documents | None | 30 minutes* | <i>City Administrator</i> |
| | 1.6. Releases signed documents | None | 5 minutes | <i>Assigned Staff/Records Officer</i> Administrative Division |
| 2. Follow-up. | 2.1. Informs requesting party status of documents. | None | 1 minute | <i>Assigned Staff</i> Administrative Division and/or Fiscal Management |

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| | | | | Division |
| TOTAL | | NONE | 5 DAYS * 1 HOUR 21 MINUTES | |

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor. Qualified for multi-stage processing.

3. Usage of Electronic Fleet Cards on Fuel, Lubricants and Other Services Consumption

Monitors and processes payment on usage of electronic fleet cards for fuel, lubes and other services consumed by city government-issued vehicles and/or equipment

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|---|---|--------------------------------------|------------------------|--|
| OFFICE OR DIVISION: | | Management and Organization Division | | |
| CLASSIFICATION: | | Simple, Complex | | |
| TYPE OF TRANSACTION: | | G2B (Government to Business) | | |
| WHO MAY AVAIL: | | Service Provider | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Billing or Statement of Account | | Service Provider | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits Billing or Statement of Account. | 1.1. Receives the documents and routes to the Management and Organization Division. | None | 1 minute | <i>Assigned Staff Administrative Division</i> |
| | 1.2. Checks completeness of documents. Prepares and submits necessary financial and supporting documents for processing of payment. | None | 1 day | <i>Assigned Staff Management and Organization Division</i> |
| | 1.3. Final review/initials/signs necessary financial and supporting document/s prior to signature of the City Administrator. | None | 10 minutes | <i>Chief Administrative Officer Management and Organization Division</i> |
| | 1.4. Approves/signs documents. | None | 30 minutes* | <i>City Administrator</i> |

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|--------------|---|-------------|---------------------------------|---|
| | 1.5. Encodes data on consumption. Monitors process flow of documents for payment by authorized signatories until posting of bank check payment. | None | 15 days | Assigned Staff Management and Organization Division |
| TOTAL | | NONE | 16 DAYS * 41 MINUTES | |

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor. Qualified for multi-stage processing.

4. Usage and Payments of Utilities (Telephone Lines, Water and Electricity Connections)

Monitors and processes payment on its consumption of applications for installation of telephone lines, water and electricity connections.

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| OFFICE OR DIVISION: | | Operations, Coordination and Monitoring Division | | |
| CLASSIFICATION: | | Simple, Complex | | |
| TYPE OF TRANSACTION: | | G2B (Government to Business) | | |
| WHO MAY AVAIL: | | Utility Concessionaires | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Billing/Statement of Account | | Utility Concessionaires (Meralco, PLDT, Maynilad, Manila Water) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits Billing or Statement of Account. | 1.1. Receives the documents and routes to the Operations, Coordination and Monitoring Division. | None | 1 minute | Assigned Staff Administrative Division |
| | 1.2. Checks completeness of documents. Prepares and submits necessary financial and supporting documents for processing of payment. | None | 3 days | Assigned Staff Operations, Coordination and Monitoring Division |

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| | 1.3. Final review/initials/signs necessary financial and supporting document/s prior to submission to the City Administrator. | None | 30 minutes | <i>Special Operations Officer V Operations, Coordination and Monitoring Division</i> |
| | 1.4. Approves/signs documents. | None | 30 minutes* | <i>City Administrator</i> |
| | 1.5. Encodes data on consumption. Monitors process flow of documents for payment by authorized signatories until signing of bank check. | None | 15 days | <i>Assigned Staff Operations, Coordination and Monitoring Division</i> |
| TOTAL | | NONE | 18 DAYS* 1 HOUR 1 MINUTE | |

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor. Qualified for multi-stage processing.

5. Quezon City Bus Augmentation Program (QCity Bus)

Monitors and processes payment on usage of the City Bus Program.

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|---|---|------------------------|----------------------------|---|
| OFFICE OR DIVISION: | Operations, Coordination and Monitoring Division | | | |
| CLASSIFICATION: | Simple, Complex | | | |
| TYPE OF TRANSACTION: | G2B (Government to Business) | | | |
| WHO MAY AVAIL: | Service Providers | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Daily Trip Ticket Reports Billing/Statement of Account | | | TFTTM Service Providers | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits Billing or Statement of Account. | 1.1. Receives the documents and routes to the Operations, Coordination and Monitoring Division. | None | 1 minute | <i>Assigned Staff Administrative Division</i> |
| | 1.2. Checks completeness of | None | 7 days | <i>Assigned Staff Operations,</i> |

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| | documents. Prepares and submits necessary financial and supporting documents for processing of payment. | | | Coordination and Monitoring Division |
| | 1.3. Final review/initials/signs necessary financial and supporting document/s prior to submission to the City Administrator. | None | 30 minutes | <i>Special Operations Officer V/Acting Head Operations, Coordination and Monitoring Division</i> |
| | 1.4. Approves/signs documents. | None | 30 minutes* | <i>City Administrator</i> |
| | 1.5. Encodes data on consumption. Monitors process flow of documents for payment by authorized signatories until signing of bank check. | None | 15 days | <i>Assigned Staff Operations, Coordination and Monitoring Division</i> |
| TOTAL | | NONE | 22 DAYS * 1 HOUR 1 MINUTE | |

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor. Qualified for multi-stage processing.

6. Programs/Projects/Activity Coordination and Monitoring

Assists in the overall coordination among concerned stakeholders in the implementation of a program, project or activity.

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| OFFICE OR DIVISION: | Operations, Coordination and Monitoring Division |
| CLASSIFICATION: | Simple, Complex |
| TYPE OF TRANSACTION: | G2C (Government to Citizen) G2G (Government to Government) G2B (Government to Business) |
| WHO MAY AVAIL: | City Councilors City Departments/Offices/Units Private entities National Government Agencies |

| | | Local Government Units | | |
|---|---|------------------------|-----------------|--|
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Letter Project/Program Description | | None | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits letter-request with supporting documents as warranted. | 1.1. Receives and encodes document/s in the Documents Tracking System for Reference/Control Number. Routes to the Operations, Coordination and Monitoring Division. | None | 5 minutes | <i>Assigned Staff Administrative Division</i> |
| | 1.2. Coordinates with requesting party on their logistics. Prepares and submits report and drafts of proper action documents on resources/logistics needed, if warranted. | | 5 days | <i>Assigned Staff Operations, Coordination and Monitoring Division</i> |
| | 1.3. Reviews evaluation report and appropriate action document/s. Recommends final action to the City Administrator. | None | 1 day | <i>Special Operations Officer V/Acting Head Operations, Coordination and Monitoring Division</i> |
| | 1.4. Approves/signs final revised action document/s | None | 1 day * | <i>City Administrator</i> |
| | 1.5. Releases action document/s, if warranted. | None | 5 minutes | <i>Assigned Staff Administrative Division</i> |

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| TOTAL | NONE | 7 DAYS * 10 MINUTES | |
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Note: * Subject to time availability of the signatory due to prior meetings scheduled and/or due to immediate notice by the City Mayor.

7. Application and Issuance of QCitizen ID

Online application and processing of Quezon City Citizen ID (QCID) for residents with its own distinctive identification system. The QCID determines the accurate number of registered people residing in the city in order for the local government to appropriately address their social needs and to efficiently provide necessary public services.

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|--|--|----------------------------------|---|---------------------------|
| OFFICE OR DIVISION: | | Office of the City Administrator | | |
| CLASSIFICATION: | | Simple, Complex | | |
| TYPE OF TRANSACTION: | | G2C (Government to Citizen) | | |
| WHO MAY AVAIL: | | QC Citizens | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| QC e-Services account | | | www.quezoncity.gov.ph (How to Apply for a QCitizen ID) | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Go to the website and register or log in to https://qceservices.quezoncity.gov.ph/ | 1. None | None | Real time | <i>None</i> |
| 2. Register with your own personal email account (Gmail, Yahoo or FB account) | 2. None | None | Real time | <i>None</i> |
| 3. Fill up the necessary personal information. | 3. None | None | Real time | <i>None</i> |
| 4. Submit/upload the required documents. | 4. Evaluate the submitted documents. 4.1. If invalid, notify the applicant thru email to submit correct | None | 7 days* | Designated Staff |

| | | | | |
|--|---|-------------|------------------------------|------------------|
| | documents. 4.2. If valid, approve the application. 4.3. Verify the submitted documents. | | | |
| 5. Download the virtual QCitizen ID thru its app (Google or Apple Play Store) or wait for email/SMS on availability of physical QCID card. | 5. Printing of ID | None | 5minutes | Designated Staff |
| TOTAL | | NONE | 7 DAYS 5 MINUTES* | |

Note: * Dependent on:

- a) number of applications received daily;
- b) validity of submitted documents; and
- c) turn-around time of applicants to re-submit the requested correct document/s

8. New Installation of Streetlights

New streetlights are to be installed in the requested area to increase the illumination in the city in order to augment safety and security of the community. Prior to the installation, an inspection will be conducted first to determine whether installation is feasible or not.

| | | | | |
|--|--|--|------------------------|--|
| OFFICE OR DIVISION: | | Task Force Streetlighting | | |
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2C – Government to Citizen G2G – Government to Government | | |
| WHO MAY AVAIL: | | Quezon City Government Offices/Departments Elected Officials Homeowners Association QC Constituents | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • Request letter from requesting parties | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letter | 1.1. Receives letter request | None | 5 mins. | Task Force Streetlighting Staff |
| | 1.2. Forwards to Dept. Head for approval of route assignment | None | 1 day | Task Force Chairman / Task Force Office-In-Charge/Action Officer |

| | | | | |
|--|---|-------------|---|---|
| | <p>1.3. For inspection if feasible or not</p> <p>If feasible: Prioritization & finalization of layout plan for approval <i>(Depends on number of incoming request letters)</i></p> <p>If not feasible: Requesting party will be notified that the installation is not feasible due to a certain reason through formal letter</p> | None | 2 days | Task Force Streetlighting Inspector |
| 2. Receives notification of request approval | <p>2.1. Streetlight installation (Civil, Electrical works) <i>(Depends on number of incoming request letters)</i></p> <p>a.) Tap to existing b.) New Application meter <i>(excluding the approval of CA & processing of MERALCO meter application)</i></p> | None | 7 days | Task Force Streetlighting Civil and Electrical Crew |
| | TOTAL | NONE | 10 DAYS 5 MINUTES <i>(EXCLUDING THE APPROVAL OF CA & PROCESSING OF MERALCO METER APPLICATION)</i> | |

9. Repairs and Maintenance of Existing Streetlights

Existing streetlights are being maintained by the City Government in order to maintain illumination in the area. The act of repairing/replacing streetlight components is being done when it is non-operational or of being a threat to safety of lives and properties.

| | |
|-----------------------------|---|
| OFFICE OR DIVISION: | Task Force Streetlighting |
| CLASSIFICATION: | Complex / Highly Technical |
| TYPE OF TRANSACTION: | G2C – Government to Citizen G2G – Government to Government |

| WHO MAY AVAIL: | | Quezon City Government Offices/Departments Elected Officials Homeowners Association QC Constituents | | |
|--|---|--|------------------------------|--|
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Request letter from requesting parties Walk-in request/ phone calls | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request | 1.1. Receives letter request | None | 5 mins | Task Force Streetlighting Staff |
| | 1.2. Receives phone call request / walk-in | None | 5 mins | Task Force Streetlighting Staff |
| | 1.3. Forwards to Dept. Head for approval of route assignment | None | 1 day | Task Force Office-In-Charge/Action Officer or Assistant Action Officer |
| | 1.4. For schedule of site inspection / repair Database input of inspection result (MERALCO & City maintained streetlights) Note: In case of MERALCO post, the requesting party will be notified that the repair cannot be made due to ownership issues, the matter shall be forwarded to the right department/ office/agency | None | 1 day | Task Force Streetlighting Inspector |
| 2. Receives notification of request approval | 2.1. Repair of non-operational streetlights & always on/damaged post replacement | None | 7 days | Task Force Streetlighting Civil & Electrical Crew |
| | TOTAL | NONE | 9 DAYS 10 MINUTES | |

INTERNAL SERVICES

1. Evaluation of Requests for Monetization of Leave Credits

Assess applications for fifty percent (50%) monetization of leave credits.

| | | | | |
|--|---|--|------------------------|--|
| OFFICE OR DIVISION: | | Fiscal Management Division, Assistant City Administrator for Fiscal Affairs | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2G (Government to Government) | | |
| WHO MAY AVAIL: | | City Government Officials and/or Employees | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ul style="list-style-type: none"> • Letter-request of official/employee • Endorsement/Indorsement of concerned department/office head • Other supporting documents as warranted. | | | Requesting party | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit document/s to the Receiving Area. | 1.1. Receives and encodes document/s in the Document Tracking System. Routes document/s to the Fiscal Management Division. | None | 5 minutes | <i>Assigned Staff Administrative Division</i> |
| | 1.2. Conducts Complete Staff Work. Evaluates request and checks supporting docs. Interviews requesting party, <i>if necessary</i> . | None | 30 minutes | <i>Assigned Staff Fiscal Management Division</i> |
| | 1.3. Prepares transmittal documents for approval of the City Administrator. | None | 30 minutes | <i>Assigned Staff Fiscal Management Division</i> |
| | 1.4. Reviews, initial transmittal | None | 10 minutes | <i>Chief Administrative</i> |

| | | | | |
|---------------|--|-------------|--|---|
| | document/s. | | | <i>Officer/Acting Head Fiscal Management Division</i> |
| | 1.5. Approves/signs document/s. | None | 1 day * | <i>City Administrator</i> |
| | 1.6. Releases signed documents. | None | 5 minutes | <i>Releasing Officer/ Assigned Staff Administrative Division</i> |
| 2. Follow-up. | 2.1. Informs the requesting party on status of documents | None | 1 minute | <i>Assigned Staff Administrative Division and/or Fiscal Management Division</i> |
| TOTAL | | NONE | 1 DAY * 1 HOUR 21 MINUTES | |

Note: *Subject to time availability of the signatory due to prior scheduled meeting/s and/or immediate notice by the City Mayor.

2. Processing of Selected Financial Documents

Evaluate and process the payment of identified financial documents received by the Office.

| | | |
|---|---|------------------------|
| OFFICE OR DIVISION: | Fiscal Management Division, Assistant City Administrator for Fiscal Affairs | |
| CLASSIFICATION: | Simple | |
| TYPE OF TRANSACTION: | G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government) | |
| WHO MAY AVAIL: | City Government Officials and/or Employees Teaching and non-teaching Employees Utility Concessionaires Contractors/Service Providers National government agencies Private Universities and Colleges State Universities and Colleges Other local government units Private entities | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Incoming financial documents: <ul style="list-style-type: none"> • Payrolls • Checks • Disbursement Vouchers (DV) • Obligation Requests (OBR) | | HRMD CTO |

| | | City Budget Department | | |
|---|---|------------------------|-----------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits Financial Documents to Receiving Area. | 1.1. Receives and records submitted financial documents for Reference/ Control Number. Transmit to Fiscal Management Division. | None | 5 minutes | <i>Assigned Staff</i> Administrative Division |
| | 1.2. Receives, records and checks completeness of submitted financial documents. | None | 5 minutes | <i>Assigned Staff</i> Fiscal Management Division |
| | 1.3. Final review/initials financial documents prior to signing of the Assistant City Administrator for Fiscal Affairs and/or the City Administrator. | None | 5 minutes | <i>Chief Administrative Officer/Acting Head</i> Fiscal Management Division |
| | 1.4. Initials financial documents. | None | 30 minutes* | <i>Assistant City Administrator for</i> <i>Fiscal Affairs</i> |
| | 1.5. Signs financial documents (payrolls and disbursement vouchers on salaries and allowances). | None | 30 minutes* | <i>Assistant City Administrator for</i> <i>Fiscal Affairs</i> |
| | 1.6. Signs financial documents (disbursement vouchers and checks). | None | 30 minutes* | <i>City Administrator</i> |
| | 1.7. Releases signed documents to Administrative Division. | None | 5 minutes | <i>Assigned Staff</i> Fiscal Management Division |
| 2. Follow-up. | 2.1. Informs requesting party | None | 1 minute | <i>Assigned Staff</i> |

| | | | | |
|--------------|----------------------------------|-------------|--------------------------------|---|
| | on status of financial document. | | | Fiscal Management Division or Administrative Division |
| TOTAL | | NONE | 1 HOUR * 51 MINUTES | |

Note: * Subject to time availability of the signatories due to prior scheduled meeting/s or immediate notice by the City Mayor. Qualified for multi-stage processing.

3. Technical Assistance in the Rationalization of Quezon City Government Departments/Offices

Provides technical review/evaluation of rationalization/reorganization of city departments/offices

| | | | | |
|---|---|---|------------------------|---|
| OFFICE OR DIVISION: | | Management and Organization Division, Assistant City Administrator for General Affairs | | |
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2G (Government to Government) | | |
| WHO MAY AVAIL: | | Concerned City Departments/Offices | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • Proposal of city department/office • Office mandate and other legal bases • Plantilla positions | | End-user | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Concerned City Department/Office submits proposal for rationalization/reorganization. | 1.1. Receives and encodes documents in the Document Tracking System for Reference/Control Number. Routes to the Assistant City Administrator for General Affairs and/or Management and Organization Division. | None | 5 minutes | <i>Assigned Staff</i> Administrative Division |
| | 1.2. Conducts Complete Staff Work to determine | None | 20 days* | <i>Assigned Staff</i> Management and Organization Division |

| | | | | |
|--------------|--|-------------|---------------------------------|---|
| | feasibility of the Department or Office to be rationalized/reorganized. Coordinates with concerned city offices/departments and relevant national government agencies for other necessary data. Submits report and drafts of necessary action documents to the City Administrator. | | | <i>Assigned Staff by the Assistant City Administrator for General Affairs</i> |
| | 1.3. Approves/signs final revised action document/s. | None | 2 days** | <i>City Administrator</i> |
| | 1.4. Releases signed document/s. | None | 5 minutes | <i>Records Officer/ Releasing Staff Administrative Division</i> |
| TOTAL | | NONE | 22 DAYS * 10 MINUTES | |

Note:

* Subject to completeness of data submitted and number of revisions made on the proposal.

** Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor.

4. Usage of Electronic Fleet Cards on Fuel, Lubricants and Other Services Consumption

Evaluates requests for issuance of fleet cards for city government-issued vehicles and/or equipment, and monitors consumption

| | | |
|------------------------------------|---|------------------------|
| OFFICE OR DIVISION: | Management and Organization Division | |
| CLASSIFICATION: | Simple, Complex | |
| TYPE OF TRANSACTION: | G2G (Government to Government) | |
| WHO MAY AVAIL: | City departments/offices and concerned national government agencies with city government-issued service vehicle/equipment | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. For issuance of new fleet card: | | |

| | |
|---|--|
| <ul style="list-style-type: none"> 1.1. Letter request of concerned city department/office/NGA; 1.2. Photocopy of Acknowledgement Receipt for Equipment (ARE) or sub-ARE 1.3. Photocopy of OR/CR 1.4. Photocopy of service vehicle/equipment <p>2. For fleet card replacement due to:</p> <ul style="list-style-type: none"> 2.1. Loss <ul style="list-style-type: none"> 2.1.1. Letter-request of concerned city department/office; 2.1.2. Affidavit of Loss executed by concerned employee 2.2. Damage/Expiration <ul style="list-style-type: none"> 2.2.1. Letter-request of concerned city department/office; 2.2.2. Original fleet card <p>3. Increase on fuel limit and closure of fleet card: letter request, original fleet card.</p> | <p>End-user</p> <p>Issued by the City General Services Dept.</p> <p>Issued by the Land Transportation Office</p> <p>End-user</p> <p>End-user</p> <p>End-user</p> |
|---|--|

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-----------------|--|
| 1. Submits letter-request with supporting documents as warranted. | 1.1. Receives and encodes document/s in the Documents Tracking System for Reference/Control Number. Routes to the Management and Organization Division. | None | 5 minutes | <i>Assigned Staff</i> Administrative Division |
| | 1.2. Conducts Complete Staff Work on request. Submits evaluation report and appropriate action document/s. | None | 2 days | <i>Assigned Staff</i> Management and Organization Division |
| | 1.3. Reviews evaluation report and appropriate action document/s. Recommends | None | 1 day | <i>Chief Administrative Officer</i> Management and Organization |

| | | | | |
|---------------------------|---|---|---------------------------------|--|
| | final action to the City Administrator. | | | Division |
| | 1.4. Approves/signs action document/s. | None | 1 day * | <i>City Administrator</i> |
| | 1.5. Release of signed action document/s if warranted. | None | 1 minute | <i>Assigned Staff Management and Organization Division Or Assigned Staff/Releasing Officer Administrative Division</i> |
| | 1.6. Coordinates with service provider on issuance and delivery of new fleet card. | None | 10 days** | <i>Assigned Staff Management and Organization Division</i> |
| 2. Release of fleet card. | 2.1. In case of damaged or lost fleet card, issues Order of Payment prior to release of fleet card. | None | 1 minute | <i>Assigned Staff or Chief Administrative Officer Management and Organization Division</i> |
| | 2.2. End-user pays at the City Treasurer's Office. Returns to the Office of the City Administrator and presents copy of Official Receipt. | Damaged Fleet Card = P250.00 Lost Fleet Card = P400.00 | 15 minutes | <i>Assigned Staff City Treasurer's Office</i> |
| | 2.3. Release new fleet card. | None | 1 minute | <i>Assigned Staff Management and Organization Division</i> |
| TOTAL | | P400.00 P250.00 | 14 DAYS * 23 MINUTES | |

Note:

* Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor.

** Delivery of fleet card depends on service provider.

5. Requests on Installation of Utilities (Telephone Lines, Water and Electricity Connections)

Evaluates and processes requests on applications for installation of telephone lines, water and electricity connections.

| | | | | |
|--|---|---|------------------------|---|
| OFFICE OR DIVISION: | | Operations, Coordination and Monitoring Division | | |
| CLASSIFICATION: | | Simple, Complex | | |
| TYPE OF TRANSACTION: | | G2G (Government to Government) | | |
| WHO MAY AVAIL: | | City Health Centers Public Library Branches Satellite Offices of concerned city departments/offices Other concerned city departments/offices | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Letter-request Application Form | | <ul style="list-style-type: none"> End-user Utility Concessionaires (Meralco, PLDT, Maynilad, Manila Water) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits letter-request with supporting documents as warranted. | 1.1. Receives and encodes document/s in the Documents Tracking System for Reference/Control Number. Routes to the Operations, Coordination and Monitoring Division. | None | 5 minutes | <i>Assigned Staff</i> Administrative Division |
| | 1.2. Conducts Complete Staff Work on request. Coordinates with end-user and concerned utility concessionaire. Submits evaluation/monitoring report and appropriate action document/s. | None | 5 days | <i>Assigned Staff</i> Operations, Coordination and Monitoring Division |
| | 1.3. Reviews evaluation report and appropriate | None | 1 day | <i>Special Operations Officer V/Acting Head</i> |

| | | | | |
|--------------|---|-------------|--------------------------------|--|
| | action document/s. Recommends final action to the City Administrator. | | | Operations, Coordination and Monitoring Division |
| | 1.4. Approves/signs action document/s | None | 1 day * | City Administrator |
| | 1.5. Release of document/s as warranted. | None | 5 minutes | Assigned Staff Administrative Division |
| TOTAL | | NONE | 7 DAYS 10 MINUTES * | |

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor.

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | <p>Fill up the Customer Service Survey Form found at the Receiving Area and drop it in the designated Suggestion Box.</p> <p>Trunkline No.: 8988-4242 local 1101 Email: OCAdmin@quezoncity.gov.ph</p> |
| How feedbacks are processed | <p>Every Friday, the Head/OIC of the Administrative Division opens the Suggestion Box, compiles, records and classifies all forms.</p> <p>Remarks requiring action will be routed to the concerned ACA and/or OCA Division for processing and coordination with the city department(s)/office(s). Reply of the involved department(s)/office(s) must be submitted within three (3) days upon receipt of the transmittal.</p> <p>The response of the city department(s)/office(s) shall then be relayed to the concerned citizen.</p> <p>Inquiries and/or follow-ups may be done through telephone no. 8988-4242 local 1101.</p> |
| How to file a complaint | <p>Fill up the Customer Service Survey Form found at the Receiving Area and drop it in the designated Suggestion Box.</p> <p>Write a letter addressed to the City Administrator which may be filed through walk-in or through email (OCAdmin@quezoncity.gov.ph).</p> |

| | |
|--|--|
| | <p>Call through the Trunkline No.: 8988-4242 local 1101 providing the following:</p> <ul style="list-style-type: none"> - name of city official/employee or city department/office being complained - incident - evidence, as warranted |
| <p>How complaints are processed</p> | <p>The complaint will be routed to the Operations, Coordination and Monitoring Division for proper action and secure the reply of the involved department(s)/office(s) within three (3) days upon receipt of the transmittal.</p> <p>The response of the city department(s)/office(s) shall then be relayed to the concerned citizen.</p> <p>Inquiries and/or follow-ups may be done through telephone no. 8988-4242 locals 1101 and 1214.</p> |
| <p><u>Contact Information:</u></p> <p><i>Contact Center ng Bayan (CCB) Civil Service Commission</i></p> <p><i>Presidential Complaints Center (PCC), Office of the President</i></p> <p><i>Anti-Red Tape Authority (ARTA)</i></p> | <p>0908-881-6565 email@contactcenterngbayan.gov.ph 1-6565 www.contactcenterngbayan.gov.ph</p> <p>8888</p> <p>complaints@arta.gov.ph 8478-5043</p> |

AMORANTO SPORTS COMPLEX

1. USE OF SPORTS FACILITIES - Track and Field Oval Arena and Grandstand

Track and Field Oval Arena and Grandstand – this facility can hold large activities and events such as outdoor concerts, sportsfest, socio-civic gatherings and other outdoor activities with maximum capacity of 15,000 people.

| | | | | |
|---|---|------------------------|---|---------------------------------------|
| Office or Division: | Amoranto Sports Complex | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C) | | | |
| Who may avail: | Quezon City Residents Private Entities Other Government Agencies | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Request letter for the use of the facility. Approved Permit to hold the event | | | Permit for the event is issued by the Department of Public Order and Safety | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Transmit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph | 1.1 Receives letter request | N/A | 30 minutes | Administrative Support Staff |
| | 1.2 Request is forwarded to the Administrator for instructions | N/A | 30 minutes | Executive Secretary |
| | 1.3 Administrator coordinates with staff for the availability of the venue | N/A | 30 minutes | Executive Secretary Venue Manager |
| | 1.4 Request is noted if the facility is available in the requested date and coordinates with the client | N/A | 30 minutes | Executive Secretary/ Venue Manager |
| 2. Client will pay the reservation fee for the requested date | 1.5 Issues acknowledgement receipt for the payment | P1,000.00 | 30 minutes | Executive Secretary |
| 3. Client will provide information or will conduct coordination regarding | 3.1 Coordinates with the client for ocular site | N/A | 2-3 days | Administrator Executive |

| | | | | |
|--|---|--|------------|---|
| the event: - No. of guests - Duration of event - Traffic routes - Set up of stage, tents and other logistic concerns | inspection of the venue, planning of logistics and mobility of attendees and traffic and parking concerns | | | Secretary/ Venue Manager |
| | 3.2 Request is approved once all details and other concerns are discussed | N/A | 30 minutes | Administrator |
| 4. Event organizer will pay the rental fees for the use of the venue | 4.1 Issues Acknowledgement receipt for the payment | Day rate : 1,200.00/hr Night rate : 1,500.00/hr | 30 minutes | Executive Secretary |
| | 4.2 Acknowledgement receipts and payment will forwarded to the CTO representative for the issuance of city government's official receipt and contacts the client for their copy of receipt. | N/A | 1 hour | Executive Secretary/ Venue Manager |
| | TOTAL | | 4 days | |

2. USE OF SPORTS FACILITIES - Track and Field Oval

Track and Field Oval–this is available for walk-in joggers and brisk walking activities from 4:30 am to 10:00 am and from 4:30 pm to 7:00 pm except for days where reservations are made for its exclusive use.

| | | | | |
|---|---|--------------------------|------------------------|---------------------------|
| Office or Division: | Amoranto Sports Complex | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizen (G2C) | | | |
| Who may avail: | Quezon City Residents | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Walk – in request | | | Requester/client | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Walk-in request and payment upon entry | 1.1 Issues entry ticket for walk-in clients | P5.00 Entrance Fee | 10 minutes | Venue Manager |

| | | | | |
|--|---|-----|-----------|---------------------------------------|
| | 1.2 Monitors walk-in guest | N/A | 5-6 hours | Venue Manager |
| | 1.3 Prepares weekly reports on issued tickets to be submitted to the Administrator and CTO representative | N/A | 1 hour | Executive Secretary/ Venue Manager |
| | TOTAL | | 7 hours | |

3. USE OF SPORTS FACILITIES - Covered Basketball Court

Covered Basketball Court – this facility is operational daily from 6:00 am to 11:00 pm except for days where reservations are made for its exclusive use.

| | | | | |
|---|---|--|------------------------|------------------------------|
| Office or Division: | Amoranto Sports Complex | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C) | | | |
| Who may avail: | Quezon City Residents Private Entities Other Government Agencies | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request letter or booking of user | | Requester/client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Transmit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph | 1.1 Receives letter request | N/A | 30 minutes | Administrative Support Staff |
| | 1.2 Request is forwarded to the Executive secretary | N/A | 30 minutes | Administrative Support Staff |
| | 1.3 Requester is informed of the venue's availability | N/A | 30 minutes | Venue manager |
| 2. Client will pay the rental fees | 2.1 Issues Acknowledgement receipt for the payment | Day rate : P300.00/hr Night rate : P500.00/hr | 30 minutes | Executive Secretary |

| | | | | |
|--|---|-----|---------|---------------------|
| | 2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt | N/A | 1 hour | Executive Secretary |
| | TOTAL | | 3 hours | |

4. USE OF SPORTS FACILITIES - Weightlifting Gym

Weightlifting Gym - this facility is operational daily from 8:00 am to 7:00 pm except for days where reservations are made for its exclusive use.

| | | | | |
|---|---|--|------------------------|------------------------------|
| Office or Division: | Amoranto Sports Complex | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C) | | | |
| Who may avail: | Quezon City Residents Private Entities Other Government Agencies | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Request letter or booking of user | | | Requester/client | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Transmit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph | 1.1 Receives letter request | N/A | 30 minutes | Administrative Support Staff |
| | 1.2 Request is forwarded to the Executive secretary | N/A | 30 minutes | Administrative Support Staff |
| | 1.3 Requester is informed of the venue's availability | N/A | 30 minutes | Venue Manager |
| 2. Client will pay the rental fees | 2.1 Issues Acknowledgement receipt for the payment | Day rate : P25.00/hr Night rate : P35.00/hr | 30 minutes | Executive Secretary |

| | | | | |
|--|---|-----|---------|---------------------|
| | 2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt | N/A | 1 hour | Executive Secretary |
| | TOTAL | | 3 hours | |

BARANGAY AND COMMUNITY RELATIONS DEPARTMENT

1. Partnership Program

The Local Government Code of 1991, provides that Local Government Units shall promote the establishment and operations of Peoples organization, non-governmental and the private sector, to make them active partners in the pursuit of local autonomy, and to directly involve them in the plans, programs, projects or activities in local government unit, such as, but not limited to, membership in local special bodies (LSBs) and involvement to the delivery of basic services and facilities. As per Ordinance No. SP-2392, which mandates the creation of NGO/POs accreditation committee to process applications for accreditation of NGO and POs. The BCRD as a member of the said committee was tasked to receive, pre-evaluate and transmit applications for accreditation to the office of City Secretary.

| | | | | |
|---|-----------------------|---|------------------------|---------------------------|
| Office/Division: | | BARANGAY AND COMMUNITY RELATIONS DEPARTMENT | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government to Citizen (G2C) | | |
| Who may avail: | | Civil Society Organization (CSOs) Quezon City-Based | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> <input type="checkbox"/> Letter of Intent <input type="checkbox"/> Duly accomplished Application Form <input type="checkbox"/> Board Resolution signifying intention for accreditation <input type="checkbox"/> Copy of Certificate of Registration <input type="checkbox"/> Constitution/By-Laws <input type="checkbox"/> List of current officers and members (with their addresses, citizenship and contact numbers) <input type="checkbox"/> Annual Accomplishment Report/Previous Activities/Projects <input type="checkbox"/> Financial Statement <input type="checkbox"/> Copy of Minutes of the Meeting duly certified by Board Secretary <input type="checkbox"/> Attendance of majority of the members who attended such meeting with their affixed signatures <input type="checkbox"/> Barangay Certification attesting to existence of the organization (in the case POs not registered in any registering Agency) <p>Note: Application shall be submitted in <u>THREE (3) SETS</u>, one (1) set to be retained by the applicant organization.</p> | | BCRD Receiving Desk | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE | PROCESSING TIME | PERSON RESPONSIBLE |

| | | PAID | | |
|---|---|------|---|--|
| <p>Step 1. Sign in to client logbook</p> <p>Step 2. Submit the required documents to BCRD's receiving desk for initial assessment and verification.</p> <p>Step 3. Transmittal of all required documents to the committee on accreditation thru the City Secretary for appropriate action</p> <p>Step 4. Approval of the City Council</p> <p>Step 5. Issuance of Certificate of Accreditation</p> <p>Step 6. Release of Accreditation Certificate</p> | <ol style="list-style-type: none"> 1. Receipt of Letter of Intent together with the required documents 2. Orientation of CSO Applicant's officer on its role and functions. 3. Pre-evaluation 4. Transmittal of all required documents to the Committee on Accreditation thru the City Secretary for appropriate action. 5. Approval of the City Council 6. Issuance of Certificate of accreditation by the OVM | None | Depending on the Calendar of the Committee of People's Participation and Public affairs of the QC Council | <ul style="list-style-type: none"> • Receiving Clerk • In-charge Records Section • Head of office • Chairperson/Accreditation Committee • Office of the Vice Mayor –City Council • Records Section |
| TOTAL: | | NONE | | |

2. Community Assistance Program

This program aims to encourage active participation of Communities and Civil Society Organizations in building a safe and quality city by providing life-saving equipment/s and materials against emerging infectious diseases, natural and man-made calamities

| | |
|---|---|
| Office/Division: | BARANGAY AND COMMUNITY RELATIONS DEPARTMENT |
| Classification: | Simple |
| Type of Transaction: | Government to Citizen (G2C) |
| Who may avail: | Community-based Civil Society Organizations |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| <ul style="list-style-type: none"> • Letter Request duly signed by solicitor/organizations • Certificate of Accreditation | BCRD Receiving Desk |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-----------------|--|
| Step 1: Log-in to the BCRD Log Book Step 2: Submission of Letter Request Step 3: Follow up Step 4: Receiving of Solicited Materials | 1. Receipt of Solicitation Letter and other required documents 2. Processing of request <ul style="list-style-type: none"> Classification of Request Evaluation Recommendation for Appropriate Action 3. Logistical Assistance | None | 5 working days | <ul style="list-style-type: none"> Receiving Clerk In-charge of the Community Assistance Program Head of the Office Supply Officer Mayor's Office |
| TOTAL: | | NONE | 5 working days | |

3. Support and Assistance for Incumbent and Former Barangay Officials

- A. Issuance of Service Records/Certification/Authentication.
- B. Facilitation of burial benefits to Barangay Officials, regular members of Barangay Public Security Officers (BPSO) and the members of Lupon Tagapamayapa who died in line of service during their term of office.

| Office/Division: | | BARANGAY AND COMMUNITY RELATIONS DEPARTMENT | | |
|--|----------------|---|-----------------|--------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | Government to Government (G2G) | | |
| Who may avail: | | Incumbent and Former Barangay Officials 1. Punong Barangay 2. Barangay Kagawads 3. Lupon Tagapamayapa 4. BPSOs Regular Tanod 5. Sangguniang Kabataan Officials | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request/Request Form 2. Government Issued IDs 3. Barangay Certification 4. Birth Certificate 5. Marriage Certificate 6. Death Certificate | | BCRD Receiving Desk | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|---|--|---|--|
| <p>Step 1: Submission of Letter Request</p> <p>a. For Claims/Burial and Financial Assistance</p> <p>b. Request for Service Record/Certification and Authentication.</p> <p>Step 2: Submission of Required Documents</p> <p>Step 3: Receiving of requested materials</p> | <p>A. For Service Record</p> <ol style="list-style-type: none"> 1. Receipt of Required Documents 2. Processing of the request 3. Issuance/Release of Certificate/Service Record <p>B. For Burial Benefits and Financial Request</p> <ol style="list-style-type: none"> 1. Interview 2. Evaluation of Request Document 3. Recommendation to the City Treasurer | <p>P 50.00 per certification excluding for Burial/Financial Assistance</p> | <p>A. 1-2 working days</p> <p>B. Depending on availability of funds</p> | <ul style="list-style-type: none"> • Receiving/Releasing Clerk • Encoder • In-charge of Burial/Financial request • Liaison |
| TOTAL: | | P 50.00 | | |

QUEZON CITY BOARD OF ASSESSMENT APPEALS

FRONTLINE SERVICES

1. Appeal for Reassessment of RPT collection and other special levies

Schedule of Availability of Service:

Days : Monday – Friday (Except Holidays)

Hours : 8:00 a.m. – 5:00 p.m. Without noon break

Processing Period:

The owner, administrator or person who is not satisfied with the assessment of his property may, within sixty (60) days from the date of receipt of the written notice of assessment, appeal to the Local Board concerned.

Filing an Appeal

Any owner or administrator of real property, or any person having legal interest therein, who is not satisfied with the assessment of his property made by the City Assessor. Furthermore, any real property taxpayer who is aggrieved by the action of inaction of the city treasurer over excessive realty tax paid under protest, including special levies may appeal to the Local Board as provided for in this rule.

| | | | | |
|--|--|------------------------|------------------------|------------------------------|
| Division | | Quasi-Judicial Unit | | |
| Classification | | Simple | | |
| Type of Transaction | | All | | |
| Who may Avail | | Taxpayers | | |
| Checklist of Requirements | | | | |
| The appeal shall be filed in three (3) legible, and typewritten copies, accompanied by three (3) copies of the written protest and decision of the treasurer concerned, or such other documents showing the lapse of the 60 day period without any decision from the treasurer concerned, and such affidavits or other documents in support of the appeal. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit the appeal on Assessment Form (and all other required attachments needed for the appeal) | Received the requirement documents and check for completeness; log the documents | | 5 minutes | Administrative Support Staff |

| | | | | |
|---|--|-----------------|----------|--|
| Endorse to the Board Secretary for the determination of docket fees | Refer to Legal Fees payable to the Local Board of Assessment Appeals | See Table Below | | Board Secretary |
| Pay at the Cashier for the issuance of Official Receipt | City Treasurer's Office will accept the payment and issue the Official Receipt; Return to the Board for the docket number; Release to the client the receiving copy together with the O.R. | | | Administrative Support Staff |
| | Hand out a Citizen/Client Satisfaction Survey Form | none | 1 minute | Administrative Support Staff |
| | Board will send "Notice to File an Answer" to Respondent City Assessor and or City Treasurer. | | | Board Secretary |
| | Respondent-Appellee will submit their answer. | | | Respondent/s |
| | Board Hearing is scheduled: Preparation of Notices of Hearing served to concerned parties | | | Local Board of Assessment Appeals |
| | Ocular made if necessary, Journal inspection report made. | | | Board Secretary Representative from City Assessor's Office, City Engineering's Office |
| | Promulgation of Decision | | | Concurrence of the majority of the Board members shall be necessary to promulgate the decision |
| | Notification of Parties re: Decision | | | Local Board of Assessment Appeals |

LEGAL FEES PAYABLE TO THE LOCAL BOARD OF ASSESSMENT APPEALS

SECTION 1. Legal Fees – No appeal to the Local Board of Assessment Appeals shall be considered filed unless the following fees are paid to the Local Board concerned:

(a) Filing Fees – The filing fees shall be in accordance with the following table:

| AMOUNT OF DISPUTED REALTY TAX ASSESSMENT INVOLVED | CORRESPONDING FILING FEES DUE |
|--|---|
| Less than P50,000.00 | P 300.00 |
| P50,000.00 or more but less than P200,000.00 | 450.00 |
| P200,000.00 or more but less than P400,000.00 | 600.00 |
| P400,000.00 or more but less than P600,000.00 | 800.00 |
| P600,000.00 or more but less than P800,000.00 | 1,000.00 |
| P800,000.00 or more but less than P1,000,000.00 | 1,200.00 |
| P1,000,000.00 or more but less than P2,000,000.00 | 2,100.00 |
| P2,000,000.00 or more but less than P3,000,000.00 | 3,000.00 |
| P3,000,000.00 or more but less than P4,000,000.00 | 3,900.00 |
| P4,000,000.00 or more but less than P5,000,000.00 | 4,800.00 |
| P5,000,000.00 or more but less than P6,000,000.00 | 5,700.00 |
| P6,000,000.00 or more but less than P7,000,000.00 | 6,600.00 |
| P7,000,000.00 or more but less than P8,000,000.00 | 8,400.00 |
| P8,000,000.00 or more but less than P9,000,000.00 | 9,300.00 |
| P9,000,000.00 or more but less than P10,000,000.00 | 10,200.00 |
| P10,000,000.00 or more | P10,200.00 for the first P10,000,000 plus P100 for every P100,000.00, or transaction thereof, in excess of P10,000,000. In no case however, shall the total fees exceed P12,000.00 per case. |

(b) Legal Research Fund (LRF) – In accordance with Sec. 4 of R.A. 3870, as amended, the additional amount of one percent (1%) of the applicable filing fees imposed under the immediately preceding section, but not lower than ten pesos (P10.00) in each case, shall be collected as Legal Research Fund for the benefit of the University of the Philippines Law Center (UP Law Center).

How to file complaint regarding delivery of public service:

Client sends complaint through email, client complaint form, negative feedback stated on the client satisfaction form, or any written letter of complaint.

Said complaint must include the following information:

- Name of the Client
- Residential or office address or email address;
- Contact number
- Date of incident
- Name of the Office and/or Person being complained
- Stating the facts about the complaint

As the global community still face the continuing threat of COVID-19 pandemic, local government units are tasked to adopt and execute implementing guidelines set by the Inter-Agency Task Force on Emerging Infectious Diseases. This office also adheres to mitigation strategies promoting public health standards and raising up effectiveness of control measures. As such, wearing of face mask and social distancing is observed in official transactions including filing of tax appeal in the Local Board and in the conduct of its board hearings.

Follow up on status of appeal is made by means of Electronic Mail communication network, the official email is boardofassessmentappeals@quezoncity.gov.ph.

Contact Number 8988-4242 loc. 8374 This is for the purpose of ensuring the continual delivery of public services and likewise building resilience in the midst of governance and health challenges.

BUSINESS PERMITS AND LICENSING DEPARTMENT

1. Application of New Businesses

All taxpayers who plan to create new businesses within the City shall apply for a new Business Permit.

As a COVID-19 safety precaution, all taxpayers shall book an appointment at the Business One-Stop Shop (BOSS) at <https://qceservices.quezoncity.gov.ph/> to begin transactions with the department. This will bring you to the BOSS main page where one can have access to many of the services of the Department. This system allows the full automation of evaluation, document submission, and evaluation at the end of the Ancillary Departments/Offices.

All transactions pertaining to new Business Permits are located at Civic Building F, otherwise known as the Finance Building, Quezon City Hall Compound.

| | | | | |
|---|--|------------------------------------|--|--|
| Division | Business Permit Division | | | |
| Classification | External Service | | | |
| Type of Transaction | Application for New Business Permit | | | |
| Who may Avail | Taxpayers who intend to set up a business in Quezon City | | | |
| Checklist of Requirements | | Where to Secure | | |
| Photocopy of Proof of Business Registration | | | | |
| <ul style="list-style-type: none"> • DTI Registration (for Sole Proprietorship) | | Department of Trade and Industry | | |
| <ul style="list-style-type: none"> • SEC Articles of Incorporation (for Corporation/Partnership) | | Securities and Exchange Commission | | |
| <ul style="list-style-type: none"> • CDA Registration (for Cooperative) | | Cooperative Development Authority | | |
| Contract of Lease (if business area is leased) | | | | |
| Tax Declaration (if business area is owned) | | | | |
| Authorization Letter/SPA (if representative) | | | | |
| Any Government issued ID (of Owner and Representative) | | | | |
| Client Steps | Agency Actions | Fees to be Paid | Processing Time | Person Responsible |
| Submits the required documents for Business One-Stop Shop (BOSS) Evaluation via https://qceservices.quezoncity.gov.ph/ | When all required documents are submitted, the application | None | Varies depending on the evaluations of ancillary clearances. (1 day) | Authorized BPLD and Ancillary Evaluators |

| | | | | |
|--|--|---|--------------------------|--|
| | is coursed through ancillary clearances in the BOSS. | | | |
| Pays Tax Assessment Bill at the City Treasurer's Office (CTO) | <p>The CTO is also co-located included in the BOSS, hence, payment may be done in the same area.</p> <p>The Online System sends a copy of the tax bill to the applicant and advises them on payment options.</p> | Depends on the amount to be paid found in the tax assessment bill and orders of payment from Ancillary Offices/ Departments | Client dependent | Cashier BPLD's Tax Assessment Bill Unit |
| The client is notified via their registered email once their permit is ready for release. The applicant chooses the mode of claiming their permit via QC E-Services whether by a courier service of their choice or picks it up in person. | <p>The department notifies the business applicant about the availability of their permit and details on modes to claim the Permit:</p> <p>a) pick-up in person, or</p> <p>b) via courier service their choice of.</p> <p>The</p> | For personal Pick-up, None | Approximately 30 minutes | BPLD's Records Division/ Releasing Unit |
| | | Varies depending on the courier service | Client dependent | BPLD's Records Division/ Releasing Unit |

| | | | | |
|--|---|--|--|--|
| | department releases the permit via client's choice mode of claim. | | | |
|--|---|--|--|--|

2. Application for Renewal of Business Permits

Every year, all existing and operating businesses in the city shall have their Business Permits renewed.

Issuance of a Renewed Permit

As a COVID-19 safety precaution, all taxpayers are highly encouraged to apply online at the Business One-Stop Shop (BOSS) at <https://qceservices.quezoncity.gov.ph/> and file the appropriate application. This will bring you to the BOSS main page where one can have access to many of the services of the Department, in this case the Renewal of the Business Permit. The system allows the full automation of evaluation, document submission, and evaluation at the end of the Ancillary Departments/Offices.

All transactions pertaining to the Renewal of Business Permits are located at Civic Building F, Quezon City Hall Compound.

| | | | | |
|---|--|---------------------------------------|---|--|
| Office or Division | Business Permit Division | | | |
| Classification | External Service | | | |
| Type of Transaction | Renewal of Business Permits | | | |
| Who may Avail? | Anyone who wishes to set up a business in Quezon City | | | |
| Checklist of Requirements | Where to Secure | | | |
| A completely filled-up Unified Application Form | Accessible via the Business One-Stop Shop at https://qceservices.quezoncity.gov.ph/ | | | |
| Client Steps | Agency Actions | Fees to be Paid | Processing Time | Person Responsible |
| Pays Business Tax at City Treasurer's Office or at any Bank recognized by the City Treasurer's Office | The application is coursed automatically through Ancillary Departments/ Offices in the BOSS. | Business Tax assessed to the Business | Dependent on the City Treasurer's Office | CTO Cashier |
| The applicant will upload a copy of the Business Tax Official Receipt and apply for a Business Permit Renewal at the Business One-Stop Shop(BOSS)in https://qceservices.quezoncity.gov.ph/ | | None | Varies depending on the Evaluations of evaluation time of Ancillary Offices and | BPLD and Ancillary Department/ Office Evaluators |

| | | | | |
|--|---|---|--------------------------|---|
| | | | Departments | |
| Claims permit via Pick-up or Courier Service of Choice | The department notifies the business applicant about the availability of their permit and details on how to claim them: | For personal Pick-up, None | Approximately 30 minutes | BPLD Releasing Unit |
| | a) pick-up in person, or b) via courier service their choice of. The department releases the permit via client's choice mode of claim. | Varies depending on the courier service | Client dependent | BPLD Records and Statistics Division and Releasing Unit |

3. Business Permit Amendment

Not all business information stays accurate for its entire existence. Some change addresses, while some change their business activity. In which chase, clients are responsible to apply corresponding amendments to their Business Permits accordingly.

Issuance of an Amended Permit

As a COVID-19 safety precaution, all taxpayers are highly encouraged to book an appointment for an amendment online at <https://qceservices.quezoncity.gov.ph/> and visit the Business One-Stop Shop at the Civic Building F (Finance Building) in City Hall Compound for processing.

All transactions pertaining to Amending their Business Permits, during the writing of this Citizen's Charter, are located at Civic Building F, Quezon City Hall Compound.

| | |
|----------------------------|--|
| Office or Division | Business Permit Division |
| Classification | External Service |
| Type of Transaction | Amendment of Business Permit |
| Who may Avail | Anyone who wishes to have information in their Business Permit Amended |

| Checklist of Requirements | | Where to Secure | | |
|--|--|---|--|--------------------|
| Acknowledgment of a booked appointment for Amendment | | Please set an appointment for an amendment of a Business Permit at the Business One-Stop Shop at https://qceservices.quezoncity.gov.ph/ | | |
| Board resolution or secretary certificate if corporation | | | | |
| SEC General Information sheet | | | | |
| Certificate of Lease / Proof of ownership if the amendment is transfer of location | | | | |
| Client Steps | Agency Actions | Fees to be Paid | Processing Time | Person Responsible |
| Applies for a Business Permit Amendment at the Business One-Stop Shop at https://qceservices.quezoncity.gov.ph/ | <p>The application is evaluated by ancillary departments especially if amendment involves a transfer of location which requires a zoning clearance of the area.</p> <p>Verifies records: a.If there is no record and complaint with regulatory clearances, the Business Permit is printed and the taxpayer is instructed to pay the amendment fee at the City Treasurer's Office or at any recognized bank.</p> | | Varies depending on the evaluations of ancillary clearances. | Evaluator |

| | | | | |
|--|---|---|--|---|
| | b.If there is a record of non-compliance, the taxpayer is advised to comply with ancillary clearances before proceeding with the amendment of the Business Permit. | | | |
| Pays Amendment fee | CTO receives payment | | | CTO Cashier |
| Submits a copy of Official Receipt of amendment fees. | Accepts the copy of Official Receipts | | Client dependent | Evaluator |
| Claims permit via Pick-up or Courier Service of Choice | <p>The department will notify the business about the availability of their permit and details on how to pick them up either personally or via their choice of courier service.</p> <p>The department releases the permit via client's choice mode of claim.</p> | <p>None for personal pick-up</p> <p>Varies depending on the courier service</p> | <p>Approximately 30 minutes if pick-up</p> <p>Client dependent</p> | BPLD Records and Statistics Division/Releasing Unit |

4. Application for a Special Permit

Sometimes certain activities or events don't last the whole year but require the consent of the Local Government Unit. Events like concerts, Sunday Markets, charitable events, or any seasonal event requires the organizers/applicants to secure a Special Permit.

Issuance of a Special Permit

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department. As of the moment this Citizen's Charter is created, the Department is developing of the Unified Online Business Permit Application System. This system will allow the full automation of evaluation, document submission, and online business tax payments.

| | | | | |
|---|--|---|--------------------------|---------------------------|
| Office or Division | | BPLD Permit Division | | |
| Classification | | External Service | | |
| Type of Transaction | | Amendment of Business Permit | | |
| Who may Avail | | Promoter, Events Organizer, or any individual entity intending to hold special events in the city | | |
| Checklist of Requirements | | Where to Secure | | |
| Contract of Lease of the venue | | From the Lessor (owner of Venue) | | |
| License from Immigration if the applicant is a foreigner | | Bureau of Immigration | | |
| Client Steps | Agency Actions | Fees to be Paid | Processing Time | Person Responsible |
| Submits completely filled-up Unified Application Form for BOSS Evaluation | The department accepts and encodes details of the application / event. | | ??? | Evaluator |
| | Issues an order of payment. | | | |
| Pays order of payment at the City Treasurer's Office | CTO receives payment | Per Billing Statement | | Cashier |
| Submits the Official Receipt to the BOSS | The department prepares to release the permit. | | | Concierge |
| Claims permit via Pick-up or Courier Service of Choice | The department notifies the business applicant about the availability of their permit and details on how to claim them: a) pick-up in person, or b) via courier service their choice of. | For personal Pick-up, None | Approximately 30 minutes | BPLD E-Response Team |
| | | Varies depending on the | Client dependent | BPLD E-Response Team |
| | The department | | | |

| | | | | |
|--|--|-----------------|--|--|
| | releases the permit via client's choice mode of claim. | courier service | | |
|--|--|-----------------|--|--|

5. Issuance of an Occupational Permit (Work Permit)

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department. As of the moment this Citizen's Charter is created, the Department is developing of the Unified Online Business Permit Application System. This system will allow the full automation of evaluation, document submission, and online business tax payments.

| | | | | |
|---|--|---|------------------------|---|
| Office or Division | | Occupational Permit Division | | |
| Classification | | External Service | | |
| Type of Transaction | | Issuance of Occupational Permit | | |
| Who may Avail | | Anyone who is required to submit Occupational Permit | | |
| Checklist of Requirements | | Where to Secure | | |
| NBI / Police Clearance | | NBI / Police Clearance Offices | | |
| Health Certificate / Card | | City Health Department | | |
| Alien Employment Card (AEP) for foreigner-applicants | | DOLE | | |
| Parental Consent for Minors | | | | |
| | | | | |
| Client Steps | Agency Actions | Fees to be Paid | Processing Time | Person Responsible |
| Presents the required documents to the Occupational Counter | When the client's requirements are complete, department issues a queuing number along with an order of payment to be paid at the City Treasurer's Office which is co-located within the same facility. | None | 5 minutes | Concierge |
| Pays the Occupational Permit Fee | CTO is co-located with the Occupational Permits Division | Occupational Fees ₱75.00 or ₱ 150.00 and Photo Fees- ₱ 20.00 | 5 minutes | Cashier Co-located at Occupational Permit Section |
| Presents OR at the Occupational counter. | The department encodes data. | | 5 minutes | Occupational Counter Personnel |
| Have picture taken | | | | |

| | | | | |
|--|----------------------|--|--|--------------------------------|
| Waits for release of Occupational Permit | Releases the permit. | | | Occupational Counter Personnel |
| | | | | |

6. Issuance of Certification or Certified True Copy of Business Permit

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department. As of the moment this Citizen's Charter is created, the Department is developing of the Unified Online Business Permit Application System. This system will allow the full automation of evaluation, document submission, and online business tax payments.

| | | | | |
|---|---|---|------------------------|-------------------------------------|
| Office or Division | | BPLD Records and Statistics Division | | |
| Classification | | External Service | | |
| Type of Transaction | | Issuance of Certification or Certified True Copy of Business Permit | | |
| Who may Avail | | Taxpayer who requests for Certification or Certified True Copy of Business Permit | | |
| Checklist of Requirements | | Where to Secure | | |
| Any valid ID of Owner | | Provided by the requesting party | | |
| Any valid ID of the representative together with valid ID of owner, if a representative | | | | |
| Authorization letter, if a representative | | | | |
| Client Steps | Agency Actions | Fees to be Paid | Processing Time | Person Responsible |
| At the appointed date and time, client proceeds to records section | Records section evaluates and verifies if Business Permit was already issued. When permit is verified, the section issues payment order to be paid at CTO. | None | | Records Section Receiving Personnel |
| Pays certification fee at the CTO | CTO receives payment | P50 | | CTO Cashier |
| Presents OR to the Records Section | Records section releases the Certification (CTC) of business permit. | None | | Records Section Personnel |

| Feedback and Complaints Mechanism | |
|---|---|
| How to send feedback | <p>Clients may give their feedback in person or via email, telephone call, filling-up of BPLD feedback form and in social media avenues e.g. Messenger and Viber. (<u><i>Feedback Form is attached as Annexure A</i></u>)</p> <p>Feedback/complaints may be sent to the department via: Hotline 122 support@quezoncity.gov.ph</p> <p>Department's Official Email Address bpld@quezoncity.gov.ph</p> |
| How feedbacks are processed | <p>Feedbacks are documented via computer, compiled if feedback form is filled up, and or sent by email.</p> <p>This is reviewed periodically as a reference in the assessment/evaluation and improvement of services rendered.</p> |
| How to file a complaint | <p>The Department may reached via its official contact numbers.</p> <p>BPLD official phone numbers</p> <p>Landline: 8988-4242 local 8174</p> <p>Cellular Phone Numbers: 0961-620-7220 0961-319-8944 0905-408-1483</p> <p>The department may also be reached via its official email account bpld@quezoncity.gov.ph</p> |
| Feedback and Complaints may also be sent to these agencies. | <p>Contact Center ng Bayan (Civil Service Commission)</p> <ul style="list-style-type: none"> • Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide • SMS/Text Access: 0908-8816565 • Email: email@contactcenterngbayan.gov.ph • Website: www.contactcenterngbayan.gov.ph <p>Anti-Red Tape Authority: 8478-5091 8478-5093 8478-5099</p> |

| | |
|--|---|
| | <p>Email: info@arta.gov.ph complaints@arta.gov.ph</p> <p>Department of Interior and Local Government (DILG) Main Office: 8876-34-54</p> |
|--|---|

CITY ACCOUNTING DEPARTMENT

External Services Fiscal Management and Control Division (FMCD)

1. PRE-AUDIT OF PAYROLL/S EMPLOYEES

Payrolls covering Personnel Services, Disbursement voucher/s and MOOE (regular plantilla, salaries and other benefits; contract of service, consultant, job order) as remuneration for services rendered.

| | | | | |
|--|---|--|------------------------|---|
| Office/Division | City Accounting Department : Fiscal Management and Control Division | | | |
| Classification | Complex | | | |
| Type of Transaction | Government to Government / Government to Consumer (G2C / G2G) | | | |
| Who may avail | Employees of QC LGU, Nat'l. Gov't. Employees assigned in QC LGU's | | | |
| CHECKLIST REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Obligation Request Slip (OBR) 2. Payroll/ Disbursement Voucher 3. Daily Time Record / Certificate of Services Rendered / Attendance Report 4. Accomplishment Report 5. Collection Lists | | City Budget Department Originating Office Originating Office Originating Office Originating Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| City Budget Department Transmittal of Payroll, DTR, Accomplishment Report and other attachments | – Receives, records and designates accounting no. for all incoming payroll / DV – Forwards Payroll / DV to respective pre – audit team in – charge | None | 1 day | FMCD RECEIVING Clerk / Office Aide |
| | – Examiner checks the payroll / Disbursement Voucher if supporting documents are | None | | FMCD PRE – AUDIT TEAM Eleven (11) Pre-Audit Teams (Fiscal |

| | | | | |
|---|--|------|--------------------|--|
| | complete and valid – Write carded and close the amount involved | | | Examiners, Audit Analysts and Office Aides) |
| | – Verify checks charging of Account – Obligates fund – Encoding / Initial | None | 1 day | FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst) |
| | – Checks & Reviews completeness of supporting documents and charging of accounts /Initial payroll / DV | None | | FMCD Assistant Division Head |
| | Final Review / Initial payroll / DV | None | | FMCD Division Head |
| | Signed Box A | None | | ASSISTANT CITY ACCOUNTANT |
| Released processed Payroll/ Disbursement Voucher | Transmit to the Financial Management Unit (FMU) of the City Treasurer’s Office | None | | FMCD Releasing Clerk |
| Send request via E-mail account: fmcd.CityAccounting@quezoncity.gov.ph for Certification of Last Salary; Certification of Availability of Funds | Check Database records vs. requesting agency/personnel for veracity of information | None | | Fiscal Examiners, Audit Analysts, Office Aides |
| | Final Review /Affix Initial | None | FMCD Division Head | |
| | Affix Signature | None | CITY ACCOUNTANT | |
| TOTAL: | | None | 3 days | |
| END OF TRANSACTION | | | | |

2. DISBURSEMENT VOUCHER – PROCUREMENT OF GOOD, INFRASTRUCTURE PROJECTS, AND CONSULTANCY SERVICES

Disbursement Voucher of sorts covering claims on INFRA, Supplies and Materials Maintenance, Security and other related Services rendered by contractors & suppliers under Contracts, Purchase Order, et.al; as payment for services rendered or goods delivered.

| | | | | |
|---|---|-------------------------|---|--|
| Office/Division | City Accounting Department : Fiscal Management and Control Division | | | |
| Classification | Complex | | | |
| Type of Transaction | Government to Consumer (G2C) | | | |
| Who may avail | Quezon City Officials and employees, Contractors, Suppliers and Others | | | |
| CHECKLIST REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Obligation Request Slip (OBR) 2. Purchase Order / Infrastructure project – Bidding documents 3. Inspection Report / Progress Billing 4. Certificate of Completion & Acceptance Report (INFRA) | | | City Budget Department Procurement Department (BAC) CGSD / Engineering Department Engineering Department | |
| CLIENT STEPS | AGENCY ACTION | FEE S TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| City Budget Department Transmittal of Bidding Documents from BAC Goods / BAC Infrastructure | – Attached checklist, Initial evaluation of completeness of documents – Receives, records and designates accounting no. for all incoming DVs – Forward DVs to respective pre – audit team in – charge | None | 1 day | FMCD RECEIVING Receiving / Office Aide |
| | – Examiner checks the Disbursement Voucher if supporting documents are complete and valid – Checks computation of taxes – Writes carded and close the amount involved. | None | | FMCD PRE – AUDIT TEAM (Fiscal Examiners, Audit Analyst and Office Aides) |

| | | | | |
|---|---|------|--------|--|
| | Initials | | | |
| | – Checks charging of Account – Obligates fund /Encodes – Initials | None | 1 day | FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst) |
| | – Checks & Reviews completeness of supporting documents and charging of account /Initials | None | | FMCD Assistant Division Head |
| | Final Review / Initial | None | | FMCD Division Head |
| | Signs Box A | None | | CITY ACCOUNTANT / Assistant City Accountant |
| Released processed Payroll/ Disbursement Voucher | Transmit from Financial Management Unit (FMU) to the City Treasurer's Office | None | | FMCD Releasing Clerk |
| Send request via E-mail account: fmcd.CityAccounting@quezoncity.gov.ph For Certification of Availability of Funds, 1% Retention on Disbursement claims | Check Database records vs requesting agency / personnel for veracity of information | None | 1 day | Fiscal Examiners, Audit Analyst, Office Aides |
| | Final Review / Affix Initial | None | | FMCD Division Head |
| | Affix Signature | None | | City Accountant |
| TOTAL: | | None | 3 days | |
| END OF TRANSACTION | | | | |

Barangay Accounting Services Division (BASD)

1. PREPARATION OF BARANGAY FINANCIAL STATEMENT

The Division keep records of all accounts and financial records of all the barangays in the City. Maintain books of accounts to enable those concerned to ascertain the assets, the liabilities, the government equity, the income and the expenditures of the barangay unit as of a given time.

| | | | | |
|--|--|------------------------|------------------------|---------------------------|
| Office/Division | City Accounting Department : Barangay Accounting Services Division | | | |
| Classification | Simple | | | |
| Type of Transaction | Government to Government (G2G) | | | |
| Who may avail | The Barangay Treasurer's Any person who wants to get information on barangay financial records | | | |
| CHECKLIST REQUIREMENTS | | WHERE TO SECURE | | |
| A. Submission of Daily Statement & Collection & Accountable Forms <ol style="list-style-type: none"> 1. Accountable form 2. Deposit Slip 3. Form #51 B. Monthly Submission of Paid Disbursement Vouchers <ol style="list-style-type: none"> 1. Reportorial Requirements 2. Paid Disbursement Vouchers 3. Supporting Documents 4. Punong Barangay Certificate C. Submission of Proposed Annual/Supplemental Budget <ol style="list-style-type: none"> 1. Propose Annual / Supplemental Budget D. Information on Barangay Financial Transactions <ol style="list-style-type: none"> 1. Letter request | | LGU - Barangay | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. DSCA (Daily Statement of Collections & Accountable Forms) Present DSCAF with Deposit Slip | Bookkeepers receives and check the accuracy of the reports submitted. 1. Abstract DSCAF 2. Prepares Journal Voucher (JV) | None | 3 days | Bookkeepers |
| | Reviews and Initial JV's | None | 1 day | Asst. and Chief of BASD |
| | Approves and signs JV's | None | 1 day | City Accountant |
| | 1. The receiving clerk | | | |

| | | | | |
|--|---|-------|-----------------------|---|
| B. Submission of Paid Disbursement Voucher Present Reportorials, with PBC (PunongBgy. Cert.) and complete documentations | receives and check the accuracy of the reports submitted then have it receive by the bookkeeper | None | 3 days | Receiving clerk |
| | 2. Journalize Bgy. Transactions | None | 3 days | Bookkeepers |
| | 3. Prepares transmittal of vouchers to Commission on Audit (COA) | None | 2 days | Encoder |
| C. Preparation of Financial Statements | 1. Prepares Journal Vouchers (JV's) for IRA, RPT's, CTC and other adjustments | None | 3 days | Bookkeepers |
| | 2. Prepares Bank Reconciliation | | | |
| | 3. Checks and print financial statement | None | 1 day | Asst. & Division Head - BASD City Accountant |
| | 4. Reviews and Initials Financial Statement | | | |
| 5. Approves and signs financial statements | None | 1 day | Staff of the Division | |
| D. ANNUAL BUDGET for Approval | Receives said proposed Annual Budget | None | 1 day | Receiving Clerk |
| | 1. Checks and verify the actual RPTS realized for next preceding years | None | 1 day | Asst. & Division Head - BASD |
| | | None | 1 day | City Accountant |
| | 2. Approves and sign Annual Budget | | | |

| | | | | | |
|-------------------------------|---|--|---------------------|-----------------|------------------------------|
| E. SUPPLEMENTAL BUDGET | a. Submit Income and Expenditures as of Dec. 31 | 1. Prepares Statement of Surplus | None | 3 days | Staff in charge |
| | | 2. Initials Statement of Surplus | None | 1 day | Asst. & Division Head - BASD |
| | | 3. Approves and signs Statements of Surplus | None | 1 day | City Accountant |
| | | 4. Release Statement of Surplus | None | 1 day | Staff in charge |
| | b. Submission of Proposed S/Budget | Receives said proposed Supplemental Budget | | | |
| | | 1. Checks and verifies the figures in the Statement of Surplus | None | 1 day | Staff in charge |
| | | | None | 1 day | Asst. Division Head |
| | | 2. Initial Proposed Supplemental Budget | None | 1 day | Division Head |
| | | Review and Initial Supplemental Budget | | | |
| | | Approves and signs Proposed Supplemental Budget | None | 1 day | City Accountant |
| F. LETTER REQUEST | Receives letter request | None | 10 minutes | Receiving Clerk | |
| | Draft answer to the request | None | 3 days | Division Head | |
| | Approves letter request | None | 1 day | City Accountant | |
| TOTAL: | | None | 33 days and 10mins. | | |
| END OF TRANSACTION | | | | | |

Payrolls, Bills and Remittances Division (PBRD)

1. ISSUANCE OF CERTIFICATION FOR TAXES WITHHELD

Taxes withheld of Contractor/s and Supplier/s

| | | | | |
|--|---|------------------------|--|---|
| Office/Division | City Accounting Department : Payrolls, Bills and Remittance Division | | | |
| Classification | Simple - Complex | | | |
| Type of Transaction | Government to Government / Government to Citizen (G2G / G2C) | | | |
| Who my avail | Quezon City officials and employees & Contractor's | | | |
| CHECKLIST REQUIREMENTS | | | WHERE TO SECURE | |
| -Tax Payers Identification Number (T.I.N.) , Contractor's & Business Name | | | -Bureau of Internal Revenue (BIR) | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Fill up request form or 2.Send request via eMail account: pbrd.CityAccounting@quezoncity.gov.ph Attention to : PBRD-BIR Section | 1.Receive request slip 2.Acknowledge eMail request 3. Record & Encode Transaction (LOG IN) | None | -SIMPLE TRANSACTION : Receive & Release on the same day or Upon receipt of eMail request | Receiving Clerk |
| | Verify Withholding taxes and TIN. | None | | -COMPLEX TRANSACTION : Maximum 3 days |
| | Prepare BIR Form No. 2306, 2307 and City Tax | None | | |
| | Print BIR & City Tax Certification | None | | |

| | | | | |
|---|--|------|-------------------------------|--|
| | Signature | None | | PBRD Head / City Accounting Department Head |
| Receive Certification (BIR form 2306 / 2307 & City Tax Certification) or scanned copy (eMail) | Record & Release of certificate/s or scanned copy (eMail) (LOG OUT) | None | | Assigned Personnel |
| TOTAL: | | None | One (1) to Three (3) day/s | |
| END OF TRANSACTION | | | | |

2. ISSUANCE OF CERTIFICATION FOR EMPLOYEES MANDATORY DEDUCTIONS / CONTRIBUTION

Employees mandatory deductions/ contributions

| | | | | |
|--|--|-------------------------|--|---------------------------|
| Office/Division | City Accounting Department : Payrolls, Bills and Remittance Division | | | |
| Classification | Simple – Complex | | | |
| Type of Transaction | Government to Government / Government to Consumer (G2G / G2C) | | | |
| Who may avail | LGU-Quezon City Officials and Employees / Employee Representative | | | |
| CHECKLIST REQUIREMENTS | | | WHERE TO SECURE | |
| -Government Service Insurance System Unified Multi-purpose ID (GSIS-UMID) -Home Development Mutual Fund Loyalty Card (PAG-IBIG ID) -Philhealth ID. | | | -Human Resource Management Department (HRMD) or Agency concerned | |
| CLIENT STEPS | AGENCY ACTION | FEE S TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|---|----------------------------|---|---|
| 1.Fill up request form or 2.Send request via eMail account: pbrd.CityAccounting@quezoncity.gov.ph ATTENTION to : PBRD(GSIS, PhilHealth or HDMF / Pag-ibig Section) | 1.Receive request slip 2.Acknowledge eMail request 3. Record & Encode Transaction (LOG IN) | None | -SIMPLE TRANSACTION : Receive & Release on the same day or Upon receipt of eMail request -COMPLEX TRANSACTION : Maximum 3 days | Receiving Clerk |
| | Verify mandatory deductions/ contributions and Membership Identification No. (MIN) | None | | Assigned Personnel |
| | Prepare Certification | None | | |
| | Print certification of mandatory deductions / contributions or other requested certification/s | None | | |
| | Signature | None | | PBRD Head / City Accounting Department Head |
| Receive Certification (GSIS, Philhealth or HDMF / Pag-ibig) or scanned copy (eMail) | Record & Release of certificate/s or scanned copy (eMail) (LOG OUT) | None | | Assigned Personnel |
| TOTAL: | None | One (1) to Three (3) day/s | | |
| END OF TRANSACTION | | | | |
| VERIFICATION OF APPLICATION FOR REFUND OF RETENTION FEES (GUARANTEE / SECURITY DEPOSITS PAYABLE) | | | | |

Verification on the suppliers / contractors Retention Money withheld, recorded and release by the City.

Internal Services Financial Account and Analysis Division (FAAD)

1. VERIFICATION OF APPLICATION FOR REFUND OF RETENTION FEES (GUARANTEE / SECURITY DEPOSITS PAYABLE)

Verification on the suppliers / contractors Retention Money withheld, recorded and release by the City.

| | | | | |
|---|---|------------------------|---------------------------------|---|
| Office/Division | City Accounting Department : Financial Account and Analysis Division | | | |
| Classification | Simple | | | |
| Type of Transaction | Government to Business (G2B) | | | |
| Who may avail | Suppliers / Contractors with Retention money withheld by the City | | | |
| CHECKLIST REQUIREMENTS | | | WHERE TO SECURE | |
| Disbursement Vouchers, Sales Invoice, Purchase Order, Delivery Receipt, Request Letter for release of 10% Retention and Certification of Good Condition and Quality of items delivered. | | | Originating Office / Individual | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submits required documents to Fiscal Management and Control Division (FMCD) | Receives required documents and prepares Disbursement Voucher (DV) with notation of the supporting documents attached | None | 4 hours | Fiscal Management and Control Division (FMCD) |
| | Forwards to the Financial Account and Analysis Division (FAAD) the Disbursement Voucher (DV) for verification of the account being claimed / refunded | None | 4 hours | Fiscal Management and Control Division (FMCD) |

| | | | | |
|---------------------------|--|------|----------------------|--|
| | Verifies if the account being claimed / refunded is recorded as withheld and is still available for refund by indicating on the Disbursement Voucher claim the Journal Entry Voucher (JEV) number, Treasury Voucher (TV) number and the Subsidiary Ledger (SL) code of the said account. | None | 4 hours | Financial Account and Analysis Division (FAAD) |
| | The Disbursement Voucher (DV) will be initialed by the FAAD division Head | None | 15 mins. | Financial Account and Analysis Division (FAAD) Head |
| | Forwards the Disbursement Voucher claim on the account withheld to the FMCD receiving section for audit and processing. | None | 4 hours | Financial Account and Analysis Division (FAAD) personnel |
| | Disbursement Voucher undergo processing / audit | | | Fiscal Management and Control Division (FMCD) |
| | Disbursement Voucher for refund signed by the City Accountant or Asst. City Accountant depending on the amount of refund | None | 4 hours | City Accountant Asst. City Accountant |
| | Releases Disbursement Voucher for refund to the applicant | None | 15 mins. | FMCD Releasing Clerk |
| TOTAL: | | None | 20 hours and 30 mins | |
| END OF TRANSACTION | | | | |

2. CERTIFICATION OF OUTSTANDING CASH ADVANCE BALANCE

A certification issued by the City Accounting Department to the concerned officials / personnel who requested for the status of their Cash Advances from the City. A supporting document required for the request / availment of Cash Advances.

| | | | | |
|--|---|---------------------------------|------------------------|---|
| Office/Division | City Accounting Department : Financial Account and Analysis Division | | | |
| Classification | Simple | | | |
| Type of Transaction | Government to Government (G2G) | | | |
| Who may avail | Officers / Personnel who received Cash Advance for City Government | | | |
| CHECKLIST REQUIREMENTS | | WHERE TO SECURE | | |
| Request Letter for release of Certification of Outstanding NO Unliquidated Cash Advance / Cash Advance Balance. | | Originating Office / Individual | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Send request via E-mail account: faad.CityAccounting@quezoncity.gov.ph For Certification of NO Unliquidated Cash Advance / Cash Advance Balance | Receives required documents and forwards to the Financial Account and Analysis Division (FAAD) the request letter for certification of NO Unliquidated Cash Advance | None | 4 hours | Administrative Division (Admin) |
| | Verifies Cash Advance Balances from the Three (3) Funds (General Fund, Trust Fund and SEF) Prepares Certification Initials Certification | None | 4 hours | Financial Account and Analysis Division (FAAD) Head - Financial Account and Analysis Division (FAAD) |

| | | | | |
|--|---|------|----------|--|
| | Certification signed by the City Accountant or Asst. City Accountant | None | 4 hours | City Accountant Asst. City Accountant |
| Receives Certification of NO Unliquidated CA / CA Balance thru email | Releases Certification of NO Unliquidated Cash Advance / Cash Advance Balances to the applicant | None | 4 hours | City Accounting Admin / FAAD |
| TOTAL: | | None | 16 hours | |
| END OF TRANSACTION | | | | |

3. PREPARATION OF LIQUIDATION REPORT

Report on the official / personnel Cash Advances which were duly liquidated and for transmittal / submission to the Commission on Audit (COA).

| | | | | |
|--|--|---------------------------------|------------------------|---|
| Office/Division | City Accounting Department : Financial Account and Analysis Division | | | |
| Classification | Simple | | | |
| Type of Transaction | Government to Government (G2G) | | | |
| Who may avail | Officers / Personnel who have Cash Advance liquidation | | | |
| CHECKLIST REQUIREMENTS | | WHERE TO SECURE | | |
| Fully processed Audited Disbursement Vouchers for Liquidation with complete supporting documents | | Originating Office / Individual | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submits required documents to Fiscal Management and Control Division (FMCD) | Receives processed required Cash Advance with notation of the supporting documents attachment | None | 8 hours | Fiscal Management and Control Division (FMCD) |
| | Forwards to the Financial Account and Analysis Division (FAAD) the Liquidation Report with supporting documents attached | None | | Fiscal Management and Control Division (FMCD) |

| | | | | |
|---------------------------|---|------|----------|---|
| | | | | |
| | Receives the Liquidation Report (LR) and indicate on the LR its LR No. | None | 4 hours | Financial Accounts and Analysis Division (FAAD) |
| | Releases copy of the received Liquidation Report (LR) with LR No. to the client | None | | |
| TOTAL: | | None | 12 hours | |
| END OF TRANSACTION | | | | |

Revenue Abstract and Statistics Division (RASD)

1. ABSTRACT OF REVENUE

The Division performs abstracting of all receipts and revenues, consolidating them into proper account classification and prepares monthly report of actual receipts and revenues accruing to the city and money collected for the account of other agencies / entities.

| | | | | |
|---|---|--|------------------------|---------------------------|
| Office/Division | City Accounting Department : Revenue Abstract and Statistics Division | | | |
| Classification | Simple | | | |
| Type of Transaction | Government to Citizen (G2C) | | | |
| Who may avail | Taxpaying Public and other private personnel with Tax payment-related concerns and needs to be addressed with prompt. | | | |
| CHECKLIST REQUIREMENTS | | WHERE TO SECURE | | |
| For verification of documents such as if Payments previously made have been entered and/or registered in the Collection Registry Database with the correct O.R. No., Date of payment, and in some cases, the Name of the taxpayer, the person with concern shall bring with him Original copy of Official Receipt as proof of payment. An Affidavit of Loss shall be presented together with the photocopy of the O.R. in case the original receipt is lost, misplaced or destroyed by the acts of God. | | Client must bring original documents to be verified. | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Present Original Receipt of | Check veracity of the | None | 1 minute | Authorized RASD personnel |

| | | | | |
|---|--|------|-------------------------|--|
| paid Taxes | document/s presented | | | |
| In place of Step 1, present Affidavit of Loss and photocopy of the lost O.R. | Go to computer records to verify if payments have been recorded in the database. Check O.R No, date of Payment, Name of Taxpayer | None | 10 mins. | Authorized RASD personnel |
| Upon verification, receive the same OR with sign and verification proof at the back | If proven true and correct, the OR presented shall be presented to RASD Chief or authorized personnel for signature. If found not in order, for confiscation and prepare incident report. | None | 1 minute | RASD Chief/ Authorized RASD personnel |
| Put name & sign in the Logbook to indicate that the transaction is completed | Have the client signed in the verification transaction logbook for future references. | None | 30 seconds | Authorized RASD personnel |
| TOTAL: | | None | 12 mins. and 30 seconds | |
| END OF TRANSACTION | | | | |

Administrative Division (ADMIN)

1. PROCESSING OF ACCOUNTANT'S ADVICE FOR LOCAL CHECK DISBURSEMENT TRANSMITTED BY CASH DIVISION, CTO

Check Disbursement made by the City Government

| | |
|---|--|
| Office/Division | City Accounting Department : Immediate Staff |
| Classification | Simple - Complex |
| Type of Transaction | Government to Government / Government to Consumer (G2G / G2C) |
| Who may avail | Quezon City – City Treasurer’s (for disbursement officers, employees, taxpayers claiming refunds, contractors and suppliers.) |
| CHECKLIST REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. Official Transmittal from Cash Division, City Treasurer’s Office, Quezon City (CTO) 2. Fully processed disbursement voucher or payroll. | City Treasurer’s Office (CTO) |

| 3. Corresponding accomplished and signed disbursement check. | | | | |
|---|---|-----------------|--|---|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Cash Division, City Treasurer's Office transmit fully processed Disbursement Voucher/payroll with corresponding accomplished & signed disbursement checks | Received transmitted transactions from Cash Division, City Treasurer's Office, Quezon City. | None | Received and released before the closing of banking hours (3:30 p.m.) of the same day. | Administrative Officer IV Administrative Assistant I |
| | Sort transactions according to fund account (General Fund, Special Education Fund and Trust Fund (13ACCTS.) If discrepancies are noted, transactions are officially returned to the Cash Division, City treasurer's Office Quezon City for rectification/ cancellation/ replacement | None | 1 day | Administrative Officer IV Administrative Assistant I |
| | Verify transactions from the systems file, assign accountant's advice no. and encode the necessary details (check no. and date) | None | 1 day | Administrative Officer IV Administrative Assistant I |
| | Prepare Accountant's Advice in four (4) copies on the form specified by the Commission on Audit and the corresponding transmittal, also in four (4) copies, both addressed to the Manager, Land Bank of the Philippines, Quezon City Hall Branch, for signature of | None | 1 day | Administrative Officer IV Administrative Assistant I |

| | | | | |
|--|--|------|-------|-----------------------------|
| | the officially designated Bookkeeper. Accountant's Representative to the Land Bank of the Philippines Quezon City Hall Branch and; the City Accountant. | | | |
| | Record transactions on respective logbooks. Each fund account has separate logbook. Note the Accountant's Advice no. At the back of check and at the foot of the original copy of disbursement voucher. | None | 1 day | Accountant's Representative |
| | After the advice and transmittal are signed, segregate copies for the following: Original copy for the Land Bank of the Philippines, Quezon City Hall Branch; Duplicate copy for the City Auditor, Quezon City and 4 th copy for Accounting file. | None | 1 day | Accountant's Representative |
| | Deliver the transmitted transactions with Accountant's Advice issued to Cash Division, City Treasurer's Office, Quezon City and the original copy of Accountant's Advice with transmittal to the Land Bank of the Philippines. Copy for the City Auditor is attached to the original copy of the disbursement voucher. A summary of Accountant's Advice issued is submitted as | None | 1 day | Accountant's Representative |

| | | | | |
|---|---|------|--------|-----------------------------|
| | monthly report also to the Office of the City Auditor, Quezon City. | | | |
| Receive transactions with Accountant's Advice No. | | None | 1 day | Accountant's Representative |
| TOTAL: | | None | 8 days | |
| END OF TRANSACTION | | | | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|--|
| How to send feedback | <ul style="list-style-type: none"> ➤ Answer the client service experience survey form (SES) and drop it at the suggestion box in front of the receiving area of City Accounting Department (3rd & 4th floor). ➤ Send an email complaint letter at CityAccounting@quezoncity.gov.ph ➤ Contact info: 8-988-4242 loc. 8328 |
| How feedback is processed | <ul style="list-style-type: none"> ➤ Feedbacks are forwarded to different departments thru online transactions ➤ Email is being monitored by a designated person on a day to day basis ➤ For inquiries and follow-ups, clients may contact the following email / telephone number |
| How to file a complaint | <ul style="list-style-type: none"> ➤ Complaints can be filed thru the Service Experience Survey (SES) ➤ Via email: CityAccounting@quezoncity.gov.ph ➤ Thru telephone 8-988-4242 loc. 8328 |
| How complaints are processed | <p>The City Administrator (CA) collects the Service Experience Survey (SES) form in the drop box then relayed the result to the concerned department/s. The Department then forwards the complaint to the relevant division Chief to assess and investigate it then summoned the concerned employee/s to ask for the written explanation and the Department Head will take the proper action. The decision of the department is relayed to the client.</p> |
| Contact Information of | |
| City Accounting Department | Email: CityAccounting@quezoncity.gov.ph Telephone: 8-988-4242 loc 8328 |
| CCB, PCC, ARTA | ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) |
| CSC Central Office Trunk lines | 8931-7935 8931-7939 8931-8092 |

CITY ARCHITECT DEPARTMENT

1. HIGHLY TECHNICAL – NEW VERTICAL PROJECTS

These projects consist of Hospitals, School Buildings, Police Stations, Barangay Halls, Multi-Purpose Buildings, Quarantine and Isolation Facilities, Crematorium and Columbarium, Public Cemeteries, Public Markets and other infrastructure projects consistent with the City Mayor's programs.

| | | | | |
|---|---|--|------------------------|---|
| Office or Division: | City Architect Department | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G) / Inter-Department | | | |
| Who may avail: | The Honorable Mayor, Barangay Captains and Councilors, other government agencies, other QC Government Departments | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| List of Priority Projects approved by the City Infrastructure Committee in line with the City Mayor's 14 Point Agenda | | Endorsement from the Chairman of the Infrastructure Committee (INFRACOM) Endorsement from the respective departments for various facilities | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Transmit request letter to City Architect Department or send email to cityarchitect@quezoncity.gov.ph | 1.1 Receives letter request / list | N/A | 30 minutes | Administrative Support Staff |
| | 1.2 City Architect reviews proposed project and routes to PPD | N/A | 1 hour | City Architect & Administrative Support Staff |
| | 1.3 PPD Division Head reviews the request and assigns the request to Architect/s | N/A | 1 day | Senior and Junior Architects |
| 2. Client will provide information regarding the project: - Transfer Certificate of Title (TCT)s - Space requirements - Others | 2.1 Coordinate with the client for ocular site inspection on the actual / proposed project site | N/A | 3 - 5 days | Senior and Junior Architects |
| | 2.2 Preparation of Site Evaluation Report (SER) to determine project feasibility | N/A | 3 - 5 days | Senior and Junior Architects |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|---|
| | 2.3 Endorsement of project to INFRACOM for approval and prioritization | N/A | 1 day | Senior and Junior Architects |
| | 2.4 Provision of schematic design in coordination with the clientele, requesting parties and/or end users for approval | N/A | 10 days | Senior and Junior Architects |
| | 2.5 Design development and preparation of architectural and auxiliary (engineering) plans, designs and specifications | N/A | 30 – 36 days | Senior and Junior Architects, and Engineers |
| | 2.6 Presentation of Project Plans for Approval | N/A | 1 – 2 days | City Architect & Senior Architects |
| | 2.7 Preparation of Plans (Plotting) | N/A | 1 – 2 days | Junior Architects & CAD Operators |
| | 2.8 Preparation of initial cost estimates and work program, technical specifications, structural analysis. | N/A | 3 – 5 days | Engineers |
| | 2.9 Signs plans and other pertinent documents | N/A | 1 day | City Architect |
| | 2.10 Packaging and Transmittal of Bid Documents and Preparation of Certificate of Compliance to INFRACOM and QC Engineering Department (QCED) | N/A | 1 day | Architects and Administrative Support Staff |
| | 2.11 Preparation of Project Narrative for project inauguration | N/A | 1 day | Senior and Junior Architects |
| | TOTAL | | 71 Days | |

2. HIGHLY TECHNICAL – HOUSING PROJECTS

These projects consist of socialized and economic housing projects that aim to provide affordable yet adequate accommodation for the low-income constituents of Quezon City.

| | |
|----------------------------|---------------------------|
| Office or Division: | City Architect Department |
| Classification: | Highly Technical |

| | | | | |
|---|---|------------------------|--|---|
| Type of Transaction: | Government-to-Government (G2G) / Inter-Department | | | |
| Who may avail: | The Honorable Mayor, Barangay Captains and Councilors, other government agencies, other QC Government Departments | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| List of Priority Projects approved by the City Infrastructure Committee in line with the City Mayor's 14 Point Agenda | | | Endorsement from the Chairman of the Infrastructure Committee (INFRACOM) | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Transmit request letter to City Architect Department or send email to cityarchitect@quezoncity.gov.ph | 1.1 Receives letter request / list | N/A | 30 minutes | Administrative Support Staff |
| | 1.2 City Architect reviews proposed project and routes to PPD | N/A | 1 hour | City Architect & Administrative Support Staff |
| 2. Client will provide information regarding the project: - Transfer Certificate of Title (TCT)s - Space requirements - Others | 2.1 Coordinate with the client for ocular site inspection on the actual / proposed project site | N/A | 3 - 5 days | Senior and Junior Architects |
| | 2.2 Provision of schematic design in coordination with the clienteles, requesting parties and/or end users for approval | N/A | 10 days | Senior and Junior Architects |
| | 2.3 Design development and preparation of architectural and auxiliary (engineering) plans, designs and specifications | N/A | 30 – 36 days | Senior and Junior Architects, and Engineers |
| | 2.4 Presentation of Project Plans for Approval | N/A | 1 – 2 days | City Architect & Senior Architects |
| | 2.5 Preparation of Plans (Plotting) | N/A | 1 – 2 days | Junior Architects & CAD Operators |
| | 2.6 Preparation of initial cost estimates and work program, technical | N/A | 3 – 5 days | Engineers |

| | | | | |
|--|---|-----|--|---|
| | specifications, structural analysis. | | | |
| | 2.7 Signs plans and other pertinent documents | N/A | 1 day | City Architect |
| | 2.8 Packaging and Transmittal of Bid Documents and Preparation of Certificate of Compliance to INFRACOM and QC Engineering Department (QCED) | N/A | 1 day | Architects/ Administrative Support Staff |
| | 2.9 Preparation of Project Narrative for project inauguration | N/A | 1 day | Senior and Junior Architects |
| | 2.10 Implementation of project as endorsed by INFRACOM & Housing Community Development and Resettlement Department (HCDRD) & Monitoring of construction of projects | N/A | Duration varies depending on the project condition | Senior and Junior Architects |
| | TOTAL | | 63 Days | |

3. FURNITURE LAYOUT AND PURCHASE REQUEST

Final phase in the preparation of Architectural Plans is the preparation of Furniture Layout needed per required space. This is essential in the completion of projects since subject PR will be vital in the procurement of said furniture supplies for the total look.

| | | | | |
|--|---|------------------------|--|---------------------------|
| Office or Division: | City Architect Department | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G) / Inter-Department | | | |
| Who may avail: | QC Government | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Request letter from Departments\End user | | | Prepared request letter from Departments\End -User | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|--|-----|----------------|--|
| | 1.1 Receives letter request / list | N/A | 30 minutes | Administrative Support Staff |
| | 1.2 City Architect reviews proposed project | N/A | 1 hour | City Architect & Administrative Support Staff |
| | 1.3 Coordinates with concerned Department/End-user as to requirements | N/A | 2 -3 days | Senior and Junior Architects |
| 2. Client will provide information regarding the project: - Space requirements - No. of Personnel, etc | 2.1 Conducts ocular inspection and survey study | N/A | 2 -3 days | Senior/Junior Architects, Engineers & Administrative Support Staff |
| | 2.2 Prepares layout for presentation and approval of end-user | N/A | 5 - 15 days | Junior Architects & CAD Operators |
| | 2.3 Canvassing of furniture | N/A | 2- 3 days | Senior/Junior Architects and Administrative Support Staff |
| | 2.4 Preparation of purchase request and inventory of furniture | N/A | 5-7 days | Administrative Support Staff |
| | 2.5 Transmits layouts, and purchase request to the Office of the City Mayor, through the Chief-of-Staff for approval, subject to the availability of funds | N/A | 1 day | Administrative Support Staff |
| | TOTAL | | 37 Days | |

4. MASTER DEVELOPMENT PLANNING

These pertains to projects which involve large parcels of idle land which may be developed for public use and enjoyment.

| | |
|----------------------------------|---|
| Office or Division: | City Architect Department |
| Classification: | Highly Technical |
| Type of Transaction: | Government-to-Government (G2G) / Inter-Department |
| Who may avail: | The Honorable Mayor, Barangay Captains and Councilors, other government agencies, other QC Government Departments |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |

| List of Priority Projects approved by the City Infrastructure Committee in line with the City Mayor's 14 Point Agenda | | Endorsement from the Chairman of the Infrastructure Committee (INFRACOM) and the Housing Community Development and Resettlement Department (HCDRD) | | |
|---|---|--|-----------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Transmit request letter to City Architect Department or send email to cityarchitect@quezoncity.gov.ph | 1.1 Receives letter request / list | N/A | 30 minutes | Administrative Support Staff |
| | 1.2 City Architect reviews proposed project and routes the request to concerned Division | N/A | 1 hour | City Architect & Administrative Support Staff |
| | 1.3 Division Heads review the request and assigns the request to Architect/s | N/A | 1 day | Senior Architects |
| 2. Client will provide information regarding the project: - Transfer Certificate of Title (TCT)s - Space requirements - Others | 2.1 Coordinate with the client for ocular site inspection on the actual / proposed project site | N/A | 3 - 5 days | Senior and Junior Architects |
| | 2.2 Preparation of Site Evaluation Report (SER) to determine project feasibility | N/A | 3 - 5 days | Senior and Junior Architects |
| | 2.3 Endorsement of project to INFRACOM for approval and prioritization | N/A | 1 day | Senior and Junior Architects |
| | 2.4 Provision of schematic design in coordination with the clienteles, requesting parties and/or end users for approval | N/A | 10 – 20 days | Senior and Junior Architects |
| | 2.5 Design development and preparation of architectural and auxiliary (engineering) plans, designs and specifications | N/A | 40 – 60 days | Senior and Junior Architects, and Engineers |

| | | | | |
|--|--|-----|-----------------|-------------------------------------|
| | 2.6 Presentation of Project Plans for Approval | N/A | 1 – 2 days | City Architect & Senior Architects |
| | 2.7 Preparation of Plans (Plotting) | N/A | 1 – 2 days | Junior Architects and CAD Operators |
| | 2.8 Preparation of cost estimates and work program | N/A | 7 days | Engineers |
| | 2.9 Signs plans and other pertinent documents | N/A | 1 day | City Architect |
| | 2.10 Transmits Bid Documents to INFRACOM and QC Engineering Department | N/A | 1 day | Administrative Support Staff |
| | 2.11 Preparation of Project Narrative for project inauguration | N/A | 1 day | Senior and Junior Architects |
| | TOTAL | | 107 Days | |

5. EXTERNAL SERVICES

These are tasks other than those enumerated but requires technical opinion and guidance for other projects undertaken by other government agencies within Quezon City Jurisdiction (DPWH, MRT, etc.)

| | | | | |
|--|---|---|------------------------|------------------------------|
| Office or Division: | City Architect Department | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Government (G2G) / Inter-Department | | | |
| Who may avail: | QC Government | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request letter from Government Agencies/Private Entities | | Prepared request letter from Government Agencies/Private Entities | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Representative of government agencies will give request letter personally to City Architect Department or send email to cityarchitect@quezoncity.gov.ph | Accept and record letter | N/A | 30 minutes | Administrative Support Staff |

| | | | | |
|--|--|-----|--|---|
| | Request letter will be given to City Architect for approval and routing to Division Head/s concerned | N/A | 1 day | City Architect and Administrative Support Staff |
| | Division Head/s will respond to request and/or assign Architect or Engineer to handle the request | N/A | Varies based on schedule provided on the request | Senior Architects and Engineers |
| | Coordination between both agencies as to completion of requests | N/A | Varies based on schedule provided on the request | City Architect Department Senior Architects and Engineers, and representatives of government agencies |
| | TOTAL | | | |

CITY ASSESSOR'S OFFICE

1. REQUEST FOR ISSUANCE OF NEW TAX DECLARATION

As a COVID-19 safety precaution, face to face transactions are minimized, thus, property owners and other stakeholders are required to transact online, using the CityAssessor@quezoncity.gov.ph email facility for the mean time, until the online application thru the Quezon City Easy Property Transfer (QCEPT) is operational.

While alternative methods for the submission of application is accepted, such as thru on-premise online submission –for those not able to transact online, this method however requires additional time not only for sanitation. Both methods require pre-evaluation activities and continued communication, before the transaction is officially entered or accepted for processing. It is very important to note that processing of transactions commences only upon submission of complete documents. Incomplete requirements will not be processed or will be returned to applicant, on both cases, whether thru email or online on premise applications.

Tax Declaration is a document that reflects the value of the real property whether Land, Building/Improvement or Machinery for purposes of Real Property Tax collection, assessed against the owner/taxable person or entity, as authorized under the Local Government Code (RA 7160), implemented through City Ordinance No. SP-91, S-1993, as amended, or The Quezon City Revenue Code of 1993 and subsequent Ordinances.

The Owner's Copy of a tax declaration is issued upon registration of transfer of ownership of real property from the previous owner to a new owner or upon declaration of newly titled lot, new building or improvement and machinery. Under existing laws, it is the **duty of all persons** acquiring property to prepare, or cause to be prepared, and file with the City Assessor's Office, a sworn statement declaring the true value of their property, whether previously declared or undeclared, taxable or exempt, which shall be the current and fair market value of the property, as determined by the declarant. Such declaration shall contain a description of the property sufficient in detail to enable the assessor or his deputy to identify the same for assessment purposes.

Declaration herein referred to have to be filed within sixty (60) days from the issuance of its Transfer Certificate of Title (TCT) or Condominium Certificate of Title (CCT), as the case may be, otherwise shall be imposed a penalty for late filing in accordance with Ordinance No. SP-2361 s-2014.

Tax Declaration can also be issued for other transactions such as:

- (i) Consolidation/Subdivision or Segregation Lots/Improvement or Building
- (ii) Consolidation/Segregation with Transfer of Ownership of Real Property
- (iii) Consolidation of Ownership of Real Property
- (iv) Appraisal and Assessment of New Building/Improvements
- (v) Request for Reassessment/Reclassification
- (vi) Request for Updating/Revision of values (per existing Ordinances)
- (vii) Request for Correction of Entry/ies, Annotation, as may be necessary
- (viii) Request for Cancellation of Assessment Record/s

- (ix) Request for Cancellation of Assessment based on Closure/Termination of Business
- (x) Declaration of New/Undeclared Land (Titled Property)

1.1 Transfer of Ownership of (Land, Building and Machinery) to New Owner on the Basis of New Title/s Issued

To accommodate request of property owners who shall transfer real property ownership to another, in compliance with Section 202 in relation to Section 208 or RA 7160.

Processing Period: Three (3), Seven (7) or Twenty-one (21) days depending on the number of parcels/real property units (RPU) involved and the complexity of Transaction/s involved

Simple -involves (a) Transfer of Single Condominium Units and Parking, covered only one (1) Deed of Conveyance

Complex -involves the transfer of vacant lot, which needs ocular inspection to confirm the existence or presence of undeclared building/structure subject for assessment, and presence of informal settlers which most of the times is not being disclosed with mere pictures submitted. Transfer of existing building/improvement/s; lot with improvement or house and lot, and machinery if possible, embraced by only one (1) Deed of Conveyance, as well as 2 or more condominium unit transactions, maximum of 5, similarly embraced by one (1) Deed of Conveyance;

Highly Technical - involves the transfer of multiple lots and improvements above five (5) parcels/real property units (RPU)

Transaction's processing period may also be affected by the following factors:

1. Volume/bulk of incoming transactions
2. System down time
3. Mis-sending of documents for compliance
4. Evaluation findings require completion of real property tax payment, validation of continuity of ownership based on TCTs/CCTs on record, incomplete transfer tax payment, unplotted properties subject for tax map validation, and many other issues.
5. Again, it is important to note that processing of transactions commences only upon submission of complete documents. Incomplete requirements will not be processed or will be returned to applicant, on both cases (whether thru email or online-on premise applications).

| | |
|-----------------------------|--|
| Office or Division: | CITY ASSESSOR'S OFFICE |
| Classification: | Simple, Complex, Highly Technical |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens |

| | | |
|--|---|--|
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest, duly authorized | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Duly Accomplished digital Application Form 101 (QCG-CAO-QP/SOI-B01-v05) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the owner and submitting person/authorized representative • Contact Number and E-mail Address of the owner and authorized representative together with the following documents: | | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice |
| Properly Filled-out FORM 101(QCG-CAO-QP/SOI-B01-v05) for On-premise onlinesubmission transaction | | City Assessor's Office, Ground Floor, Information Desk |
| Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | | Property Owner |
| Photocopy of the Principal and Presenters valid ID | | Presenter/Applicant |
| Mandatory requirements: | | |
| <ul style="list-style-type: none"> o Certified True Copy/Electronic Certified copy of Transfer Certificate of Title/Condominium Certificate of Title (TCT/CCT) o Certified true copy of previous TCT/CCT (to establish continuity) | | Register of Deeds |
| <ul style="list-style-type: none"> o Deed of Conveyance (Secretary Certificate is required if a seller is a corporation) | | Property Owner/Seller/Buyer |
| <ul style="list-style-type: none"> o Transfer tax receipt (original or certified copy from CTO & photocopy) and Tax Bill o Seller's Business Tax Receipt/Business Permit (original & photocopy, if seller is a Corporation) o Current Realty Tax Clearance of updated and correct RPT payment or photo copy of latest year full payment | | City Treasurer's Office |
| <ul style="list-style-type: none"> o Electronic-Certificate Authorizing Registration (eCAR), duplicate or photocopy(AO 186, s-2007) | | Bureau of Internal Revenue |
| <ul style="list-style-type: none"> o Note: For 1999 released Title and below, in case any of the mandatory requirement/document are no longer available please submit: <ul style="list-style-type: none"> ✓ LRA Certification ✓ Notarized Affidavit of Loss executed by the Registered Owner ✓ Affidavit of actual possession/ownership ✓ Affidavit of Undertaking, if warranted | | |
| <ul style="list-style-type: none"> o Latest Picture of Property (3x5 colored, photo paper), frontage/façade showing a full view of the structure | | Property Owner/Authorized Representative |
| Copy of latest tax declaration (if necessary) | | City Assessor's Office |
| Affidavit of undertaking may also be required if the above-cited documents proved insufficient. | | Property Owner/Authorized Representative |
| A penalty of P2,000.00 per title (if necessary) imposed for late declaration filed sixty (60) days after the issuance of the Transfer Certificate of Title from the Registry of Deeds (Ordinance No.2361, Series of 2014). To show proof of release, submit Acknowledgement Slip reflecting EPEB No. or Certification of Release from RD. | | City Treasurer's Office |
| Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements. | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|--|---|
| TRANSACTIONS SUBMITTED THRU EMAIL | | | | |
| <p>1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out FORM 101(QCG-CAO-QP/SOI-B01-v05) inclusive of clear soft copy of all required documents in PDF or JPEG file.</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated</p> | <p>1.1 Automatic email reply sent.</p> <p>1.2 Receive e-mail; check on all attachments submitted.</p> <p>1.3 Forwards e-mail to RRE for review and evaluation and control</p> | None | 15 mins (Pre-receiving/ Intermediary stage) | <p>Receiving Clerk/Email Administrator (Administrative Division)</p> <p>Records Clerk (Records Section)</p> |
| 2. Wait for the request to be evaluated. | <p>2.1 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>2.2 Checks and evaluates property subject of transfer as against proper documentation submitted.</p> | None | <p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of parcels</p> | <p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers & Evaluators (RRE Unit)</p> |
| | 2.3 Upon record validation, refer transaction for processing/tracking | | 5 mins. | Receiving clerks (RRE Unit) |
| | 2.4 Encodes transaction using the Transaction Document Tracking System for proper monitoring | | 5 mins. | Tax Mapping Receiving Clerk (Window 4) |
| 3. Receive an official acknowledgement thru email acknowledging receipt with Tracking Control No. & schedule of release; or Notice of denial (as the case may be) on the application/ request. | <p>3.1 E-mail back to officially acknowledge online request if compliant; or</p> <p>3.1.1 E-mail applicant as to automatic denial due to lacking requirements found upon evaluation.</p> | None | 5 mins (Pre-receiving/ Intermediary stage) | Receiving clerks (RRE Unit) |

Note:

Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.

| | | | | |
|--|---|------|--|---|
| | <p>4.0 Print property record subject of transfer including posted FAAS, if any</p> <p>4.1 Prepare/update FAAS based on latest property information, recommend inspection, if necessary</p> <p>4.2 Prepares transmittal listing to Station 2</p> <p>* Property/ies requiring field validation are considered complex</p> | | <p>15 mins.</p> <p>1-2 days or more depending on appraiser's load</p> | <p>EDP Data Controller</p> <p>LAOO I (Property Appraisers)</p> |
| | <p>5.0 Receive transaction based on transmittal listing;</p> <p>5.1 Validate/verify property record;</p> <p>5.2 Check payment;</p> <p>5.3 Encode FAAS;</p> <p>5.4 Print FAAS;</p> <p>5.5 Track & Transmit</p> | None | 1 day | <p>Station 2 EDP Division Data Controller and Computer Operators</p> |
| | <p>6.0 Review & Verify encoded FAAS</p> <p>6.1 Recommend editing (if necessary)</p> <p>6.2 Route for Approval</p> <p>6.3 Record & Track transaction</p> <p>6.4 Transmit to Stn. 4</p> | None | 1/2 day | <p>Station 3 Property Appraisers, Section Chief, PAD Chief</p> <p>Assessment Clerk</p> |
| | <p>7.0 Review & submit FAAS</p> <p>7.1 Assign TDN;</p> <p>7.2 Encode annotation</p> <p>7.3 Print/ generate NOA/TD</p> <p>7.4 Track and Transmit</p> | None | 1/2 day | <p>Station 4 Electronic Data Processing Division- Data Encoders</p> |
| | <p>8.0 Final review and Pre-Approval</p> <p>8.1 Counter-sign on NOA/TD</p> <p>8.2 Track and Transmit</p> | None | 1/2 day | <p>Station 5 Assistant City Assessor for Operation</p> |
| | <p>9.0 Approval, Posting and Sorting of TD for release</p> | None | 2 hrs. | <p>Station 6 City Assessor</p> |
| <p>4. Applicant receives email for the schedule of pick up/release. He/she may coordinate as well as to the preferred mode of release.</p> | <p>10.0 Notify clientele through e-mail/SMS on the availability of TD/NOA for release</p> | None | 30 minutes | <p>Assessment Records Mgt. Division Releasing Team</p> |
| <p>5. Proceeds to releasing window with email confirmation to be</p> | <p>10.1 Releases new Tax Declaration & Notice of Assessments (TD/NOA)</p> | None | 30 minutes | <p>Assessment Records Management</p> |

| | | | | |
|--|---------|--|----------|--------------------------------------|
| presented & receive owner's copy of new Tax Declaration. | | | | Division Releasing Clerk (Window 6), |
| | TOTAL : | | 5-7 Days | |

- Note: 1) Processing time starts from full evaluation and assignment of tracking number.
2) Owner's copy of the Tax Declaration unclaimed within 5 days shall be forwarded to the Record's Section for mailing (within 5 days).
3) Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols in view of the COVID-19 pandemic.
4) Our process owners and staff shall, at all times, observe precautionary measures by wearing facial masks and face shields, frequent handwashing, among other measures and such other precautionary measures.

| TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION | | | | |
|---|---|------------------------|--|--|
| Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/ | | | | |
| 2. Organize all the requirements and request for the Application FORM 101(QCG-CAO-QP/SOI-B01-v05) | 2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer | None | 15 mins | Property Owner/ Applicant/ Officer of the Day |
| 3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated | 3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control. | None | 15 mins (Pre-receiving/ Intermediary stage) | Property Owner/ Applicant/ Officer of the Day/ Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.2 In the absence of available email address on the part of applicant, he/she shall be assisted to have the same emailed/sent thru | 3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezoncity.gov.ph which in turn shall | | 15-30 mins (Pre-receiving/ Intermediary stage) | Applicant/ Officer of the Day/ Email administrator (Admin. Div.) Receiving Clerk |

| | | | | |
|---|--|------|---|--|
| dropbox.CityAssessor@quezoncity.gov.ph 3.2.1 Receive an acknowledgement/ reply via SMS. | directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities. | | | (Records Section) |
| 3.3 On both cases applicant waits for the request to be evaluated. | 3.4 Receives forwarded email, track for control purposes and print all attachments; 3.5 Checks and evaluates property subject of transfer as against proper documentation submitted. 3.6 Upon record validation, refer transaction for processing/tracking 3.7 Encodes transaction using the Transaction Document Tracking System for proper monitoring | None | 15 mins (Pre-receiving/ Intermediary stage) 15mins or more depending on the lot area and number of parcels 5 mins. 5 mins. | Receiving clerks (RRE Unit) Assessment Clerks/Verifiers & Evaluators (RRE Unit) Receiving Clerk (RRE Unit) Tax Mapping Receiving Clerk (Window 4) |
| 3.4 Receive an official acknowledgement thru email/SMS acknowledging receipt with Tracking Control No. & schedule of release; or Notice of denial (as the case may be) on the application/ request. | 3.8 Notify/email back to officially acknowledge on-line request if compliant together with Tracking No.; or 3.8.1 Notify/email applicant as to lacking documents for submission requirements found upon evaluation. | None | 5 mins (Pre-receiving/ Intermediary stage) | Receiving Clerks (RRE Unit) |
| <p>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p> | | | | |

| | | | | |
|---|--|------|---|--|
| | 4.0 Print property record subject of transfer including posted FAAS, if any 4.1 Prepare/update FAAS based on latest property information, recommend inspection, if necessary 4.2 Prepares transmittal listing to Station 2 | | 15 mins. 1-2 day or more depending on appraiser's load | EDP Data Controller Tax Mapper II and LAOO I (Property Appraisers) |
| 2/ Property/ies requiring field validation are considered complex | | | | |
| | 5.0 Receive transaction based on transmittal listing; 5.1 Validate/verify property record; 5.2 Check payment; 5.3 Encode FAAS; 5.4 Print FAAS; 5.5 Track & Transmit | None | 1 day | Station 2 EDP Division Data Controller and Computer Operators |
| | 6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit to Stn.4 | None | 1/2 day | Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| | 7.0 Review & submit FAAS 7.1 Assign TDN; 7.2 Encode annotation 7.3 Print/ generate NOA/TD 7.4 Track and Transmit | None | 1/2 day | Station 4 Electronic Data Processing Division- Data Encoders |
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit | None | 1 hr. | Station 5 Assistant City Assessor for Operation |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hrs. | Station 6 City Assessor |
| 4. Applicant receives email for the schedule of pick up/release. He/she may coordinate as well as to the preferred mode of release. | 10.0 Notify clientele through e-mail/ or SMS on the availability of TD/NOA for release | None | 30 minutes | Assessment Records Mgt. Division Releasing Team |
| 5. Proceeds to releasing window with email the confirmation to be | 10.1 Releases new Tax Declaration & Notice of Assessments (TD/NOA) | None | 30 minutes | Assessment Records Management |

| | | | | |
|--|---------|--|---|-------------------------------------|
| presented & receive owner's copy of new Tax Declaration. | | | | Division Releasing Clerk (Window 6) |
| | TOTAL : | | 3 days for simple transaction 7 days for complex | |

Note: 1) Processing time starts from full evaluation and tracking.

2) Owner's copy of the Tax Declaration unclaimed within 5 days shall be forwarded to the Record's Section for mailing (within 5 days).

3) Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols in view of the COVID-19 pandemic.

4) Our process owners and staff shall, at all times, observe precautionary measures by wearing facial masks and face shields, frequent handwashing, among other measures and such other precautionary measures.

5) Owner's copy of Tax Declaration unclaimed within 5 days shall be forwarded to the Record's Section for mailing (within 5 days)

1.2 CONSOLIDATION/SUBDIVISION OR SEGREGATION OF LOT/IMPROVEMENT OR BUILDING

1.3 CONSOLIDATION/SEGREGATION WITH TRANSFER OF REAL PROPERTY

1.4 CONSOLIDATION OF OWNERSHIP OF REAL PROPERTY

These three (3) transactions are inter-related and involves almost similar processes, the City Assessor's Office is also mandated to Consolidate and Subdivide lots and even improvements, as the case maybe, depending on submitted documents, and most of the time, involves simultaneous change in ownership, based on approved subdivision plans submitted by the owner or any transacting public.

Considered a complex transactions to highly technical as it necessitates inspection, tax mapping, further evaluation and revalidation in order to plot exact location, resolve issues on area/size, and location, and other issues.

Processing Period :

| | |
|-------------------------|---|
| Complex | -1-5 parcels w/out improvement, 5 days |
| | -1-5 parcels with improvement, 6 days |
| Highly Technical | -6-10 parcels w/out improvement, 8 days |
| | -6-10 parcels with improvement, 10 days |

Transaction's processing period may also be affected by the following factors:

1. When subdivision plan involves many resulting lots or many consolidated lots in the case of consolidation.
2. Volume of transactions
3. System down time/network-related issues/system-generated errors

4. Mis-Sending of documents for compliance
5. Evaluation findings require completion of real property tax payment, validation of continuity of ownership based on TCTs/CCTs on record, incomplete transfer tax payment, unplotted properties subject for tax map validation, and many other issues.
6. Again, it is important to note that processing of transactions commences only upon submission of complete documents. Incomplete requirements will not be processed or will be returned to applicant, in case of on premise applications.

| | | |
|-----------------------------|---|--|
| Office or Division: | CITY ASSESSOR'S OFFICE | |
| Classification: | COMPLEX, HIGHLY TECHNICAL | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | Duly Accomplished digital Application Form 102 (QCG-CAO-QP/SOI-B02-v05) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the owner and submitting person/authorized representative • Contact Number and E-mail Address of the owner and authorized representative together with the following documents: | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice |
| | Properly Filled-out FORM 102(QCG-CAO-QP/SOI-B02-v05) for on-premise online submission | City Assessor's Office, Ground Floor, Information Desk |
| | Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | Property Owner |
| | Photocopy of the Principal and Presenters valid ID | Presenter/Applicant |
| | Mandatory requirements: | |
| | Transfer Certificate of Title/Condominium Certificate of Title (Present original or certified copy from Registry of Deeds) Certified true copy of previous Transfer Certificate of Title/Condominium Certificate of Title | Register of Deeds |
| | LRA Approved Subdivision Plan | Land Registration Authority/Register of Deeds;Bureau of Lands; Owner |
| | Clear copy of latest tax declaration (if necessary) | City Assessor's Office |
| | Current Realty Tax Clearance of correct and updated current RPT Payments and/or photocopy of latest year full payment | City Treasurer's Office |
| | Deed of Partition (Partition Agreement) Affidavit of Consolidation, as the case may be | Property Owner |
| | If with Change of Ownership,the following additional documents are required: Deed of Conveyance is required, which maybe: <input type="checkbox"/> Deed of Sale/Donation <input type="checkbox"/> Deed of Exchange | Property Owner |

| ___ Extrajudicial settlement of an estate ___ Affidavit of Self Adjudication (sole heir) ___ Deed of Conditional Sale ___ Others (Specify) _____ | | | | | |
|--|--|--|-----------------|---|--|
| o Note: In case the foregoing documents are no longer available, please submit: <ul style="list-style-type: none"> ✓ LRA/RD Certification ✓ Notarized Affidavit of Loss executed by the Registered Owner ✓ Affidavit of actual possession/ownership, if warranted ✓ Affidavit of Undertaking, if warranted | | | | | |
| Transfer tax receipt (original or certified copy from CTO & photocopy) 1/ and Tax Bill Seller's Business Tax Receipt/Business Permit (original & photocopy) | | City Treasurer's Office | | | |
| Electronic-Certificate Authorizing Registration (eCAR), duplicate or photocopy(AO 186, s-2007)1/ | | Bureau of Internal Revenue | | | |
| o Latest Picture of Property not more than 3 months (3x5 colored, photo paper), frontage/façade showing a full view of the structure | | Property Owner/Authorized Representative | | | |
| Affidavit of undertaking may also be required if the above-cited documents proved insufficient. | | Property Owner/Authorized Representative | | | |
| A penalty of P2,000.00 per title (if necessary) imposed for late declaration filed sixty (60) days after the issuance of the Transfer Certificate of Title from the Registry of Deeds (Ordinance No.2361, Series of 2014). To show proof of release, submit Acknowledgement Slip reflecting EPEB No. or Certification of Release from RD. | | City Treasurer's Office | | | |
| Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements. | | | | | |
| CLIENT STEPS | | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| TRANSACTIONS SUBMITTED THRU EMAIL | | | | | |
| 1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out FORM 102(QCG-CAO-QP/SOI-B02-v05) inclusive of clear soft copy of all required documents in PDF or JPEG file.. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated | | 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and control | None | 15 mins (Pre-receiving/ Intermediary stage) | Receiving Clerk/Email Administrator (Administrative Division) Records Clerk (Records Section) |
| 2.Wait for the request to | | 2.1 Receives forwarded | None | 15 mins | Receiving clerks |

| | | | | |
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| be evaluated. | <p>email, track for control purposes and print all attachments;.</p> <p>2.2 Checks and evaluates property subject of transfer as against proper documentation submitted.</p> <p>2.3 Upon record validation, refer transaction for processing/tracking</p> | | <p>(Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of parcels</p> <p>5 mins.</p> | <p>(RRE Unit)</p> <p>Assessment Clerks/Verifiers & Evaluators (RRE Unit)</p> <p>Receiving clerks (RRE Unit)</p> |
| | 2.4 Encodes transaction using the Transaction Document Tracking System for proper monitoring | | 5 mins. | Tax Mapping Receiving Clerk (Window 4) |
| 3.Receive an official acknowledgement thru email acknowledging receipt with Tracking Control No. & schedule of release; or Notice of denial (as the case may be) on the application/ request. | <p>3.1 E-mail back to officially acknowledge on-line request if compliant; or</p> <p>3.1.1 E-mail applicant as to automatic denial due to lacking requirements found upon evaluation.</p> | None | 5 mins (Pre-receiving/ Intermediary stage) | Receiving clerks (RRE Unit) |
| <p>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p> | | | | |
| | <p>4.0 Prints property record and latest tax map</p> <p>4.1 Researches and checks parcel configuration/plat</p> <p>4.2 Conducts ocular inspection (if necessary)</p> <p>4.3 Validates, checks & approves for computerized platting</p> <p>4.4 Prepares FAAS (Assign respective PIN; Prepare computation and completion of manual FAAS)</p> <p>4.5 Prepares transmittal listing to Station 2</p> | None | 2 days or more depending on the lot area, complexity and number of parcels | Tax Mapping Division, and Property Appraisal Division) Verifier, Evaluator |
| | <p>5.0 Validate/verify property record; Checks RPT payment</p> <p>5.1 Encode FAAS</p> <p>5.2 Print FAAS</p> <p>5.3Track & Transmit</p> | None | 1 day | Station 2 EDP Division Data Controller and Computer Operators |
| | 6.0 Review & Verify encoded FAAS | None | 1 day | Station 3 Property |

| | | | | |
|---|--|------|---------------------|---|
| | 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Track & Transmit | | | Appraisers, Section Chief, PAD Chief Assessment Clerk |
| 2/ Property/ies requiring field validation requires 1 day | | | | |
| | 7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit | None | ½ day | Station 4 Electronic Data Processing Division Data Encoders |
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit | None | 1 hr. | Station 5 Assistant City Assessor for Operation |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hrs | Station 6 City Assessor |
| 4. Applicant receives email as to the availability of TD. He/ she may coordinate as well as to the preferred mode of release. | 10.0 Notify clientele through e-mail/SMS on the availability of TD/NOA for release | None | 30 minutes | Assessment Records Mgt. Division or Records Section of Admin Division |
| 5. Proceeds to releasing window with the email confirmation to be presented & receive owner's copy of new Tax Declaration. | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) |
| | TOTAL: | | 5-7 days complex | |

| TRANSACTIONS SUBMITTED THRU ON-PREMISE ONLINE SUBMISSION | | | | |
|--|---|------------------------|------------------------|---|
| Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/ | | | | |
| 2. Organize all the requirements and request for the Application FORM | 2.0 Officer of the Day reviews and checks completeness of | None | 15 mins | Property Owner/ Applicant/ Officer of the Day |

| | | | | |
|--|--|------|--|--|
| 3.4 Receive an official acknowledgement thru email/SMS acknowledging receipt with Tracking Control No. & schedule of release; or Notice of denial (as the case may be) on the application/request. | 3.8 Notify/email back to officially acknowledge on-line request if compliant together with Tracking No.; or 3.8.1 Notify/email applicant as to lacking documents for submission requirements found upon evaluation. | None | 5 mins (Pre-receiving/ Intermediary stage) | Receiving Clerks (RRE Unit) |
| <p>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p> | | | | |
| | 4.0 Prints property record and latest tax map 4.1 Researches and checks parcel configuration/plat 4.2 Conducts ocular inspection (if necessary) 4.3 Validates, checks & approves for computerized platting 4.4 Prepares FAAS (Assign respective PIN; Prepare computation and completion of manual FAAS) 4.5 Prepares transmittal listing to Station 2 | None | 2 days or more depending on the lot area and number of parcels | Tax Mapping Division, and Property Appraisal Division) Verifier, Evaluator |
| | 5.0 Validate/verify property record; Checks RPT payment 5.1 Encode FAAS 5.2 Print FAAS 5.3Track & Transmit | None | 1 day | Station 2 EDP Division Data Controller and Computer Operators |
| | 6.0 Review & Verify encoded FAAS 6.1Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Track & Transmit | None | 1 day | Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| | 2/ Property/ies requiring field validation requires 1 day | | | |
| | 7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit | None | ½ day | Station 4 Electronic Data Processing Division Data Encoders |

| | | | | |
|---|---|------|-------------------|--|
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit | None | 1 hr. | Station 5 Assistant City Assessor for Operation |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hrs | Station 6 City Assessor |
| 4. Applicant receives email as to the availability of TD. He/ she may coordinate as well as to the preferred mode of release. | 10.0 Notify clientele through e-mail/ or sms for the schedule of release. | None | 30 minutes | Assessment Records Mgt. Division or Records Section of Admin Division |
| 5. Proceeds to releasing window with the email confirmation to be presented & receive owner's copy of new Tax Declaration. | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) |
| | TOTAL: | | 5 -7 days complex | |

1.5 APPRAISAL & ASSESSMENT OF NEW BUILDING/IMPROVEMENT AND/OR MACHINERY

Both persons acquiring real property or making improvements thereon, and the City Assessor's Office has to make a declaration of real property as provided by law. This particular service is requested by declarant/owner for the issuance of a new tax declaration for his/her newly constructed building and/or newly installed machinery.

Processing Period : Five (5) working days for single transaction,
Complex - 7 days for more complex ones, e.g. Townhouses, medium-rise buildings, etc.;
Highly Technical - 21 days or more, for multiple (500 and above) condominium units

Note: Findings as a result of Sec. 204 (Declaration of Real Property by the Assessor) upon actual/ocular inspection, shall originate from the respective Appraisers in-charge, followed by the issuance of corresponding Notice to property owner/s.

| | |
|-----------------------------|--|
| Office or Division: | CITY ASSESSOR'S OFFICE |
| Classification: | COMPLEX, HIGHLY TECHNICAL |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens |

| | | | | |
|--|--|--|---|--|
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly Accomplished digital Application Form 103 (QCG-CAO-QP/SOI-B03-v04) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the owner and submitting person/authorized representative • Contact Number and E-mail Address of the owner and authorized representative together with the following documents | | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice | | |
| Properly Filled-out FORM 103(QCG-CAO-QP/SOI-B03-v04) for on-premise online submission | | City Assessor's Office, Ground Floor, Information Desk | | |
| Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | | Property Owner | | |
| Photocopy of the Principal and Presenters valid ID | | Presenter/Applicant | | |
| Mandatory requirements: | | | | |
| Approved Building Permit Approved Building Plan Occupancy Permit (if any) Mechanical Permit (if any), for Machinery | | Department of Building Official | | |
| Current Realty Tax Clearance of updated and correct RPT Payment or present original and photocopy of current year full payment (for Land/Lot) | | City Treasurer's Office | | |
| Notarized Sworn Statement of owner declaring the property or the true value of machinery (in case machinery is the one being declared) | | Property Owner | | |
| Lease Contract, if warranted | | Property Owner | | |
| Latest Picture of property, not more than 3 months (3" x 5" colored, photo paper) – frontage/facade (showing a full view of the structure) | | Property Owner | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| TRANSACTIONS SUBMITTED THRU EMAIL | | | | |
| 1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out FORM 103(QCG-CAO-QP/SOI-B03-v04) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for | 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and control | None | 15 mins (Pre-receiving/ Intermediary stage) | Receiving Clerk/Email Administrator (Administrative Division) Records Clerk (Records Section) |

| | | | | |
|---|---|------|---|--|
| the application to be evaluated. | | | | |
| 2.Wait for the request to be evaluated. | 2.1 Receives forwarded email, track for control purposes and print all attachments; 2.2 Checks and evaluates property subject of assessment as against proper documentation submitted. | None | 15 mins (Pre-receiving/ Intermediary stage) 15mins or more depending on the lot area and number of parcels | Receiving clerks (RRE Unit) Assessment Clerks/Verifiers & Evaluators (RRE Unit) |
| 3. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/request. 3.1 Wait for the request to be evaluated. | 3.0 Email back to officially acknowledge on-line request if compliant; or 3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.2 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control. | | 30 mins | Receiving clerks (RRE Unit) |
| Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned. | | | | |
| 3.2 Owner receives email as to the Tracking Control No. & schedule of release | 4.0 Checks and validates submitted documents 4.1 Conducts ocular inspection (if necessary) 4.2 Prepare corresponding Field Appraisal & Assessment Sheet (FAAS) 4.3 Assign Tracking No. and inform applicant of the control/tracking no. 4.4 Transmit FAAS prepared to Stn 2 | None | 1-2 days depending on the number of RPUs 30 mins | Records Clerk and Local Assessment Operations Officer assigned Records Clerk |
| | 5.0 Validate/verify property record; 5.1 Encode FAAS 5.2 Print FAAS 5.4 Track & Transmit | None | 1/2 day | Station 2 EDP Division Data Controller and Computer Operators |
| | 6.0 Review & Verify encoded | None | 1/2 day | Station 3 |

| | | | | |
|---|--|------|------------|--|
| | FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit | | | Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| | 7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NO/ATD 7.3 Encode annotations 7.4 Track and Transmit | None | 1/2 day | Electronic Data Processing Division-Station 4 Data Encoders |
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NO/ATD 8.2 Track and Transmit | None | 1 hour | Assistant City Assessor for Operation-Station 5 |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hours | Station 6 City Assessor |
| 4. Waits e-mail for the schedule of pick up/release of Tax Declaration | 10.0 Notify clientele through e-mail/ or sms for the schedule of release | None | 30 minutes | Assessment Records Magnt. Division or Records Section, Administrative Division |
| 5. Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) Records Section, Administrative Division |
| TOTAL : | | | 3-5 days | |

| TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION | | | | |
|--|---|-----------------|-----------------|---|
| Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/ | | | | |
| 2.0 Organize all the requirements and request for the Application FORM | 2.0 Officer of the Day reviews and checks completeness of | None | 15 mins | Property Owner/ Applicant/ Officer of the Day |

| | | | | |
|--|---|------|--|---|
| 103 (QCG-CAO-QP/SOI-B03-v04) | requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer | | | |
| 3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated | 3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control. | None | 15 mins (Pre-receiving/ Intermediary stage) | Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru dropbox.CityAssessor@quezoncity.gov.ph 3.2.1 Receive an acknowledgement/ reply via SMS. | 3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezoncity.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities. | | 15-30 mins (Pre-receiving/ Intermediary stage) | Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.3 On both cases applicant waits for the request to be evaluated. | 3.4 Receives forwarded email, track for control purposes and print all attachments; 3.5 Checks and evaluates property subject of assessment as against proper documentation submitted. | None | 15 mins (Pre-receiving/ Intermediary stage) 15mins or more depending on the lot area and number of RPU | Receiving clerks (RRE Unit) Assessment Clerks/Verifiers & Evaluators (RRE Unit) |
| 3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the application/request. | 3.6 Email back to officially acknowledge on-line request if compliant; or 3.6.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.7 Forwards e-mail to | | 30 mins | Receiving clerks (RRE Unit) |

| | | | | |
|---|---|------|--|--|
| | Property Appraisal Division (Station 1) for technical evaluation and control. | | | Receiving clerks (RRE Unit) & PAD Receiving Clerk |
| <p>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p> | | | | |
| 3.5 Owner receives email or SMS, as to the Tracking Control No. & schedule of release | 4.0 Checks and validates submitted documents 4.1 Conducts ocular inspection (if necessary) 4.2 Prepare corresponding Field Appraisal & Assessment Sheet (FAAS) 4.3 Assign Tracking No. and inform applicant of the control/tracking no. 4.4 Transmit FAAS prepared to Stn 2 | None | 1-2 days depending on the number of RPU's 30 mins | Records Clerk and Local Assessment Operations Officer assigned Records Clerk |
| | 5.0 Validate/verify property record; 5.1 Encode FAAS 5.2 Print FAAS 5.4 Track & Transmit | None | 1/2 day | Station 2 EDP Division Data Controller and Computer Operators |
| | 6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit | None | 1/2 day | Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| | 7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit | None | 1/2 day | Electronic Data Processing Division-Station 4 Data Encoders |
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit | None | 1 hour | Assistant City Assessor for Operation-Station 5 |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hours | Station 6 City Assessor |
| 4. Waits e-mail for the schedule of pick up/release of Tax Declaration | 10.0 Notify clientele through e-mail/ or sms for the schedule of release | None | 30 minutes | Assessment Records Magnt. Division or Records Section, |

| | | | | |
|---|-------------------------------|------|------------|--|
| | | | | Administrative Division |
| 5. Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) Records Section, Administrative Division |
| TOTAL : | | | 3-5 days | |

1.6 REQUEST FOR REASSESSMENT/RECLASSIFICATION

Reassessment/Reclassification on existing assessments are services requested by a property owner for purposes of (1) declaring additional area introduced or marking alteration to existing building/improvement, the predominant use of his/her property.

Processing Period :

- Simple -** 3-5 days for simple transactions
- Complex -** Seven (7) days for more complex ones, e.g. Townhouses, Medium-rise buildings, etc.;
- Highly Technical -** 21 days or more, for multiple involving 2 or more building and (500 and above) condominium units

Note: Findings as a result of Sec. 204 (Declaration of Real Property by the Assessor) upon actual/ocular inspection, shall originate from the respective Appraisers in-charge, followed by the issuance of corresponding Notice to property owner/s.

| | | |
|---|---|--|
| Office or Division: | CITY ASSESSOR'S OFFICE | |
| Classification: | SIMPLE, COMPLEX | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Duly Accomplished digital Application Form 103 (QCG-CAO-QP/SOI-B03-v04) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the owner and submitting person/authorized representative • Contact Number and E-mail Address of the owner and authorized representative together with the following documents: | | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice |

| Properly Filled-out FORM 103(QCG-CAO-QP/SOI-B03-v04) for on-premise online submission | | City Assessor's Office, Ground Floor, Information Desk | | |
|--|--|--|---|--|
| Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | | Property Owner | | |
| Photocopy of the Principal and Presenters valid ID | | Presenter/Applicant | | |
| Mandatory requirements: | | | | |
| Approved Building Permit Approved Building Plan Occupancy Permit (if any) | | Department of Building Official | | |
| Current Realty Tax Clearance of updated and correct RPT Payment or present original and photocopy of current year full payment (for Land/Lot) | | City Treasurer's Office | | |
| Sworn Statement of owner declaring the property | | Property Owner | | |
| Latest Picture of property not more than 3 months (3" x 5" colored, photo paper) – frontage/facade (showing a full view of the structure) | | Property Owner | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| TRANSACTIONS SUBMITTED THRU EMAIL | | | | |
| 1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out FORM 103(QCG-CAO-QP/SOI-B03-v04) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated. | 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and control | None | 15 mins (Pre-receiving/ Intermediary stage) | Receiving Clerk/Email Administrator (Administrative Division) Records Clerk (Records Section) |
| 2.Wait for the request to be evaluated. | 2.1 Receives forwarded email, track for control purposes and print all attachments;. 2.2 Checks and evaluates property subject of assessment as against proper documentation submitted. | None | 15 mins (Pre-receiving/ Intermediary stage) 15mins or more depending on the lot area and number of parcels | Receiving clerks (RRE Unit) Assessment Clerks/Verifiers & Evaluators (RRE Unit) |

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| <p>3. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request. 3.1 Wait for the request to be evaluated.</p> | <p>3.0 Email back to officially acknowledge on-line request if compliant; or 3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.2 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control.</p> | | 30 mins | Records Clerk (RRE Unit) |
| <p>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p> | | | | |
| <p>3.2 Owner receives email as to the Tracking Control No. & schedule of release</p> | <p>4.0 Checks and validates submitted documents 4.1 Conducts ocular inspection (if necessary) 4.2 Prepare corresponding Field Appraisal & Assessment Sheet (FAAS) 4.3 Assign Tracking No. and inform applicant of the control/tracking no. 4.4 Transmit FAAS prepared to Stn 2</p> | None | <p>1-2 days depending on the number of RPUs</p> <p>30 mins</p> | <p>Records Clerk and Local Assessment Operations Officer assigned</p> <p>Records Clerk</p> |
| | <p>5.0 Validate/verify property record; 5.1 Encode FAAS 5.2 Print FAAS 5.4 Track & Transmit</p> | None | 1/2 day | Station 2 EDP Division DC and Computer Operators |
| | <p>6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit</p> | None | 1/2 day | <p>Station 3 Property Appraisers, Section Chief, PAD Chief</p> <p>Assessment Clerk</p> |
| | <p>7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit</p> | None | 1/2 day | Electronic Data Processing Division-Station 4 Data Encoders |
| | <p>8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit</p> | None | 1 hour | Assistant City Assessor for Operation- Station 5 |

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|---|--|------|------------|--|
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hours | Station 6 City Assessor |
| 4. Waits e-mail for the schedule of pick up/release of Tax Declaration | 10.0 Notify clientele through e-mail/ or sms for the schedule of release | None | 30 minutes | Assessment Records Magnt. Division or Records Section, Administrative Division |
| 5. Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail | 11.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) Records Section, Administrative Division |
| TOTAL : | | | 3-5 days | |

| TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION | | | | |
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| Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/ | | | | |
| 2. Organize all the requirements and request for the Application FORM 103 (QCG-CAO-QP/SOI-B03-v04) | 2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer | None | 15 mins | Property Owner/ Applicant/ Officer of the Day |
| 3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be | 3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control. | None | 15 mins (Pre-receiving/ Intermediary stage) | Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |

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| evaluated | | | | |
| 3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru dropbox.CityAssessor@quezoncity.gov.ph 3.2.1 Receive an acknowledgement/ reply via SMS. | 3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezoncity.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities. | | 15-30 mins (Pre-receiving/ Intermediary stage) | Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.3 On both cases applicant waits for the request to be evaluated. | 3.4 Receives forwarded email, track for control purposes and print all attachments; 3.5 Checks and evaluates property subject of assessment as against proper documentation submitted. | None | 15 mins (Pre-receiving/ Intermediary stage) 15mins or more depending on the lot area and number of RPU's | Receiving clerks (RRE Unit) Assessment Clerks/Verifiers & Evaluators (RRE Unit) |
| 3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the application/ request. | 3.6 Email back to officially acknowledge on-line request if compliant; or 3.6.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.7 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control. | | 30 mins | Receiving clerks (RRE Unit) Receiving clerks (RRE Unit) & PAD Receiving Clerk |
| Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned. | | | | |
| 3.5 Owner receives email | 4.0 Checks and validates submitted documents 4.1 Conducts ocular inspection (if necessary) 4.2 Prepare corresponding Field Appraisal & Assessment Sheet (FAAS) 4.3 Assign Tracking No. and inform applicant of the control/tracking no. 4.4 Transmit FAAS prepared to Stn 2 | None | 1-2 days depending on the number of RPU's 30 mins | Records Clerk and Local Assessment Operations Officer assigned Records Clerk |

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| or SMS, as to the Tracking Control No. & schedule of release | | | | |
| | 5.0 Validate/verify property record; 5.1 Encode FAAS 5.2 Print FAAS 5.4 Track & Transmit | None | 1/2 day | Station 2 EDP Division Data Controller and Computer Operators |
| | 6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit | None | 1/2 day | Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| | 7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NO/ATD 7.3 Encode annotations 7.4 Track and Transmit | None | 1/2 day | Electronic Data Processing Division-Station 4 Data Encoders |
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NO/ATD 8.2 Track and Transmit | None | 1 hour | Assistant City Assessor for Operation- Station 5 |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hours | Station 6 City Assessor |
| 4. Waits e-mail for the schedule of pick up/release of Tax Declaration | 10.0 Notify clientele through e-mail/ or sms for the schedule of release | None | 30 minutes | Assessment Records Magnt. Division or Records Section, Administrative Division |
| 5. Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) Records Section, Administrative Division |
| | TOTAL : | | 5-7 days | |

1.7 REQUEST FOR UPDATING OF ENTRIES/ANNOTATIONS

The clientele can avail of this kind of service in case there are specific entry/ies they feel to be corrected or updated in their tax declarations. Common transaction for correction of entry involves updating of address, correction of misspelled names, correction in the technical description, typographical errors, brought about by wrong entries on TCTs/CCTs, correction of Property Index Number (PIN) and many others.

However, there are property records particularly big parcels that remains unrevised for reasons of real property tax delinquency, multiple claimant, overlapping and other issues, that requires further revalidation before an updated record is issued, thus, considered and classified as complex.

Processing Period: Within three (3) to seven (7) working days or earlier for simple and complex transactions, respectively.

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| Office or Division: | CITY ASSESSOR'S OFFICE | |
| Classification: | SIMPLE, COMPLEX | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Duly Accomplished digital Application Form 104 (QCG-CAO-QP/SOI-B04-v04) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the owner and submitting person/authorized representative • Contact Number and E-mail Address of the owner and authorized representative together with the following documents: | | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice |
| Properly Filled-out FORM 104(QCG-CAO-QP/SOI-B04-v04) for on-premise online submission | | City Assessor's Office, Ground Floor, Information Desk |
| Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | | Property Owner |
| Photocopy of the Principal and Presenters valid ID | | Presenter/Applicant |
| Mandatory requirements: | | |
| Letter-request of the owner specifying requested correction and purpose for which the document will be used | | Owner/Authorized Representative |
| Properly Filled-out FORM 104 (QCG-CAO-QP/SOI-B04-v04) for on-premise online submission, inclusive of the clear soft copy of the requirements (in PDF or JPEG file) | | CityAssessor@quezoncity.gov.ph; CAO Facebook page and CAO Messenger |
| Certified true copy or owner's copy of latest tax declaration (if the subject of correction) | | Property Owner |
| (Depends on the information being requested for | | |

| correction) TCTs/CCTs - authenticated/certified copy from RD (For correction of Owner/s' Name, Technical Description, etc.) | | Registry of Deeds | | |
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| Current Realty Tax Clearance of updated and correct RPT Payment or present original and photocopy of current year full payment (for Land/Lot) | | City Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCES-SING TIME | PERSON RESPONSIBLE |
| TRANSACTIONS SUBMITTED THRU EMAIL | | | | |
| 1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out FORM 104(QCG-CAO-QP/SOI-B04-v04) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated. | 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and control | None | 15 mins (Pre-receiving/ Intermediary stage) | Receiving Clerk/Email Administrator (Administrative Division) Records Clerk (Records Section) |
| 2.Wait for the request to be evaluated. | 2.1 Receives forwarded email, track for control purposes and print all attachments; 2.2 Checks and evaluates property subject of assessment as against proper documentation submitted. | None | 15 mins (Pre-receiving/ Intermediary stage) 15mins or more depending on the lot area and number of parcels | Receiving clerks (RRE Unit) Assessment Clerks/Verifiers & Evaluators (RRE Unit) |
| 3. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request. 3.1 Wait for the request to be processed/controlled. | 3.0 Email back to officially acknowledge on-line request if compliant; or 3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.2 Forwards e-mail to Tax Mapping Division (Station 1) | | 30 mins | Receiving clerks (RRE Unit) |

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| | for technical evaluation and control. | | | |
| <p>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p> | | | | |
| <p>4. Owner receives email as to the Tracking Control No. & schedule of release 4.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process.</p> | <p>4.0 Checks and validates submitted documents 4.1 Conducts ocular inspection (if necessary, say for correction of property location) 4.2 Prepare corresponding Field Appraisal & Assessment Sheet (FAAS) 4.3 Assigns Tracking No. and inform applicant of the control/tracking no.</p> | None | 1 day or more depending on the number of RPUs | Records Clerk and Local Assessment Operations Officer assigned |
| | <p>4.4 For incomplete requirements, applicant is advised accordingly. 4.5 Prepares transmittal listing to Station 2</p> | | 30 mins | Records Clerk |
| | <p>5.0 Validate/verify property record; 5.1 Encode FAAS 5.2 Print FAAS 5.4 Track & Transmit</p> | None | 1/2 day | Station 2 EDP Division (DC and Computer Operators) |
| | <p>6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit</p> | None | 1/2 day | Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| | <p>7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit</p> | None | 1/2 day | Electronic Data Processing Division-Station 4 Data Encoders |
| | <p>8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit</p> | None | 1 hour | Assistant City Assessor for Operation-Station 5 |

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| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hours | Station 6 City Assessor |
| 5. Waits e-mail for the schedule of pick up/release of Tax Declaration | 10.0 Notify clientele through e-mail for the schedule of release | None | 30 minutes | Assessment Records Magnt. Division |
| 6. Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) |
| TOTAL : | | | 3-5 days | |

| TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION | | | | |
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| Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/ | | | | |
| 2. Organize all the requirements and request for the Application FORM 104(QCG-CAO-QP/SOI-B04-v04) | 2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer | None | 15 mins | Property Owner/ Applicant/ Officer of the Day |
| 3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated | 3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control. | None | 15 mins (Pre-receiving/ Intermediary stage) | Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.2 In the absence of available email address on the part of applicant, he/she shall be assisted to have the same email/sent | 3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezoncity. | None | 15-30 mins (Pre-receiving/ Intermediary stage) | Applicant/ Officer of the Day/Email administrator (Admin. Div.) |

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| <p>thru dropbox.CityAssessor@qu ezoncity.gov.ph</p> <p>3.2.1 Receive an acknowledgement/ reply via SMS.</p> | <p>gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control.</p> <p>3.3.1 Auto email reply is relayed thru SMS</p> <p>3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.</p> | | | Receiving Clerk (Records Section) |
| <p>3.3 On both cases applicant waits for the request to be evaluated.</p> | <p>3.4 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>3.5 Checks and evaluates property subject of assessment as against proper documentation submitted.</p> | None | <p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of RPUs</p> | <p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers & Evaluators (RRE Unit)</p> |
| <p>3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the application/request.</p> | <p>3.6 Email back to officially acknowledge on-line request if compliant; or</p> <p>3.6.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation.</p> <p>3.7 Forwards e-mail to Tax Mapping Division (Station 1) for technical evaluation and control.</p> | | 30 mins | <p>Receiving clerks (RRE Unit)</p> <p>Receiving clerks (RRE Unit) & PAD Receiving Clerk</p> |
| <p>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p> | | | | |
| <p>4. Owner receives email as to the Tracking Control No. & schedule of release</p> <p>4.1 Receives notice of</p> | <p>4.0 Checks and validates submitted documents</p> <p>4.1 Conducts ocular inspection (if necessary, say for correction of property location)</p> <p>4.2 Prepare corresponding Field Appraisal & Assessment Sheet (FAAS)</p> <p>4.3 Assigns Tracking No. and inform applicant of the control/tracking no.</p> <p>4.4 For incomplete requirements, applicant is advised accordingly.</p> | None | <p>1 day or more depending on the number of RPUs</p> <p>30 mins</p> | <p>Records Clerk and Local Assessment Operations Officer assigned</p> <p>Records Clerk</p> |

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| denial due to lacking requirements which may later on be re-submitted following the same process. | 4.5 Prepares transmittal listing to Station 2 | | | |
| | 5.0 Validate/verify property record; 5.1 Encode FAAS 5.2 Print FAAS 5.4 Track & Transmit | None | 1/2 day | Station 2 EDP Division DC and Computer Operators |
| | 6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit | None | 1/2 day | Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| | 7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit | None | 1/2 day | Electronic Data Processing Division-Station 4 Data Encoders |
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit | None | 1 hour | Assistant City Assessor for Operation- Station 5 |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hours | Station 6 City Assessor |
| 5. Waits e-mail for the schedule of pick up/release of Tax Declaration | 10.0 Notify clientele through e-mail for the schedule of release | None | 30 minutes | Assessment Records Magnt. Division |
| 6. Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) |
| TOTAL : | | | 3-5 days | |

1.7.1 ANNOTATIONS (ANNOTATION OF WARRANT OF LEVY, LIEN, MORTGAGE & OTHER ENCUMBRANCES)

Another vital service of the City Assessor's Office, for property owners and other interested parties having legal claim/claims over a property, that includes: Warrant of Levy/Tax Lien, Notice of Lis Pendens, Adverse Claim, and Mortgage and other encumbrances. Except for tax liens, these are the annotations made on the Title which should be carried over on Tax Declarations for legal purposes and which may also be cancelled anytime, based on the court decision and the like.

Processing Period: Within three (3) working days being a simple transaction only.

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| Office or Division: | CITY ASSESSOR'S OFFICE | |
| Classification: | SIMPLE | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | Duly Accomplished digital Application Form 105 (QCG-CAO-QP/SOI-B05-v04) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the owner and submitting person/authorized representative • Contact Number and E-mail Address of the owner and authorized representative together with the following documents: | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice |
| | Properly Filled-out FORM 105(QCG-CAO-QP/SOI-B05-v04) for on-premise online submission | City Assessor's Office, Ground Floor, Information Desk |
| | Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | Property Owner |
| | Photocopy of the Principal and Presenters valid ID | Presenter/Applicant |
| | Mandatory requirements: | |
| | Letter-request of the owner specifying requested annotation and purpose for which the document will be used | Owner/Authorized Representative |
| | Properly Filled-out FORM 105 (QCG-CAO-QP/SOI-B05-v04) for on-premise online submission, inclusive of the clear soft copy of the requirements (in PDF or JPEG file) | CityAssessor@quezoncity.gov.ph; CAO Facebook page and CAO Messenger |
| | Certified true copy or owner's copy of latest tax declaration (if the subject of correction) | Property Owner |
| | Valid annotation on TCTs/CCTs (Notice of Lis Pendens, Adverse Claim, and Mortgage and other | Registry of Deeds |

| encumbrances - authenticated/certified copy from RD | | | | |
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| Copy of Notice/Lifting of Levy from BIR | | Bureau of Internal Revenue | | |
| Copy of original Cancellation of Warrant of Levy with transmittal from CTO | | City Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| TRANSACTIONS SUBMITTED THRU EMAIL | | | | |
| <p>1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out FORM 105(QCG-CAO-QP/SOI-B05-v04) inclusive of clear soft copy of all required documents in PDF or JPEG file format.</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.</p> | <p>1.1 Automatic email reply sent.</p> <p>1.2 Receive e-mail; check on all attachments submitted.</p> <p>1.3 Forwards e-mail to RRE for review and evaluation and control</p> | None | 15 mins (Pre-receiving/ Intermediary stage) | <p>Receiving Clerk/Email Administrator (Administrative Division)</p> <p>Records Clerk (Records Section)</p> |
| <p>2.Wait for the request to be evaluated.</p> | <p>2.1 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>2.2 Checks and evaluates property subject of assessment as against proper documentation submitted.</p> | None | <p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of parcels</p> | <p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers & Evaluators (RRE Unit)</p> |
| <p>3. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request.</p> <p>3.1 Wait for the request to be evaluated.</p> | <p>3.0 Email back to officially acknowledge on-line request if compliant; or</p> <p>3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation.</p> <p>3.2 Forwards e-mail to Assessment Records Management Division (Station 1) for technical evaluation and control.</p> | | 30 mins | Receiving clerks (RRE Unit) |

Note:

Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.

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| 4. Owner receives email as to the Tracking Control No. & schedule of release 4.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process. | 4.0 Checks and validates submitted documents 4.1 Prepare corresponding Field Appraisal & Assessment Sheet (FAAS) 4.2 Assign Tracking No. and inform applicant of the control/tracking no. | None | 1 day or more depending on the number of RPUs | Records Clerk and Local Assessment Operations Officer assigned |
| | 4.3 For incomplete requirements, applicant is advised accordingly. 4.4 Prepares transmittal listing to Station 2 | None | 30 mins | Records Clerk |
| 5. Waits e-mail for the schedule of pick up/release of Tax Declaration | 5.0 Validate/verify property record; 5.1 Encode FAAS 5.2 Print FAAS 5.3 Track & Transmit | None | 1/2 day | Station 2 EDP Division DC and Computer Operators |
| | 6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit | None | 1/2 day | Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| | 7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NO/ATD 7.3 Encode annotations 7.4 Track and Transmit | None | 1/2 day | Electronic Data Processing Division-Station 4 Data Encoders |
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NO/ATD 8.2 Track and Transmit | None | 1 hour | Assistant City Assessor for Operation- Station 5 |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hours | Station 6 City Assessor |
| 6. Receives a new copy of Tax Declaration | 10.0 Notify clientele through e-mail/ or sms for the schedule of release 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Magnt. Division Assessment Records |

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| through pick-up, e-mail, or by mail | | | | Management Division Releasing Clerk (Window Counter 6) |
| | | TOTAL : | 3 days | |
| <p>Note:</p> <p>There are times however that Annotations are requested on existing or particular Tax Declaration on file, thus, process flow would be different. Instead of routing the application/request for encoding and the like, request may be referred directly to the Assessment Records Management Division (ARMD), being the repository of original copy of all Tax Declarations on file and shall have the following process, referring to the same set of requirements, to wit:</p> | | | | |
| | Per standing instruction from the office of the City Assessor: | | | City Assessor |
| | - Forward transmittal to ARMD | | | CA Staff |
| | - Receive transmittal from CA | None | 5 minutes | ARMD personnel |
| Owner receives Order of payment and pay at the City Treasurer's Office | - Checks and validates transmittal and submitted documents; | None | 15 minutes | Head, ARMD |
| | - Forward transmittal/request to Records Control Section | | 10 minutes | ARMD personnel |
| | - Retrieve tax declaration subject for annotation - Stamp annotation on tax declaration | None | 30 minutes | ARMD-Records Control Section |
| | - Review and approve/sign stamped annotation | None | 15 minutes | Head, ARMD |
| | - Issue Certified True Copy of TD with the requested annotation. | ₱50 per copy | 20 minutes | ARMD-Records Control Section |
| | - Order of Payment is issued | | 10 minutes | ARMD personnel |
| | - Forward transmittal to CA/Admin Records for releasing - Forward CTC of TD to EDP for encoding of annotation on database | None | 15 minutes | ARMD personnel |
| Owner receives notification | - Notify requesting party thru email of the schedule of release of annotated tax declaration | | 5 minutes | Admin-Records |
| Present original payment receipt and Control number copy received from Records-Admin email And receives certified | - Releases certified copy of Tax Declaration together with the annotation, to requesting party | | 10 minutes | Admin-Records (Administrative Division) |

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| copy of duly annotated Tax Declaration | | | | |
| | TOTAL | | Within a day | |

| TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION | | | | |
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| Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/ | | | | |
| 2. Organize all the requirements and request for the Application FORM 105(QCG-CAO-QP/SOI-B04-v04) | 2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer | None | 15 mins | Property Owner/ Applicant/ Officer of the Day |
| 3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated | 3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control. | None | 15 mins (Pre-receiving/ Intermediary stage) | Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.2 In the absence of available email address on the part of applicant, he/she shall be assisted to have the same emailed/sent thru dropbox.CityAssessor@quezoncity.gov.ph 3.2.1 Receive an acknowledgement/ reply via SMS. | 3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezoncity.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities. | None | 15-30 mins (Pre-receiving/ Intermediary stage) | Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.3 On both cases applicant waits for the | 3.4 Receives forwarded email, track for control | None | 15 mins (Pre-receiving/ | Receiving clerks (RRE Unit) |

| | | | | |
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| request to be evaluated. | purposes and print all attachments;. 3.5 Checks and evaluates property subject of assessment as against proper documentation submitted. | | Intermediary stage) 15mins or more depending on the lot area and number of RPU's | Assessment Clerks/Verifiers & Evaluators (RRE Unit) |
| 3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the application/request. | 3.6 Email back to officially acknowledge on-line request if compliant; or 3.6.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.7 Forwards e-mail to Assessment Records Management Division (Station 1) for technical evaluation and control. | | 30 mins | Receiving clerks (RRE Unit) Receiving clerks (RRE Unit) & PAD Receiving Clerk |
| Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned. | | | | |
| 4.0 Owner receives email as to the Tracking Control No. & schedule of release 4.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process. | 4.0 Checks and validates submitted documents 4.1 Prepare corresponding Field Appraisal & Assessment Sheet (FAAS) 4.2 Assign Tracking No. and inform applicant of the control/tracking no. | None | 1 day or more depending on the number of RPU's | Records Clerk and Local Assessment Operations Officer assigned |
| | 4.3 For incomplete requirements, applicant is advised accordingly. 4.4 Prepares transmittal listing to Station 2 | | 30 mins | Records Clerk |
| | 5.0 Validate/verify property record; 5.1 Encode FAAS 5.2 Print FAAS 5.3 Track & Transmit | None | 1/2 day | Station 2 EDP Division DC and Computer Operators |
| | 6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track | None | 1/2 day | Station 3 Property Appraisers, Section Chief, PAD Chief |

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| | transaction 6.4 Transmit | | | Assessment Clerk |
| | 7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit | None | 1/2 day | Electronic Data Processing Division-Station 4 Data Encoders |
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit | None | 1 hour | Assistant City Assessor for Operation-Station 5 |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hours | Station 6 City Assessor |
| 5.0 Waits e-mail for the schedule of pick up/release of Tax Declaration | 10.0 Notify clientele through e-mail for the schedule of release | None | 30 minutes | Assessment Records Magnt. Division |
| 6.0 Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) |
| | TOTAL : | | 3-5 days | |
| <p>Note:</p> <p>There are times however that Annotations are requested on existing or particular Tax Declaration on file, thus, process flow would be different. Instead of routing the application/request for encoding and the like, request may be referred directly to the Assessment Records Management Division (ARMD), being the repository of original copy of all Tax Declarations on file and shall have the following process, referring to the same set of requirements, to wit:</p> | | | | |
| | Per standing instruction from the office of the City Assessor: | | | City Assessor |
| | - Forward transmittal to ARMD | | | CA Staff |
| | - Receive transmittal from CA | None | 5 minutes | ARMD personnel |
| | - Checks and validates transmittal and submitted documents; | None | 15 minutes | Head, ARMD |
| | - Forward transmittal/request to Records Control Section | | 10 minutes | ARMD personnel |
| | - Retrieve tax declaration subject for annotation - Stamp annotation on tax declaration | None | 30 minutes | ARMD-Records Control Section |
| | - Review and approve/sign stamped annotation | None | 15 minutes | Head, ARMD |

| | | | | |
|--|--|--------------|--------------|---|
| Owner receives Order of payment and pay at the City Treasurer's Office | - Issue Certified True Copy of TD with the requested annotation. | ₱50 per copy | 20 minutes | ARMD-Records Control Section |
| | Order of Payment is issued | | 10 minutes | ARMD personnel |
| | - Forward transmittal to CA/Admin Records for releasing - Forward CTC of TD to EDP for encoding of annotation on database | None | 15 minutes | ARMD personnel |
| Owner receives notification | - Notify requesting party thru email of the schedule of release of annotated tax declaration | | 5 minutes | Admin-Records |
| Present original payment receipt and Control no. received from Records-Admin email and receives certified copy of duly annotated Tax Declaration | - Releases certified copy of Tax Declaration with the annotation, to requesting party | | 10 minutes | Admin-Records (Administrative Division) |
| TOTAL | | | Within a day | |

1.8 CANCELLATION OF ASSESSMENT RECORDS (TOTAL DEMOLITION/ CESSATION OR RETIREMENT OF MACHINERY OPERATION)

Tax Declarations are issued for taxation purposes, in the same manner, that Notice of Cancellations is issued to cancel the same, for reasons such as demolition, razed by fire, duplication of assessment, retirement of machinery, and others.

Processing Period: Within three (3) working days being a simple transaction only

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| Office or Division: | CITY ASSESSOR'S OFFICE | |
| Classification: | SIMPLE | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Duly Accomplished digital Application Form 106 (QCG-CAO-QP/SOI-B06-v03) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the owner and submitting person/authorized representative • Contact Number and E-mail Address of the owner and authorized representative together with the | | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice |

| following documents: | | | | |
|--|---|---|--|---|
| Properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) for on-premise online submission | | City Assessor's Office, Ground Floor, Information Desk | | |
| Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | | Property Owner | | |
| Photocopy of the Principal and Presenters valid ID | | Presenter/Applicant | | |
| Mandatory requirements: | | | | |
| Letter-request of the owner or authorized representative | | Owner/Authorized Representative | | |
| Properly Filled-out FORM 106 (QCG-CAO-QP/SOI-B06-v03) for on-premise online submission, inclusive of the clear soft copy of the requirements (in PDF or JPEG file) | | CityAssessor@quezoncity.gov.ph; CAO Facebook page and CAO Messenger | | |
| Certified true copy or owner's copy of latest tax declaration (if & when necessary) | | Property Owner | | |
| Current Realty Tax Clearance of updated and correct RPT Payment or present original and photocopy of current year full payment (for Land/Lot) | | City Treasurer's Office | | |
| Demolition Permit (in case of demolition) | | Department of Building Official | | |
| Certification from Fire Department (if razed/destroyed by Fire) | | Bureau of Fire | | |
| Barangay Certification (if necessary) | | Office of the Barangay where the property is located | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| TRANSACTIONS SUBMITTED THRU EMAIL | | | | |
| 1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated. | 1.1 Automatic email reply sent. | None | 15 mins (Pre-receiving/ Intermediary stage) | Receiving Clerk/Email Administrator (Administrative Division) |
| | 1.2 Receive e-mail; check on all attachments submitted. | | | |
| | 1.3 Forwards e-mail to RRE for review and evaluation and control | | | Records Clerk (Records Section) |
| 2.Wait for the request to be evaluated. | 2.0 Receives forwarded email, track for control purposes and print all attachments;. | None | 15 mins (Pre-receiving/ Intermediary stage) | Receiving clerks (RRE Unit) |
| | 2.1 Checks and evaluates property subject of assessment as against proper documentation | | | |
| | | | 15mins or more depending on the lot area and number of | Assessment Clerks/Verifiers & Evaluators (RRE Unit) |

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| | submitted. | | parcels | |
| 3. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request. 3.1 Wait for the request to be evaluated. | 3.0 Email back to officially acknowledge on-line request if compliant; or 3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.2 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control. | | 30 mins | Records Clerk (Records Section) |
| <p>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p> | | | | |
| 4.0 Owner receives email as to the Tracking Control No. & schedule of release 4.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process. | 4.0 Checks and validates submitted documents 4.1 Prepare corresponding Appraiser's Report Form (ARF) 4.2 Assign Tracking No. and inform applicant of the control/tracking no. 4.3 For incomplete requirements, applicant is advised accordingly. 4.4 Prepares transmittal listing to Station 2 | None | 1 day or more depending on the number of RPU's 30 mins | Records Clerk and Local Assessment Operations Officer assigned Records Clerk |
| | 5.0 Validate/verify property record; 5.1 Encode ARF 5.2 Print Cancellation Report Form 5.5 Track & Transmit | None | ½ day or more depending on no. of RPU's | Station 2 EDP Division DC and Computer Operators |
| | 6.0 Review & Verify encoded ARF/CRF 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit | None | ½ day | Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| | 7.0 Print/ generate Notice of Cancellation (NOC) | None | ½ day | Station 4 EDP Division |

| | 7.1 Track and Transmit | | | Data Encoders |
|---|---|------------------------|---|--|
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit | None | 1 hour | Station 5 Assistant City Assessor for Operation |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hours | Station 6 City Assessor |
| 5.0 Waits e-mail for the schedule of pick-up/release of Notice of Cancellation (NOC) | 10.0 Notify clientele through e-mail for the schedule of release | None | 30 minutes | Assessment Records Management Division or Records Section |
| 5.1 Receives owner's copy of NOC through pick-up, e-mail, or by mail | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) or Records Section, Administrative Division |
| | TOTAL | | 2-3 days | |
| TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION | | | | |
| Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/ | | | | |
| 2. Organize all the requirements and request for the Application FORM 106(QCG-CAO-QP/SOI-B04-v03) | 2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer | None | 15 mins | Property Owner/ Applicant/ Officer of the Day |
| 3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of | 3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control. | None | 15 mins (Pre-receiving/ Intermediary stage) | Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |

| | | | | |
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| the request and wait for the application to be evaluated | | | | |
| 3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru dropbox.CityAssessor@quezoncity.gov.ph 3.2.1 Receive an acknowledgement/ reply via SMS. | 3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezoncity.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities. | None | 15-30 mins (Pre-receiving/ Intermediary stage) | Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.3 On both cases applicant waits for the request to be evaluated. | 3.4 Receives forwarded email, track for control purposes and print all attachments;. 3.5 Checks and evaluates property subject of assessment as against proper documentation submitted. | None | 15 mins (Pre-receiving/ Intermediary stage) 15mins or more depending on the lot area and number of RPUs | Receiving clerks (RRE Unit) Assessment Clerks/Verifiers & Evaluators (RRE Unit) |
| 3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the application/request. | 3.6 Email back to officially acknowledge on-line request if compliant; or 3.6.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.7 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control. | | 30 mins | Receiving clerks (RRE Unit) Receiving clerks (RRE Unit) & PAD Receiving Clerk |

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| Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned. | | | | |
| 4.0 Owner receives | 4.0 Checks and validates submitted documents 4.1 Prepare corresponding Appraiser's Report Form (ARF) 4.2 Assign Tracking No. and inform applicant of the control/tracking no. | None | 1 day or more depending on the number of RPUs | Records Clerk and Local Assessment Operations Officer assigned |

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|--|---|------|--|--|
| email as to the Tracking Control No. & schedule of release 4.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process. | 4.3 For incomplete requirements, applicant is advised accordingly. 4.4 Prepares transmittal listing to Station 2 | | 30 mins | Records Clerk |
| | 5.0 Validate/verify property record; 5.1 Encode ARF 5.2 Print Cancellation Report Form 5.4 Track & Transmit | None | ½ day or more depending on no. of RPUs | Station 2 EDP Division DC and Computer Operators |
| | 6.0 Review & Verify encoded ARF/CRF 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit | None | ½ day | Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| | 7.0 Print/ generate Notice of Cancellation (NOC) 7.1 Track and Transmit | None | ½ day | Station 4 EDP Division Data Encoders |
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit | None | 1 hour | Station 5 Assistant City Assessor for Operation |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hours | Station 6 City Assessor |
| 5.0 Waits e-mail for the schedule of pick-up/release of Notice of Cancellation (NOC) | 10.0 Notify clientele through e-mail for the schedule of release | None | 30 minutes | Assessment Records Management Division or Records Section |
| 5.1 Receives owner's copy of NOC through pick-up, e-mail, or by mail | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) or Records Section, Administrative Division |
| TOTAL | | | 3 days | |

1.9 CANCELLATION OF ASSESSMENT BASED ON CLOSURE/TERMINATION OF BUSINESS

Notice of Cancellations are issued to cancel existing assessments, for reasons such as demolition, razed by fire, duplication of assessment, retirement of machinery, and others valid reasons. In the same manner that Notice of Cancellations (NOCs) can be issued for cancellation of assessments due to retirement or closure of business establishments.

Processing Period: Within three (3) working days or earlier being a simple transaction only

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|---|---|--|-------------------|---------------|
| Office or Division: | CITY ASSESSOR'S OFFICE | | | |
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | | | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly Accomplished digital Application Form 106 (QCG-CAO-QP/SOI-B06-v03) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the owner and submitting person/authorized representative • Contact Number and E-mail Address of the owner and authorized representative together with the following documents: | | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice | | |
| Properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) for on-premise online submission | | City Assessor's Office, Ground Floor, Information Desk | | |
| Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | | Property Owner | | |
| Photocopy of the Principal and Presenters valid ID | | Presenter/Applicant | | |
| Mandatory requirements: | | | | |
| Letter-request of the owner or authorized representative | | Owner/Authorized Representative | | |
| Properly Filled-out FORM 106 (QCG-CAO-QP/SOI-B06-v03) for on-premise online submission , inclusive of the clear soft copy of the requirements (in PDF or JPEG file) | | CityAssessor@quezoncity.gov.ph; CAO Facebook page and CAO Messenger | | |
| Clear copy of latest tax declaration (if necessary) | | Property Owner | | |
| Complete RealtyProperty Tax payment prior to the date of termination of business | | City Treasurer's Office | | |
| CTO or BIR Certificate of Retirement of Business | | City Treasurer's Office or Bureau of Internal Revenue | | |
| Expired Contract of Lease | | Bureau of Fire | | |
| Barangay Certification stating exact effectivity of business closure | | Office of the Barangay where the property is located | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO | PROCESSING | PERSON |

| | | BE PAID | TIME | RESPONSIBLE |
|---|---|---------|--|---|
| TRANSACTIONS SUBMITTED THRU EMAIL | | | | |
| <p>1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format.</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.</p> | <p>1.0 Automatic email reply sent.</p> <p>1.1 Receive e-mail; check on all attachments submitted.</p> <p>1.2 Forwards e-mail to RRE for review and evaluation and control</p> | None | 15 mins (Pre-receiving/ Intermediary stage) | <p>Receiving Clerk/Email Administrator (Administrative Division)</p> <p>Records Clerk (Records Section)</p> |
| <p>2.Wait for the request to be evaluated.</p> | <p>2.0 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>2.1 Checks and evaluates property subject of assessment as against proper documentation submitted.</p> | None | <p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of parcels</p> | <p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers & Evaluators (RRE Unit)</p> |
| <p>3. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request.</p> <p>3.1 Wait for the request to be evaluated.</p> | <p>3.0 Email back to officially acknowledge on-line request if compliant; or</p> <p>3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation.</p> <p>3.2 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control.</p> | | 30 mins | Records Clerk (Records Section) |
| <p>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p> | | | | |
| | <p>4.0 Checks and validates submitted documents</p> <p>4.1 Prepare corresponding Appraiser's Report Form</p> | None | 1 day or more depending on the number of RPUs | Records Clerk and Local Assessment Operations Officer assigned |

| | | | | |
|---|--|------|--|--|
| 4.0 Owner receives email as to the Tracking Control No. & schedule of release 4.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process. | (ARF) 4.2 Assign Tracking No. and inform applicant of the control/tracking no. 4.3 For incomplete requirements, applicant is advised accordingly. 4.4 Prepares transmittal listing to Station 2 | | 30 mins | Records Clerk |
| | 5.0 Validate/verify property record; 5.1 Encode ARF 5.2 Print Cancellation Report Form 5.3 Track & Transmit | None | ½ day or more depending on no. of RPUs | Station 2 EDP Division DC and Computer Operators |
| | 6.0 Review & Verify encoded ARF/CRF 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit | None | ½ day | Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| | 7.0 Print/ generate Notice of Cancellation (NOC) 7.1 Track and Transmit | None | ½ day | Station 4 EDP Division Data Encoders |
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit | None | 1 hour | Station 5 Assistant City Assessor for Operation |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hours | Station 6 City Assessor |
| 5.0 Waits e-mail for the schedule of pick-up/release of Notice of Cancellation (NOC) | 10.0 Notify clientele through e-mail for the schedule of release | None | 30 minutes | Assessment Records Management Division or Records Section |
| 5.1 Receives owner's copy of NOC through pick-up, e-mail, or by mail | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) or Records Section, Administrative |

| | | | | Division |
|--|---|-----------------|---|---|
| | TOTAL | | 3 days | |
| TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION | | | | |
| Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/ | | | | |
| 2. Organize all the requirements and request for the Application FORM 106(QCG-CAO-QP/SOI-B04-v03) | 2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer | None | 15 mins | Property Owner/ Applicant/ Officer of the Day |
| 3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated | 3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control. | None | 15 mins (Pre-receiving/ Intermediary stage) | Property Owner/ Applicant/ Officer of the Day/ Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru dropbox.CityAssessor@quezoncity.gov.ph 3.2.1 Receive an acknowledgement/ reply via SMS. | 3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezoncity.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities. | None | 15-30 mins (Pre-receiving/ Intermediary stage) | Applicant/ Officer of the Day/ Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.3 On both cases applicant waits for the request to be evaluated. | 3.4 Receives forwarded email, track for control purposes and print all attachments;. | None | 15 mins (Pre-receiving/ Intermediary stage) | Receiving clerks (RRE Unit) |

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| | 3.5 Checks and evaluates property subject of assessment as against proper documentation submitted. | | 15mins or more depending on the lot area and number of RPUs | Assessment Clerks/Verifiers & Evaluators (RRE Unit) |
| 3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the application/request. | 3.6 Email back to officially acknowledge on-line request if compliant; or 3.6.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.7 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control. | | 30 mins | Receiving clerks (RRE Unit) Receiving clerks (RRE Unit) & PAD Receiving Clerk |
| <p>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p> | | | | |
| 4.0 Owner receives email as to the Tracking Control No. & schedule of release 4.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process. | 4.0 Checks and validates submitted documents 4.1 Prepare corresponding Appraiser's Report Form (ARF) 4.2 Assign Tracking No. and inform applicant of the control/tracking no. 4.3 For incomplete requirements, applicant is advised accordingly. 4.4 Prepares transmittal listing to Station 2 | None | 1 day or more depending on the number of RPUs 30 mins | Records Clerk and Local Assessment Operations Officer assigned Records Clerk |
| | 5.0 Validate/verify property record; 5.1 Encode ARF 5.2 Print Cancellation Report Form 5.3 Track & Transmit | None | ½ day or more depending on no. of RPUs | Station 2 EDP Division DC and Computer Operators |
| | 6.0 Review & Verify encoded ARF/CRF 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit | None | ½ day | Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| | 7.0 Print/ generate Notice of | None | ½ day | Station 4 |

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| | Cancellation (NOC) 7.1 Track and Transmit | | | EDP Division Data Encoders |
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit | None | 1 hour | Station 5 Assistant City Assessor for Operation |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hours | Station 6 City Assessor |
| 5.0 Waits e-mail for the schedule of pick- up/release of Notice of Cancellation (NOC) | 10.0 Notify clientele through e-mail for the schedule of release | None | 30 minutes | Assessment Records Management Division or Records Section |
| 5.1 Receives owner's copy of NOC through pick-up, e-mail, or by mail | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) or Records Section, Administrative Division |
| | TOTAL | | 3 days | |

1.10 DECLARATION OF NEW/UNDECLARED LAND (TITLED PROPERTY)

Section 5(B) of the Manual on Real Property Appraisal and Assessment Operation (MRPAO), provides the requirements in declaring Titled Properties for the first time.

Sometime in October, 2019 there had been a standing policy that 5,000sq.m. or higher areas being requested for issuance of new tax declarations, must first be cleared by the City Assessor before processing. This procedure intends to provide a system of control so as to ensure that common land conflicts or disputes, e.g., multiple claimants, overlapping and such other issues are strictly validated, particular on this specific type of transaction.

Processing Period: Seven (7) to twenty-one (21) days depending on the number of parcels/real property units (RPUs) involved and the complexity of Transaction/s involved

Transaction's processing period may also be affected by the following factors:

1. System down time/network-related issues/system-generated errors
2. Verification/validation from other government agencies concerned
3. Mis-Sending of documents for compliance
4. Standing policy requires completion of real property tax payment, by revision year, hence, Tax Declaration is issued by Revision year; and full completion of real property tax payment is required, before another tax declaration for the next/ensuing general revision year is issued.

5. Again, it is important to note that processing of transactions commences only upon submission of complete documents. Incomplete requirements will not be processed or will be returned to applicant, in case of on premise applications.

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| Office or Division: | CITY ASSESSOR'S OFFICE | | | |
| Classification: | COMPLEX, HIGHLY TECHNICAL | | | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | | | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly Accomplished digital Application Form 107 (QCG-CAO-QP/SOI-B07-v01) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the owner and submitting person/authorized representative • Contact Number and E-mail Address of the owner and authorized representative together with the following documents: | | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice | | |
| Properly Filled-out FORM 107(QCG-CAO-QP/SOI-B07-v04) for on-premise online submission | | City Assessor's Office, Ground Floor, Information Desk | | |
| Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | | Property Owner | | |
| Photocopy of the Principal and Presenters valid ID | | Presenter/Applicant | | |
| Mandatory requirements: | | | | |
| Certified True Copy of free patent, homestead or miscellaneous sales application from DENR | | Presenter/Applicant | | |
| Certified True Copy of title issued by the Registry of Deeds. | | Register of Deeds | | |
| Original or Certified True Copy of LRA approved subdivision plan. | | Land Registration Authority | | |
| Official endorsement from other Cities (if transferred from other cities/municipalities) | | Other LGU/Assessor's Office | | |
| Final and Executory court decision/Entry of Judgment (if necessary). | | | | |
| Affidavit of undertaking may also be required if the above-cited documents proved insufficient. | | Property Owner/Authorized Representative | | |
| A penalty of P2,000.00 per title (if necessary) imposed for late declaration filed sixty (60) days after the issuance of the Transfer Certificate of Title from the Registry of Deeds (Ordinance No.2361, Series of 2014). | | City Treasurer's Office | | |
| Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE | PROCESSING TIME | PERSON RESPONSIBLE |

| | | PAID | | |
|--|--|------|---|--|
| TRANSACTIONS SUBMITTED THRU EMAIL | | | | |
| <p>1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out FORM 107(QCG-CAO-QP/SOI-B07-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file..</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated</p> | <p>1.0 Automatic email reply sent.</p> <p>1.1 Receive e-mail; check on all attachments submitted.</p> <p>1.2 Forwards e-mail to RRE for review and evaluation and control</p> | None | 15 mins (Pre-receiving/ Intermediary stage) | <p>Receiving Clerk/Email Administrator (Administrative Division)</p> <p>Records Clerk (Records Section)</p> |
| <p>2.Wait for the request to be evaluated.</p> | <p>2.0 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>2.1 Checks and evaluates property subject of transfer as against proper documentation submitted.</p> <p>2.2 Upon record validation, refer transaction to the CA's Office for consideration and approval, taking into consideration "for initial declaration".</p> <p>2.3 OCA routes to TMD (Station 1) for research & technical evaluation</p> <p>2.4 Receives, checks and evaluates property subject of declaration.</p> <p>2.5 Check tax map, overlapping, other claimants, if warranted</p> <p>2.6 Upon validation and clearance, print documents,</p> | None | <p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of parcels</p> <p>3-5 days for thorough research (record and site visitation)</p> | <p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers & Evaluators (RRE Unit)</p> <p>Receiving clerks (RRE Unit) to Technical Staff/CA's Office</p> <p>Tax Mapping Division Technical Staff Tax Mapper, Property Appraiser Tax Mapping Clerk</p> |

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| | refer for encoding/tracking 2.7 Encodes transaction using the Transaction Document Tracking System for proper monitoring | | | |
| 3. Receive an official acknowledgement thru email acknowledging receipt with Tracking Control No. & schedule of release. 3.1 Notice of denial shall be served by the Office of the City Assessor thru formal letter-reply. | 3.0 E-mail back to officially acknowledge on-line request if compliant; or 3.1. Notify applicant thru email with the letter from the OCA, as to denial due to lacking requirements found upon technical evaluation. | None | 5 mins (Pre-receiving/ Intermediary stage) | Receiving clerks (RRE Unit) |
| Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned. | | | | |
| | 4.0 Prints latest tax map 4.1 Researches and checks parcel configuration/plat 4.2 Conducts ocular inspection (if necessary) 4.3 Validates, checks & approves for computerized platting 4.4 Prepares FAAS (Assign respective PIN; Prepare computation and completion of manual FAAS) 4.5 Prepares transmittal listing to Station 2 | None | 1-2 days or more depending on the lot area and number of parcels | Tax Mapping Division, and Property Appraisal Division) Verifier, Evaluator |
| | 5.0 Validate/verify property record; Checks RPT payment 5.1 Encode FAAS 5.2 Print FAAS 5.3Track & Transmit | None | ½ day | Station 2 EDP Division DC and Computer Operators |
| | 6.0 Review & Verify encoded FAAS 6.1Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Track & Transmit | None | ½ day | Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| 2/ Property/ies requiring field validation requires 1 day | | | | |

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| | 7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit | None | ½ day | Station 4 Electronic Data Processing Division Data Encoders |
| | 8.0 Final review and Pre- Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit | None | 1 hr. | Station 5 Assistant City Assessor for Operation |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hrs | Station 6 City Assessor |
| 4. Applicant receives email as to the availability of TD. He/ she may coordinate as well as to the preferred mode of release. | 10.0 Notify clientele through e-mail/ or sms for the schedule of release | None | 30 minutes | Assessment Records Mgt. Division or Records Section of Admin Division |
| 5. Proceeds to releasing window with the email confirmation to be presented & receive owner's copy of new Tax Declaration. | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) |
| | TOTAL: | | 7 days or more | |

| TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION | | | | |
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| Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/ | | | | |
| 2. Organize all the requirements and request for the Application FORM 107(QCG-CAO-QP/SOI-B01-v05) | 2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer | None | 15 mins | Property Owner/ Applicant/ Officer of the Day |
| 3. Properly assisted, applicant fills-out application form online, scan all the requirements | 3.0 Automatic email reply sent. 3.1 Receive e-mail; check | None | 15 mins (Pre-receiving/ Intermediary stage) | Property Owner/ Applicant/ Officer of the Day/Email |

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| <p>and submit the same on premise via email CityAssessor@quezoncity.gov.ph.</p> <p>3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated</p> | <p>on all attachments submitted.</p> <p>3.2 Forwards e-mail to RRE Unit for review, evaluation and control.</p> | | | <p>administrator (Admin. Div.)</p> <p>Receiving Clerk (Records Section)</p> |
| <p>3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru dropbox.CityAssessor@quezoncity.gov.ph</p> <p>3.2.1. Receive an acknowledgement/ reply via SMS.</p> | <p>3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezoncity.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control.</p> <p>3.3.1 Auto email reply is relayed thru SMS</p> <p>3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.</p> | | <p>15-30 mins (Pre-receiving/ Intermediary stage)</p> | <p>Applicant/ Officer of the Day/Email administrator (Admin. Div.)</p> <p>Receiving Clerk (Records Section)</p> |
| <p>3.3 On both cases applicant waits for the request to be evaluated.</p> | <p>3.4 Receives forwarded email, track for control purposes and print all attachments;</p> <p>3.5 Checks and evaluates property subject of transfer as against proper documentation submitted</p> | None | <p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area & no. of parcels</p> | <p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers & Evaluators (RRE Unit)</p> |
| | <p>3.6 Upon record validation, refer transaction to the CA's Office for consideration and approval, taking into consideration "for initial declaration".</p> <p>3.6.1 OCA routes to TMD (Station 1) for research & technical evaluation</p> <p>3.7 Receives, checks and evaluates property subject of declaration.</p> <p>3.8 Check tax map, overlapping, other claimants, if warranted</p> <p>3.9 Upon validation and clearance, print documents, refer for encoding/tracking</p> <p>3.10 Encodes transaction</p> | | <p>3-5 days for thorough research (record & site visitation)</p> | <p>Receiving Clerk (RRE Unit)</p> <p>Tax Mapping Division Technical Staff, Tax Mapper, Property Appraiser</p> <p>Receiving Clerk (Window 4)</p> |

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| | using the Transaction Document Tracking System for proper monitoring. | | | |
| 3.4 Receive an official acknowledgement thru email/SMS acknowledging receipt with Tracking Control No. & schedule of release; 3.4.1 Notice of denial shall be served by the Office of the City Assessor thru formal letter-reply. | 3.11 Notify back the applicant thru email or SMS,officially acknowledging on-line request if compliant, together with Tracking No.; or 3.11.1 Notifyapplicant thru email or SMS with the letter from ACA, as to denial due to lacking requirements found upon technical evaluation. | None | 5 mins (Pre-receiving/ Intermediary stage) | Receiving Clerks (RRE Unit) |
| Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned. | | | | |
| | 4.0 Prints latest tax map 4.1 Researches and checks parcel configuration/plat 4.2 Conducts ocular inspection (if necessary) 4.3 Validates, checks & approves for computerized platting 4.4 Prepares FAAS (Assign respective PIN; Prepare computation and completion of manual FAAS) 4.5 Prepares transmittal listing to Station 2 | None | 1-2 days or more depending on the lot area and number of parcels | Tax Mapping Division, and Property Appraisal Division) Verifier, Evaluator |
| | 5.0 Validate/verify property record; Checks RPT payment 5.1 Encode FAAS 5.2 Print FAAS 5.3Track & Transmit | None | ½ day | Station 2 EDP Division DC and Computer Operators |
| | 6.0 Review & Verify | None | ½ day | Station 3 |

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| | encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Track & Transmit | | | Property Appraisers, Section Chief, PAD Chief Assessment Clerk |
| 2/ Property/ies requiring field validation requires 1 day | | | | |
| | 7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit | None | ½ day | Station 4 Electronic Data Processing Division Data Encoders |
| | 8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit | None | 1 hr. | Station 5 Assistant City Assessor for Operation |
| | 9.0 Approval, Posting and Sorting of TD for release | None | 2 hrs | Station 6 City Assessor |
| 4. Applicant receives email as to the availability of TD. He/ she may coordinate as well as to the preferred mode of release. | 10.0 Notify clientele through e-mail/ or sms for the schedule of release | None | 30 minutes | Assessment Records Mgt. Division or Records Section of Admin Division |
| 5. Proceeds to releasing window with the email confirmation to be presented & receive owner's copy of new Tax Declaration. | 10.1 Releases Tax Declaration | None | 30 minutes | Assessment Records Management Division Releasing Clerk (Window Counter 6) |
| | TOTAL: | | 7 days or more | |

2.0 REQUEST FOR CERTIFIED TRUE COPY OF REAL PROPERTY ASSESSMENT DOCUMENTS, TAXMAPPING INFORMATION AND PROPERTY CERTIFICATION

2.1. CERTIFIED COPY OF TAX MAP/S

A tax map can be requested to identify the particular location of a property based on the latest Tax Mapping Record, whether manual or Geographical Information System (GIS), and for other purposes. However, this particular certification cannot be used as evidence for setting boundary disputes.

Processing Period: Within three (3) days

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| Office or Division: | CITY ASSESSOR'S OFFICE (Tax Mapping Division) | | | |
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | | | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <p>Duly Accomplished digital TMD Form (QCG-CAO-QP/SOI-B08-v03) for electronic submission, requiring the following information:</p> <ul style="list-style-type: none"> • Full Name and Signature of the requesting party/authorized representative • Contact Number and E-mail Address of the said person or authorized representative together with the following documents: • Name of Property Owner subject of request • Property Reference (TD No./PIN/TCT) | | <p>Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice</p> | | |
| Properly Filled-out TMD Form (QCG-CAO-QP/SOI-B08-V03) for on-premise online submission | | City Assessor's Office, Ground Floor, Information Desk | | |
| Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | | Property Owner | | |
| Photocopy of the Principal and Presenters valid ID | | Presenter/Applicant & Owner | | |
| Photocopy of Title/TD or real property tax receipt and other references for property identification | | Owner/Representative | | |
| Or by merely identifying & confirming property location thru RPV | | Owner/TMD Representative | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| TRANSACTIONS SUBMITTED THRU EMAIL | | | | |
| <p>1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out TMD Form 1(QCG-CAO-QP/SOI-B08-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format.</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.</p> | <p>1.0 Receive and acknowledges e-mail for review as to completeness of documentary requirements submitted.</p> <p>1.1 Automatic email reply sent</p> <p>1.2 Review as to completeness of required documents</p> | None | 5 minutes | Administrative Division (Email Administrator) |
| 2. Receive an official acknowledgement thru email | 2.0 Email back to officially acknowledge on-line | | 30 mins | Records Clerk (Records) |

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| acknowledging receipt or denial (as the case may be) of the application/ request. 2.1 Wait for the request to be evaluated. | request of compliant; or 2.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 2.2 Forwards e-mail to respective process owner for processing | | | Section) |
| 3.0 Owner receives email as to the Order of Payment & Control No. as well as schedule of release 3.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process. | 3.0 Checks and validates submitted documents 3.1 Verify and prepare for printing requested document 3.2 Assign Tracking No. and inform applicant of the fees to be paid as well as the control/tracking no. 3.3 For incomplete requirements, applicant is advised accordingly. | None | 1 day or more depending on the number of RPUs 30 mins | Taxmapping Section Receiving Clerk (Taxmapper) (Window Counters 1-3) Records Clerk |
| 4.0 Owner pays the corresponding fee | 4.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office | Php 200/ parcel | 15 minutes | Office of the City Treasurer, Billing/Cashier Officer |
| 5.0 Presents corresponding OR/Receives a copy of Tax Map | 5.0 Print Tax Map, submit for approval and record the O.R. number 5.1 Release Tax Map with the Official Receipt 5.2 Forward to Records Section for releasing if with communication | None | 15 minutes | Taxmapping Division Taxmapper / Releasing Officer/Clerk Records Section, Administrative Division |
| | TOTAL | PHP 200/ parcel | 1-2 days | |

2.2 CERTIFICATION OF ADJOINING LOT OWNERSHIP

Certificate of Adjoining Lot Ownership is also issued for purposes of stating the exact location and nearby lot owners within the boundaries of a particular property requested by the owner.

Processing Period: Within three (3) days for simple property.
Seven (7) days for multiple properties.

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| Office or Division: | CITY ASSESSOR'S OFFICE (Tax Mapping Division) |
| Classification: | SIMPLE |

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| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | | | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly Accomplished digital TMD Form (QCG-CAO-QP/SOI-B08-v03) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the requesting party/authorized representative • Contact Number and E-mail Address of the said person or authorized representative together with the following documents: <ul style="list-style-type: none"> • Name of Property Owner subject of request • Property Reference (TD No./PIN/TCT) | | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice | | |
| Properly Filled-out TMD Form (QCG-CAO-QP/SOI-B08-v03) for on-premise online submission | | City Assessor's Office, Ground Floor, Information Desk | | |
| Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | | Property Owner | | |
| Photocopy of the Principal and Presenters valid ID | | Presenter/Applicant & Owner | | |
| Photocopy of Title/TD or real property tax receipt and other references for property identification | | Owner/Representative | | |
| Or by merely identifying & confirming property location thru RPV | | Owner/TMD Representative | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| TRANSACTIONS SUBMITTED THRU EMAIL | | | | |
| 1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out TMD Form 1(QCG-CAO-QP/SOI-B08-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format. | 1.0 Receive and acknowledges e-mail for review as to completeness of documentary requirements submitted. | None | 5 minutes | Administrative Division (Email Administrator) |
| 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated. | 1.1 Automatic email reply sent 1.2 Review as to completeness of required documents | | | |
| 2. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request. 2.1 Wait for the request to be evaluated. | 2.0 Email back to officially acknowledge on-line request of compliant; or 2.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 2.2 Forwards e-mail to | | 30 mins | Records Clerk (Records Section) |

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| | respective process owner for processing | | | |
| 3.0 Owner receives email as to the Order of Payment & Control No. as well as schedule of release 3.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process. | 3.0 Checks and validates submitted documents 3.1 Verify and prepare for printing requested certification 3.2 Assign Tracking No. and inform applicant of the fees to be paid as well as the control/tracking no. 3.3 For incomplete requirements, applicant is advised accordingly. | None | 1 day or more depending on the number of RPUs 30 mins | Taxmapping Section Receiving Clerk (Taxmapper) (Window Counters 1-3) Records Clerk |
| 4.0 Owner pays the corresponding fee | 4.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office | Php 200/ parcel | 15 minutes | Office of the City Treasurer, Billing/Cashier Officer |
| 5.0 Presents corresponding OR/Receives a copy of Tax Map | 5.0 Print Certification, submit for approval and record the O.R. number 5.1 Release Certification with the Official Receipt 5.2 Forward to Records Section for releasing if with communication | None | 15 minutes | Taxmapping Division Taxmapper / Releasing Officer/Clerk Records Section, Administrative Division |
| | TOTAL | PHP 200/ parcel | 1-3 days | |

2.3 CERTIFICATE OF PROPERTY LOCATION & VICINITY

Certificate of Property Location and vicinity is also issued purpose of stating the exact location of property base on records available, as part of their due diligence before purchasing a property, land disputes, and for other purposes.

Processing Period: One (1) day waiting time

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| Office or Division: | CITY ASSESSOR'S OFFICE |
| Classification: | SIMPLE |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|--|--|--|---|
| Duly Accomplished digital TMD Form (QCG-CAO-QP/SOI-B08-v03) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the requesting party/authorized representative • Contact Number and E-mail Address of the said person or authorized representative together with the following documents: • Name of Property Owner subject of request • Property Reference (TD No./PIN/TCT) | | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice | | |
| Properly Filled-out TMD Form (QCG-CAO-QP/SOI-B08-v03) for on-premise online submission | | City Assessor's Office, Ground Floor, Information Desk | | |
| Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | | Property Owner | | |
| Photocopy of the Principal and Presenters valid ID | | Presenter/Applicant & Owner | | |
| Photocopy of Title/TD or real property tax receipt and other references for property identification | | Owner/Representative | | |
| Or by merely identifying & confirming property location thru RPV | | Owner/TMD Representative | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| TRANSACTION SUBMITTED THRU EMAIL | | | | |
| 1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out TMD Form 1(QCG-CAO-QP/SOI-B08-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated. | 1.0 Receive and acknowledges e-mail for review as to completeness of documentary requirements submitted. 1.1 Automatic email reply sent | None | 5 minutes | Administrative Division (Email Administrator) |
| 2. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request. 2.1 Wait for the request to be evaluated. | 2.0 Email back to officially acknowledge on-line request of compliant; or 2.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 2.2 Forwards e-mail to respective process owner for processing | | 30 mins | Records Clerk (Records Section) |
| | 3.0 Checks and validates submitted documents 3.1 Verify and prepare for | None | 1 day or more depending on the number of | Taxmapping Section Receiving Clerk |

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| 3.0 Owner receives email as to the Order of Payment & Control No. as well as schedule of release 3.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process. | printing requested certification 3.2 Assign Tracking No. and inform applicant of the fees to be paid as well as the control/tracking no. 3.3 For incomplete requirements, applicant is advised accordingly. | | RPU's 30 mins | (Taxmapper) (Window Counters 1-3) Records Clerk |
| 4.0 Owner pays the corresponding fee | 4.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office | Php 200/ parcel | 15 minutes | Office of the City Treasurer, Billing/Cashier Officer |
| 5.0 Presents corresponding OR/Receives a copy of Tax Map | 5.0 Print Certification, submit for approval and record the O.R. number 5.1 Release Certification with the Official Receipt 5.2 Forward to Records Section for releasing if with communication | None | 15 minutes | Taxmapping Division Taxmapper / Releasing Officer/Clerk Records Section, Administrative Division |
| | TOTAL | PHP 200/ parcel | 1-3 days | |

| These Tax Mapping-related transaction can also be filed thru "on-premise online submission" and shall have the same protocols, except in the manner of submitting/accepting applications following this process: | | | | |
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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/ | | | | |
| 2. Organize all the requirements and request for the Application Form TMD Form 1(QCG-CAO-QP/SOI-B08-v03) | 2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer | None | 15 mins | Property Owner/ Applicant/ Officer of the Day |
| 3. Properly assisted, applicant fills-out application | 3.0 Automatic email reply sent. | None | 15 mins (Pre-receiving/ | Property Owner/ Applicant/ |

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| form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated | 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to respective process owner for review, evaluation and control. | | Intermediary stage) | Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru taxmapping.CityAssessor@quezoncity.gov.ph | 3.3 Process owner scans the documents submitted for file or receive the original ones submitted to minimize printing activities 3.3.1 Auto email reply is relayed thru SMS | | 15-30 mins (Pre-receiving/ Intermediary stage) | Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.3 On both cases applicant waits for the request to be evaluated. 3.4 Receives OP | 3.4 Process owner validates request; 3.5 Verifies property subject of request and prepare document/certification requested. 3.6 Issues order of payment thru whatever means accepted. | None | 15 mins (Pre-receiving/ Intermediary stage) 15mins or more depending on the lot area & no. of parcels | Tax Mapping Section Receiving Clerk (Window Counters 1-3) |
| 4.0 Applicant pays the corresponding fee | 4.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office | As indicated | 15 minutes | Office of the City Treasurer, Billing/Cashier Officer |
| 5.0 Presents corresponding OR/ Receives information requested/computer print-out | 5.0 Records the OR number, attaches receipt to the document requested | None | 15 minutes | Tax Mapping Division Releasing Officer/ Clerks (Window Counters 1-3) |
| | 5.1 Releases document requested (Tax Map, Certification of Adjoining Lot Ownership or Certificate of Property Location/Vicinity) | None | 15 minutes | Taxmapping Division Releasing Officer/ Clerks (Window Counters 1-3) |
| | TOTAL | As indicated | 1-3 days | |

2.4 ISSUANCE OF PROPERTY HOLDING CERTIFICATION (WITH PROPERTY/NO PROPERTY) & CERTIFICATION OF NO IMPROVEMENT (WITH IMPROVEMENT/NO IMPROVEMENT)

The City Assessor's Office provides Certificate of Property Holdings or Certificate of No Property Holding upon the request of the owner or his authorized representatives, any government agency, or private entity. This service allows the taxpayer to obtain a listing of his/her property holdings as reference for payment of taxes, and for other legal purposes, it may serve.

Certificate of No Improvement, on the other hand, provides proof that a certain parcel of land is vacant upon the request of the owner or his/her authorized representative. Should there be an improvement or structure thereon, declared on record, the office will Certify as to the improvement/s erected on the lot, as per the existing database.

Processing Period: Within three (3) days, first come-first served policy for single transactions

Transaction's processing period may also be affected by the following factors:

1. Volume/bulk of incoming transactions
2. System down time
3. Mis-Sending of documents for compliance
4. Certificate of property holdings/no property requested as a requirement for medical social service** are given priority and released at the shorter waiting time;
5. Requests can also be made through a formal communication on which case, receipt, and release are coursed through the Records Section.
6. Lastly, requests for BIR Estate Tax Settlement are considered more complex and will take a longer time for the necessary record verification, considering the time of death, etc.

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| Office or Division: | CITY ASSESSOR'S OFFICE | |
| Classification: | SIMPLE/COMPLEX | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Duly Accomplished digital EDP Form (QCG-CAO-QP/SOI-B10-v03) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the requesting party/authorized representative • Contact Number and E-mail Address of the said person or authorized representative together with | | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice |

| the following documents: | | | | |
|--|---|--|--|--|
| <ul style="list-style-type: none"> Name of Property Owner subject of request Property Reference (TD No./PIN/TCT) | | | | |
| Properly Filled-out edp Form (QCG-CAO-QP/SOI-B10-v03) for on-premise online submission | | City Assessor's Office, Ground Floor, Information Desk | | |
| Special Power of Attorney or Authorization, if representative filing | | Property Owner | | |
| Photocopy of both the Presenter & Owner's valid government issued ID | | Presenter/Applicant & Owner | | |
| Photocopy of Title/TD or real property tax receipt and other references for property identification | | Owner/Representative | | |
| Referral Slip from Hospital (for medical social service-related requests) | | Social Service Department of Hospital concerned | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| TRANSACTION SUBMITTED THRU EMAIL | | | | |
| 1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out EDP Form 1(QCG-CAO-QP/SOI-B10-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated. | 1.0 Receive and acknowledges e-mail for review as to completeness of documentary requirements submitted. 1.1 Automatic email reply sent a. Forward email to process owner (EDP) b. For communications to Admin-Records for routing | None | 5 minutes | Administrative Division (Email Administrator) |
| 2.1 Applicant receives email/sms acknowledging receipt or denial (as the case may be). Advise on lacking requirements, if any. | 2.0 Receives and checks details of request form if properly filled up including attachments 2.1 Notify applicant through email/SMS of lacking requirements, if any. 2.2 Print application form and requirements | None | 15 mins | EDP Receiving Clerk/Data Controller (Property Certification Unit) Window Counters 7-9 Data Controller |
| | 3.0 Assigns control number and records request. 3.1 Forward for thorough verification given the names & subject | | 15 mins | EDP Receiving Clerk/Data Controller (Window 8) |
| | 4.0 Verifies from record if the party subject of request has a property in his/her name, as per | | 1 day or more depending on the number of RPU's & | EDP Computer Operator/Data Controller (Window 7-8) |

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| | request. Verification may extend to the original TDs & other hard copies on file, if not found in the database. | | applicants on queue | |
| | 5.0 Prepare and print certification and signs the verification portion of the certification. 5.1 Forward prepared certification to Division Head or alternate signatory for approval | None | 30 minutes | EDP Computer Operator/Data Controller (Window 7-8) |
| | 6.0 Approves/Signs certification | None | 10 minutes | Division Chief/ Head of EDP Division or her alternate signatory |
| 3.0 Receives email for Order of Payment and Schedule of release or pick-up | 7.0 Send Order of payment and notify requesting party of the schedule of release. | None | 10 minutes | EDP Computer Operator/Data Controller (Window 7-8) |
| 4.0 As scheduled, applicant pays corresponding fee | 7.1 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office | Php 70/ parcel | 15 minutes | Office of the City Treasurer, Billing/Cashier Officer |
| | Schedule of fees: Certification of No Improvement - P 70.00/property Certification of With Improvement - 90.00 Property Holding - 90.00+20.00/add'l property No Property - 90.00 Certification for medical social service/hospitalization - free of charge | | | |
| 5.0 Applicant receives the certification | 8.0 Releases Certification | | 5 minutes | Releasing Clerk (Window 9) |
| | TOTAL | PHP 70/ parcel | 1-2 days | |

| TRANSACTIONS SUBMITTED THRU ON PREMISE/ON-PREMISE ONLINE SUBMISSION | | | | |
|---|--|-----------------|-----------------|--|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.0 Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/ | | | | |
| 2.0 Organize all the requirements and request for the Application Form EDP Form 1 (QCG-CAO-QP/SOI-B10-v03) | 2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. | None | 15 minutes | Property Owner/Applicant/ Officer of the Day |

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| | 2.2 Receives/collects hard copies from taxpayer | | | |
| 3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated | 3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to respective process owner for review, evaluation and control. | None | 15 mins (Pre-receiving/ Intermediary stage) | Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru EDP.CityAssessor@quezoncity.gov.ph | 3.3 Process owner scans the documents submitted for file or receive the original ones submitted to minimize printing activities 3.3.1 Auto email reply is relayed thru SMS | | 15-30 mins (Pre-receiving/ Intermediary stage) | Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.3 On both cases applicant waits for the request to be evaluated. 3.4 Receives OP | 3.4 Process owner validates request; 3.5 Verifies property subject of request and prepare document/certification requested. 3.6 Issues order of payment thru whatever means accepted. | None | 15 mins (Pre-receiving/ Intermediary stage) 15mins or more depending on the lot area & no. of parcels | EDP Div. Receiving Clerk/Data Controller (Window Counters 7-9) |
| 4.0 Applicant pays the corresponding fee | 4.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office | As indicated | 15 minutes | Office of the City Treasurer, Billing/Cashier Officer |
| | Schedule of fees: Certification of No Improvement - P 70.00/property Certification of With Improvement - 90.00 Property Holding - 90.00+20.00/addt'l property No Property - 90.00 Certification for medical social service/hospitalization - free of charge | | | |
| 5.0 Presents corresponding OR/ Receives information requested/computer print-out | 5.0 Records the OR number, attaches receipt to the document requested | None | 15 minutes | EDP Division Releasing Officer/ Data Controller (Window Counters 7-9) |
| | 5.1 Releases document requested (Certification of Property Holding, No | None | 15 minutes | EDP Division Releasing Officer/ Data Controller |

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|--|--|--------------|----------|-----------------------|
| | Property, Cert. of No Improvement, with Improvement) | | | (Window Counters 7-9) |
| | TOTAL | As indicated | 1-3 days | |

2.5 COUNTER VERIFICATION/ISSUANCE OF COMPUTER PRINT-OUT

This is a fastlane service that provided readily available real property information instead of a certified true copy of tax declaration which may be used for paying their real property tax to the Office of the City Treasurer and for other uses it may serve.

Processing Period: Thirty (30) minutes, or earlier waiting time

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| Office or Division: | CITY ASSESSOR'S OFFICE | | | |
| Classification: | SIMPLE | | | |
| Type of Transaction: | GOVERNMENT TO CITIZEN (G2C) | | | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Online Application thru City Assessor's Office Email | | CityAssessor@quezoncity.gov.ph | | |
| 2. Online submission of properly filled-up EDP Form (QCG-CAO-QP/SOI-B10-v03) inclusive of clear soft copy of requirements 3. Photocopy of valid ID | | CityAssessor@quezoncity.gov.ph, CAO Facebook page and CAO Messenger | | |
| 4. Photocopy of Title/TD or real property tax receipt and other references for property identification, if any | | Owner | | |
| 5. Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative | | Owner/Authorized Representative | | |
| 6. Photocopy of the Principal and Presenters valid ID | | Owner/Authorized Representative | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.0 Online application and submission of duly accomplished EDP Form 1 (QCG-CAO-QP/SOI-B10-v03) inclusive of required clear soft copy of documents | 1.0 Acknowledges e-mail and reviews completeness of requirements 1.1 Receives on-line request if complete | None | 2-3 mins | Administrative Division (Email Administrator) |

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| thru CAO Email- CityAssessors@quezo ncity.gov.ph | 1.2 E-mail clientele if lacking requirements | | | |
| 2.0 Waits email for Order of Payment and Schedule of release or pick-up | 2.0 Validates and receives the request; 2.1. Verifies property being requested 2.2 Issues order of Payment 2.3 Notify clientele of the schedule of release | None | 5 minutes | Electronic Data Processing Division Receiving Officer Clerk (Computer Operator) (Window Counter 8) |
| 3.0 Owners pay the corresponding fee | 3.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office | Php 25.00 per print out Php 20.00 for property identifi- cation only | 15 minutes | Office of the City Treasurer, Billing/Cashier Officer |
| 4.0 Present corresponding OR | 4.0 Logs the request, records the OR number, attaches receipt to the document requested | None | 5 minutes | Electronic Data Processing Division Releasing Clerk (Window Counter 8) |
| 5.0 Receives print out | 5.0 Releases computer print- out together with the Official Receipt | None | 5 minutes | EDP Division Releasing Officer/ Clerk (Window Counter 8) |
| | TOTAL | | 30 minutes | |

2.6 ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

The City Assessor's Office provides Certified True Copy of Tax Declaration upon the request of the owner or his authorized representative, any government agency or private entities, for various reasons, the most common of which are for property transfer-related transactions, as a requirement of BIR, for mortgage/loan/financial institutions, courts and many other legal purposes.

There are currently two (2) classifications of TDs being certified –the manual copy or those issued from 2006 and below, manually processed; and the other is the electronic ones which to date can be certified electronically as well, and processing time are as follows:

5-10 certified copy of TDs requested (eCopy) will take us 1 day to process;

11-20 copies 2 days. processing time; and

10 TDs and more CTC requested (Manual copy) will take us 3 days processing

Processing Period: Within three (3) days, first come-first served policy

Transaction's processing period may also be affected by the following factors:

1. Volume/bulk of incoming transactions
2. System down time
3. Mis-Sending of documents for compliance
4. Requests can also be made through a formal communication on which case, receipt, and release are coursed through the Records Section.
5. Lastly, requests for Certified True Copy of TD BIR Estate Tax Settlement are considered more complex and will take a longer time for the necessary record verification, considering the time of death, etc.
6. Please do note that it takes 2-3 days except Saturday, Sunday and Holidays for us to read all forwarded email from CityAssessor@quezoncity.gov.ph, thus, we have to stick to the first in-first out policy.
7. Highly Technical and will take a longer time for necessary verification if Tax Declaration has issues such as overlapping, disputes, old series, w OL, forfeited etc.,

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| Office or Division: | CITY ASSESSOR'S OFFICE-ASSESSMENT RECORDS MANAGEMENT DIVISION | | | |
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | | | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly Accomplished digital ARMD Form (QCG-CAO-QP/SOI-B07-v03) for electronic submission, requiring the following information: <ul style="list-style-type: none"> • Full Name and Signature of the requesting party/authorized representative • Contact Number and E-mail Address of the said person or authorized representative together with the following documents: <ul style="list-style-type: none"> • Name of Property Owner subject of request • Property Reference (TD No./PIN/TCT) | | Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-department/ https://assessorsoffice.quezoncity.gov.ph/CAO's Facebook page/Messenger https://www.facebook.com/quezoncityassessorsoffice | | |
| Properly Filled-out ARMD Form (QCG-CAO-QP/SOI-B07-v03) for on-premise online submission | | City Assessor's Office, Ground Floor, Information Desk | | |
| Special Power of Attorney or Authorization, if representative filing | | Property Owner | | |
| Photocopy of both the Presenter & Owner's valid government issued ID | | Presenter/Applicant & Owner | | |
| Photocopy of Title/TD or real property tax receipt and other references for property identification | | Owner/Representative | | |
| Current Realty Tax Clearance or RPT receipt (Original or photocopy of latest year full payment, correct & updated RPT) | | City Treasurer's Office | | |
| Additional requirements that may be required: <ul style="list-style-type: none"> - Request letter (for those falling under 5,000sqm and above) - Death Certificate (for Deceased property owner) | | Property Owner/Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE | PROCESSING TIME | PERSON |

| | | PAID | | RESPONSIBLE |
|--|--|------|---|--|
| TRANSACTION SUBMITTED THRU EMAIL | | | | |
| <p>1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out ARMD Form 1(QCG-CAO-QP/SOI-B07-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format.</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.</p> | <p>1.0 Receive and acknowledges e-mail for review as to completeness of documentary requirements submitted.</p> <p>1.1 Automatic email reply sent</p> <p>1.2 Forward email to process owner (ARMD)</p> <p>1.3 For communications to Admin-Records for routing</p> | None | 5 minutes Or more depending on the volume of emails received | Administrative Division (Email Administrator) |
| <p>2.0 Applicant receives an official acknowledgement thru email acknowledging receipt or denial (as the case may be). Advise on lacking requirements, if any.</p> <p>2.1 Receives notice of non-availability of TD requested</p> | <p>2.0 Receives and checks details of request form if properly filled up including attachments</p> <p>2.1 Notify applicant through email/SMS of lacking requirements, if any</p> <p>2.2 Verifies requested Tax Declaration on RPATS; may extend to the original TDs on file if not found in the database.</p> <p>2.3 Print Application form and requirements</p> | | 20 mins | Email Controller/ Handler (Assessment Records Management Division) |
| | <p>3.0 Assigns control number and records request</p> <p>3.1 Forward CTC request to Records Control Section (Basement)</p> | None | 10 mins | Records Control Section Personnel (ARMD Basement) |
| | <p>3.2 Retrieves and reproduce TD subject of certification (for manual copy)</p> <p>3.3 Verifies TD number and print requested CTC (electronic copy)</p> <p>3.4 Stamp "Certified True Copy" on requested TD</p> <p>3.5 Pre-approves requested CTC</p> <p>3.6 Forward prepared</p> | | 30 minutes | Receiving/ Assessment Clerk |

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| | CTC to Division Head/Asst Div. Head for approval | | | |
| | 3.7 Approves/signs certification on TD | | | |
| 3.0 Receives email for Order of Payment and Schedule of release or pick-up | 4.0 Send Order of payment and notify requesting party of the schedule of release. | | | |
| 3.1 Owners pay the corresponding fee | 4.1 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office | Php 50.00/ copy | 15 minutes | Office of the City Treasurer, Billing/Cashier Officer |
| Additional Php 20.00 for BIR purposes (certification/stamp of SFMV) | | | | |
| 4.0 Applicant receives the certification | 5.0 Release Certified copy of TD requested | | 15 minutes | Releasing Clerk (Window 12) |
| | TOTAL | PHP 50/ page | 3 days | |

| TRANSACTIONS SUBMITTED THRU ON PREMISE/COUNTER TRANSACTION | | | | |
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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.0 Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/ | | | | |
| 2.0 Organize all the requirements and request for the Application Form ARMD Form 1 (QCG-CAO-QP/SOI-B07-v03) | 2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer | None | 15 mins | Property Owner/ Applicant/ Officer of the Day |
| 3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated | 3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to respective process owner for review, evaluation and control. | None | 15 mins (Pre-receiving/ Intermediary stage) | Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.2 In the absence of available email address on the part of applicant, he/ she | 3.3 Process owner scans the documents submitted for file or receive the | | 15-30 mins (Pre-receiving/ Intermediary | Applicant/ Officer of the Day/Email |

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| shall be assisted to have the same emailed/sent thru ARMD.CityAssessor@quezoncity.gov.ph | original ones submitted to minimize printing activities 3.3.1 Auto email reply is relayed thru SMS | | stage) | administrator (Admin. Div.) Receiving Clerk (Records Section) |
| 3.3 On both cases applicant waits for the request to be evaluated. | 3.4 Process owner validates request. Records the request & assign control number. 3.5 Forward request to Records Control Section (Basement) | None | 15 mins (Pre-receiving/ Intermediary stage) | Assessment Records Mgt. Division Receiving Clerk (Window Counters 10-12) |
| | 3.6 Retrieves and reproduce (photocopy) tax declarations subject for issuance of CTC – for manual copy 3.7 Verifies TD Number and print requested CTC – for electronic copy and stamps Certified True Copy on requested TD | | 45 minutes or more depending on the number of RPU's & applicants on queue | Records Control Section Personnel (Assessment Records Management Division) |
| | 3.8 Pre-approves requested CTC | None | 10 minutes | Section Chief, Records Control Section |
| | 3.9 Forwards prepared CTC to Division Head/Asst. Div. Head for approval | None | 10 minutes | Records Control Section (ARMD) Personnel |
| | 3.10 Approves/ signs requested CTC of TD | None | 10 minutes | Head/ Asst. Div. Head, Assessment Records Management Division |
| 4.0 Receives OP | 4.0 Issues order of payment thru whatever means accepted. | | 15mins or more depending on the lot area & no. of parcels | Assessment Records Mgt. Division Receiving Clerk (Window Counters 10-12) |
| 4.1 Applicant pays the corresponding fee | 4.1 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office | 50.00 | 15 minutes | Office of the City Treasurer, Billing/Cashier Officer |
| | Additional Php 20.00 for BIR purposes (certification/stamp of SFMV) | | | |
| 4.2 Presents corresponding OR/ Receives information requested/computer print-out | 4.2 Records the OR number, attaches receipt to the document requested | None | 15 minutes | ARMD Releasing Officer/ Clerks (Window Counters |

| | | | | |
|----------------------|--|--------------|------------|--|
| | | | | 11-3) |
| 5.0 Receives copy of | 5.0 Releases document requested (Certified True Copy of Tax Declaration) | None | 15 minutes | ARMD Releasing Officer/ Clerks (Window Counters 11-3) |
| | TOTAL | As indicated | 1-3 days | |

3.0 RECORDING, ROUTING AND MAILING OF OUTGOING COMMUNICATIONS/CORRESPONDENCE

The City Assessor's Office ensures accurate recording and timely release or dispatch of outgoing communications/correspondence from the Office of the City Assessor, and other Divisions concerned.

| | | | | |
|---|--|------------------------|---|--|
| Office or Division: | RECORD'S SECTION, ADMINISTRATIVE DIVISION | | | |
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | | | |
| Who may avail: | CAO Officials | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Basic Communication inclusive of whatever attachments | | | Office of the City Assessor or any of its Officials | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.0 Deliver the correspondence/ communication | 1.0 Check and receive correspondence/ outgoing communication | None | 15 mins | Administrative Aide/Records Clerk assigned |
| | 2.0 Using CAO's Document Tracking System, encode the received correspondence intended for release 2.1 Prepare the correspondence for mailing/distribution | None | 1 hour | Records Clerk assigned |
| | 3.0 Dispatch the correspondence whether thru email, by mail or hand carried. | None | 1 hour | Records Clerk assigned |

| | | | | |
|--|-------|------|-----------------|--|
| | Total | None | Within 3 hours* | |
|--|-------|------|-----------------|--|

- Processing time is per transaction

4.0 RECORDING AND ROUTING OF REGISTERED MAIL CORRESPONDENCE

| | | | | |
|--|---|------------------------|--|--|
| Office or Division: | RECORD'S SECTION, ADMINISTRATIVE DIVISION | | | |
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | | | |
| Who may avail: | CAO Officials | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Transmittal of delivered registered mails | | | Philpost | |
| Transmittal of recoded and dispatched incoming mails | | | Records Section, Administrative Division | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 4.0 Deliver the registered mail correspondence | 1.0 Check received mails against the transmittal of Philpost | None | 30 minutes | Administrative Aide/Records Clerk assigned |
| | Stamp date of receipt in the envelope and in the attached registry return card Detach registry return card | None | 30 minutes | Administrative Aide/Records Clerk assigned |
| | Sorting and distribution of correspondence | None | 30 minutes | Administrative Aide/Records Clerk assigned |
| | Opening of mails and stamping of date of receipt (in every page) | None | 2 hrs | Administrative Aide/Records Clerk assigned |
| | 2.0 Using CAO's Document Tracking System, encode the received correspondence intended for release 2.1 Print the encoded data/transmittal and forward to Office of CA May be addressed to other officials concerned, as the case may be. | None | 30 minutes | Records Clerk assigned |

| | | | | |
|--|-------|------|-----------------|--|
| | Total | None | Within 3 hours* | |
|--|-------|------|-----------------|--|

5.0 RECEIVING AND ROUTING OF HAND CARRIED COMMUNICATIONS/CORRESPONDENCE

CAO also ensures accurate recording and dispatch of incoming communications/correspondence.

Simple, Complex or Highly Technical depending on the request or transaction included.

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | RECORD'S SECTION, ADMINISTRATIVE DIVISION | | | |
| Classification: | SIMPLE/COMPLEX | | | |
| Type of Transaction: | G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens | | | |
| Who may avail: | CAO Officials | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Correspondence inclusive of attachment | | | Clients | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.0 Hand over the correspondence | 1.0 Check received mail or the physical communication, including attachments and stamp date of receipt | None | 15 minutes | Administrative Aide/Records Clerk assigned |
| | 2.0 Using CAO's Document Tracking System, encode the received correspondence | None | 15 minutes | Administrative Aide/Records Clerk assigned |
| | 3.0 Print the encoded data/transmittal and forward to Office of CA for appropriate instructions, routing. Communications involving "simple" frontline transactions may be referred directly to respective process owners concerned. | | 30 minutes | Records Clerk assigned |
| | Total | None | 1 hour* | |

- *Processing time is per transaction*
- *Farming out of all received communications shall be '9am-12pm-3pm distributed to all concerned*
- *Urgent communications shall be delivered immediately upon request.*

3.0 FEEDBACK SUBMISSION AND PROCESSING

| FEEDBACK SUBMISSION | |
|------------------------------|--|
| How to send feedback | <ol style="list-style-type: none"> 1. Accomplish the QCLGU Service Experience Survey (QCG-F01.Rev.0) and drop it at the designated drop box in front of the Public Assistance and Complaints Desk. 2. QC Hotline 122 or email helpdesk@quezoncity.gov.ph 3. For more information or other concerns, client/customer may contact 8988-4242 loc. 8296, 8187, 8189, 8185, 8294, 8295, 8368, 8369; or email at CityAssessor@quezoncity.gov.ph |
| How feedbacks are processed | Every quarter, the ISO Secretariat opens the drop box and compiles and records all feedback submitted. Results are tabulated and discussed during Management Reviews. Official communications are transmitted to the office for information and appropriate action if necessary. |
| How to file a complaint | Office complaints can be filed directly using the Complain/Feedback Form provided by the Agency. |
| How complaints are processed | Complaint/Feedback Form** are gathered and actions are immediately undertaken by the Office of the City Assessor on a real-time basis on the date and time the office received such feedback/s. |
| Other contact information | ARTA: complaints@arta.gov.ph : 1-ARTA (2768) PCC: 8888 CCB: 0908-881-6565 |

CITY BUDGET DEPARTMENT

1. PREPARATION AND GENERATION OF RELEASE OF ALLOTMENT

| | | | | |
|---|--|--|------------------------|---|
| Office or Division: | Budget Management and Information Services Division | | | |
| Classification: | | | | |
| Type of Transaction: | | | | |
| Who may avail: | Concerned Citizen / End-User | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <i>Document 1</i> Work and Financial Plan and Request for Allotment (WFPRA) - 1 original copy supported with Requisition Issue Slip (RIS)/Agency Procurement Request (APR)/Purchase Request (PR) and approved Project Procurement Management Plan (PPMP) as needed. | | Assigned Personnel under Budget Management and Information Services Division | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit WFPRA with PR/APR/ RIS and approved PPMP as needed | 1.1 Check attached documents /stamping of date and time received /attach tracking slip and distribute to assigned budget analyst | None | 5 minutes | <i>Receiving Clerk</i> (per Division) |
| | 1.2 Evaluate submitted WFPRA and attachments and recommend amount for release. 1.3 Prepare and generate Advice of Allotment Department(<i>PR, BAC Resolution</i>) | None | 1 day | <i>Budget Analyst</i> <i>Encoder</i> |

2. CERTIFICATION AS TO AVAILABILITY OF APPROPRIATION

| | | | | |
|---|--|--|--|---|
| Office or Division: | City Budget Department / All Divisions | | | |
| Classification: | | | | |
| Type of Transaction: | | | | |
| Who may avail: | Concerned Citizen / End-User | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <i>Document 1</i> Obligation Request (ObR) Form with payee's name (2 copies with original signature of the requesting party or end-user and 1 extra copy) | | Assigned Budget Analyst and/or Receiving personnel | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Obligation Request (ObR) with necessary documents | 1.1 Check attached documents/ stamping of date and time received /assigns control number/ encoding /attach tracking slip and distribute to assigned budget analyst | None | 10 minutes | <i>Receiving Clerk (Administrative Division)</i> |
| | 1.2 Review, evaluate, process and sign the Obligation Request | None | 2 hours (if payroll) 1 day (if RIS/ APR/PR/BAC Resolution) | <i>Budget Analyst Division Head Asst. Dept. Head Dept. Head</i> |
| | 1.3 Transmit approved ObR to City Accounting Department (<i>APR/ RIS/DV/ Payroll</i>) or Procurement Department(<i>PR, BAC Resolution</i>) | None | 5 minutes | <i>Releasing Clerk (per Division)</i> |

3. PREPARATION OF ANNUAL/SUPPLEMENTAL BUDGET OF THE CITY

| | | | | |
|--|--|------------------------|---|---|
| Office or Division: | City Budget Department / All Divisions | | | |
| Classification: | | | | |
| Type of Transaction: | | | | |
| Who may avail: | All Budget Units | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <i>Document 1</i> Budget Proposal with prescribed Local Budget Preparation Forms – 3 hard copies and 1 soft copy | | | Assigned Budget Analyst/Technical Working Group | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. Confer with the City Finance Committee in coordination with the revenue generating departments to determine budgetary ceiling / income estimates | None | 1 day | <i>City Budget Officer</i> |
| 2. Receive memorandum letter and prepare budget proposals | 2. Disseminate memorandum letter with attached Budget Call, required budgetary forms and calendar of activities stating the submission of budget proposals | None | 2 days | Administrative Division |
| 3. Attend budget orientation | 3. Conduct budget orientation | None | 5 minutes | <i>City Finance Committee</i> City Budget Department |
| 4. Submit budget proposals with attached necessary budgetary document/ requirements | 4. Check attached budgetary requirements/ documents/stamping of date and time received and distribute to assigned budget analyst. | None | 10 days | <i>Receiving Clerk</i> (Administrative Division) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-----------------|--|
| 5. Coordinate with the budget analyst in-charge | 5. Review, evaluate and analyze the submitted budget proposal and recommend in accordance with the guidelines in the budget call. | None | 15 days | <i>Budget Analyst Division Head</i> |
| 6. Attend Preliminary Budget Hearing | 6. Conduct Preliminary Budget Hearing | None | 5 days | <i>City Finance Committee City Budget Department</i> |
| | 7. Finalize the proposed budget based on the findings and recommendations of CFC during budget hearing | None | 15 days | <i>Budget Analyst Encoders</i> |
| | 8. Submit the proposed budget to the City Mayor for approval | None | 2 days | <i>City Finance Committee City Budget Department</i> |
| | 9. Reproduce copies of the proposed annual budget | None | 7 days | City Budget Department |
| 10. Receive proposed annual budget | 10. Submit proposed annual budget to the Office of the City Secretary for deliberation and approval of the City Council | None | 1 day | City Budget Department |

4. REVIEW OF ANNUAL/SUPPLEMENTAL BARANGAY BUDGET

| | | |
|---|--|----------------------------------|
| Office or Division: | Barangay Operation Affairs Division | |
| Classification: | | |
| Type of Transaction: | | |
| Who may avail: | Barangay Officials and residents concerned | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| <i>Document 1</i> Barangay Budget with attached budget requirements | | Assigned Barangay Budget Analyst |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-----------------|---|
| 1. Submit Barangay Annual / Supplemental Budget with other documents required | 1.1 Check attached documents (<i>per checklist</i>)/ stamping of date and time received and distribute to assigned budget analyst | None | 10 minutes | <i>Receiving Clerk</i> |
| | 2. Review, evaluate process and sign 3. Prepare transmittal letter and forward to City Council for approval | None | 5 days | <i>Budget Analyst Division Head Asst. Dept. Head Dept. Head Budget Analyst Division Head Releasing Clerk</i> |
| | 4. Endorse approved barangay budgets to the concerned barangays | None | 1 day | <i>Releasing Clerk</i> |

CITY CIVIL REGISTRY DEPARTMENT

1. Registration of Regular and Timely Certificate of Live Birth

This is the process of registering Certificates of Live Birth of Filipino citizens, born in Quezon City, within thirty (30) days from the date of birth.

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division: | City Civil Registry Department – Birth Registration Division (Counter 18) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, QC Constituents | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Accomplished Certificate of Live Birth (4 copies) | | Hospital, Maternity/Lying-In Clinics, other birthing facilities | | |
| For Legitimate Child (<i>children born at the time of marriage of the parents</i>): <ul style="list-style-type: none"> • Duly Accomplished Certificate of Live Birth Form (4copies); • Marriage Certificate of Parents; • Passport (<i>If one or both parents is a foreigner</i>) | | | | |
| For Illegitimate Child (<i>children born outside of marriage of the parents</i>): <ul style="list-style-type: none"> • Signed Acknowledgment/Admission of Paternity at the back of the Certificate of Live Birth, <i>if the child is acknowledged by the father</i>; • Affidavit to Use the Surname of the Father (AUSF) executed by: <ul style="list-style-type: none"> • Mother or Father (deceased mother or in case of abandonment) for children below 7 years old • Child if 7 to 17 years old, with Sworn Attestation of the Mother or Father (deceased mother/ in case of abandonment) • Child if 18 years old and above (majority age) | | City Civil Registry Department - Counter 18 | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Certificate of Live Birth and all the requirements | 1. Receives Certificate of Live Birth for registration | | | |

| | | | | |
|--|---|--|---------------------------------------|---|
| | 1.1. Checks completeness of entries and attachments | None - Free within 30 Days after birth | 5 Minutes / Certificate of Live Birth | Receiving Clerk City Civil Registry Department |
| | 1.2. If complete, assigns registry number | | | |
| 2. Receive registered personal copy of registered Certificate of Live Birth | 2. Release personal copy to registrant | | | |
| TOTAL: | | None | 5 Minutes | |
| Registration of Regular and Timely Certificate of Live Birth is qualified for multi-stage processing. All incomplete data/requirements will not be accepted. | | | | |

2. Late Registration of Certificate of LiveBirth

This is the process of registering the Certificates of Live Birth of Filipino citizens, born in Quezon City, after the thirty (30)-day filing period from the date of birth of the person or those who have no existing record in the Register of Births of the City.

| Office or Division: | City Civil Registry Department – Birth Registration Division (Counter 16) |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Client |
| Who may avail: | All Government/Private Hospitals, Maternity & Lying-In Clinics/ other birth attendants, QC Constituents, Non-QC residents (who were born in QC) |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Accomplished Certificate of Live Birth for Late Registration (4 copies) | Hospital, Maternity/Lying-In Clinics, other birthing facilities or City Civil Registry Department (Counter 16) |
| Signed Affidavit for Delayed Registration at the back of the Certificate of Live Birth form | |
| Negative Certification of Birth from PSA | PSA |
| Certificate of No Record (CNR) | City Civil Registry Department - Counter 1 or 2 |
| Any two of the following documents which show the name, date and place of birth of the child, name of the mother and father (if acknowledged): <ul style="list-style-type: none"> • Baptismal Certificate (1 original, 1 photocopy) • School Record (Form 137) or Report Card (Form 138) • Income Tax Return of Parents • Insurance Policy • Medical Records • Barangay Certification | Religious Institutions School BIR Concerned Hospitals or other birthing facilities Barangay of residence |

| <ul style="list-style-type: none"> Member's Data Record Member's Data Form SSS E-1 Form Voter's Certification | PhilHealth Pag-ibig SSS COMELEC | | | |
|--|---|--|--|--|
| For Legitimate Child: <ul style="list-style-type: none"> Original or Certified True Copy of Parents' Certificate of Marriage | PSA or the Local Civil Registrar where the marriage certificate was registered | | | |
| <ul style="list-style-type: none"> For Illegitimate Child Signed Acknowledgment/Admission of Paternity at the back of the Certificate of Live Birth, <i>if the child is acknowledged by the father</i>; Affidavit to Use the Surname of the Father (AUSF) executed by: <ul style="list-style-type: none"> Mother or Father (deceased mother or in case of abandonment) for children below 7 years old Child if 7 to 17 years old, with Sworn Attestation of the Mother or Father (deceased mother/ in case of abandonment) Child if 18 years old and above (majority age) Joint Affidavit of Two Disinterested Persons /Witnesses Government issued ID or Cedula | City Civil Registry Department - Counter 16; | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all necessary requirements | 1. Receiving Clerk informs applicant/ registrant to secure Certificate of No Record | Certificate of No Record (CNR) - PHP 50.00 | 11 Days | <i>Receiving / Releasing Clerk</i> City Civil Registry Department |
| | 1.1. If Issued with a CNR, provides requirements for late registration of birth certificate | | *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday | |

| | | | | |
|---|--|-----------------------------------|---------|--|
| | 1.2. Upon completion of requirements, issues a dummy Certificate of Live Birth Form to be Filled-out by the applicant 1.3. If completely filled – out with attached requirements, issues order of payment | Late Registration - PHP 150.00 | | |
| 2. Pays at City Treasurer's Office the corresponding fees | 2. Once paid, gives personal copy of applicant/ registrant indicating the date of release | | | <i>Collector</i> City Treasurer's Office |
| 3. 10 days Mandatory Posting Period | 3. Once paid, wait for the mandatory posting period of 10 days | | | <i>Receiving / Releasing Clerk</i> City Civil Registry Department |
| 4. Release Date | 4. Date of Release shall be the 11 th day | | | |
| | | PHP 200.00 | 11 Days | |
| | TOTAL: | PHP 200.00 | 11 Days | |

Registration of Late Filing of Certificate of Live Birth is qualified for multi-stage processing.

Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.

3. Application and Issuance of Marriage License

The process of applying for and issuing a Marriage License to a couple, wherein one should be a resident of Quezon City, and intends to marry in Quezon City.

| | |
|----------------------------|---|
| Office or Division: | City Civil Registry Department - Counter 11 |
| Classification: | Complex |

| | |
|--|--|
| Type of Transaction: | G2C - Government to Client |
| Who may avail: | QC Constituents, Non-QC Residents (who intends to marry in Quezon City) *Marriageable Age: 18 years old; No "Legal Impediments to Marry" |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Marriage License Application Form | City Civil Registry Department - Counter 11 |
| Government-issued/Valid Identification Card | BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office |
| Birth or Baptismal Certificates of both applicants | PSA; Place of Baptism |
| Certificate of No Marriage (CENOMAR) | PSA |
| Community Tax Certificate (if no valid Government – issued Identification Card) | City Treasurer's Office |
| 2x2 picture of both applicants (1 for each applicant) | Client |
| <p>If applicable:</p> <ul style="list-style-type: none"> • Municipal Form No. 92 <i>Consent of Marriage of A Person Under Age (18-20 yrs. old)</i> • Municipal Form No. 7 <i>Sworn Statement that Advice of Parents or Guardian has been asked (21-25 yrs.old)</i> • Municipal Form No. 8 <i>Advice upon Intended Marriage (21-25 yrs.old)</i> • Certificate of Family Planning • Certificate of Marriage Counseling <p>If either the contracting parties is previously married:</p> <ul style="list-style-type: none"> • Judicial Decree of Annulment or declaration of nullity of his or her previous marriage • Judicial decree of Absolute Divorce • Death Certificate of the deceased spouse | <p>City Civil Registry Department - Counter 11;</p> <p>City Civil Registry Department - Counter 11;</p> <p>City Civil Registry Department - Counter 11;</p> <p>City Health Department; Social Services and Development Department (SSDD);</p> <p>Court of the place where the decision was rendered;</p> <p>Court of the place where the decision was rendered;</p> <p>PSA</p> |

| <p>For Foreigners:</p> <ul style="list-style-type: none"> • Photocopy of valid passport (<i>indicating the date of arrival</i>) • Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials • Certificate of Family Planning and Marriage Counseling & Responsible Parenthood • If Divorced: <ul style="list-style-type: none"> • Copy of final decree or absolute divorce <p>❖ Present to the Civil registry Officer the original copies of the requirements for examination;</p> <p>❖ Personal appearance of both the contracting parties are required;</p> <p>❖ Marriage License is valid for 120 days from the date of issuance.</p> | | <p>Client;</p> <p>Embassy of country of origin based in the Philippines;</p> <p>City Health Department;</p> <p>Court where the divorce was decided</p> | | |
|--|--|--|---|--|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present Identification documents | 1. Issuing clerk shall determine the residence of contracting applicants | None | <p>11 Days</p> <p>*If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday.</p> <p>Marriage license shall be issued</p> | <p><i>Receiving / Releasing Clerk</i> City Civil Registry Department</p> |
| 2. Pay at City Treasurer's office the corresponding fees | 2. Issues order of payment | <p>Marriage License Application Form - PHP 50.00</p> | | <p><i>Collector</i> City Treasurer's Office</p> |

| | | | | |
|---|---|-------------------------------|--|---|
| | | | on the 11th day from the submission of the application | |
| 3. Submit the notarized marriage license application form and all the other required documents | 3. Once the payment is received, issuing clerk shall give the marriage license application form | Filing Fee - PHP 100.00 | | <i>Receiving / Releasing Clerk City Civil Registry Department</i> |
| 4. Before release: Submit the Certificate of Family Planning and if applicable, submit the Certificate of marriage Counseling | 4. Release of Marriage License | Marriage License - PHP 100.00 | | <i>Receiving / Releasing Clerk City Civil Registry Department</i> |
| | | TOTAL:PHP 250.00 | | |

ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED

Application and Issuance of Marriage License is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.

4. Registration of Marriage Certificate

The process of registering the Certificates of Marriage of constituents who married in Quezon City. Timely registration of Marriage Certificate is fifteen (15) days following the solemnization of marriage. For marriage exempt from license requirement, the prescribed period is thirty (30) days from the solemnization of marriage.

| | | |
|---|---|--|
| Office or Division: | City Civil Registry Department - Counter 12 | |
| Classification: | Simple | |
| Type of Transaction: | G2C - Government to Client | |
| Who may avail: | QC constituents, Non-QC Residents (who were married in Quezon City) | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Certificate of Marriage (4 copies) signed by the solemnizing officer | | Church, Place of marriage |
| Original or Photocopy of Marriage License | | Civil Registry of the place of residency |
| Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer | | Church |

| If applicable: Duly Notarized Affidavit of Cohabitation under Art. 34 of the Family Code (Contracting parties are living together as husband and wife for 5 years without legal impediment to marry) | | | | |
|--|--|------------------------------|-------------------------------------|--|
| If applicable: Notarized Request for the celebration of marriage in a place other than those authorized by law. | | Solemnizing officer | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits a Certificate of Marriage for registration | 1. Receives Certificate of Marriage for registration, check entries and signatures | None | 5 Minutes / Certificate of Marriage | <i>Receiving / Releasing Clerk</i> City Civil Registry Department |
| 2. Pay at City Treasurer's office the corresponding fees | 2. Issues order of payment | Registration Fee - PHP 50.00 | 5 Minutes | <i>Collector</i> City Treasurer's Office |
| 3. Receive released document | 3. Upon receipt of Official Receipt, assign registry no. and release the same | None | 5 Minutes | <i>Receiving / Releasing Clerk</i> City Civil Registry Department |
| TOTAL: | | PHP 50.00 | 15 Minutes | |

ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED

Registration of Certificate of Marriage is qualified for multi-stage processing.
All incomplete data/requirements will not be accepted.

5. Late Registration of Marriage Certificate

The process of registering the Certificates of Marriage constituents who married in Quezon City and which were not filed within 15 days following the solemnization of marriage or 30 days, for those exempted from marriage license requirement.

| Office or Division: | City Civil Registry Department – Counter 12 |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Client |
| Who may avail: | QC constituents, Non-QC Residents (who were married in Quezon City) |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Certificate of Marriage (4 copies) signed by the solemnizing officer | Church, Place of marriage |
| Original or Photocopy of Marriage License | Civil Registry of the place of residency |
| Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer | Church |

| If applicable: Duly Notarized Affidavit of Cohabitation under Art. 34 of the Family Code (Contracting parties are living together as husband and wife for 5 years without legal impediment to marry) | | | | |
|---|--|--|---|--|
| If applicable: Notarized Request for the celebration of marriage in a place other than those authorized by law. | | Solemnizing officer | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits a Certificate of Marriage for registration | 1. Receives Certificate of Marriage for registration, check entries and signatures | None | 5 Minutes / Certificate of Marriage | <i>Receiving / Releasing Clerk</i> City Civil Registry Department |
| 2. Pay at City Treasurer's office the corresponding fees | 2. Issues order of payment | Registration Fee – PHP 150.00 Certificate of No Records (CNR) – PHP 50.00 | 11 Days POSTING *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday. | <i>Collector</i> City Treasurer's Office |
| 3. Receive released document | 3. Upon receipt of Official Receipt, assign registry no. and release the same | None | | <i>Receiving / Releasing Clerk</i> City Civil Registry Department |
| | | | Certificate of Marriage shall be issued on the 11th day from the submission of the application | |
| TOTAL: | | PHP 200.00 | | |

ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED

Registration of Certificate of Marriage is qualified for multi-stage processing.
All incomplete data/requirements will not be accepted.

6. Registration of Regular and Timely Certificate of Death

This is the process of registering the Certificates of Death of the constituents whose death occurred in Quezon City within thirty (30) days from the date of death.

| | | | | |
|---|--|---|------------------------|---|
| Office or Division: | City Civil Registry Department - Counter 7 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Certificate of Death (4 copies) | | Hospitals, Funeral Parlors | | |
| Autopsy Report | | PNP - Medico-Legal Section | | |
| Photocopy of Government Issued ID's | | BIR, UMID, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits a Certificate of Death for registration | 1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature | Registration Fee - PHP 50.00 | 20 Minutes | <i>Receiving / Releasing Clerk City Civil Registry Department</i> |
| 2. Pays at City Treasurer's Office corresponding fees | 2. Issues order of payment | | | <i>Collector City Treasurer's Office</i> |
| 3. Receive and released document | 3. Upon receipt of Official Receipt, assign registry no. and release the same | | | <i>Receiving / Releasing Clerk City Civil Registry Department</i> |
| TOTAL: | | PHP 50.00 | 20 Minutes | |
| Office or Division: | City Civil Registry Department - Counter 7 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Certificate of Death (4 copies) | | Hospitals, Funeral Parlors | | |
| Autopsy Report, if applicable | | PNP - Medico-Legal Section | | |
| Photocopy of Government Issued ID's | | | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|------------------------------|-----------------|--|
| 1. Submits a Certificate of Death for registration | 1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature | Registration Fee - PHP 50.00 | 20 Minutes | Receiving / Releasing Clerk City Civil Registry Department |
| 2. Pays at City Treasurer's Office corresponding fees | 2. Issues order of payment | | | Collector City Treasurer's Office |
| 3. Receive released document | 3. Upon receipt of Official Receipt, assign registry no. and release the same | | | Receiving / Releasing Clerk City Civil Registry Department |
| TOTAL: | | PHP 50.00 | 20 Minutes | |

Registration of Certificate of Death is qualified for multi-stage processing.

7. Late Registration of Certificate of Death

This is the process of registering the Certificates of Death of the constituents who died in Quezon City after the thirty (30)-day filing period from the date of death.

| Office or Division: | City Civil Registry Department - Counter 7 and Counter 8 | | | |
|---|--|--|-----------------|--------------------|
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Certificate of Death (4 copies) | | Hospitals, Funeral Parlors | | |
| Autopsy Report | | PNP - Medico-Legal Section | | |
| Certificate of Burial/Cremation | | Cemetery/Columbarium | | |
| Certificate of Service | | Funeral Parlors | | |
| PSA Negative Certification | | PSA | | |
| Local Civil Registry (LCR) Certificate of No Record (CNR) | | City Civil Registry Department - Counter 6 and 7 | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|--|---|---|
| 1. Submits Certificate of Death for late registration | 1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature | Certificate of No Record (CNR) - PHP 50.00 | 11 Days *mandated 10 days posting period from date of receipt | <i>Releasing Clerk / Acting Chief</i> City Civil Registry Department |
| 2. Pays at City Treasurer's Office as indicated in the order of payment | 2. Issues order of payment | Late Registration - PHP 150.00 | **If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday | <i>Collector</i> City Treasurer's Office |
| 3. Receive released document | 3. Upon receipt of Official Receipt, assign registry no. and release the same | | | <i>Releasing Clerk / Acting Chief</i> City Civil Registry Department |
| TOTAL: | | PHP 200.00 | 11 Days | |
| Office or Division: | City Civil Registry Department - Counter 7 and Counter 8 | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Certificate of Death (4 copies) | | Hospitals, Funeral Parlors | | |
| Autopsy Report, if applicable | | PNP - Medico-Legal Section | | |
| Certificate of Burial | | Cemetery | | |
| Certificate of Service | | Funeral Parlors | | |
| PSA Negative Certification | | PSA | | |
| Local Civil Registry (LCR) Certificate of No Record (CNR) | | City Civil Registry Department - Counter 7 and 8 | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits Certificate of Death for late registration | 1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature | Certificate of No Record (CNR) - PHP 50.00 Late | 11 Days *mandated 10 days posting period from date of receipt **If Release date | <i>Releasing Clerk / Acting Chief</i> City Civil Registry Department |

| | | | | |
|---|---|---------------------------|---|--|
| 2. Pays at City Treasurer's Office as indicated in the order of payment | 2. Issues order of payment | Registration - PHP 150.00 | falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday | Collector City Treasurer's Office |
| 3. Receive released document | 3. Upon receipt of Official Receipt, assign registry no. and release the same | | | Releasing Clerk / Acting Chief City Civil Registry Department |
| TOTAL: | | PHP 200.00 | 11 Days | |

Late Registration of Certificate of Death is qualified for multi-stage processing.

Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.

8. Request for Exhumation Permit

This is the process of securing Exhumation permit for constituents whose death occurred in Quezon City.

| | | | | |
|---|--|------------------------|------------------------|---------------------------|
| Office or Division: | City Civil Registry Department – Window, 6, 7, 8 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | QC Constituents, Non-QC residents who presently buried in all public and Private Cemeteries in Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| Certificate of Death | where the Certificate of Death registered Health Department (Superhealth) | | | |
| Exhumation Letter | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Certificate of Death to the Health Department | Health Department shall review the exhumation request; | | | |

| | | | | |
|--|--|--|------------------------|--|
| 2. Once reviewed by the Health Dept., submit the Certificate of Death and exhumation letter for issuance of order of payment | Receives the Certificate of Death and Exhumation Letter | Exhumation of Cadaver Fee - PHP 75.00 Removal of Cadaver Fee PHP 75.00 | 20 - 30 Minutes | Receiving / Releasing Clerk City Civil Registry Department |
| 3. Pays at City Treasurer's Office corresponding fees | Issues order of payment | | | Collector City Treasurer's Office |
| 4. Receive released document | Upon receipt of Official Receipt, record OR no. and release the same | | | Receiving / Releasing Clerk City Civil Registry Department |
| | | | | |
| Office or Division: | City Civil Registry Department – Window, 6, 7, 8 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | QC Constituents, Non-QC residents who presently buried in all public and Private Cemeteries in Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Certificate of Death | | where the Certificate of Death registered Health Department (Superhealth) | | |
| Exhumation Letter | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Certificate of Death | | | | |

| | | | | | |
|--|--|---|-----------------|--|--|
| to the Health Department | Health Department shall review the exhumation request; | Exhumation of Cadaver Fee - PHP 75.00 Removal of Cadaver Fee PHP 75.00 | 20 - 30 Minutes | Receiving / Releasing Clerk City Civil Registry Department | |
| 2. Once reviewed by the Health Dept., submit the Certificate of Death and exhumation letter for issuance of order of payment | Receives the Certificate of Death and Exhumation Letter | | | | |
| 3. Pays at City Treasurer's Office corresponding fees | Issues order of payment | | | | Collector City Treasurer's Office |
| 4. Receive released document | Upon receipt of Official Receipt, record OR no. and release the same | | | | Receiving / Releasing Clerk City Civil Registry Department |
| | | | | | |

9. Burial Process

This is the process of securing burial permit for constituents whose death occurred in Quezon City.

| | |
|-----------------------------|--|
| Office or Division: | City Civil Registry Department – Window, 6, 7, 8 |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Client |

| | | | | | |
|--|--|---|------------------------|---|--|
| Who may avail: | | QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | | |
| Certificate of Death (4 copies) | | Hospitals, Funeral Parlors Civil Registry (Window 6, 7, 8) | | | |
| Affidavit of Undertaking (Bag-Bag Cemetery, Novaliches Cemetery) | | | | | |
| Negative Swab Test Result, if the cause of death is Covid related (Bag-Bag Cemetery, Novaliches Cemetery) | | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1. Submit the Certificate of Death to the Health Department | Health Department shall review the cause of death of the deceased; | Registration Fee - PHP 50.00 | 30 - 45 Minutes | <i>Receiving / Releasing Clerk City Civil Registry Department</i> | |
| 2. Once reviewed by the Health Dept., submit the Certificate of Death for registration | Receives the Certificate of Death for registration, Interment Form for (Bag-Bag/Nova Cemetery) Checks if reviewed by health dept. and embalmer's signature | Burial Permit Fee PHP 50.00 If (Bag-Bag/Nova Cemetery) Niche PHP 500 (120cm below Length of Casket) Interment Fee PHP 1500 (121cm Above Length of Casket) | | | |
| 3. Pays at City Treasurer's Office corresponding fees | Issues order of payment | | | | <i>Collector City Treasurer's Office</i> |
| 4. Receive released document | Upon receipt of Official Receipt, assign registry no. and release the same | | | | |

| | | | | |
|--|--|--|------------------------|---|
| | | | | |
| Office or Division: | City Civil Registry Department – Window, 6, 7, 8 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Certificate of Death (4 copies) | | Hospitals, Funeral Parlors Civil Registry (Window 6, 7, 8) | | |
| Affidavit of Undertaking (Bag-Bag Cemetery, Novaliches Cemetery) | | | | |
| Negative Swab Test Result, if the cause of death is Covid related (Bag-Bag Cemetery, Novaliches Cemetery) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Certificate of Death to the Health Department | Health Department shall review the cause of death of the deceased; | Registration Fee - PHP 50.00 | 30 - 45 Minutes | <i>Receiving / Releasing Clerk City Civil Registry Department</i> |
| 2. Once reviewed by the Health Dept., submit the Certificate of Death for registration | Receives the Certificate of Death for registration, Interment Form for (Bag-Bag/Nova Cemetery) Checks if reviewed by health dept. and embalmer's signature | Burial Permit Fee PHP 50.00 If (Bag-Bag/Nova Cemetery) Niche PHP 500 (120cm below Length of Casket) | | |
| 3. Pays at City Treasurer's Office corresponding fees | Issues order of payment | Interment Fee PHP 1500 (121cm Above Length of Casket) | | |

| | | | | |
|--|--|---|------------------------|---------------------------|
| | | | | Office |
| 4. Receive released document | Upon receipt of Official Receipt, assign registry no. and release the same | | | |
| | | | | |
| Office or Division: | City Civil Registry Department – Window, 6, 7, 8 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Certificate of Death (4 copies) | | Hospitals, Funeral Parlors Civil Registry (Window 6, 7, 8) | | |
| Affidavit of Undertaking (Bag-Bag Cemetery, Novaliches Cemetery) | | | | |
| Negative Swab Test Result, if the cause of death is Covid related (Bag-Bag Cemetery, Novaliches Cemetery) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Certificate of Death to the Health Department | Health Department shall review the cause of death of the deceased; | Registration Fee - PHP 50.00 | | |

| | | | | |
|--|---|--|-----------------|--|
| 2. Once reviewed by the Health Dept., submit the Certificate of Death for registration | Receives the Certificate of Death for registration, Interment Form for (Bag-Bag/Nova Cemetery) Checks if reviewed by health dept. and embalmer's signature | Burial Permit Fee PHP 50.00 If (Bag-Bag/Nova Cemetery) Niche PHP 500 (120cm below Length of Casket) Interment Fee PHP 1500 (121cm Above Length of Casket) | 30 - 45 Minutes | Receiving / Releasing Clerk City Civil Registry Department |
| 3. Pays at City Treasurer's Office corresponding fees | Issues order of payment | | | Collector City Treasurer's Office |
| 4. Receive released document | Upon receipt of Official Receipt, assign registry no. and release the same | | | |
| | | | | |

10. CREMATION PROCESS

This is the process of securing cremation permit for constituents whose death occurred in Quezon City.

| | | | | |
|----------------------------------|--|---|------------------------|---------------------------|
| Office or Division: | City Civil Registry Department – Window, 6, 7, 8 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Tentative Schedule of Cremation | | Social Services Development Department (SSDD) | | |
| Certificate of Death (4 copies) | | Hospitals, Funeral Parlors | | |
| Cremation Permit | | Civil Registry (Window 6, 7, 8) | | |
| Certificate of Indigency | | Office of the Barangay concerned | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|---|-----------------|--|
| 1. Obtain a tentative schedule of Cremation from the SSDD | | | | |
| 2. Submit the Certificate of Death to the Health Department | Health Department shall review the cause of death of the deceased; | | | |
| 3. Once reviewed by the Health Dept., submit the Certificate of Death for registration | Receives the Certificate of Death for registration, the tentative schedule of cremation; Checks if reviewed by health dept. and embalmer's signature | Registration Fee - PHP 50.00 Cremation Permit Fee (Baesa)– PHP 50.00 | 30 - 45 Minutes | Receiving / Releasing Clerk City Civil Registry Department |
| 4. Pays at City Treasurer's Office corresponding fees | Issues order of payment | | | Collector City Treasurer's Office |
| 5. Receive released document | 3. Upon receipt of Official Receipt, assign registry no. and release the same | | | |
| 6. Submit the Registered Certificate of Death, Cremation Permit, and the Certificate of Indigency to SSDD | SSDD will schedule the cremation | | | Social Services Development (SSDD) |
| TOTAL: | | PHP 100.00 | | |

11. Request for Issuance of Certified True Copy of Birth Certificates

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) Copy of the Certificates of Live Birth registered in Quezon City.

| | | | | |
|---|--|--|------------------------|--|
| Office or Division: | City Civil Registry Department - Counter 1 or 2 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | QC Constituents, Non-QC Residents (who was born in Quezon City) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Form for Birth Certificate | | Information Desk | | |
| Government-issued / Valid Identification Card | | BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office | | |
| For the representative of the document owner: <ul style="list-style-type: none"> - Authorization Letter or Special Power of Attorney from the document owner (one original) - Photocopy of Government Issued ID with signature of the document owner - Photocopy of the Government Issued ID of the representative | | Client / Document Owner | | |
| Requested document, if possible (1 photocopy) | | Client/ Document Owner | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit filled-out CTC application form and ID | 1. Receives application with requirements and issues order of payment. | None | 5 Minutes | <i>Receiving Clerk</i> City Civil Registry Department |
| 2. Pays at the City Treasurer's Office the corresponding fees | 2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release | | 5 Minutes | <i>Collector</i> City Treasurer's Office |

| | | | | |
|---|--|--|--|---|
| 3. Receives claim stub | 3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching | Certified True Copy (CTC) of Birth Certificate - PHP 40.00 | 5 Minutes - if document is in the database (1945 – 2015) 5 Days if document requires manual searching | Receiving Clerk City Civil Registry Department |
| 4. Receive document/s | 4. Record serial number before release of documents | | | Searcher City Civil Registry Department |
| TOTAL: | | PHP 40.00/ EACH COPY | 15 minutes – available on database 5 days – Manual searching | |
| Request for issuance of Birth Certificates is qualified for multi-stage processing. | | | | |

12. Request for Issuance of Certified True Copy of Marriage Certificates

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR)

Copy of the Certificates of Marriage registered in Quezon City.

| | |
|----------------------------------|--|
| Office or Division: | City Civil Registry Department - Counter 3 |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Client |
| Who may avail: | QC Constituents, Non-QC Residents (who married in Quezon City) |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| Request Form for Marriage Certificate | | Information Desk | | |
|--|--|--|--|---|
| Government-issued / Valid Identification Card | | BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office | | |
| For the representative of the document owner: <ul style="list-style-type: none"> - Authorization Letter or Special Power of Attorney from the document owner (one original) - Photocopy of Government Issued ID with signature of the document owner - Photocopy of the Government Issued ID of the representative | | Client / Document Owner | | |
| Requested document, if possible (1 photocopy) | | Client/ Document Owner | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit filled-out CTC application form and ID | 1. Receives application with requirements and issues order of payment. | None | 5 Minutes | <i>Receiving Clerk</i> City Civil Registry Department |
| 2. Pays at the City Treasurer's Office the corresponding fees | 2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release | Certified True Copy (CTC) of Marriage Certificate - PHP 50.00 | 5 Minutes | <i>Collector</i> City Treasurer's Office |
| 3. Receives claim stub | 3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching | | 5 Minutes - if document is in the database (1945 – 2015) 3 Days if document requires manual searching | <i>Receiving Clerk</i> City Civil Registry Department <i>Searcher</i> City Civil Registry Department |
| 4. Receive document/s | 4. Record serial number before release of documents | | <i>Releasing</i> City Civil Registry Department | |

| | | | | |
|--|--|-------------------------|--|---|
| | | | | t |
| TOTAL: | | PHP 50.00/ EACH COPY | 15 minutes – available on database 5 days – Manual searching | |
| Request for issuance of Marriage Certificates is qualified for multi-stage processing. | | | | |

13. Request for Issuance of Certified True Copy of Death Certificates

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) copy of the Certificates of Death registered in Quezon City.

| | | | | |
|---|--|--|------------------------|---|
| Office or Division: | City Civil Registry Department - Counter 4 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Client | | | |
| Who may avail: | QC Constituents, Non-QC Residents (who died in Quezon City) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Form for Death Certificate | | Information Desk | | |
| Government-issued / Valid Identification Card | | BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office | | |
| For the representative of the document owner: <ul style="list-style-type: none"> - Authorization Letter or Special Power of Attorney from the document owner (one original) - Photocopy of Government Issued ID with signature of the document owner - Photocopy of Government Issued ID of the representative | | Client / Document Owner | | |
| Requested document, if possible (1 photocopy) | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit filled-out CTC application form and ID | 1. Receives application with requirements and issues order of payment. | None | 5 Minutes | <i>Receiving Clerk</i> City Civil Registry Department |

| | | | | |
|---|--|--|--|--|
| 2. Pays at the City Treasurer's Office the corresponding fees | 2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release | Certified True Copy (CTC) of Death Certificate - PHP 40.00 | 5 Minutes | <i>Collector</i> City Treasurer's Office |
| 3. Receives claim stub | 3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching | | 5 Minutes - if document is in the database (1945-2015) 3 Days if document requires manual searching | <i>Receiving Clerk</i> City Civil Registry Department <i>Searcher</i> City Civil Registry Department |
| 4. Receive document/s | 4. Record serial number before release of documents | | | <i>Releasing</i> City Civil Registry Department |
| TOTAL: | | PHP 40.00/ EACH COPY | 15 minutes – available on database 5 days – Manual searching | |

Request for issuance of Death Certificates is qualified for multi-stage processing.

14. Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father)

This is the process of allowing the child, born from March 19, 2004 onwards, whose parents are not married during the time of birth up to the present, but was acknowledged by the father, to use the surname of the father.

| | |
|----------------------------------|---|
| Office or Division: | City Civil Registry Department - Counter 14 |
| Classification: | Complex |
| Type of Transaction: | G2C - Government to Client |
| Who may avail: | Parents of Quezon City-born illegitimate children |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| Certified True Copy of Child's Certificate of Live Birth, back-to-back, if with Admission of Paternity (1 original) | | City Civil Registry Department - Counter 1 or 2 | | |
|--|--|---|-----------------|---|
| Baptismal Certificate (1 original) | | Place of baptismal | | |
| School records (<i>Form 137/ Form 138</i>) Medical records (<i>Immunization Record</i>) | | School, Hospital | | |
| <p>FATHER: To prove child's filiation, any two (2) of the following:</p> <ul style="list-style-type: none"> • Employment Record • SSS/GSIS Record/ Insurance Policy • Income Tax Return (ITR) • Statement of Assets and Liabilities (SALN) • Pag – ibig / Philhealth (MDR) <p>NOTE: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED</p> <p>Please bring the following:</p> <ul style="list-style-type: none"> - Valid ID's or CEDULA - Original documents and One (1) set photocopy <p>***If not Acknowledged by the father, same requirements shall be required. Please prepare two (2) sets of Admission Paternity</p> | | <p>Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR;</p> <p>Pag – Ibig/ Philhealth</p> | | |
| <p>If child is 0-6 yrs. old:</p> <ul style="list-style-type: none"> • Affidavit to Use the Surname of the Father (AUSF) shall be executed by the mother <p>If child is 7 – 17 yrs. old:</p> <ul style="list-style-type: none"> • Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child with mother's attestation <p>If child is above 18 yrs. old:</p> <ul style="list-style-type: none"> • Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child without mother's attestation | | City Civil Registry Department - Counter 13 | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits required documents | 1. Receives requirements for registration, check if documents are in order | R.A. 9255 - PHP 100.00 Certified True Copy (CTC) - PHP 120.00 | 10 Minutes | <i>Releasing Clerk City Civil Registry Department</i> |

| | | | | |
|---|--|--|-----------|--|
| 2. Pays at City Treasurer's Office as indicated in the order of payment | 2. If requirements are in order, issues order of payment | | 5 Minutes | <i>Collector</i> City Treasurer's Office |
| 3. Receive/ Release document | 3. Upon receipt of Official Receipt, issues claim stub indicating the time and date of release. 3.1. Records, assign registry number then transmit to Records Division for searching, verification, processing, annotation, issuance of certification duly signed before release. | Admission of Paternity - PHP 300.00 Legal Instrument - PHP 150.00 | 3 Days | <i>Searcher / Processor / Signing Officer</i> City Civil Registry Department <i>Releasing Clerk</i> City Civil Registry Department |
| | TOTAL: | Admission and Legal Instrument - PHP 450.00 Admission, AUSF, Legal Instrument and CTC -PHP 670.00 | | |

ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED

Admission of Paternity is qualified for multi-stage processing. All incomplete data/requirements will not be accepted

15. Legitimation with Admission of Paternity, Legitimation including R.A. 9858 / Supplemental Report

Legitimation is the process of allowing the child who was born outside wedlock of parents who, at the time of conception of the former were not disqualified by any impediment to marry each other or were so disqualified only because either or both of them were below eighteen (18) years of age, but has a subsequent marriage, to use the surname of the father.

Supplemental Report is the process of supplying the missing or omitted information in the Certificates of Live Birth registered in Quezon City.

| | | |
|--|---|------------------------|
| Office or Division: | City Civil Registry Department - Counter 13 | |
| Classification: | Simple | |
| Type of Transaction: | G2C - Government to Client | |
| Who may avail: | Parents/minor parents of Quezon City-born illegitimate children who eventually married each other; document owner with missing entry in the COLB (supplemental) | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| For Legitimation with Admission of Paternity and Legitimation including R.A. 9858: | | |
| Certificate of No Previous Marriage (CENOMAR) of both parents (1 original) | PSA | |
| Certificate of Marriage of parents - PSA or Local Copy | PSA; City Civil Registry Department - Counter 3 | |
| Child's Certificate of Live Birth - PSA copy or Local Copy | PSA; City Civil Registry Department - Counter 3 | |
| Government-issued/Valid Identification Card of the Parents | | |
| Signed Joint Affidavit of Legitimation (parents who have no legal impediment to marry) | City Civil Registry Department – Counter 13 | |
| Signed Supplemental Joint Affidavit of Legitimation under R.A 9858 (parents who were disqualified to marry each other due to minority) | Public Attorney's Office; law Offices | |
| Affidavit Of Admission of Paternity | City Civil Registry Department – Counter 13 | |
| FATHER: To prove child's filiation, any two (2) of the following: <ul style="list-style-type: none"> • Employment Record • SSS/GSIS Record/ Insurance Policy • Income Tax Return (ITR) • Statement of Assets and Liabilities (SALN) • Pag – ibig / Philhealth (MDR) • Medical Record of the Child (immunization or baby book) • School Record of the Child • Baptismal Certificate of the Child (original) • Joint Affidavit of Acknowledgement (executed by both parents, in the absence of proof) | Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR; Pag – Ibig/ Philhealth Hospitals; Clinics School Public Attorney's Office; Law Offices | |

| | |
|--|--|
| <p>ADDITIONAL REQUIREMENTS:</p> <ul style="list-style-type: none"> • PSA copy of Death Certificate (if any or both parents are dead) • Certified True Copy of the Decision and Certificate of Finality of Annulment/ Divorce (if any or both parents are annulled or divorced from the first marriage) | <p>PSA Court</p> |
| <p>NOTE:</p> <ul style="list-style-type: none"> • PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED <p>LEGITIMATION AND R.A 9858 IS NOT APPLICABLE TO PARENTS WHO HAVE LEGAL IMPEDIMENTS TO MARRY:</p> <ul style="list-style-type: none"> • Any or both parents have previous valid marriage • Child is conceived and born without any Court Order or Decision of Annulment of Divorce <p>Please bring the Original documents and One (1) set photocopy</p> | |
| <p>For SUPPLEMENTAL:</p> <ul style="list-style-type: none"> • PSA Copy of the Certificate of Live Birth/ Marriage/ Death (1 original) • Local Copy of the Certificate of Live Birth/ Marriage/ Death (1 original) • Affidavit of Supplemental Report | <p>PSA City Civil Registry Department – Counter 1 or 2 Public Attorney's Office; Law Offices</p> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-------------------------------------|-----------------|---|
| 1. Submits required documents | 1. Receives requirements for registration, check if documents are in Order. | Admission of Paternity - PHP 300.00 | 10 Minutes | <i>Receiving Clerk</i> City Civil Registry Department |
| 2. Pays at City Treasurer's Office as indicated in the order of payment | 2. If requirements are in order, issues order of payment | Legitimation - PHP 400.00 | 5 Minutes | <i>Collector</i> City Treasurer's Office |

| | | | | |
|------------------------------|---|--|--------|--|
| 3. Receive/ Release document | 3. Upon receipt of Official Receipt, issues claim stub indicating the time and date of Release 3.1. Records, assign registry number then transmit to Records Archiving Division for searching, verification, processing, annotation, issuance of certification duly signed before release. | Legal Instrument - PHP 150.00 Supplemental Report - PHP 100.00 | 3 Days | <i>Receiving Clerk City Civil Registry Department</i> <i>Searcher / Processor City Civil Registry Department</i> <i>Releasing Clerk City Civil Registry Department</i> |
| | TOTAL | Legitimation, Admission and Legal instrument – PHP 850.00 Legitimation and Legal Instrument – PHP 550.00 Supplemental Report and Legal instrument – PHP 250.00 | | |

ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED

Legitimation with Admission of Paternity, Legitimation including R.A. 9858, and Supplemental are qualified for multi-stage processing. All incomplete data/requirements will not be accepted

16. R.A. 9048 – Petition for Change of First Name (CFN)

This is the process of allowing the document owner to have his/her first name be changed in his/her Certificate Live Birth.

| | |
|-----------------------------|---|
| Office or Division: | City Civil Registry Department - Counter 19 and 2 nd Floor |
| Classification: | Complex |
| Type of Transaction: | G2C - Government to Client |

| | | | | |
|---|--|---|------------------------|---|
| Who may avail: | Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Certified True Copy /Local Copy of the Certificate of Live Birth (3 original) | | City Civil Registry Department - Counter 1, 2, or 3 | | |
| Authenticated/Latest PSA Copy of the Certificate of Live Birth (1 original, 3 photocopies should be in legal size paper) | | PSA | | |
| Mandatory requirements to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> • Certification of Employment with no pending case (if employed); • Affidavit of Non-Employment (If not employed); • NBI Clearance (latest) purpose: For Change of FirstName • Police Clearance (latest with 6 months validity) purpose: For Change of First Name | | Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office | | |
| Any three (2) of the following Supporting Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> • Baptismal Certificate • School Records • Voter's Affidavit • SSS/GSIS Records • Medical or Business Record • Certificate of Marriage (if applicable) • Certificate of Live Birth of Child • (2) Government-issued / Valid Identification Card or CEDULA *NOTE: The processor will determine applicable documents | | Place of baptism; School of Client; Comelec; SSS; GSIS; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office | | |
| Other relevant documents the Civil Registrar may require for the approval of the Petition | | Depends on the documents required | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Presents the document sought for correction/change | 1. Receiving clerk compares PSA and local copy for consistency of discrepancy. | Filing fee - PHP 3,000.00 | 30 Minutes/petition | Interviewer / Processor City Civil Registry Department |

| | | | | |
|--|--|---|--|---|
| | 1.2. Issues list of applicable requirements. | Publication - PHP 2,300.00 | 10 Days mandatory posting period | |
| 2. On the interview, submits requirement to processor. | 2. If requirements are in order, issues order of payment | | | |
| 3. Pays at the City Treasurer's Office, Trust Fund Section, the corresponding fees | 3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact and gives contact numbers for follow-up after 3months. | Additional fee for Migrant Petition - PHP 1,000.00 | 2 Weeks, consecutive, publication | <i>Collector</i> City Treasurer's Office |
| | | | 4 Weeks (in PSA Legal Division) depending on the volume of transaction | <i>Interviewer / Processor</i> City Civil Registry Department |
| | 3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release. | | | <i>Interviewer / Processor</i> City Civil Registry Department |
| | | | Interview time (10 minutes) | <i>Receiving Clerk / Processor</i> PSA <i>Processor / Releasing Clerk</i> City Civil Registry Department |
| TOTAL: | | PHP5,300 ForMigrant Petition- PHP6,300 | 3-4 Months | |

17. R.A. 9048 - Petition for Correction of Clerical OR Typographical Error (CCE)

This is the process of allowing the document owner to correct clerical or typographical error in his/her Civil Registration documents.

(Birth Certificate, Marriage Certificate, Death Certificate).

| Office or Division: | City Civil Registry Department - Counter 19 and 2 nd Floor | | |
|---|--|------------------------|--|
| Classification: | Complex | | |
| Type of Transaction: | G2C - Government to Client | | |
| Who may avail: | Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Marriage, and Death | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original) | City Civil Registry Department - Counter 1, 2, or 3 | | |
| Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed (1 original, 3 photocopies should be in legal size paper) | PSA | | |
| Any three (2) of the following Supporting Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> • Certificate of Live Birth(Wife/Husband, for MarriagePetition) • BaptismalCertificate • SchoolRecords • Voter’sAffidavit • SSS/GSISRecords • NBI Clearance(latest) • Police Clearance (latest,6 months validity) • Medical or BusinessRecord • Certificate ofMarriage • Certificate of Live Birth ofChild/Children • Certificate of Live Birth of the Father, Mother, andSiblings • Certificate of Marriage ofParents • (2) Government-issued /Valid Identification Card/CEDULA *NOTE: A processor will determine applicable documents | PSA; School of Client; Comelec; SSS; GSIS; Hospital; NBI Police Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office | | |
| Other relevant documents the Civil Registrar may require for the approval of the Petition | Depends on the documents required | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|---|--|---|
| 1. Presents the document sought for correction/ change | 1. Receiving clerk compares PSA and local copy for consistency of discrepancy. | Filing fee - PHP 1,000.00 | 30 Minutes/ petition | <i>Interviewer / Processor City Civil Registry Department</i> |
| | 1.2. Issues list of applicable requirements. | | 10 Days mandatory posting period | |
| 2. On the interview, submits requirement to processor. | 2. If requirements are in order, issues order of payment | | | |
| 3. Pays at the City Treasurer's Office, Trust Fund Section, the corresponding fees | 3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and gives contact numbers for follow-up after 2months. | Additional fee for Migrant Petition - PHP 500.00 | 4 Weeks (in PSA Legal Division) depending on the volume of transaction | <i>Collector City Treasurer's Office</i> |
| | 3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release. | | *Time of interview: (10 minutes) | <i>Interviewer / Processor City Civil Registry Department</i> |
| | | | | <i>Receiving Clerk / Processor PSA</i> |
| | | | | <i>Processor / Releasing City Civil Registry Department</i> |

| | | | |
|---------------|---|------------|--|
| TOTAL: | PHP 1,000.00 For Migrant Petition - PHP 1,500.00 | 2-3 Months | |
|---------------|---|------------|--|

Petition for Correction of Clerical or Typographical Error is covered under R.A. 9048. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All incomplete date/requirements will not be accepted. Only documents with official receipt will be process.

18. R.A. 10172 Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth (in the Certificate of Live Birth)

This is the process of correcting the entry of the sex or day and/or month of date of birth of the document owner in his/her Certificate of Live Birth.

| | | |
|--|--|---|
| Office or Division: | City Civil Registry Department - Counter 19 and 2 nd Floor | |
| Classification: | Complex | |
| Type of Transaction: | G2C - Government to Client | |
| Who may avail: | <i>For Correction in the Date/Month of Birth:</i> Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Birth | |
| | <i>For Correction in the Entry of Sex:</i> Personal appearance of document owner | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original) | | City Civil Registry Department - Counter 1, 2, or 3 |
| Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed (1 original, 3 photocopies should be in legal size paper) | | PSA |

| <p>Mandatory requirements to be submitted (3 photocopies - should be in legal size paper):</p> <ul style="list-style-type: none"> • Certification of Employment withno pending case (<i>ifemployed</i>); • Affidavit of Non-Employment (<i>If not employed</i>); • NBI Clearance (latest) purpose: Petition to correct Date of Birth/Sex • Police Clearance (latest with 6 months' validity) purpose: Petition to correct Date ofBirth/Sex • BaptismalCertificate • Elementary SchoolRecord • (2) Government-issued / Valid Identification Card orCEDULA • Medical Certification (for petition to correct entry of sex) issued by an accredited government physician that the petitioner did not undergone sex change or sex transplant with the following requiredinformation: <ul style="list-style-type: none"> - Full name of government physician with valid medical/PRClicense - Name of hospital, designation, and contactnumber • Medical Record | <p>Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office; Hospital / Clinic</p> <p>Place of baptismal; School of Client; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office</p> | | | |
|--|--|-----------------|-----------------|---------------------------------------|
| <p>*NOTE: A processor will determine applicable documents</p> | | | | |
| <p>Other relevant documents the Civil Registrar may require for the approval of the Petition</p> | <p>Depends on the documents required</p> | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>1. Presents the document sought for correction/ change</p> | <p>1. Receiving clerk compares PSA and local copy for consistency of discrepancy.</p> | | | <p><i>Interviewer / Processor</i></p> |

| | | | | |
|--|---|---|--|--|
| | 1.2. Issues list of applicable requirements. | Filing fee - PHP 3,000.00 Publication - PHP 2,300.00 | *30 Minutes/ petition 10 Days mandatory posting period | City Civil Registry Department |
| 2. On the interview, submits requirement to processor. | 2. If requirements are in order, issues order of payment | Additional fee for Migrant Petition, Date of Birth - PHP 1,000.00 | 2 Weeks, consecutive, publication | <i>Interviewer / Processor</i> City Civil Registry Department |
| 3. Pays at the City Treasurer's Office, Trust Fund Section, the corresponding fees | 3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and gives contact numbers for follow-up after 3months. | | 4 Weeks (in PSA Legal Division) depending on the volume of transaction | <i>Collector</i> City Treasurer's Office |
| | | | *Time of interview (10minutes) | <i>Interviewer / Processor</i> City Civil Registry Department |
| | 3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release. | | | <i>Receiving Clerk / Processor</i> PSA |
| | | | | <i>Processor / Releasing</i> City Civil Registry Department |
| TOTAL: | | PHP 5,300.00 For Migrant Petition - PHP6,300.00 | 3-4 Months | |

Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth in the Certificate of Live Birth is covered under R.A. 10172. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All

incomplete date/requirements will not be accepted. Only documents with official receipt will be processed.

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|--|
| How to send feedback | <p>Accomplish our Service Experience Survey (SES) Form available at the Public Assistance and Complaints Desk and put it at its designated drop box.</p> <p>Clients can also direct their feedback to the office via the following:</p> <ul style="list-style-type: none"> • Telephone Number: 8988-42-42 local 1514 • E-mail Address: scarinojr@quezoncity.gov.ph |
| How feedbacks are processed | <p>Once the feedback is received, it will be evaluated and endorsed to the concerned person or division for appropriate action.</p> <p>The concerned division or person would address the complaint and provides feedback.</p> <p>The answer of the concerned division or person is then relayed to the client.</p> |
| How to file a complaint | <p>Files duly accomplished Client Complaint / Feedback Form with Public Assistance and Complaints Desk (PACD)</p> <p>Reports with the PACD the details of his/her complaint</p> <p>Clients can also direct their complaints to the office via the following:</p> <ul style="list-style-type: none"> • Telephone Number: 8988-42-42 local 1514 • E-mail Address: scarinojr@quezoncity.gov.ph |

| | |
|---|--|
| <p>How complaints are processed</p> | <p>The Public Assistance and Complaints Desk (PACD) Officer evaluates the complaint, then interviews the client and provides information on the complaint procedure.</p> <p>The complaint is then endorsed to the concerned division or person for appropriate action.</p> <p>The concerned division or person addresses the complaint and provides feedback.</p> <p>The Public Assistance and Complaints Desk (PACD) Officer mails/emails the report on action taken to the client.</p> |
| <p>Contact Information of City Civil Registry Department (CCRD), Presidential Complaints Center (PCC) of the Office of the President, and Contact Center ng Bayan (CCB) of the Civil Service Commission</p> | <p>CCRD: salvador.cariño@quezoncity.gov.ph Civil Registry@quezoncity.gov.ph 8988-42-42 loc. 1514 to 1517</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p> |

CITY GENERAL SERVICES DEPARTMENT

External Services

1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

The Certificate of Employment (COE) is issued to verify employment information of a former and / or current employee of the Department upon request, which includes information about his / her designation, length of service, compensation and other benefits.

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | ADMINISTRATIVE DIVISION | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government, G2C – Government to Citizen | | | |
| Who may avail: | CityGeneral Services Department former and current Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| One (1) duly filled-up Document Request Slip form to be signed by Employee & Division Chief concerned, if applicable | | Administrative Division, Human Resource Management Section (HRMS) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request for Certificate of Employment | 1.1 Receives Request | None | 3 minutes | Clerical Staff - Human Resource Management Section (HRMS), Administrative Division |
| 2. Wait for action taken / release of requested Certificate of Employment | 2.1. Approves Request | None | 10 minutes | Chief / OIC, Administrative Division |
| | 2.2. Prepares Certification of Employment | None | 20 minutes | Clerical Staff –HRMS, Administrative Division |
| | 2.3. Initials | None | 10 minutes | Asst. Chief / Acting Asst. Chief, Administrative Division |
| | 2.4. Signs | None | 10 minutes | Chief / OIC, Administrative Division |
| 3. Receives the requested Certificate of Employment | 3.1. Record and release of Certification | None | 5 minutes | Clerical Staff - HRMS, Administrative Division |
| | TOTAL: | None | 58 minutes | |

2. ISSUANCE OF OFFICE CLEARANCE

Office Clearance (OC) is issued to former and current GSD employees needing this document that states that he/she has no pending administrative case with the Department.

| | | | | |
|--|--|---|-------------------------------|--|
| Office or Division: | ADMINISTRATIVE DIVISION | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government, G2C – Government to Citizen | | | |
| Who may avail: | CityGeneral Services Department former and current Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| One (1) original copy of Document Request Slip form to be signed by Employee & Division Chief concerned, if applicable | | Administrative Division, Human Resource Management Section (HRMS) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request for Office Clearance | 1.1 Receives Request | None | 3 minutes | Clerical Staff - Human Resource Management Section (HRMS), Administrative Division |
| 2. Wait for action taken / release of requested Office Clearance | 2.1. Approves Request | None | 10 minutes | Chief, Administrative Division / OIC |
| | 2.2. Prepares Office Clearance | None | 20 minutes | Clerical Staff - HRMS, Administrative Division |
| | 2.3.. Initials / Signs | None | 4 hours | 1.) Asst. Chief/ Division Chief concerned, 2.) Asst. Chief / Chief, Administrative Division/ 3.) Asst. Dep't. Head/ CityGovt. Dept. Head III |
| 3. Receives Office Clearance | 3.1. Records and release of Office Clearance | None | 5 minutes | Clerical Staff - HRMS, Administrative Division |
| | TOTAL: | None | 4 hours and 38 minutes | |

3. PREPARATION OF DISBURSEMENT VOUCHER – PROCUREMENT OF GOODS, INFRASTRUCTURE, PROJECTS, AND CONSULTANCY SERVICES

The Disbursement Voucher is being prepared as part of the requirements in the payment for services rendered or goods delivered, including claims on Infra, Supplies and Materials Maintenance, Security and other related Services rendered by contractors & suppliers under Contracts, Purchase Order, et.al.

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|--|--|--|
| Office or Division: | ADMINISTRATIVE DIVISION | |
| Classification: | Simple | |
| Type of Transaction: | G2G – Government to Government, G2B – Government to Business | |
| Who may avail: | Quezon City Government Offices / Departments, Suppliers, Contractors, Dealers | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| <p>a. For Bidding / Negotiated / Shopping</p> <ul style="list-style-type: none"> • Approved Acceptance and Inspection Report (1 original copy) • Approved Requisition and Issue Slip • Delivery & Invoice Receipts (1 original) • Approved Purchase Order, Purchase Order, and Contract, if any (1 photocopy) <p>b. For Infrastructure</p> <ul style="list-style-type: none"> • Billing Statement / Contract / Notice to Proceed / Notice to Commence (1 photocopy) <p>c. For Retention</p> <ul style="list-style-type: none"> • Letter Request, Certificate of Acceptance (End-User) / Delivery & Invoice Receipts (1 original copy) • Old Disbursement Voucher / Purchase Order / Purchase Request, Notice of Award & Notice to Proceed (1 photocopy) <p>d. Insurance</p> <ul style="list-style-type: none"> • Policy Schedule from GSIS & | | Administrative Division, Fiscal Management Section (FMS) |

| Certification (in good running condition) from the CGSD e. For Reimbursement <ul style="list-style-type: none"> • Certificate of Acceptance (End-User) / Delivery & Invoice Receipts (1 original copy) • Old Disbursement Voucher / Obligation Request Slip/ Purchase Order / Purchase / Confirmatory Report/ Requisition and Issue Slip / Inspection Report / Justification/ Request, Notice of Award & Notice to Proceed (1 photocopy) | | | | |
|---|--|-----------------|-----------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Complete Checklist of Requirements are submitted to the Administrative Division, Fiscal Management Section (FMS) | 1.1. Receives and records document / Conducts initial evaluation of completeness of documents | None | 3 minutes | Clerical Staff Administrative Division, Fiscal Management Section (FMS) |
| | 1.2. Assigns personnel who will prepare vouchers / Review completeness of documents / Prepares voucher / Review final voucher | None | 1 hour | Division Chief / Section Chief / Clerical Staff Administrative Division, Fiscal Management Section (FMS) |
| | 1.3. Forwards the voucher to the Records Management & Control Division (RMCD) | None | 3 minutes | Clerical Staff Administrative Division, Fiscal Management Section (FMS) |
| | 1.4. Coordinate with the enduser / Release of voucher, for signature of the enduser | None | 3 minutes | Clerical Staff Records Management and Control Division (RMCD) |
| | 1.5. Prepares endorsement letter, addressed to the City Accounting Department, upon returned of the signed voucher by the enduser / Forwards | None | 15 minutes | Clerical / Releasing Staff Records Management and Control Division (RMCD) |

| | | | | |
|--|---|-------------|------------------------------|--|
| | voucher to the City Accounting Department | | | |
| | TOTAL: | None | 1 hour and 24 minutes | |

4. PROVISION / FAST TRACKING OF COPY/IES OF DOCUMENTS, LETTERS AND OTHER FORMS OF CORRESPONDENCE

Provides available copy/ies on file of requested documents, reproduce, and properly authorized for release by the approving authority. This involves requisition and charge-out procedures in issuing RMCD files/records safe kept and maintain in our records storage/facility.

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | RECORDS MANAGEMENT AND CONTROL DIVISION(RMCD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government, G2C – Government to Citizen | | | |
| Who may avail: | The Bureaucracy; All City Constituencies, with concern | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter- requests with valid reason/ endorsement (1 original and 2 photocopies) | | The Bureaucracy; All City Constituencies, with concern | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits authenticated letter-requests • Personal (submit at receiving area of Records Management & Control Division) E-mail (send to gsd@quezoncity.gov.ph) | 1.1. Checks availability document / letter / communication for reproduction | None | 30 minutes | Staff, Records Storage Section (RSS) Records Management and Control Division (RMCD) |
| | 1.2. Approves release of requested document/s | None | 2 minutes | Chief, RMCD&City Govt. Dep't. Head III |
| 2. Receives requested copy of document/s | 2.1. Releases to applicant/client | None | 2 minutes | Releasing Staff Current Records & Mails Section, RMCD - |

| | | | | |
|--|--------------|-------------|-------------------|--|
| | TOTAL | None | 34 minutes | |
|--|--------------|-------------|-------------------|--|

5. DISPOSAL OF VALUELESS RECORD

This is empowering the CGSD to enforce policies on Quezon City Government records management and administration. The requesting office/department shall accomplish the NAP Form No. 3 (Request for Authority to Dispose of Records) in three (3) sets/copies, properly fill-up, approved and signed by the head of agency concerned. This involved the review and evaluation of all requests for authority to dispose of the City' valueless unnecessary records as against the approved RRDS, for final approval of the National Archives of the Philippines (NAP), thereby facilitating actual disposal with COA, Requesting Agency/End-Users and NAP's Accredited Buyer. Proceeds goes to the City's Treasury Department.

| | | | | |
|---|--|--|------------------------|---|
| Office or Division: | | RECORDS MANAGEMENT AND CONTROL DIVISION(RMCD) | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail: | | Quezon City Local Government Offices/Departments | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • Request letter (1 original and 2 photocopies) • Three (3) copies of Request for Authority to Dispose Records | | Quezon City Local Government Offices/Departments | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letter and three (3) copies of request for authority to dispose records | 1.1. Receives, logs, and scans Reviews if included in the RRDS | None | 10 minutes | Receiving Staff Records Management and Control Division (RMCD) – Records Officer & Chief, RMCD |
| 2. Wait for action taken / release of endorsement letter addressed to NAP | 2.1. Forwards letter to Department Head with recommendation as to RRDS compliance Signs the endorsement letter addressed to NAP | None | 1 hour | RMCD Records Officer, Division Chief City Govt. Dep't. Head III |
| | 2.2. Endorses to National Archive of the Philippines for approval and issuance of | None | 14 days | Records Officer RMCD |

| | | | | |
|---|---|-------------|--|--|
| | authority to dispose | | | |
| 3. Transfers of valueless records to RMCD storage | 3.1. Transfer of valueless records with NAP approval to dispose, from requesting department to RMCD storage | None | 30 minutes | RMCD staff and Representative/s Requesting Dept./Office |
| 4. Witness the conduct of city-wide disposal of valueless records | 4.1. Conducts city-wide disposal of valueless records | None | 3 hours | RMCD staff and Representatives from: 1. Commission on Audit 2. Requesting Dept./Office |
| | TOTAL | None | 14 days, 4 hours and 40 minutes (Excluding NAP processing of approval to dispose records) | |

6. PROVISION OF ORIGINAL COPIES OF CITY-OWNED TCT'S

Provides Original Certificate of Title/s available, safe kept and administered under the custody of Records Management and Control Division, in support to the City's Housing Project thru Quezon City Housing Community Development and Resettlement Department (HCDRD). All requests shall be approved by the City General Services Department Head for release.

| | | |
|--|---|---|
| Office or Division: | RECORDS MANAGEMENT AND CONTROL DIVISION(RMCD) | |
| Classification: | Simple | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | Quezon City Housing Community Development and Resettlement Department (HCDRD) | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| <ul style="list-style-type: none"> Request letter signed by the Department Head (1 original and 2 photocopies) <p>1 certified copy of the following:</p> <ul style="list-style-type: none"> Certified true copy of Cert. Authorizing Registration (CAR) Deed of Absolute Sale Contract to Sell Declaration of Tax Payment Certification of QC Direct Sale Program Beneficiary | | Quezon City Housing Community Development and Resettlement Department (HCDRD) |

| <ul style="list-style-type: none"> • Certification of Full Payment • Certification of Exemption from payment of Transfer Tax <p>1 photocopy of:</p> <ul style="list-style-type: none"> • TCT | | | | |
|--|--|-----------------|-------------------|--|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits letter request duly signed by the HCDRD Department Head | 1.1. Receives, logs, & scans | None | 5 minutes | Receiving Staff Records Management and Control Division (RMCD) |
| 2. Wait for action taken / release of requested Original Certificate of Title/s | 2.1. Forwards to CGSD Department Head for approval | None | 2 minutes | City Gov't. Dep't. Head III |
| | 2.2. Returns to RMCD for review of required documents | None | 10 minutes | City-owned Land Title Custodian and Division Head, RMCD |
| | 2.3. Prepares endorsement letter to HCDRD for signature by the CGSD Dept. Head | None | 10 minutes | City-owned Land Title Custodian, RMCD City Gov't. Dep't. Head III |
| 3. Receives the requested Original Certificate of Title/s | 3.1. Transmits to HCDRD | None | 10 minutes | City-owned Land Title Custodian, RMCD |
| | TOTAL | None | 37 minutes | |

7. POSTING OF NOTICES, ADVISORIES & BULLETINS & ISSUANCE OF CERTIFICATE OF POSTING

A certificate of Posting serves as proof that the department has posted an approved request/s in conspicuous area inside the QC Hall compound (e.g. High Rise Building East and West Wing bulletin boards). The same shall be issued after the posting date thru pick-up or by mail. A request that needs Mayors Certification with Seal will be forwarded to the Office of the City Mayor.

| | |
|-----------------------------|--|
| Office or Division: | RECORDS MANAGEMENT AND CONTROL DIVISION(RMCD) |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |

| | | | | |
|--|---|--|---|---|
| Who may avail: | Any Government Agency | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request (1 original and 2 photocopies) | | Local and National Government Agencies | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letter <ul style="list-style-type: none"> Personal (submit at receiving area of Records Management & Control Division) E-mail (send to gsd@quezoncity.gov.ph) | 1.1. Receives request | None | 5 Minutes | Receiving Staff Records Management and Control Division (RMCD) |
| 2. Wait for action taken / issuance and release of certificate of posting | 2.1. Approves requests | None | 5 minutes | Division Chief RMCD |
| | 2.2. Posts requests | None | 15 minutes | Clerical Staff RMCD |
| | 2.3. Encodes Certification | None | 15 minutes | Clerical Staff RMCD |
| | 2.4. Initials Certificate of Posting | None | 5 minutes | Division Chief RMCD |
| | 2.5. Signs Certificate of posting | None | 5 minutes | City Govt. Dept. Head III / Asst. Govt. Dept. Head |
| | 2.6. Forwards to the Office of the City Mayor for Mayor's Certification with Seal (as per request only) | None | 15 minutes | Clerical Staff RMCD |
| | 2.7. Records Certification | None | 5 minutes | Clerical Staff RMCD |
| 3. Receives the approved certificate of posting | 3.1. Issuance & Release of Certification to RMCD | None | 5 minutes | Clerical Staff RMCD |
| | TOTAL | None | 1 hour and 15 minutes (approximately 3 days with City Mayor's Certification) | |

8. ISSUANCE OF GENERAL CLEARANCE

General Clearance is issued to government employees/official who transferred to another government agency, retired, resigned, dismissed or separated from the service. A clearance from his/her office certifying that he/she is cleared from property accountability is the documentary requirement needed to support the issuance. (Sec. 161 of COA Circular 92-386)

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD) | | | |
| Classification: | Simple / Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Quezon City Government Offices / Departments / Schools – Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • General Clearance Form (1 original copy) • Office Clearance - No Property Accountability (1original copy,1duplicate copy) • Division Office Clearance (1original copy,1duplicate copy) • ID Picture for Retirees , size: 2x2 (1 piece) | | <ul style="list-style-type: none"> • Human Resource Management Department • Concerned Department/Offices • Division Office, Division of City Schools • Requesting Party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request for processing of General Clearance, with complete requirements | 1.1. Receives, records, evaluates, initials and approves request | None | 1 hour | Receiving Staff Records Management and Control Division (RMCD) |
| | a. Rank-and-File & Contractual | | | Staff Inventory&Disposal Section |
| | b. Department Heads/ Accountable Officers/ Elected Officials | None | 5 working days | DivisionChief / Asst.DivisionChief MPMCD Assistant and City Govt. Dept.Head III |
| 2. Receives approved General | 2.1. Releases approved Clearance | None | 10 minutes | Releasing Staff RMCD |

| | | | | |
|-----------|--------------|-------------|--|--|
| Clearance | | | | |
| | TOTAL | None | Rank-and-File & Contractual : 1 hour & 10 minutes | |
| | | | Department Heads/ Accountable Officers/ Elected Officials 5 working days & 10 minutes | |

9. INVENTORY OF MOVABLE ASSETS

Sec. 156 of COA Circular 92-386 provides for an annual physical inventory of all supplies and property of the local government units, to ascertain the value of movable assets of the City. A physical inventory is conducted per schedule given to various departments/offices/units/task forces of the Quezon City Government, results of which are furnished the Office of the City Mayor, Accounting Department, and the Commission on Audit.

| | | | | |
|---|--|-----------------------------|------------------------|--|
| Office or Division: | MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Quezon City Government Offices / Departments / Schools – Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Five (5) original copies of the following: <ul style="list-style-type: none"> • Inventory Form (GF 41A(3)) - • Acknowledgement Receipt for Equipment (ARE,GF 9(2)) • Inventory Custodian Slip (ICS, Appendix 9-9) • List of Unaccounted Movable Properties(QCG-GSD-LUMP-87) | | MPMCD- CGSD and/or End-user | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receives notice of Inventory taking activities | 1.1. Issuance of memorandum together with schedule of inventory, to various offices / department | None | 2 days | Receiving Staff Records Management and Control Division (RMCD) |
| 2. Forms part of | 2.1. Conducts physical | None | 3 days | Inventory Section / |

| | | | | |
|---|--|-------------|----------------|--|
| the Inventory Team | inventory of movable assets together with the Inventory Team | | | Team |
| 3. None | 3.1. Reconciliation of Inventory Report by the assigned personnel 3.3.1 Establishment of List of Unaccounted properties (if any) | None | 5 days | Inventory Section / assigned personnel |
| 4. Signs final inventory report as end-user | 4.1. Preparation of final inventory report | None | 3 days | Inventory Section / Team |
| 5. None | 5.1. Submits final inventory report to: 1 Commission on Audit 2 City Accounting Department 3 Dept. of Interiors and Local Govt. 4 City Mayor | None | 1 day | Releasing Staff RMCD |
| | TOTAL | None | 14 days | |

10. INSPECTION OF DELIVERIES OF GOODS AND SERVICES

Inspection of deliveries by authorized Technical Inspector is conducted to determine if the items conformed to the specifications set forth on the Purchase Order/Supplies Delivery Agreement and/or Contracts or Agreements.

| | | | | |
|--|---|--|------------------------|---------------------------|
| Office or Division: | MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government, G2B – Government to Business | | | |
| Who may avail: | Quezon City Government Offices / Departments, Suppliers, Contractors, Dealers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • Notice of Delivery (1 original copy and 3 photocopies) • Delivery Receipts (1 original copy and 3 photocopies) • Approved Purchase Order/s (3 photocopies) | | <ul style="list-style-type: none"> • Supplier/Enduser • Supplier | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|-------------------------------|---|-------------|---|--|
| 1. Submits Notice of delivery | 1.1 Receives and records Notice of Delivery | None | 5 minutes | Receiving Staff Records Management and Control Division (RMCD) |
| | 1.2. Notice of Delivery forwards to CGDH III (for instructions) | None | 3 Minutes | City Gov't. Dep't. Head III |
| | 1.3. Notice of Delivery forwards to CWMD (for receipt of delivery) | None | 3 minutes | Division Chief CWMD |
| | 1.4. CWMD requests Technical Inspector (MPMCD) to conduct inspection | None | 5 minutes | Division Chief CWMD |
| | 1.5. Assigns Technical Inspector | None | 3 minutes | Chief, Technical Inspection Section (MPMCD) |
| | 1.6. Conducts inspection of deliveries | None | 1-3 days | Technical Inspector (MPMCD) |
| | 1.7 Submits inspection report for review, initials and approval of report | None | 30 minutes | Chief, Technical Inspector -TIS (initial) Asst. Div. Chief (initial) MPMCD |
| | 1.8 Approves / Signs inspection column (AIR) | None | 30 minutes | Division Chief, MPMCD |
| | 1.9 Forwards accomplished AIR to Technical Staff / Asst. Department Head | None | 5 minutes | Technical Staff (Office of the Head CGSD) |
| | 1.10 Forwards approved AIR to the City Accounting Department | None | 30 minutes | Releasing Staff RMCD |
| | TOTAL | None | 3 days, 1 hour & 54 minutes) | |

11. RENEWAL OF REGISTRATION OF CITY-OWNED VEHICLES

To ensure proper and maximum utilization of government properties particularly motor vehicles, renewal of registration in coordination with corresponding End-users, is facilitated by MPMCD with the Land Transpiration Office.

| | |
|-----------------------------|---|
| Office or Division: | MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD) |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |

| | | | | |
|---|---|--------------------------|---------------------------------------|--|
| Who may avail: | Quezon City Government Offices / Departments Barangays/Schools – Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Duly Accomplished Checklist Form (1 original copy & 1 carbon copy) | | Motorpool Division, CGSD | | |
| <ul style="list-style-type: none"> Certificate of Cover (GSIS), 1 original copy | | GSIS thru CGSD | | |
| <ul style="list-style-type: none"> LTO-Certificate of Registration (1 photo copy) LTO-Official Receipt (photo copy) | | On file with CGSD | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request (Checklist form) for renewal of registration | 1.1. Receives and logs request | None | 10 minutes | Receiving Staff Records Management and Control Division (RMCD) |
| | 1.2. Forwards request for renewal to MPMCD, in coordination with Motorpool Division | None | 10 minutes | |
| 2. Wait for schedule (Depending on the availability of motor vehicle) | 2.1. Assigns schedule for LTO inspection | None | 10 minutes | Staff, Programming and Utilization Section (PUS) MPMCD |
| 3. Brings motor vehicle at LTO for inspection. | 3.1. Assists during inspection at LTO | None | 3 hours | Staff PUS, MPMCD |
| 4. None | 4.1. Facilitates renewal of Registration | None | 4 hours | Staff PUS, MPMCD |
| 5.1 None | 5.1. Transmits / forwards copy of LTO-OR (renewed) to RMCD for releasing | None | 2 hours | Staff PUS, MPMCD |
| 6. Receives photocopy of renewed O.R. | 6.1. Provides photocopy of OR to end-user | None | 10 minutes | Releasing Staff RMCD |
| | TOTAL | None | 1 day, 1 hour & 40 minutes | |

12. RETURN/TURN-OVER OF UNSERVICEABLE PROPERTIES

Properties which are deemed unserviceable and/or excess by concerned departments/offices are returned/turned over to CGSD for proper disposal. Properties which can still be used or needed by other departments/offices will be reissued.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Quezon City Government Offices / Departments / Schools – Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 4 original copies and 3 photocopies of the following: <ul style="list-style-type: none"> Property Return Slip (PRS,LGU No.12(2)) Inventory and Inspection Report of Unserviceable Properties (IIRUP, GF No. 17-A(2)) Report of Waste Materials (RWM, GF No. 61-A(2)) | | MPMCD, CGSD | | |
| 1 original copy and 3 photocopies of: <ul style="list-style-type: none"> Approved Gate Pass | | Buildings & Grounds Management Division (BGMD) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request with complete requirements, for schedule and checking of unserviceable properties | 1.1. Receives letter request | None | 10 minutes | Receiving Staff Records Management and Control Division (RMCD) |
| 2. None | 2.1. Receives and verifies submitted requirements | None | 20 minutes | Authorized Staff Inventory and Disposal Section (IDS), MPMCD |
| 3. Bring the returned unserviceable properties to Manila Seedling Bank (MSB) | 3.1. Conducts checking of returned unserviceable properties and transports to MSB | None | 3 hours | Authorized Staff IDS, MPMCD |
| 4. None | 4.1. Reviews / Initials of Asst. Div. Chief/ Section Chief/ Authorized Staff | None | 30 minutes | Asst. Division Chief/ Section Chief/ Authorized Staff |

| | | | | |
|---------------------------------------|---|-------------|---------------------------------|----------------------------------|
| | 4.2. Approves / Signs of Division Chief | None | 10 minutes | MPMCD Division Chief MPMCD |
| 5. Receives copy of PRS / IIRUP / RWM | 5.1. Releases approved documents | None | 5 minutes | Authorized Staff, IDS, MPMCD |
| | TOTAL | None | 4 hours & 15 minutes | |

13. DISPOSAL OF UNSERVICEABLE PROPERTIES AND WASTE MATERIALS

Properties which are already unserviceable will be disposed thru auction sale facilitated by the Committee on Awards with the CGSD as Secretariat.

| | | | | |
|---|--|--|------------------------|--|
| Office or Division: | MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B – Government to Business | | | |
| Who may avail: | Bidders/ Private Contractors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1 original copy of the following: <ul style="list-style-type: none"> Property Return Slip (PRS) Consolidated IIRUP & RWM In-house Appraisal Bid Documents 1 original copy and 3 photocopies of: <ul style="list-style-type: none"> Gate Pass | | MPMCD, CGSD | | |
| | | Buildings & Grounds Management Division (BGMD) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits bidding proposal | 1.1. Receives & evaluates | None | 1 hour | Secretariat - Disposal Committee, CGSD |
| 2. Attends / Participates in the bidding | 2.1. Conducts Bidding | None | 2 hours | Secretariat - Disposal Committee, CGSD |
| 3. None | 3.1. Prepares Resolution of Award for signature of the Committee on Awards Members | None | 5 days | Secretariat – Disposal Committee, CGSD |
| 4. Receives Resolution of Award | 4.1 Issues Order of Payment | None | 30 minutes | Secretariat – Disposal Committee, CGSD |
| 5. Presents to | 5.1. Verifies documents | None | 10 minutes | Secretariat – |

| | | | | |
|--|--|-------------|--|---|
| CGSD proof of payment (OR) made to the City Treasurer | presented | | | Disposal Committee, CGSD |
| 6. None | 6.1. Prepares Notice to Commence and Guidelines in Hauling | None | 2 days | Secretariat – Disposal Committee, CGSD |
| 7. Receives Notice to Commence and Guidelines in Hauling | 7.1. Advises Awardee to secure Gate Pass | None | 10 minutes | Inventory and Disposal Section Authorized Staff |
| 8. Submits request to issue gate pass for items awarded | 8.1. Receives requests | None | 10 minutes | Inventory and Disposal Section Authorized Staff |
| 9. Receives approved Gate Pass | 9.1. Approves Gate Pass | None | 10 minutes | Chiefs – MPMCD/BGMD Head - CGSD |
| 10. Hauls awarded items | 10.1 Monitors hauling process including clearing after hauling | None | 15 days | Inventory and Disposal Section Authorized Staff |
| | TOTAL | None | 22 days, 4 hours and 10 minutes | |

14. PERMIT FOR LEAFLETING / DISTRIBUTION OF FLIERS

The permit for the distribution of leaflets and fliers is to provide public and private entities the opportunity to market / promote their product and services within the Quezon City Hall Compound to the employees and transacting public.

| | | | | |
|---|--|--|------------------------|---------------|
| Office or Division: | BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business, G2G – Government to Government | | | |
| Who may avail: | Employees / Agents of Real Estate Company | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Letter Request (1 original copy and 2 photocopies) Duly filled-up Request Form for Distribution of Leaflets (2 original copies) Sample Leaflet (2 original copies) photocopy of company ID (2 photocopies) | | <ul style="list-style-type: none"> Client Security and Housekeeping Services Section, BGMD Client Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON |

| | | | | RESPONSIBLE |
|--|---|-------------|-------------------|--|
| 1. Submits request permit for Leafleting | 1.1 Receives and logs letter request / Forwards letter request to the Department Head | None | 10 Minutes | Receiving Staff RMCD |
| | 1.2. Releases letter request with instruction of the Department Head to the BGMD BGMD Head gives instruction | None | 5 minutes | City Gov't. Dep't. Head III Chief / Clerical Staff / BGMD |
| 2. Clients accomplish the form and submit requirements | 2.1. Explains the Guidelines and Requirements | None | 5 Minutes | Chief Security and Housekeeping Services Section |
| | 2.2. Approves / Signs the Request | None | 5 Minutes | Division Head BGMD |
| 3. Receives approved permit | 3.1. Issues approved Permit to client | None | 5 Minutes | Clerical Staff BGMD |
| | TOTAL | None | 30 minutes | |

15. ISSUANCE OF GATE PASS

A Gate pass is being secured from the Department, in order to monitor the movement of government supplies and properties, personal property as well as any activity within the Quezon City Hall Compound.

| | | | | |
|---|---|---|------------------------|---------------|
| Office or Division: | BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government | | | |
| Who may avail: | All people with official transaction with the concerned Q.C. Government Offices | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly filled-up Gate Pass Form with supporting document (photocopies of P.O. Receipts, Job Order Etc.) <ul style="list-style-type: none"> • For Working Permits – 3 copies • For Catering – 2 copies • For Supplies – 4 copies | | Security and Housekeeping Services Section, BGMD / Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON |

| | | | | RESPONSIBLE |
|---|---|-------------|-------------------|---|
| 1. Request for Gate Pass Form | 1.1. Provides Gate Pass Form Records the content of the gate pass and indicates Control Number | None | 5 Minutes | Clerical Staff BGMD |
| 2. Wait for the release of approved Gate Pass | 2.1. Checks / Verifies the contents of the Gate Pass / Refer to concerned division | None | 5 Minutes | Clerical Staff BGMD |
| | 2.2. Reviews / Initials / Recommends Approval of Gate Pass | None | 15 Minutes | Heads of: 1. Buildings & Grounds Management Division 2. Movable Property Management and Control Division 3. Fixed Assets Management & Control Div. 4. Central Warehouse Management Division |
| | 2.3. Approval | None | 15 minutes | City Gov't. Asst. Dep't. Head / City Gov't.. Dep't. Head |
| 3. Receives approved Gate Pass | 3.1. Releases approved Gate Pass | None | 5 minutes | Clerical Staff BGMD |
| | TOTAL | None | 45 minutes | |

16. JOB ORDER (REPAIRS)

The Job Order Form is being issued to the requesting offices that need the maintenance service of the department. It is also to monitor that the request for repair of office furniture, equipment and facilities had been acted on effectively and efficiently.

| | |
|-----------------------------|---|
| Office or Division: | BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD) |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Q.C. Hall Government Offices |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|--|--------------------------------|---|
| <ul style="list-style-type: none"> Letter Request (1 original copy and 2 photocopies) / verbal / phone request / email Job Order Form (1 original copy) | | <ul style="list-style-type: none"> Client Building and Facilities Maintenance Section - BGMD | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request for repair | 1.1. Receives, records & approves Request | None | 10 Minutes | Clerical Staff / Section Chiefs / Division Chief BGMD |
| 2. Wait for action taken | 2.1. Delegates the Job Order to concerned unit (carpentry, electrical, ACU, plumbing, janitorial) | None | 10 Minutes | Unit Head / Clerical Staff BGMD |
| | 2.2. Secures needed supplies and materials from the stockroom | None | 30 minutes | Storekeeper BGMD |
| | 2.3. Acts on the request | None | 30 minutes | Concerned Unit |
| 3. Signs the Job Order (Acknowledged portion) | 3.1. Submits accomplished job order report | None | 30 minutes | Concerned Staff |
| | TOTAL | None | 1 hour & 50 minutes | |

17. REQUEST FOR VENUE (MEETINGS / SEMINAR / EVENTS)

The Department provides venue for meeting, seminars, assembly etc. at the lobby, plaza, covered walks and other open spaces within the Quezon City Hall Compound, giving priority to government sponsored and approved activities. NGO and private groups can also be accommodated upon the approval of the management and availability of the requested venue.

| Office or Division: | BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD) | | | |
|--|---|---------------------------|------------|--------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government | | | |
| Who may avail: | Any individual, groups, company | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Letter Request (1 original copy and 2 photocopies) | | Client / Requesting Party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO | PROCESSING | PERSON |

| | | BE PAID | TIME | RESPONSIBLE |
|---|--|----------------|------------------------------|--|
| 1. Submits request letter through: <ul style="list-style-type: none"> • Personal (submit at Records Management & Control Division) • E-mail (send to gsd@quezoncity.gov.ph) | 1.1 Receives and logs letter request / Forwards letter request to the Department Head | None | 10 Minutes | Receiving Staff Records Management & Control Division (RMCD) |
| 2. Wait for action taken or release of reply | 2.1. Releases letter request to the concerned division with instruction of the Department Head | None | 5 minutes | City Government Department Head III |
| | 2.2. Receives letter request / Forwards to BGMD Head for instruction / Verifies the availability of the requested venue | None | 5 Minutes | Clerical Staff BGMD |
| | 2.3. Prepares reply letter either approved or disapproved If approved, issues guidelines | None | 30 minutes | Clerical Staff BGMD |
| | 2.4. Reviews and Initials reply letter | None | 5 minutes | Section Chief / Division Chief/ BGMD Assistant Department Head |
| | 2.5. Approves and signs reply letter | None | 5 minutes | City Government Department Head III |
| 3. Receives reply letter | 3.1 Scans, logs, and releases reply letter to client through: <ul style="list-style-type: none"> • Personal / Mail • E-mail | None | 15 minutes | Releasing Staff RMCD |
| | TOTAL | None | 1 hour and 15 minutes | |

18. REQUEST FOR LOGISTICS / MANPOWER ASSISTANCE (SOUND SYSTEM/ TABLES/ CHAIRS/ ROSTRUM/ BACKDRAFT)

The Department provides logistics such as tables, chairs, sound system etc, as well as manpower assistance to government sponsored and approved activities within Quezon City.

| | | | | |
|--|---|------------------------|------------------------|---|
| Office or Division: | BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen, G2G – Government to Government | | | |
| Who may avail: | Any individual, groups, company | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • Letter Request (1 original copy and 2 photocopies) • Verbal or phone request | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letter through: <ul style="list-style-type: none"> • Personal (submit at Records Management & Control Division) • E-mail (send to gsd@quezoncity.gov.ph) | 1.1 Receives and logs letter request / Forwards letter request to the Department Head | None | 10 Minutes | Receiving Staff Records Management & Control Division (RMCD) |
| 2. Wait for action taken or release of reply | 2.1. Releases letter request to the concerned division with instruction of the Department Head | None | 5 minutes | City Government Department Head III |
| | 2.2. Receives letter request / Forwards to BGMD Head for instruction / Verifies the availability of the requested logistics | None | 5 Minutes | Clerical Staff BGMD |
| | 2.3. Prepares reply letter either approved or disapproved If approved, issues guidelines | None | 30 minutes | Staff Security and Housekeeping Services Section BGMD |

| | | | | |
|--------------------------|---|-------------|------------------------------|--|
| | 2.4 Reviews and Initials reply letter | None | 5 minutes | Section Chief / Division Head/ Asst. Dep't. Head |
| | 2.5. Approves and Signs reply letter | None | 5 minutes | City Govt. Dept. Head III |
| 3. Receives reply letter | 3.1 Scans, logs, and releases reply letter to client through: <ul style="list-style-type: none"> • Personal / Mail • E-mail | None | 15 minutes | Releasing Staff RMCD |
| | TOTAL | None | 1 hour and 15 minutes | |

19. REQUEST FOR CLOSE CIRCUIT TELEVISION (CCTV) FOOTAGE

There are two (2) CCTV service providers in QC Hall compound, the DRRMO and Lockheed Security and Investigation Agency, the service provider of QC Hall compound. Other CCTV cameras in some offices are owned by respective users. CCTV cameras installed within the buildings, path walks, perimeter gates and other facilities within the QC Hall premises were provided by the Lockheed in compliance with the technical requirement set forth in the Terms of Reference (TOR). The Lockheed CCTV operation is being handled by Lockheed security guard's certified CCTV operators and being monitored by the CGSD-BGMD Security Unit.

| | | | | |
|--|---|--|------------------------|-------------------------------------|
| Office or Division: | BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen, G2G – Government to Government | | | |
| Who may avail: | Any individual, groups, company | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • Letter Request (1 original copy and 2 photocopies) • CCTV Request Form (2 original copies) • Verbal or phone request | | <ul style="list-style-type: none"> • Client • Security and Housekeeping Services Section, BGMD | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits CCTV Request Form or letter request | 1.1. Receives and logs request | None | 10 Minutes | Clerical Staff RMCD & BGMD |
| 2. Wait for action taken or release of request / response | 2.1. Releases letter request to the concerned division with instruction of the Department | None | 5 minutes | City Government Department Head III |

| | | | | |
|---------------------|--|-------------|-------------------|---|
| | Head | | | |
| | 2.2. Receives letter request / Forwards to BGMD Head for instruction / Evaluates the nature and information of the request | None | 5 Minutes | Staff Security Unit BGMD |
| | 2.3. Records the request at the CCTV request logbook. | None | 3 minutes | Clerical Staff Security Unit BGMD |
| | 2.4 Evaluates / Recommends approval / Approves the CCTV Request Form | None | 5 minutes | Security Unit/ Division Chief BGMD and Asst. Dep't. Head |
| 3. Receives request | 3.1. Releases request upon approval of the request. | None | 3 minutes | Clerical Staff Security Unit BGMD |
| | TOTAL | None | 26 minutes | |

20. PROCESSING OF PURCHASE REQUEST (PR) / AGENCY PROCUREMENT REQUEST (APR) / REQUISITION ISSUE SLIP (RIS)

Purchase Requests are made by different Offices and Departments to procure items needed in their day to day operations. It has to be evaluated first by the GSD-Central Warehouse Management Division whether the items are available or not available on stocks or if listed or not listed in the PS-DBM's supplies and equipment catalogue. The processing of the Purchase requests will be based on the result of the evaluation whether all items are to be procured through public bidding and/or other mode of procurement or in some instances, items which are available on stocks can be withdrawn through funded RIS.

| | | |
|---|---|------------------------|
| Office or Division: | CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD) | |
| Classification: | Simple | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | Transacting Offices/Dept. of Q.C. Government | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Approved Purchase Request (1 original copy and 3 photocopies) | | Client |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-------------------|---|
| 1. Submits Purchase Request (PR) / Agency Procurement Request (APR) / Requisition Issue Slip | 1.1 Receives, logs and forwards to CWMD | None | 7 minutes | Receiving Staff Records Management and Control Division (RMCD) |
| 2. None | 2.1. Reviews / Evaluates as to Non-Availability from Central Stock/ DBM Catalogue | None | 5 minutes | Staff / Chief, Storage Section / Assistant Division Chief - CWMD |
| | 2.2. Forwards the same to Asst. Division Chief for review / initial | | | |
| | 2.3. OIC-CWMD signs the certification as to availability or non-availability of the items listed in the Purchase Request | None | 5 minutes | Officer-In-Charge - CWMD |
| 3. Receives PR / APR / RIS | 3.1. Releases PR / APR / RIS to end-user/s | None | 5 minutes | Releasing Staff RMCD |
| | TOTAL | None | 22 minutes | |

21. RECEIVING OF GOODS / DELIVERIES

The Central Warehouse Management Division's mandate is to receive all goods, supplies and equipment delivered by Contractors for storage and safekeeping. It is also mandated to account each items received and issue the same to various offices and departments for their daily operation.

| | | |
|-----------------------------|--|---|
| Office or Division: | CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD) | |
| Classification: | Simple | |
| Type of Transaction: | G2B – Government to Business, G2G – Government to Government | |
| Who may avail: | Contractors/Suppliers | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | <ul style="list-style-type: none"> • Notice of Delivery (1 original copy and 3 photocopies) • Delivery Receipts / Sales Invoice (1 original copy and 3 photocopies) • Approved Purchase Order/s (3 photocopies) | <ul style="list-style-type: none"> • Supplier • BAC • Supplier |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-----------------|--|
| 1. Supplier to submit Notice of Delivery with the following attachments: a. Notice of Delivery b. Approved PO c. Delivery Receipts | 1.1. RMCD-GSD Receives Notice of Delivery to be forwarded to OIC-GSD for instruction 1.1.1. CWMD –delivery 1.1.2. MPMCD – inspection (advance info) | None | 5 minutes | Receiving Staff Records Management and Control Division (RMCD) |
| | 1.2. CWMD receives the deliveries (as scheduled 3 days prior to request) | None | 30 minutes | Staff, Receiving and Programming Section CWMD |
| | 1.3. CWMD prepares request for inspection to the Technical Inspection Section- MPMCD copy furnished the COA | None | 15 minutes | Staff, Receiving and Programming Section CWMD |
| | 1.4. Items received shall now be recorded to CWMD Stockcard/s | none | 10 ± minutes | Staff CWMD |
| | TOTAL | None | 1 ± hour | |

22. ISSUANCE OF COMMONLY USED SUPPLIES FROM CENTRALIZED STOCKING THRU FUNDED REQUISITION AND ISSUE SLIP (RIS)

The GSD-Central Warehouse was allocated with revolving fund to procure commonly used supplies and equipment from the PS-DBM. Issuances of these supplies and equipment to requesting offices and departments need to be supported with funded RIS to replenish the amount of items issued to allocate to another procurement of supplies and or equipment.

| Office or Division: | CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD) | | | |
|--|---|------------------------|-----------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Quezon City Government Offices/Departments | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Funded Requisition and Issue Slip (R.I.S.) (1 original copy and 3 photocopies) | | End-user | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits funded Requisition Issue | 1.1 Receives, logs and forwards to CWMD | None | 7 minutes | Receiving Staff Records Management and |

| | | | | |
|---------------------------------|--|-------------|---------------------|---|
| Slip (RIS) | | | | Control Division (RMCD) |
| 2. None | 2.1. Receives funded RIS and forwards the same to the OIC-CWMD 2.1.1. Refers to Chief, Storage and Processing Section | None | 5 minutes | Staff / OIC CWMD |
| | 2.2. Chief, Supplies and Storage Section prepares job order 2.2.1. CWMD Staff prepares all the requested items for issuance | None | 10 ± minutes | Section Chief / Staff Supplies and Storage Section (SPS) CWMD |
| 3. Receives the requested goods | 3.1. Issues goods to end-user | None | 30 minutes | Staff SPS, CWMD |
| | TOTAL | None | 52 ± minutes | |

23. PROVISION OF COPY/IES OF REQUESTED CITY TITLES

Provides certified true copy/ies of city-owned real properties to the requesting party for whatever legal purpose it may serve them.

| | | | | |
|---|--|---|------------------------|---|
| Office or Division: | FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Citizen, G2G– Government to Government | | | |
| Who may avail: | All City Constituents with Valid reasons (e.g. for City Development Project; Academic study or Thesis Reference) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter request with authentication for Specific purpose (1 original copy and 2 photocopies) | | <ul style="list-style-type: none"> • Client (Transacting Public) • Barangay • Other Agencies | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits letter request for authentication | 1.1. Receives & records Letter and forwards to the Dep't. Head | None | 10 minutes | Receiving Staff Records Management and Control Division |
| 2. Wait for appropriate action / release of request | 2.1. Forwards request letter to the FAMCD from the Dep't. Head (with instructions) | None | 5 minutes | City Gov't. Dep't. Head III |

| | | | | |
|----------------------|---|-------------|--------------------------------------|---|
| | 2.2. Assigns request to Land Inventory Section (LIS) | None | 10 minutes | Head, FAMCD |
| | 2.3. Land Inventory Section (LIS) evaluates request / Answers Query / Addresses Client's request <i>(including the coordination process with concerned agencies)</i> | None | 5 days | Clerical Staff Land Inventory Section (LIS) FAMCD |
| | 2.4. Prepares final reply / Reviews and initials / Approves and Signs by the Dep't. Head | None | 1 hour | Clerical Staff, LIS / Head, FAMCD / City Gov't. Asst. Dep't. Head |
| | 2.5. Forwards reply letter to RMCD | None | 5 minutes | Research and Disposition Section (RDS), FAMCD |
| 3. Receives response | 3.1. Scans, logs, and releases reply letter to applicant / client | None | 15 minutes | Releasing Staff RMCD |
| | TOTAL | None | 5 days, 1 hour and 45 minutes | |

24. INCOMING COMMUNICATION (QUERY/REQUEST OF DOCUMENTS) ISSUES AND CASES RELATIVE TO FIXED ASSETS

To receive query requests on matters on land cases and other issues related to fixed assets.

| | | | | |
|--|---|-----------------------------|------------------------|---|
| Office or Division: | FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government | | | |
| Who may avail: | Transacting Public, Homeowners' Association, Party of Interest. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter communication or formal request (1 original copy and 2 photocopies) | | Client (Transacting Public) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letters | 1.1. Receives and records request letter and forwards to the Department Head | None | 5 minutes | Receiving Staff Records Management and Control Division |
| 2. Wait for action / | 2.1. Forwards request | None | 5 minutes | City Gov't. Dep't. |

| | | | | |
|---|--|-------------|--------------------------------------|---|
| release of request | letter to the FAMCD from the Dep't. Head (with instructions) | | | Head III |
| | 2.2. Assigns to section concerned | None | 5 minutes | Head, FAMCD |
| | 2.3. Conducts: Ocular inspection Verification / Research Evaluation Dialogue | None | 3 days | Section Concerned, FAMCD |
| | 2.4. Encodes the result of inspection/ verification and submit to the Head, FAMCD | None | 1 hour | Clerical Staff - Concerned Section |
| | 2.5. Forwards findings to Head of the Office for approval or for further instruction | None | 1 day | Head, FAMCD |
| | 2.6. Approves by the Head, CGSD | None | 20 minutes | City Govt. Asst. Dept. Head III / City Govt. Dept. Head III |
| | 2.7. Forwards documents to RMCD for releasing | None | 5 minutes | Clerical Staff, FAMCD |
| 3. Requesting party Receives finding to Request | 3.1. Release of Documents RMCD | None | 5 minutes | Releasing Staff RMCD |
| | TOTAL | None | 4 days, 1 hour and 45 minutes | |

25. DISPOSAL OF FIXED STRUCTURES OWNED BY QUEZON CITY GOVERNMENT

Facilitation/documentation of unserviceable property with/without value for dropping from the Book of Accounts and for record purposes.

| | | |
|--|---|--|
| Office or Division: | FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD) | |
| Classification: | Highly Technical | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | Departments/Offices Barangay Chairman/School Principals | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| <ul style="list-style-type: none"> Inventory and Inspection Report of Unserviceable Properties (IIRUP) (3 original copies) Letter of Request for disposal/Barangay Resolution (1 | | <ul style="list-style-type: none"> Barangay Chairman School Principal Head of Offices |

| original copy and 2 photocopies) <ul style="list-style-type: none"> • Report of Waste Materials (RWM) (3 original copies) • Latest photo of structure (3 original copies) | | | | |
|---|--|------------------------|---|--|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letters | 1.1. Receives and records request letter and forwards to the Department Head | None | 5 minutes | Receiving Staff Records Management and Control Division |
| 2. None | 2.1. Forwards request letter to the FAMCD from the Dep't. Head (with instructions) | None | 5 minutes | City Gov't. Dep't. Head III |
| | 2.2. Assigns to section concerned | None | 5 minutes | Head, FAMCD |
| 3. Participates / witness the conduct of ocular inspection | 3.1. Conduct Ocular Inspection | None | 1 day | Staff, FAMCD |
| 4. None | 4.1. Preparation of In-House Appraisal Documents (Committee on Award) | None | 1 day | Staff Research and Disposition Section FAMCD |
| | 4.2. For Approval of the In-House Appraisal by the Committee on Awards <ul style="list-style-type: none"> • CGSD • City Budget • City Treasurer • City Accounting | None | 4 days | Head of Department Concerned/ Secretariat |
| | 4.3. Evaluation of Documents Prior to Disposal <ul style="list-style-type: none"> • Request Letter/ Brgy. Resolution • Photo of Property • I & IRUP • In House Appraisal | None | 1 hour | Staff Research and Disposition Section FAMCD |
| | TOTAL | None | 6 days, 1 hour, and 15 minutes | |

26. FACILITATE THE ISSUANCE OF ASSIGNMENT FOR UTILIZATION

| | |
|----------------------------|---|
| Office or Division: | FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD) |
| Classification: | Highly Technical |

| Type of Transaction: | G2G – Government to Government | | | |
|--|--|---|------------------------|---|
| Who may avail: | Barangay Chairmen/School Principals/Head of Offices | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Letter Request or Formal request (1 original copy and 2 photocopies) | | <ul style="list-style-type: none"> Barangay Chairman/School Principals | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letters | 1.1. Receives and records request letter and forwards to the Department Head | None | 5 minutes | Records Management and Control Division – Receiving Staff |
| 2. Wait for appropriate action / Release of approved Assignment for Utilization | 2.1. Forwards request letter to the FAMCD from the Dep't. Head (with instructions) | None | 5 minutes | City Gov't. Dep't. Head III |
| | 2.2. Assigns to section concerned | None | 5 minutes | Head, FAMCD |
| | 2.3. Determines the Land ownership thru the inventory of land | None | 25 minutes | FAMCD Staff (LIS) |
| | 2.4. Determines the source of fund of the building constructed; call/inform the requesting party to conduct ocular inspection. | None | 10 minutes | FAMCD Staff (BIIS) |
| | 2.5. Conducts ocular inventory for verification and inventory of properties (with photo record) | None | 1 day | FAMCD Staff (LIS/BIIS) |
| | 2.6. Prepares inventory report, structural map and assigns property card with property number and information sheet. | None | 20 minutes | FAMCD Staff (LIS/BIIS) |
| | 2.7. Prepares draft of assignment of utilization and Maintenance for review and approval of | None | 20 minutes | FAMCD Staff (LIS/BIIS) |

| | | | | |
|--|---|-------------|---|------------------------|
| | the Division Head and Dep't. Head. | | | |
| | 2.8. Upon approval, prepares a final copy of assignment of Utilization and Maintenance for signature of the Dep't. Head | None | 10 minutes | FAMCD Staff (LIS/BIIS) |
| | 2.9. Forwards the assignment of utilization and maintenance to the requesting party/end user for conformity and signature | None | 10 minutes | FAMCD Staff (LIS/BIIS) |
| | 2.10. Upon return of signed assignment of utilization and maintenance by the requesting party/end user, the FAMCD forwards the same to the City Mayor, for conformity and signature | None | 20 minutes | FAMCD Staff (LIS/BIIS) |
| 3. Receives assignment for utilization | 3.1. Releases the returned assignment for utilization, signed by the City Mayor | None | 10 minutes | FAMCD Staff (RDS) |
| | TOTAL | None | 1 day, 2 hours & 20 minutes (excluding the activities of conformity and signature of the assignment of utilization and maintenance by the end-user and City Mayor) | |

27. INVENTORY OF CITY OWNED LAND & BUILDING

To establish accurate inventory list of City Owned land and building by locating and conducting physical inspection of each city-owned Real Properties funded by the city and those funded by other government agencies and other parties.

| | |
|----------------------------|---|
| Office or Division: | FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD) |
|----------------------------|---|

| | | | | |
|---|--|-----------------------------|------------------------------|---|
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen | | | |
| Who may avail: | Barangay Chairmen/School Principals/Head of Offices | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> TCT, Approve Plan, Tax Map, Tax Declaration, Structural Map, Building Plan (1 photocopy) Inventory Form QCG-GSD-FAIS-RA-16 and Inventory Form QCG-GSD-FAIS-NR-15 (1 original copy) | | FAMCD, CGSD and/or End-user | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receives notice of inventory taking activities | 1.1. Issuance of schedule of inventory together with the memorandum for various offices /department/barangays/school offices | None | 3 minutes | Receiving Staff Records Management and Control Division |
| 2. Participates / witness the conduct of physical inventory / ocular inspection | 2.1. Conducts physical inventory /ocular inspection of city owned land and building | None | 5 days | Staff LIS/BIIS FAMCD |
| 3. None | 3.1. Reconciles inventory report with other office/ department by the assigned personnel | None | 3 days | Staff LIS/BIIS FAMCD |
| | 3.2. Prepares inventory report , structural map, photo documentation and determines the source of fund, date and cost of building constructed | None | 3 days | Staff LIS/BIIS FAMCD |
| 4. Signs final inventory report | 4.1. Prepares final inventory report | None | 5 days | Staff LIS/BIIS FAMCD |
| 5. None | 5.1. Submits final inventory report to: <ul style="list-style-type: none"> City Accounting Dept. COA City Mayor | None | 1 day | Receiving Staff RMCD |
| | TOTAL | None | 17 days and 3 minutes | |

28. PROVISION OF TRANSPORT SUPPORT SERVICE

Transport assistance is provided by CGSD to all city offices/departments as well as city constituents wherein request is approve in accordance with the existing guidelines. Letter request with the necessary information must be forwarded to determine the necessity of the transport service at the same time shall serves as basis for approval.

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | MOTORPOOL DIVISION (MD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government, G2C – Government to Citizen | | | |
| Who may avail: | Quezon City Government Offices/Departments and QC Constituents | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Letter Request for buses /AUV for non GSD personnel (1 original and 2 photocopies) Trip Ticket duly signed by Division Chief concerned for GSD Staff (2 original copies) | | <ul style="list-style-type: none"> Client Motorpool Division (MD), GSD | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letter through: <ul style="list-style-type: none"> Personal (submit at Records Management & Control Division) E-mail (send to gsd@quezoncity.gov.ph) | 1.1 Receives letter request / Forwards letter request to the Department Head | None | 5 Minutes | Receiving Staff Records Management & Control Division (RMCD) |
| 2. None | 2.1. Evaluates & Approves Request: AUV / Bus | None | 1 day | Chief, Motorpool Division/ City Gov't. Dep't. Head III |
| | 2.2. Receives Letter Request for recording & forwarded to Chief, Motorpool Division | None | 5 minutes | Receiving Clerk Motorpool Division |
| | 2.3. Instructs the Sr. Transport & Development Officer | None | 10 minutes | Asst. Chief / Chief, Motorpool Division |

| | | | | |
|---|--|-------------|---------------------------|--|
| | for Implementation | | | |
| | 2.4. Matching and scheduling of buses and drivers | None | 10 minutes | Sr. Transport & Development Officer / Dispatcher, MD |
| | 2.5. • Preparation of work plan and trip ticket. • Confirmation of scheduled trips | None | 20 minutes | Motorpool Supervisor II and/or Dispatcher, MD |
| 3. Receives notification request approval | 3.1. Dispatches city-owned motor vehicles with driver | None | 10 minutes | Dispatcher, MD |
| | TOTAL | None | 1 day & 1 hour | |

29. REPAIRS / MAINTENANCE OF CITY-OWNED MOTOR VEHICLE (UNDER CGSD AND OTHER CITY OFFICES/DEPARTMENTS)

Repair & maintenance is extended to all city-owned motor vehicles to retain and/or restore it to serviceability in order to extend its useful life and maximum utilization shall be attained.

| | | | | |
|---|--|---------------------------------------|------------------------|--|
| Office or Division: | MOTORPOOL DIVISION (MD) | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All Quezon City Government Offices/Departments (End-user) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Letter request for repair/maintenance of vehicle (1 original and 2 photocopies) Job Order (2 original copies) | | Client Motorpool Division (MD) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letter through: <ul style="list-style-type: none"> Personal (submit at Records Management & Control Division) E-mail (send to gsd@quezoncity.gov.ph) | 1.1 Receives letter request / Forwards letter request to the Department Head | None | 5 Minutes | Receiving Staff Records Management & Control Division (RMCD) |

| | | | | |
|--|---|-------------|--|---|
| 2. None | 2.1. Receives letter request from Chief, CGSD (with instructions) | None | 5 Minutes | Receiving Clerk Motorpool Division |
| | 2.2. Instructs the Special Operations Officer III | None | 5 Minutes | Chief, Motorpool Division, Special Operations Officer V |
| | 2.3. Instructs the SOO II / Mechanic II / III | None | 5 Minutes | Special Operations Officer III, MD |
| 3. Witness repair of vehicle | 3.1. Start repair of vehicle (transmission , under chassis) (engine overhaul) | None | 2 - 3 days 2 Weeks | Special Operations Officer II, Mechanic II/III, MD |
| 4. Acceptance / Release of Vehicle to the end user | 4.1. Acknowledges receipt and signs the Job Order | None | 10 Minutes | Special Operations Officer III/ V, MD |
| | TOTAL | None | 2 weeks, 3 days & 30 minutes (actual repair period depends on the condition of the vehicle) | |

30. VEHICLE PRE-INSPECTION (LTO REGISTRATION)

Pre-inspection of city-owned motor vehicles shall be made prior to LTO registration to determine the vehicle roadworthiness and to ensure that subject vehicle shall pass or qualify the LTO standard of requirements. Motor vehicle checklist is prepared.

| | | | | |
|--|---|---|------------------------|--|
| Office or Division: | MOTORPOOL DIVISION (MD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All Quezon City Government Offices/Departments (End-user) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Memo issued by MPMCD, GSD (1 photocopy) Motor Vehicle Maintenance Checklist (2 original copies) | | <ul style="list-style-type: none"> Client Motorpool Division, GSD | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receives approved Memorandum on schedule of vehicle inspection | 1.1 Issues Schedule of vehicles for inspection | None | 10 minutes | Chief, Movable Property Mgmt& Control Division, Supply Officer V |

| | | | | |
|---|---|-------------|----------------------------|---|
| 2. Submits vehicle/s due for inspection | 2.1. Receives Motor Vehicle for inspection | None | 5 Minutes | Clerk, Repair and Maintenance Section, Motorpool Division |
| 3. None | 3.1. Instructs the Special Operations Officer III, for Implementation | None | 2 Minutes | Chief, Motorpool Division, Special Operations Officer V |
| | 3.2. Instructs the Special Operations Officer II / Mechanic II / III | None | 2 Minutes | Special Operations Officer III, MD |
| | 3.3. Conducts Inspection of vehicle (based on checklist) | None | 10 Minutes | Special Operations Officer II, Mechanic II / III, MD |
| 4. Receives inspected vehicle/s | 4.1. Reviews and signs the Check list form | None | 3 Minutes | Special Operations Officer V/Special Operations Officer III, MD |
| | TOTAL | None | 32 minutes/ vehicle | |

| FEEDBACK & COMPLAINTS MECHANISM | |
|--|--|
| How to send feedback | Answer the feedback form in the receiving area of Records Management & Control Division (RMCD), at 9 th Floor High Rise Bldg., QC Hall and put it in the feedback/suggestion box. |
| How feedbacks are processed | <p>Every Friday, the Administrative Division opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant Division and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>Upon receiving the reply from the concerned Division, the client will be informed via letter, email or phone call.</p> <p>For follow-ups or queries, the contact information are as follows: (02) 8988-42-42, local 8632 / 8602</p> |
| How to file a complaint | <p>To file a complaint against the CGSD or its employees, provide the following details via letter/email:</p> <ul style="list-style-type: none"> • Full name and contact information of the complainant • Narrative of the complain • Evidences • Name of the person being complained <p>Send complaint letter to the Records Management & Control Division (RMCD), at 9th Floor High Rise Bldg., QC Hall or email at gsd@quezoncity.gov.ph</p> <p>For follow-ups or queries, the contact information are as follows: (02) 8988-42-42, local 8632 / 8602</p> |

| | |
|--|--|
| <p>How complaints are processed</p> | <p>All complaints received regarding CGSD services and against its employees will be processed by the CGSD Discipline Committee (DisComm).</p> <p>The DisComm browses, evaluates, and determines the complaints received. The DisComm shall coordinate with the concerned Division/employee to answer the complaint and shall investigate, if necessary.</p> <p>After the concern has been addressed or after the conduct of the investigation, the DisComm shall create an incident report to the Chairperson of the Discipline Committee/ Department Head, for appropriate action.</p> <p>The DisComm shall give the feedback to the clients via letter/ email.</p> <p>For follow-ups or queries, the contact information are as follows: (02) 8988-42-42, 8632 / 8602</p> |
| <p>Contact Information of CCB, PCC, ARTA</p> | <p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS)</p> |

CITY LEGAL DEPARTMENT

Central / Head Office External Services

1. INVESTIGATION AND HEARING OF ADMINISTRATIVE COMPLAINTS

The City Legal Department (Office of the City Attorney) shall investigate or cause to investigate any Quezon City Government official or employee for administrative offense and recommend appropriate action to the City Mayor. (Art. 11, Section 481(b)(3)(iv) of the Local Government Code; Section 9 of 2017 Rules on Administrative Cases in the Civil Service)

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | City Legal Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Complaint-Affidavit pursuant to 2017 Rules on Administrative Cases in the Civil Service | | Client | | |
| Supporting Documents/Records | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out Health Declaration Form | 1. Record in the visitor's logbook | None | 1 Minute | <i>Security Guard</i> City Legal Department |
| 2. Submit the required documents to the Receiving Section | 2. Receive and evaluate the completeness of the documents | None | 19 Minutes | <i>Receiving Clerk</i> City Legal Department |

| | | | |
|---------------|-------------|-------------------|--|
| TOTAL: | None | 20 Minutes | |
|---------------|-------------|-------------------|--|

2. RENDERING LEGAL ADVICE

The City Legal Department (Office of the City Attorney) shall give free legal advice to Quezon City constituents. The client will register and be interviewed by the receiving clerk. A PALAO Assessment Form will be given to be properly accomplished by the client and thereafter, be assigned to the appropriate lawyer. (*Quezon City Ordinance No. NC-83, S-89; Ordinance No. SP-2024, S-2010 (amending NC-80, S-89)*)

| | | | | |
|-------------------------------------|---|------------------------|------------------------|---|
| Office or Division: | City Legal Department | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Quezon City Constituents | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | Not Applicable | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out Health Declaration Form | 1. Record in the logbook | None | 1 Minute | <i>Security Guard</i> City Legal Department |
| 2. Register in the PALAO log book | 2. Interview the client | None | 4 Minutes | <i>Receiving Clerk</i> City Legal Department |
| 3. Fill out the PALAO form | | | | |
| | 3. Refer to the designated officer for assignment | None | 2.5 Minutes | <i>Receiving Clerk</i> City Legal Department |
| | 4. Evaluate the request for assignment | None | 2.5 Minutes | <i>Assistant City Attorney/ Designated Officer</i> City Legal Department |
| | 5. Review of | None | 5 Minutes | <i>Attorney</i> |

| | | | | |
|---------------|------------------------------|-------------|-------------------|---|
| | facts of the request | | | City Legal Department |
| | 6. Rendering of legal advice | None | 30 Minutes | <i>Assigned Lawyer</i> City Legal Department |
| TOTAL: | | None | 45 Minutes | |

3. ISSUANCE OF AFFIDAVIT OF CIRCUMSTANCES OF DEATH

In this process, the client will register and be interviewed by the receiving clerk. A PALAO Assessment Form will be given to be properly accomplished by the client. The affidavit will be prepared and thereafter, notarized by the assigned notary public. (*Quezon City Ordinance No. NC-83, S-89; Ordinance No. SP-2024, S-2010 (amending NC-80, S-89)*)

| | | | | |
|---|-------------------------------------|------------------------|------------------------|---|
| Office or Division: | City Legal Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Quezon City Constituents | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Accomplished Death Certificate form | | City Legal Department | | |
| Photocopies of valid ID of informant/affiant (2 copies) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out Health Declaration Form | 1. Record in the visitor's log book | None | 1 Minute | <i>Security Guard</i> City Legal Department |
| 2. Register in the PALAO log book | 2. Interview the client | None | 4 Minutes | <i>Receiving Clerk</i> City Legal Department |
| 3. Fill out the PALAO form | | | | |
| | 3. Refer the | None | 5 Minutes | <i>Receiving Clerk</i> |

| | | | | |
|---------------|-------------------------------|-------------|-------------------|--|
| | assignment to a notary public | | | City Legal Department |
| | 4. Prepare the affidavit | None | 10 Minutes | <i>Legal Researcher/ Attorney</i> City Legal Department |
| | 5. Notarization | None | 5 Minutes | <i>Assigned Notary Public</i> City Legal Department |
| | 6. Release of affidavit | None | 5 Minutes | <i>Receiving Clerk</i> City Legal Department |
| TOTAL: | | None | 30 Minutes | |

Central / Head Office Internal Services

1. RENDERING LEGAL OPINIONS AND LEGAL REPRESENTATION IN COURT AND QUASI-JUDICIAL BODIES

The City Legal Department (Office of the City Attorney) shall represent the Quezon City Government in all civil actions and special proceedings wherein the local government unit or any official or department head thereof, in his official capacity, is a party; and render opinion in writing on any question of law when requested to do so by the City Mayor, the *Sangguniang Panlungsod* and other City Officials. (*Art. 11, Section 481(b)(3)(i) and (iii) of the Local Government Code; Quezon City Ordinance SP-244, S-94 (November 29, 1994); Quezon City Council Resolution No. SP-1717, S-2002 (amending Resolution No. SP-1148, S-99)*)

| | |
|----------------------------|-----------------------|
| Office or Division: | City Legal Department |
|----------------------------|-----------------------|

| | | | | |
|--|--|---|------------------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Quezon City Government Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Formal request for Legal Opinion or Representation | | Quezon City Government Department/Office seeking Legal Opinion/Representation | | |
| Supporting Documents/Records | | Quezon City Government Department/Office seeking Legal Opinion/Representation | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out Health Declaration Form 2. Submit the required documents to the Receiving Section OR Email the required documents to <i>citylegal@quezoncity.gov.ph</i> | 1. Record in the visitor's log book 2. Receive and evaluate the completeness of the documents | None | 5 Minutes | <i>Security Guard</i> City Legal Department <i>Receiving Clerk</i> City Legal Department OR <i>Designated Email Administrator</i> City Legal Department |
| | 3. Acknowledge receipt either by stamping "RECEIPT" on the documents or through email reply | | 5 Minutes | <i>Receiving Clerk</i> City Legal Department OR <i>Designated Email Administrator</i> City Legal Department |
| TOTAL: | | None | 10 Minutes | |

2. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

For requests by Quezon City Government employees or officials seeking Certifications of No Pending Administrative Case for clearance or loan purposes. (Art. 11, Section 481 (b) (3) (iv) of the Local Government Code; Section 9 of 2017 Rules on Administrative Cases in the Civil Service)

| | | | | |
|--|--|-------------------------------|------------------------|--|
| Office or Division: | City Legal Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Quezon City Government Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Notarized request form - Request for Clearance/Certification Form (for general clearance, Landbank loan, KAPAMALQ and KEMPCO membership/loan) or Request for Certification and Signing of General Clearance Form (for retirement, terminal leave, resignation or transfer) | | City Legal Department | | |
| Photocopies of valid ID (2 copies) | | Client | | |
| Latest appointment paper | | Client | | |
| Regional Trial Court Clearance | | Regional Trial Court | | |
| Metropolitan Trial Court Clearance | | Metropolitan Trial Court | | |
| Office of the City Prosecutor Clearance | | Office of the City Prosecutor | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out Health Declaration Form | 1. Record in the visitor's log book | None | 1 Minute | Security Guard City Legal Department |
| 2. Submit the required documents to the Receiving Area | 2. Receive and evaluate the completeness of the documents 2.1 Interview | None | 9 Minutes | Receiving Clerk City Legal Department |

| | | | | |
|---------------|--|-------------|--------------------|---|
| | the applicant and issue a Claim Stub with contact number | | | |
| | 3. Record verification for pending administrative case, if any | None | Up to 1 Day | <i>Records Staff City Legal Department</i> |
| | 4. Preparation of Clearance/Certification | None | 30 Minutes | <i>Records Staff City Legal Department</i> |
| | 5. Review of Certification | None | 15 Minutes | <i>Records Officer/Designated Records Officer City Legal Department</i> |
| | 6. Signing of Certification | None | Up to 1 Day | <i>City Attorney/ Authorized Signatory City Legal Department</i> |
| | 7. Recording and releasing of documents | None | 10 Minutes | <i>Receiving Clerk City Legal Department</i> |
| TOTAL: | | None | 1 to 3 Days | |

FEEDBACK AND COMPLAINTS MECHANISM

| FEEDBACK AND COMPLAINTS MECHANISM | |
|-----------------------------------|--|
| How to send feedback | Submit a feedback and drop it at the designated drop box located in the Office of the City Attorney. |
| How feedbacks are processed | The feedback box is collected and opened by the relevant office. |
| How to file a complaint | File a complaint with the Office of the City Attorney. |
| How complaints are processed | The concerned office will evaluate the complaint and start the investigation. |

| | |
|---------------------------------------|---|
| Contact Information of CCB, PCC, ARTA | ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS) |
|---------------------------------------|---|

CITY PLANNING AND DEVELOPMENT DEPARTMENT

1. RECEIPT AND ENDORSEMENT OF INCOMING COMMUNICATIONS / CORRESPONDENCE

Receiving/processing of incoming communications from various agencies addressed to the City Planning and Development Officer.

| | | | | |
|--|--|------------------------|------------------------|--|
| Office or Division: | Admin Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C (Government to Citizen) G2G (Government to Government) | | | |
| Who may avail: | City Departments/Offices/Operating Units City Councilors NGO/PO/CSOs National government agencies Local government units | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Original copy – Letter, Memo, Endorsement/Indorsement, Transmittal, Routing Slip | | None | | |
| Attachment of supporting documents | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit document/s to Receiving Area | 1 Receive, classify and encode various submitted document/s/communications (such as Transmittals, Memoranda, registered mails, emails, etc.) in the Document Tracking System for Reference/Control Number. | None | 5 minutes | Assigned Staff Administrative Division |

| | | | | |
|--|---|--|--|--|
| | Review document classification | | | Chief Administrative Officer, Administrative Division |
| | 1.2 Submit to CPDD Department Head for review of document classification. 1.3 Review / Assign / Sign routing slip for handing over to concerned/assigned CPDD Sector | | 2 minutes 10 minutes | Assigned staff (Administrative Division) CPDD Head |
| | 1.4 Depending on which sector assigned task is handed: 1.4.1 Receive, record and check completeness of submitted documents 1.4.2 Conduct Complete Staff Work thru review, evaluation and analysis; inspection; data gathering; recommendation of proper action; preparation of necessary documents to grant request or implement given instructions. 1.4.3 Submit evaluation report and/or draft action documents to CPDD Head for review and conformance 1.4.4 Review/ Approve/sign final revised action documents Release signed document/s to concerned city department/office/unit /entities concerned | | 1 min 2-5 days* 5 mins | Assigned staff (concerned Sector) Division Chief of concerned sector CPDD Head |

| | | | | |
|---|--|--|---------|---|
| 2. Receive replies to requests, demands, appeal/s, etc. | | | 5 mins | Assigned Staff/Records Officer Administrative Division |
| Total | | | 5 days* | 28 minutes |

Note: * time may differ depending on the complexity of the request/proposal

2. SECURING OF STATISTICAL DATA

Conduct of information exchange and research services

| | | | | |
|--|--|------------------------|------------------------|--------------------------------|
| Office or Division: | Planning and Development Information Unit (PDIU), Special Projects Division (SPD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C (Government to Citizen) G2G (Government to Government) | | | |
| Who may avail: | City Departments/Offices/Operating Units City Councilors NGO/PO/CSOs National government agencies Local Government Units | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ul style="list-style-type: none"> Research/Data Request Form (for students / researchers) | | | PDIU, SPD | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inquire on who and where to approach to get data or information on Socio-economic Profile and other Development Information of QC and its barangays | Receive and direct client to appropriate CPDO Sector, Unit, or personnel: Sectors: Social Devt Planning Division (SDPD) Economic Development Planning Division | None | 15 secs | Assistance Desk/Receiving Area |

| | | | | |
|---|---|------|---------|---|
| | (EDPD) Special Projects Division (SPD) Land Use and Infrastructure Division (LUID) Institutional Devt Planning Division (IDPD) | | | |
| 2. Convey and relate to concerned PPDO Personnel of his/her data requirements (Accomplish Data Request Form) | Confer with client and provide necessary form | None | 2 mins | Client / Requesting Party |
| 3. Submit accomplished form (Data Request Form) to PDI unit Sign in the logbook indicating data availed of among others (State particulars of the data being availed of) | Provide Assistance to client .Determine the availability of the data | None | 5 mins | Data Management Officer, SPD |
| 1a. If data available is in soft copy, client provides CD or flash drive where data will be copied | Copy data to the CD or flash drive | | 3 mins | Data Management Officer, SPD |
| 1b. If data available is in hard copy, client leaves ID with the Person Responsible and have the data photocopied | Instruct client on the photocopying of the data | | 20 mins | |
| | If data requires expertise in any subject of interest covering the 5 development sectors - Refer Client to concerned Planning Development Sector | None | 3 mins | Sector/Unit Head and Staff concerned (including admin staff, where appropriate) |

| | | | | |
|-------|--|------|-----------------|----------------------------|
| | Provide information on matters relating to the Division's areas of functional interest | None | 10 -30* mins | Concerned planning sectors |
| Total | | | 43 mins/3 secs* | |

Note: * time may differ depending on the complexity of the request/proposal

3. SPECIAL STUDIES/ RESEARCHES/ PROJECT PROPOSALS AND EVALUATION

Infrastructure projects Identification /Prioritization

| | | | | |
|--|--|------------------------|---|---------------------------------------|
| Office or Division: | Land Use and Infra Division (LUID), CPDD | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C (Government to Citizen) G2G (Government to Government) | | | |
| Who may avail: | City Departments/Offices/Operating Units Barangay Officials Private entities NGO/PO/CSOs QC residents/citizens | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ul style="list-style-type: none"> Official request letter or B-1 (Basis 1) Form Photo copy of plans, program of works (if applicable) | | | Request letter to be accomplished by the proponent Office of the Secretary to the Mayor (B-1 Form) | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit official letterrequest with plans / program of works (if applicable) | Receives, records request/project proposal | None | 5 mins | Project Development Officer III, LUID |
| | Assign and schedule site inspection | | 1 day (varies depending on the site location) | Project Development Officer III, CPDD |

| | | | | |
|---|--|--|----------|--|
| 2. Accompany project inspector (if needed) during site inspection and provide necessary information (if necessary) during ocular validation | Conduct on-site inspection, survey, interview on subject request/project proposal | | 2 hours | Project Development Officer I to III/ Planning Officer I to III, CPDD |
| | Identify and map/plot the site using GIS and make official request to General Services Department (GSD) and City Assessor's Office for property ownership status | | 25 mins. | Project Development Officer III, CPDD |
| | The GSD and City Assessor's Office sends back official property record ownership status | | 3 days | Department Head of GSD and City Assessor's Office |
| | Prepare photos and maps; Evaluate/study the proposal; Accomplish project inspection/validation report form; and Rates, prioritize and make design recommendation on the proposed project and accomplish Infra Form B-2 (Basis 2) | | | |
| | Infra Form B-2 check/review/ and signed by Division Chief | | 10 mins. | Project Development Officer V, Head LUID |
| | Signing of Infra Form B-2 by Department Head (CPDD) | | 5 mins. | Department Head, CPDD |

| | | | | |
|-------|--|--|--------------------|---------------------------------------|
| | Endorse to the concerned department/office/committee (ex. City Engineering Dept./ Parks Development and Administration Dept./ INFRACOM/ others) for appropriate action | | 15 mins. | Project Development Officer III, CPDD |
| Total | | | 4 days and 5 hrs.* | |

Note: * time may differ depending on the complexity of the request/proposal

4. LAND / PROPERTY ACQUISITION PROGRAM

The acquisition of land and reserves for the city's future various infrastructure programs- An investment strategy employed by the QC government since 2004, land banking program involves the tedious task of assessing site's suitability thru title checks, status of ownership if vacant or open space, conduct of research, site inspection, evaluation of properties offered for sale to the city or properties which the city intends to buy

| | | | | |
|---|---|--|--------------------------|---------------------------------------|
| Office or Division: | Special Projects Division (SPD), CPDD | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C (Government to Citizen) G2G (Government to Government) | | | |
| Who may avail: | City Departments/Offices/Operating Units Barangay Officials Private entities QC residents/citizens | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Official letter of intent to sell from the owner/proponent Photo copy of pertinent documents, lot plan | | Request letter to be accomplished by the proponent | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| If proposal is coming from the Client | | | | |
| If land is pursued purposely by the city government | | | | |
| 1. Submit official letter of intent to sell with pertinent documents | Receive, record request/project proposal | None | 5 mins | Project Development Officer III, LUID |
| | Assign and schedule site inspection | | 1 day (varies depending) | Project Development |

| | | | | |
|--|--|--|-----------------------|---|
| | | | on the site location) | Officer III, CPDD |
| | Evaluate/Prepare recommendation report | | 2 hours | Project Development Officer I to III/ Planning Officer I to III, CPDD |
| | Identify and map/plot the site using GIS | | 25 mins. | Project Development Officer III, CPDD |
| | Prepare /Send letter request to concerned depts/offices for further evaluation: City Assessor's- lot verification and initial appraisal City Legal- legal opinion City Engineering- verification survey City Treasurer's - records on updated realty tax payment, etc.) | | 5 days | Department Head of City Assessor's Office, City Legal Dept., Engineering Dept., and City Treasurer's Office |
| | Negotiate with the owner for lot acquisition Prepare letter of intent to buy the property (if viable) or letter denying request for proposal | | 15 mins | Department Head, CPDD |
| | If interested, request for the City Mayor's authority to negotiate and enter into a contract to acquire the lot Prepare City Council Resolution | | 30 mins. | Department Head, CPDD City Council (City Secretary) |
| | Land Appraisal: Include in the agenda of City Appraisal Committee (CAC) Meeting | | | Secretariat, CAC |

| | | | | |
|--|---|--|----------|--|
| | Draft necessary resolution or Committee report for approval and signature | | 1 hour. | City Appraisal Committee |
| | Acquisition Process: a) Prepare necessary Deed of Sale | | | City Legal Department |
| | b) Prepare draft deed of sale for review and signature by the proponent and of the City Mayor | | | City Legal Department |
| | c) Request for appropriation in the acquisition of the property thru preparation of Work Financial Plan (WFP) | | 15 mins. | Department Head, CPDD & City Budget |
| | d) Issue Advice of Allotment (AA) | | | City Budget Dept. Head, City Mayor |
| | e) Prepare Obligation Request (AA + supporting documents) and Disbursement Voucher (DV) | | 15 mins | PDO III, CPDD |
| | f) Issue Certificate of Availability of Funds (CAF) (OBR + AA + supporting documents) for pre/post audit | | | Fiscal Mgt. & Control Unit, City Accounting Dept. |
| | g) Evaluate OBR and DV | | | To FCU for auditing; to City Treasurer's Office for Request of Obligation and Allotment (ROA); DV for signature of the City Accountant, City Treasurer and the |

| | | | | |
|----------------------------------|--|--|--------------------------------|---|
| | | | | Hon. City Mayor |
| 2. Receive Initial payment (50%) | Issuance and release of check payment | | | Cash Division, City Treasurer's Office |
| | Prepare breakdown of payment of taxes and fees: (Capital Gains Tax (CGT) and Documentary Stamp Taxes (DST) to BIR | | 1 day | Liaison Officer, CPDD |
| | * Same process (Steps c to g) in the acquisition process | | | City Budget Dept City Accounting Dept City Treasurer's Office Office of the Mayor |
| | Payment of CGT & DST to BIR Issue and release of Certificate Authorizing Registration (CAR) (O.R.+ supporting documents) | | 1 day | Liaison Officer, CPDD BIR Revenue District Office (RDO) Liaison Officer, CPDD |
| | Request to the City Treasurer's office in the Transfer Tax payment | | 15 mins. 5 working days | Department Head, CPDD Transfer Tax Certificate of Exemption c/o City Treasurer's Office) |

| | | | | |
|----------------------------|--|--|---------------------|--|
| | Computation of Registration fee to Registry of Deeds + plus supporting documents | | 3-5 days* | Liaison Officer, CPDD |
| | * Same process (Steps b to g) in the acquisition process | | | c/o City Budget Dept., City Accounting Dept., City Treasurer's Office, Office of the Mayor |
| | Pay Registration Fee to Registry of Deeds | | 1 day | Liaison Officer, CPDD |
| | Issue and release New TCT in the name of QC Government | | | c/o Registry of Deeds |
| 3. Receive Final Pay (50%) | Same process (Steps f and g) in the acquisition process | | 10 days* | c/o City Accounting Dept., City Treasurer's Office, Office of the Mayor |
| | Issuance and release of check payment | | 1 day | c/o Cash Division, City Treasurer's Office |
| Total | | | 14 days and 5 hrs.* | |

*Note: * time may differ depending on the complexity of the request/proposal*

5. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: NEW @ QC eServices

Locational Clearance is issued to business owners that serve as a pre-requisite document in the issuance of a Business Permit to guarantee that the business is in compliance with the Zoning Ordinance.

| | |
|----------------------------|----------------------------------|
| Office or Division: | Zoning Administration Unit (ZAU) |
| Classification: | Simple |

| | | | | |
|---|-----------------------|---|------------------------|---------------------------|
| Type of Transaction: | G2B | | | |
| Who may avail: | Business Owners | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| QC eServices website registration | | https://qceservices.quezoncity.gov.ph/ | | |
| Attachment of Supplemental Documents (whichever is applicable) | | | | |
| <ul style="list-style-type: none"> • Certificate of No Objection from HOA or Neighbors' Consent | | HOA | | |
| <ul style="list-style-type: none"> • Barangay Council Resolution | | Concerned Barangay | | |
| <ul style="list-style-type: none"> • Building Permit or Certificate of Occupancy/Locational Clearance (Building)/SUP/COE/SP(City Council Resolution) | | DBO/ZAU | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 2. Register and log in to the QC eServices website and create an account | | | | BPLD Technical Staff |
| 3. Fill out the Unified Online Business Permit Application (UOBPA) and attach/upload documentary requirements | | | | BPLD Clerks/Evaluators |

| | | | | |
|---|--|--|-----------|---------------|
| 4. Submit the business permit application form | 3.1 Receive online business permit application system | Zoning Fee (integrated in the tax bill) ₱345.00 - Sari-Sari Store | 1 minute | ZAU Evaluator |
| | 3.1.1 Encode business information to ZAU system to create ZAU record and generate a ZAU transaction number | ₱545.00- all other businesses | 5 minutes | |
| | 3.1.2 Evaluate the permissibility of the business activity and location based on the QC Zoning Ordinance | | 1 minute | |
| | 3.1.3 Go back to the QC e-Services system, copy the evaluation, validity period and submit it back to BPLD | | 1 minute | |
| 5. Receive the printed copy of LC thru the Document Delivery System of BPLD | | | | BPLD |

6. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: RENEWAL AND COMPLIANCE @ QC eServices

Locational Clearance is issued to business owners that serve as a pre-requisite document in the issuance of a Business Permit to guarantee that the business complies with the Zoning Ordinance.

| | |
|-----------------------------|----------------------------------|
| Office or Division: | Zoning Administration Unit (ZAU) |
| Classification: | Simple |
| Type of Transaction: | G2B |

| | | | | |
|---|---|--|------------------------|---------------------------|
| Who may avail: | Business Owners | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| QC eServices website Registration | | https://qceservices.quezoncity.gov.ph/ | | |
| Attachment of Supplemental Documents (whichever is applicable) | | | | |
| <ul style="list-style-type: none"> • Previous Locational Clearance | | ZAU | | |
| <ul style="list-style-type: none"> • Certificate of No Objection from HOA or Neighbors Consent | | HOA | | |
| <ul style="list-style-type: none"> • Barangay Council Resolution | | Concerned Barangay | | |
| <ul style="list-style-type: none"> • Building Permit or Certificate of Occupancy/Locational Clearance (Building)/SUP/COE/SP(City Council Resolution) | | DBO/ZAU | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register and log in to the QC eServices website and create an account | | | | BPLD Technical Staff |
| 2. Fill out the Unified Online Business Permit Application (UOBPA) and attached/upload documentary requirements | | | | BPLD Clerks/Evaluators |
| 3. Submit the business permit application form | 3.1 Receives the online business permit application system | Zoning Fee (integrated with the tax bill) ₱345.00 -Sari-Sari Store ₱545.00- all other businesses | 1 minute | ZAU Evaluators |
| | 3.2 check if the business has an existing record in the ZAU system; if none business will be treated as new application | | 5 minutes | |
| | 3.3 If the application has an existing record, verify business info in the application form to determine the accuracy with the LC | | 1 minute | |
| | 3.4 Go back to the system; copy the evaluation, validity period, | | | |

| | | | | |
|---|----------------------------|--|----------|------|
| | and submit it back to BPLD | | 1 minute | |
| 4. Receive the printed copy of LC thru the Document Delivery System of BPLD | | | | BPLD |

7. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: WALK-IN RENEWAL AND COMPLIANCE

Locational Clearance is issued to business owners that serve as a pre-requisite document in the issuance of a Business Permit to guarantee that the business complies with the Zoning Ordinance.

| | | | | |
|--|---|--|------------------------|---------------------------|
| Office or Division: | Zoning Administration Unit (ZAU) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B | | | |
| Who may avail: | Business Owners | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Photocopy Business Permit | | ZAU | | |
| Photocopy of previous Locational Clearance | | ZAU | | |
| Supplemental Documents (whichever is applicable) | | | | |
| <ul style="list-style-type: none"> • Certificate of No Objection from HOA or Neighbors Consent | | HOA | | |
| <ul style="list-style-type: none"> • Barangay Council Resolution | | Concerned Barangay | | |
| <ul style="list-style-type: none"> • Building Permit or Certificate of Occupancy | | DBO/ZAU | | |
| <ul style="list-style-type: none"> • If among listed that requires the ff: <ul style="list-style-type: none"> ▪ Special Use Permit (SUP) ▪ Special Permit (SP) ▪ Certificate of Exception (CEO) ▪ Market Franchise | | City Council thru a Resolution | | |
| If Representative, photocopy and to present the original of the ff: | | | | |
| <ul style="list-style-type: none"> • Duly notarized Authorization Letter/Special Power of Attorney | | Business owner | | |
| <ul style="list-style-type: none"> • Representative's Government issued Identification Card | | BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit printed Unified Online Business Permit Application (UOBPA) or fill out Unified Online Business Permit Application (UOBPA)with the required documents for initial assessment and verification | 1.1. Receives, check documents, and verify records the application | None | 5 minutes | Receiving Clerk |
| | 1.1.1. Issue claim stub | | | |
| | 1.2. Check ZAU record and validate previous evaluation and amend the LC | | 5 minutes | Evaluation Group |

| | | | | |
|-------------------|---|--|------------|--|
| | 1.2.1. Prints/affix initials in the LC with OIC, ZAU eSign 1.3. Review the printed LC before releasing | | 10 minutes | Asst, CPDO (OCM Memo dated Dec. 5, 2019) |
| 1. Receive the LC | 3.1 issue the LC to the Client | | 5 minutes | Releasing Clerk |

8. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR NEW (SIMPLE), RENOVATION & INTERIOR RENOVATION @ONE-STOP-SHOP (OSS)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its design components comply with the Zoning Ordinance and the Local Building Code.

| | | | |
|--|----------------------------------|-----------------------------------|--|
| Office or Division: | Zoning Administration Unit (ZAU) | | |
| Classification: | Simple | | |
| Type of Transaction: | G2B | | |
| Who may avail: | Developers, Property Lot owners | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| <i>For Simple: 1 to 3 Storey Residential (1 unit), 2 Storey Commercial Bldg. and Warehouse not exceeding 1,500 sqm. floor area/Interior renovation inside the mall</i> | | | |
| Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year) | | City Treasurer's Office (CTO) | |
| Proof of Lot Ownership(whichever is applicable) | | | |
| Transfer Certificate of Title (1 certified true copy) | | Land Registration Authority (LRA) | |
| Lease contract (1 photocopy) | | Registered Lot Owner | |
| Award Notice (1 photocopy) | | Registered Lot Owner | |
| Deed of Sale (1 photocopy) | | Registered Lot Owner | |
| Memorandum of Agreement (MOA) (1 photocopy) | | Registered Lot Owner | |
| Affidavit of Consent to construct/Special Power of Attorney (SPA)(1 photocopy) | | Registered Lot Owner | |
| Authority to Sign/Corporate Secretary's Affidavit (1 photocopy) | | President of the Corporation | |
| Lot Plan (1 set signed & sealed)-not required for interior renovation | | Licensed Geodetic Engineer | |

| Architectural Plan (2 sets signed & sealed) & PTR | | Licensed Architect | | |
|---|--|---|-----------------|-----------------------|
| For Representative | | | | |
| <ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) | | Registered Lot Owner | | |
| <ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) | | BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig | | |
| <ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) | | BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig | | |
| Long Folder | | | | |
| Supplemental documents: <ul style="list-style-type: none"> Neighbor's firewall consent (1 original, 1 photocopy) HOA Approved plan (2 sets, blueprint of Architectural Plans) DPWH Clearance if located along a national road (1 original, 1 photocopy) MMDA Clearance if along the river, waterways (1 original, 1 photocopy) Earthquake Hazard Assessment (1 original, 1 photocopy) Barangay Council Resolution (1 original, 1 photocopy) | | Adjacent neighbor HOA Department of Public Works and Highways Metro Manila Development Authority Phivolcs Concerned Barangay | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register to log in to the QC eServices website and create an account | | | | DBO |
| 2. Fill out the Online Building Permit Application and attach/upload documentary requirements | | | | DBO |
| 3. Submit the accomplished application form | 3.1. Receive the building permit application form with the physical file from DBO 3.1.1. Record the application and route documents to Evaluators | | 3 minutes | Receiving Clerk (ZAU) |
| | 3.2. For initial evaluation 3.2.1. Verify the zone classification | | 1 hour (1 to 3) | ZAU Evaluator |

| | | | | |
|--|---|--|--|--|
| | <p>and evaluate plans based on QC Zoning Ordinance; verify compliance to line and grade and other architectural details based on Local Building Code</p> <p>3.2.2. Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA)</p> <p>3.3. Final evaluation</p> <p>3.3.1. Review the Project Evaluation Report and approves the recommendation</p> <p>3.3.2. Tag and return the physical documents to DBO</p> <p>3.4. Receive the physical file from DBO with printed LC (affixed eSignature of OIC, ZAU) and Order of Payment (OP); check, approve and affix initials to LC or NOA and Order of Payment for final billing</p> <p>3.5. Receive LC from DBO to put on the QC seal</p> <p>3.6. Return the LC to DBO for release</p> | | <p>storeyres'l, 2 storey commercial and warehouse)</p> <p>30 minutes (Interior renovation)</p> <p>3 minutes</p> <p>3 minutes</p> | <p>PDO IV, ZAU</p> <p>PDO IV, ZAU</p> <p>ZAU Clerk</p> |
|--|---|--|--|--|

| | | | | |
|--|--|-----------------|------------|---------------------|
| | | Fee- ₱200.00 | 30 seconds | |
| 4. Receive the copy of LC or NOA thru the releasing counter of DBO | | | | Releasing Clerk DBO |

9. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: NEW (REGULAR), RENOVATION, REPAIR, AND ADDITIONAL@ BUILDING REGULATION ONE-STOP-SHOP (BROSS)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its components comply with the Zoning Ordinance and the Local Building Code.

| | | | |
|--|----------------------------------|-----------------------------------|--|
| Office or Division: | Zoning Administration Unit (ZAU) | | |
| Classification: | Regular | | |
| Type of Transaction: | G2B | | |
| Who may avail: | Developers, Property Lot owners | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year) | | City Treasurer's Office (CTO) | |
| Proof of Lot Ownership(whichever is applicable) | | | |
| Transfer Certificate of Title (1 certified true copy) | | Land Registration Authority (LRA) | |
| Lease contract (1 photocopy) | | Registered Lot Owner | |
| Award Notice (1 photocopy) | | Registered Lot Owner | |
| Deed of Sale (1 photocopy) | | Registered Lot Owner | |
| Memorandum of Agreement (MOA) (1 photocopy) | | Registered Lot Owner | |
| Affidavit of Consent to construct/Special Power of Attorney (SPA)(1 photocopy) | | Registered Lot Owner | |
| Authority to Sign/Corporate Secretary's Affidavit (1 photocopy) | | President of the Corporation | |
| Previous Building Permit/Previous Locational Clearance/Approved Plan for Renovation, Repair & Additional (1 Certified True Copy) | | Building Owner | |
| Lot Plan (1 set signed & sealed) | | Licensed Geodetic Engineer | |
| Architectural Plan (2 sets signed & sealed) & PTR | | Licensed Architect | |

| For Representative | | | | |
|---|--|---|---|---|
| <ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) | | Registered Lot Owner | | |
| <ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) | | BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig | | |
| <ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) | | BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig | | |
| Long Folder | | | | |
| Supplemental documents: <ul style="list-style-type: none"> Neighbor's firewall consent (1 original, 1 photocopy) HOA Approved plan(2 sets, blueprint of Architectural Plans) DPWH Clearance if located along a national road (1 original, 1 photocopy) MMDA Clearance if along the river, waterways(1 original, 1 photocopy) Earthquake Hazard Assessment(1 original, 1 photocopy) Barangay Council Resolution(1 original, 1 photocopy) | | Adjacent neighbor HOA Department of Public Works and Highways Metro Manila Development Authority Phivolcs Concerned Barangay | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register to log in to the QC eServices website and create an account | | | | |
| 2. Fill out the Online Building Permit Application and attach/upload documentary requirements | | | | DBO |
| 3. Submit the accomplished application form | 3.1. Receive the application form with the physical file from DBO 3.2. Tag and transmit application with physical documents to the evaluators 3.3. For initial evaluation 3.3.1. Verify the zone classification and evaluate plans based on | | 5 minutes 1 hour (1 to 3 storeyres'l, 2 | DBO & ZAU Receiving Clerk ZAU Evaluators |

| | | | | |
|--|--|--|--|---|
| | <p>QC Zoning Ordinance; verify compliance to line and grade and other architectural details based on Local Building Code</p> <p>3.3.2. Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA) with corresponding remarks</p> <p>3.3.3. Tag and transmit the physical file for final evaluation</p> <p>3.4. Final evaluation</p> <p>3.4.1. Review the Project Evaluation Report and approve the recommendation</p> <p>3.4.2. Tag DBO thru the system</p> <p>3.4.3. Return approved LC to the Evaluator for stamping and signing of architectural plans</p> <p>3.4.4. Print Notice of Action (NOA) with corresponding remarks stating the conditions/justifications with e Signature</p> <p>3.5. Print LC and final billing for approved LC</p> | | <p>storey commercial and warehouse)</p> <p>30 minutes (Interior renovation)</p> <p>10minutes</p> <p>1 minute</p> <p>1 minute</p> <p>1 minute</p> | <p>PDO IV, ZAU</p> <p>ZAU Clerk</p> <p>ZAU Clerk</p> <p>ZAU Evaluator</p> |
|--|--|--|--|---|

| | | | | |
|--|--|---|------------|---|
| | and affix initials | | | |
| | 3.6. Transmit documents (physical file) to OIC, ZAU for final approval and signature | | | ZAU Clerk/PDO IV |
| | 3.6.1. Receive and record the documents | | 5 minutes | ZAU Clerk |
| | 3.6.2. Review/ approve the LC; sign Order of Payment (OP) | Resd'l. Processing Fee - | 5 minutes | |
| | 3.6.3. Return physical file returned to receiving clerk | ₱ 3.00/m ² of TFA Verification Fee - | | Receiving Staff of OIC, ZAU |
| | 3.7. Receive the documents | ₱100 Comm'l. Processing Fee- | 20 minutes | OIC, ZAU |
| | 3.7.1. Put on the QC logo seal on LC | ₱ 10.00/m ² of TFA Verification Fee- | 2 days | ZAU Clerk @ 2 nd Floor, Building D |
| | 3.7.2. Tag and transmit the physical file to DBO with LC and OP for releasing | ₱200.00 | 20 minutes | ZAU Releasing Clerk |
| | | | 5 minutes | ZAU Releasing Clerk |
| | | | 1 minute | |
| | | | 3 minutes | |

| | | | | |
|---|--|--|-----------|-------------------------------|
| 4. Receive the copy of NOA with the evaluated documents at Window 12 (after 3.4.4 action) | | | 5 minutes | Releasing Clerk@ Ground Floor |
| 5. Receive the copy of LC thru the releasing counter of DBO together with other approved plans and related permits for building construction/renovation | | | 5 minutes | Releasing Clerk DBO |

10. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: CELL SITE @ BUILDING REGULATION ONE-STOP-SHOP (BROSS)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its components comply with the Zoning Ordinance and the Local Building Code.

| | | |
|--|--------------------------------------|-----------------------------------|
| Office or Division: | Zoning Administration Unit (ZAU) | |
| Classification: | Regular | |
| Type of Transaction: | G2B | |
| Who may avail: | Telecoms Owners, Property Lot owners | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year) | | City Treasurer's Office (CTO) |
| Proof of Lot Ownership (whichever is applicable) | | |
| Transfer Certificate of Title (1 certified true copy) | | Land Registration Authority (LRA) |
| Lease contract (1 photocopy) | | Registered Lot Owner |
| Award Notice (1 photocopy) | | Registered Lot Owner |
| Deed of Sale (1 photocopy) | | Registered Lot Owner |
| Memorandum of Agreement (MOA) (1 photocopy) | | Registered Lot Owner |
| Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy) | | Registered Lot Owner |

| Authority to Sign/Corporate Secretary's Affidavit (1 photocopy) | | President of the Corporation | | |
|--|----------------|---|-----------------|--------------------|
| Certification from lot owner that there is no Homeowners Association within the area | | Building Owner | | |
| Lot Plan (1 set signed & sealed) | | Licensed Geodetic Engineer | | |
| Certification that the proposed cell site is outside the CAAP Critical Areas | | Licensed Geodetic Engineer | | |
| Affidavit of Undertaking to Conduct Social Preparation | | Telecom Owner | | |
| Architectural Plan (2 sets signed & sealed) & PTR | | Licensed Architect | | |
| For Representative | | | | |
| <ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) | | Registered Lot Owner | | |
| <ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) | | BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig | | |
| <ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) | | BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig | | |
| Long Folder | | | | |
| Supplemental documents: <ul style="list-style-type: none"> DPWH Clearance if located along the national road (1 original, 1 photocopy) MMDA Clearance if along the river, waterways (1 original, 1 photocopy) Earthquake Hazard Assessment (1 original, 1 photocopy) Barangay Council Resolution (1 original, 1 photocopy) | | Department of Public Works and Highways Metro Manila Development Authority Phivolcs Concerned Barangay | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register to log in to the QC eServices website and create an account | | | | |
| 2. Fill out the Online Building Permit Application and attach/upload documentary requirements | | | | DBO |

| | | | | |
|--|--|--|------------|---------------------------|
| 3. Submit the accomplished application form | 3.1 DBO tags ZAU thru System | | 5 minutes | DBO & ZAU Receiving Clerk |
| | 3.1.1 Receive the physical file | | | |
| | 3.1.2 Tag and transmit physical documents for evaluation | | | |
| | 3.2 For initial evaluation | | 30 minutes | ZAU Evaluators |
| | 3.2.1 Verify the zone classification and evaluate plans based on QC Zoning Ordinance; verify compliance to line and grade and other architectural details based on Local Building Code | | | |
| 3.2.2 Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA) with corresponding remarks | | | | |
| 3.2.3 Tag and transmit the physical file for final evaluation | | | | |
| 3.3 Final evaluation | | | | |
| 3.3.1 Review the Project Evaluation Report and approves the recommendation | | | 10 minutes | PDO IV, ZAU |
| 3.3.2 Tag DBO thru the system | | | | |
| 3.3.3 Return approve LC to the Evaluator for stamping and | | | 1 minute | ZAU Clerk |

| | | | | |
|--|--|--|------------|------------------------------------|
| | signing of approved architectural plan | | 1 minute | ZAU Clerk |
| | 3.3.4 Print Notice of Action (NOA) with corresponding remarks stating the conditions/justifications | | 1 minute | ZAU Evaluator |
| | 3.4 Print LC and affix initials | | | |
| | 3.4.1 Print LC with OIC, ZAU eSignature, final billing for approved LC and affix initials | | 5 minutes | ZAU Evaluator ZAU Clerk/PDO IV |
| | 3.4.2 Print NOA with OIC, ZAU eSignature and affix initial and return to receiving clerk for releasing | Comm'l. Processing Fee- ₱ 10.00/m ² of TFA Verification Fee- ₱300.00 | 5 minutes | ZAU Evaluator |
| | 3.5 Transmit documents (physical file) to OIC, ZAU for final approval | | 1 minute | |
| | 3.5.1 Receive and record the documents | | | ZAU Clerk |
| | 3.5.2 Review/approve evaluation report/LC, sign OP | | 20 minutes | Receiving Staff of OIC, ZAU |
| | 3.5.3 Return LC with the physical file to receiving clerk | | 5 minutes | OIC, ZAU |
| | 3.6 Receive the documents | | 20 minutes | The staff of OIC, ZAU |
| | 3.6.1 Put on the QC logo seal on LC | | | |
| | 3.6.2 Tag and transmit the physical file to DBO with LC and OP | | 20 minutes | ZAU Clerk @ 2 nd Floor, |

| | | | | |
|--|--|--|---------------------------|---|
| | | | 3 minutes 1 minute | Building D ZAU Releasing Clerk @Ground Floor |
| 4. Receive the copy of NOA with the evaluated documents (after 3.3.4 action) | | | 5 minutes | Releasing Clerk ZAU @ Ground Floor |
| Receive the copy of LC thru the releasing counter of DBO together with other approved plans and related permits for building construction/renovation | | | 5 minutes | Releasing Clerk DBO |

11. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: SUBDIVISION FOR COMMUNITY MORTGAGE PROGRAM (CMP) ON REGULAR PROCESS

The Locational Clearance is issued to the developers as a pre-requisite in the issuance of a Building Permit to guarantee that the subdivision plan and its residential components comply with the Zoning Ordinance and the Local Building Code.

| | | |
|---|----------------------------------|-----------------------------------|
| Office or Division: | Zoning Administration Unit (ZAU) | |
| Classification: | Complex | |
| Type of Transaction: | G2B | |
| Who may avail: | Developers, Property Lot owners | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Transfer Certificate of Title (1 Certified True Copy) | | Land Registration Authority (LRA) |

| Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year) | | City Treasurer's Office (CTO) | | |
|---|---|--|-----------------|--------------------|
| SEC Certificate (1 photocopy) | | Securities and Exchange Commission (SEC) | | |
| List of Beneficiaries (1 photocopy of Master list)) | | Homeowner's Association (HOA) | | |
| HLURB Certificate (1 photocopy) | | Housing & Land Use Regulatory Board(HLURB) | | |
| City Council Resolution (For Subd./CMP located in R1 & R2 Zones) (1 photocopy) | | QC Council | | |
| Lot Plan/Subdivision Plan (2 sets) | | Licensed Geodetic Engineer | | |
| For Representative | | | | |
| <ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) | | Registered Lot Owner | | |
| <ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) | | BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig | | |
| <ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) | | BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig | | |
| Long Folder | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents for initial assessment and verification | 1. Receive the required documents and check the completeness of requirements | ₱200.00 | 15 minutes | Receiving Clerk |
| | 1.1 Issue the Order of Payment for Application Fee | | 3 minutes | Receiving Clerk |
| 2. Pay the Application Fee at the CTO and submit the photocopy of OR | 2.1. Check the OR and assign a control number | | 5 minutes | Receiving Clerk |
| | 2.1.1. Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance | | 30 minutes | Evaluation Group |
| | 2.1.2. Verify compliance to line and grade and other | | 1 ½ hour | Evaluation Group |

| | | | | |
|--|---|---|------------|----------------------|
| | <p>architectural details based on the Local Building Code</p> <p>2.1.3. Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA)/ For Compliance (FC) or site inspection</p> | | 1 day | Evaluation Group |
| | 2.2. Conduct a site inspection and prepare a report | | 5 minutes | Inspection Group |
| | 2.3. Review the project evaluation report; site inspection report; recommend approval/disapproval of the application | | 3 minutes | OIC, ZAU |
| | 2.4. Set the final evaluation and print the LC/NOA/FC with eSign | | | |
| | 2.5. Print the Order of Payment | | 5 minutes | Encoder/Clerk |
| | 2.6. Sign the Order of Payment | | | |
| | 2.7. Stamp and sign the Architectural Plan | | 10 minutes | Encoder/Clerk |
| | | | 5 minutes | OIC, ZAU |
| | | | 5 minutes | Evaluator and PDO IV |
| | | <u>Resd'l.</u> Processing Fee- ₱3.00/m ² of TFA Verification Fee - ₱100.00 | | |

| | | | | |
|---|---|--|----------|-----------------|
| | | | | |
| 3. Pay the Processing Fee at CTO and submit a photocopy of Official Receipt | 3.1 Check the Official Receipt | | 1 minute | Releasing Clerk |
| 4. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans | 4.1 Rrelease the LC/NOA/FC and approved copy of Architectural Plans | | 5minutes | Releasing Clerk |

12. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: CERTIFICATE OF EXCEPTION (COE) ON REGULAR PROCESS

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its design components comply with the Zoning Ordinance and the Local Building Code. A Certificate of Exception is issued through a resolution approved by the City Council allowing the exemption of the project from the use of the lot/property.

| | | |
|-----------------------------|--|-----------------------------------|
| Office or Division: | Zoning Administration Unit (ZAU) | |
| Classification: | Highly Technical | |
| Type of Transaction: | G2B | |
| Who may avail: | Developers, Property Lot owners | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year) | City Treasurer's Office (CTO) |
| | Proof of Lot Ownership(whichever is applicable) | |
| | • Transfer Certificate of Title (1 certified true copy) | Land Registration Authority (LRA) |
| | • Lease contract (1 photocopy) | Registered Lot Owner |
| | • Award Notice (1 photocopy) | Registered Lot Owner |
| | • Deed of Sale (1 photocopy) | Registered Lot Owner |
| | • Memorandum of Agreement (MOA) (1 photocopy) | Registered Lot Owner |
| | • Affidavit of Consent to construct/Special Power of Attorney (SPA)(1 photocopy) | Registered Lot Owner |
| | Authority to Sign/Corporate Secretary's Affidavit (1 photocopy) | President of the Corporation |
| | Lot Plan (1 set signed & sealed) | Licensed Geodetic Engineer |
| | Architectural Plan (2 sets signed & sealed) & | Licensed Architect |

| PTR | | | | |
|--|--|---|-----------------|--------------------|
| For Representative | | | | |
| <ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) | | Registered Lot Owner | | |
| <ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) | | BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig | | |
| <ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) | | BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig | | |
| Long Folder | | | | |
| Mandatory Requirements for COE: | | | | |
| <ul style="list-style-type: none"> Project Description (boundaries, nature of the operation or use; objectives to be achieved by the project; statement as to why the project cannot fulfill its objectives under the Zoning Regulations (1original, 1 photocopy) Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC) Barangay Council Resolution Traffic Impact Study for high rise buildings | | Project Engineer/Architect EMB-DENR Concerned Barangay Project Engineer/Architect | | |
| Supplemental documents: | | | | |
| <ul style="list-style-type: none"> Neighbor's firewall consent (1 original, 1 photocopy) HOA Approved plan(2 sets, blueprint of Architectural Plans) DPWH Clearance if located along a national road(1 original, 1 photocopy) MMDA Clearance if along the river, waterways(1 original, 1 photocopy) Earthquake Hazard Assessment(1 original, 1 photocopy) | | Adjacent neighbor HOA Department of Public Works and Highways Metro Manila Development Authority Phivolcs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Apply for COE at the City Council thru the Chairman, Committee on City Planning, Building & Zoning | 1.1 Receive the endorsement from the City Council requesting for the preparation | None | 3 minutes | Receiving Clerk |

| | | | | |
|---|--|---|-----------|--------------------------|
| | e-sign & Order of Payment | Processing Fee - | | |
| | 3.2 Sign the Order of Payment | ₱3.00/m ² of TFA | | |
| | 3.3 Stamp and sign the Architectural Plan | Verification Fee - ₱100.00 | 5 minutes | PDO IV, ZAU |
| | | Comm'l Processing Fee – ₱10.00/m ² of TFA | 3 minutes | ZAU Clerk and Evaluators |
| | | Verification Fee – ₱300.00 | | |
| | | COE Processing Fee- | | |
| | | ₱ 150/m ² of TFA subject for exemption | | |
| 4. Pay the Processing Fee at CTO and submit the photocopy of Official Receipt | 4.1 Check the Official Receipt | | 1 minute | Releasing Clerk |
| 5. Receive the copy of COE and approved copy of Architectural Plans | 5.1 Release the COE and approved copy of Architectural Plans | | 5minutes | Releasing Clerk |

13. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR SPECIAL USE PERMIT (SUP) ON REGULAR PROCESS

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its design components comply with the Zoning Ordinance and the Local Building Code. The Special Use Permit is issued through a resolution approved by the City Council allowing the project for such use on the lot or property. The uses that require a Special Use Permit are Gasoline/Auto-LPG, Waste Disposal Facility, Radio, and Television Transmitting Stations, Telecommunication Tower (Greenfields), Heliports/Helipads, Abattoir/Slaughterhouse, Cockpits/Race Tracks, Transport Terminals, Transport Garage, Cemeteries, Funeral Parlor/Memorial Chapel/Mortuary, Crematorium/Columbarium.

| Office or Division: | Zoning Administration Unit (ZAU) |
|---|--|
| Classification: | Highly Technical |
| Type of Transaction: | G2B |
| Who may avail: | Developers, Property Lot owners |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year) | City Treasurer's Office (CTO) |
| Proof of Lot Ownership(whichever is applicable) | |
| <ul style="list-style-type: none"> • Transfer Certificate of Title (1 certified true copy) | Land Registration Authority (LRA) |
| <ul style="list-style-type: none"> • Lease contract (1 photocopy) | Registered Lot Owner |
| <ul style="list-style-type: none"> • Award Notice (1 photocopy) | Registered Lot Owner |
| <ul style="list-style-type: none"> • Deed of Sale (1 photocopy) | Registered Lot Owner |
| <ul style="list-style-type: none"> • Memorandum of Agreement (MOA) (1 photocopy) | Registered Lot Owner |
| <ul style="list-style-type: none"> • Affidavit of Consent to construct/Special Power of Attorney (SPA)(1 photocopy) | Registered Lot Owner |
| <ul style="list-style-type: none"> • Authority to Sign/Corporate Secretary's Affidavit (1 photocopy) | President of the Corporation |
| Lot Plan (1 set signed & sealed) | Licensed Geodetic Engineer |
| Architectural Plan (2 sets signed & sealed) & PTR | Licensed Architect |
| For Representative | |
| <ul style="list-style-type: none"> • Duly notarized Authorization Letter/Special Power of Attorney (1 original) | Registered Lot Owner |
| <ul style="list-style-type: none"> • Government issued Identification Card of the person being represented (1 photocopy) | BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig |
| <ul style="list-style-type: none"> • Government issued Identification Card representative (1 photocopy) | BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig |
| Long Folder | |
| Mandatory Requirements for SUP: | |
| <ul style="list-style-type: none"> • Description of the project, its nature of the operation or use, location, boundaries, and size or volume of operation; • Identification of the components which shall be effected by the project • Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC) • Barangay Council Resolution | Project Engineer/Architect EMB-DENR Concerned Barangay |

| Supplemental documents: | | | | |
|---|--|---|-----------------|--------------------|
| <ul style="list-style-type: none"> Neighbor's firewall consent(1 original, 1 photocopy) HOA Approved plan(2 sets, blueprint of Architectural Plans) DPWH Clearance if located along a national road(1 original, 1 photocopy) MMDA Clearance if along the river, waterways(1 original, 1 photocopy) Earthquake Hazard Assessment(1 original, 1 photocopy) | | Adjacent neighbor HOA Department of Public Works and Highways Metro Manila Development Authority Phivolcs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Apply for SUP at the City Council thru the Chairman, Committee on City Planning, Building & Zoning | 1.1 Receive the endorsement from the City Council requesting for the preparation of the Project Evaluation | None | 3 minutes | Receiving Clerk |
| | 1.1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as to the basis of the City Council for their decision to deny or approve the resolution | | 4 hours | Evaluation Group |
| | 1.1.2 Review the project evaluation report; recommend approval/disapproval of the application | | 1 day* | OIC, ZAU |
| 3. Attend the public consultations at the City Council for the approval of the City Council Resolution | | | 3 readings | City Council |
| 4. Submit the approved City Council Resolution & ECC | 4.1 Check the documents and receive | | 5 minutes | Receiving Clerk |
| | 4.2 Prepare the revised evaluation | | 10 minutes | Evaluation Group |

| | | | | |
|---|--|--|--|--|
| | report & recommend the issuance of the Locational Clearance/SUP 4.3 Review the project evaluation report; recommend approval of the application 4.4 Set the final evaluation and print the LC/SUP with e-sign & Order of Payment 4.5 Sign the Order of Payment 4.6 Stamp and sign the Architectural Plan | Comm'l. Processing Fee - ₱10.00 /m ² of TFA Verification Fee - ₱300 SUP Processing Fee - ₱150/m ² of TFA subject for SUP | 1 day* 5 minutes 3 minutes* 3 minutes | OIC, ZAU Encoder OIC, ZAU PDO IV, ZAU |
| 5. Pay the Processing Fee at CTO and submit the photocopy of Official Receipt | 5.1 Check the Official Receipt | | 1 minute | Releasing Clerk |
| 6. Receive the copy of SUP and the approved copy of Architectural Plans | 6.1 Release the SUP and approved copy of Architectural Plans | | 5 minutes | Releasing Clerk |

Note: Subject to time availability of the signatory due to prior meeting/s schedules and/or due to immediate notice by the City Mayor.

14. ZONING CERTIFICATE

The Zoning Certificate is secured by real property owners of titled lots to verify zoning classification and structures allowed in the specific area.

| | |
|-----------------------------|--|
| Office or Division: | Zoning Administration Unit (ZAU) |
| Classification: | Simple |
| Type of Transaction: | G2C |
| Who may avail: | real property lot owners/developers/students |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|---|-----------------|--------------------|
| Transfer Certificate of Title (1 photocopy) | | Land Registration Authority | | |
| Sketch of Location (1 original) | | City Assessor's Office/Google Map | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-up application form and submit the required documents at Counter 11 | 1.1 Receive the required documents and check the completeness of requirements | Res'l ₱100.00 Comm'l ₱300.00 Inst. ₱200.00 | 5 minutes | Receiving Clerk |
| | 1.1.1 Verify the zoning classification based on the QC Zoning Ordinance | | 10 minutes | Evaluation Group |
| | 1.1.2 Print the Zoning Certificate | | 3 minutes | Clerk |
| | 1.1.3 Review/sign the Zoning Certificate | | | |
| | 1.1.4 Issue /sign Order of Payment | | | |
| | | 1 minute | Releasing Clerk | |
| 2. Pay the verification fee at the City Treasurer's Office and submit the photocopy of the Official Receipt | 2.1 Check the Official Receipt | | 1 minute | Releasing Clerk |
| 3. Receive the Zoning Certificate | 3.1 Release the Zoning Certificate | | 3 minutes | Releasing Clerk |

15. DEVELOPMENT PERMIT FOR SUBDIVISION APPROVAL

A Development Permit is a pre-requisite for the issuance of Certificate of Registration and License to Sell in compliance with the approved Quezon City Council Ordinance on subdivision plan approval.

| | |
|----------------------------|---------------------------------------|
| Office or Division: | Subdivision Administration Unit (SAU) |
| Classification: | Complex |

| | | | | |
|---|---|----------------------------------|------------------------|---------------------------|
| Type of Transaction: | G2B | | | |
| Who may avail: | HOA and Private Developers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| • Subdivision Plans, Eng'g. Plans and Topo Plan (4 sets original plans) | | Private Developer | | |
| • Certified True Copy of TCT(1 original, 1 photocopy) | | Registry of Deeds - LRA | | |
| • Locational Clearance (4 photocopies) | | Zoning Administration Unit (ZAU) | | |
| • Certificate of Registration (CMP - BP 220) (4 photocopies) | | HLURB | | |
| • SEC Registration (Open Market - PD 957) (4 photocopies) | | Security and Exchange Commission | | |
| • MOA w/ Land Owner, Developer, or Originator (1 original, 3 photocopies) | | Registered Land Ownership | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up and submits the application Form for CMP or PD 957 | 1.1 Check completeness of documents | None | 15 minutes | SAU Technical Personnel |
| | 1.1.1 Evaluate pertinent documents including Subdivision Plans and Engineering Plans | | 1 day | Evaluation Group |
| | 1.1.2 Conduct a site inspection and verify the conformity of plans in the project area | | 1-day | SAU Technical Personnel |
| | 1.1.3 Prepare the evaluation report and recommendation report | | 2 hours | PDO IV |
| | 1.1.4 Endorse the application with evaluation report and recommendation to the City Administration Office for legislation to the QC Council | | 15 minutes | SAU Head |
| 1.1.5 Schedule on first reading followed by Committee | | | Quezon City Council | |

| | | | | |
|--|--|--|-----------|---|
| | hearing, agenda for the second reading, and third/final reading 1.1.6 Finalization of the Proposed Ordinance (PO No.) 1.1.7 Approved Ordinance 1.1.8 Prepares Order of Payment upon receipt of Approved Ordinance | | | City Secretary's Office Office of the City Mayor PDO IV |
| 2. Pay at CTO and submit the photocopy of Official Receipt | 2.1 Check the Official Receipt | | 3 minutes | PDO IV |
| 3. Receives Development Permit | 3.1 Release the Development Permit and Approved Subd. Plan | | 5 minutes | Releasing Clerk |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|--|
| How to send feedback | The client may fill up the Customer Service Survey Form found at the Receiving Area and drop it in the designated Suggestion Box. (Transparent Box) |
| How feedback is processed | <p>Every Friday, the assigned personnel will open the dropbox and consolidate the survey feedback form. Feedbacks requiring response is forwarded to the Administrative Division to specify the proper division/personnel to take appropriate action.</p> <p>For inquiries and follow-ups, the Client may contact Tel. No. 8988-4242 loc. 1013</p> |
| How to file a complaint | <p>Complaints can be filed through walk-in or e-mail.</p> <p>Email Address: ZAU@quezoncity.gov.ph/CPDO@quezoncity.gov.ph</p> |
| How complaints are processed | Receiving staff will open emails daily and forward printed |

| | |
|--|--|
| | <p>copies of the complaint/s to the Office Head; upon evaluation, the Office Head will forward the complaint to the proper division/staff for appropriate action.</p> <p>The complainant shall be informed of the action through a letter which may be sent through the contact information given/sent by the complainant.</p> |
| <p>Contact Information of ARTA, PCC, CCB</p> | <p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p> |

CITY TREASURER'S OFFICE

Central/ Main Office External Services

1. PAYMENT OF TRANSFER TAX

The Quezon City may impose tax on sale, donation or any mode of transferring ownership or title of real property at the rate of not be more than Seventy-Five percent (75%) of one percent (1%) of the total consideration involved in the acquisition of the property, or of the fair market/ zonal valuation value in case the monetary consideration involved in the transfer is not substantial, whichever is higher. (Sec.135 (a) LGC)

| | | | | |
|--|--|--|------------------------|---|
| Office or Division: | Taxes and Fees Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City taxpayers engaging in Business, profession and/or transaction (Seller, Buyer, Heirs, Donor and Donee of Real Property) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Transferred property/ies Information slip | | Counter5 | | |
| 2. Legal Instrument (Deed of Sale /Donation/ Conveyance/Extra-judicial settlement of estate of property) | | Legal Counsel | | |
| 3. Tax Declaration of Property | | City Assessor's Office | | |
| 4. Certification of Real Property Tax Payment | | Real Estate Division (City Treasurer's Office) | | |
| 5. Title | | Register of Deeds | | |
| 6. Certification Authorizing Registration (C.A.R) or payment of Capital Gains Tax, Documentary stamp tax, estate tax | | BIR | | |
| 7. Representative: Special Power of Attorney (SPA), authorization letter with photocopy of government issued ID | | Owner or client being represented | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the duly accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification | 1. Evaluate the completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill | Assessment of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the property -Zonal /Fair market value/ consideration whichever is higher | 2 hours | Assessment Officer Taxes and Fees Division |
| 2. Receive tax bill and pay the required amount at Counter 3 or 4 *Makesure to secure | 2. Validate tax bill and issue Official Receipt | | 5 minutes | Local Revenue Collection Officer Taxes and Fees Division |

| | | | | |
|---|--|-----------------------------|------------------------|--|
| Official receipts that will be issued upon payment | | | | |
| 3. Receive claim stub at Counter 5 specifying the releasing date of the Certification of Transfer Tax *AM Transaction (8-10 am) Release within the day PM Transaction Release on the following day | 3. Issue claim stub and process the requested certification 3.1 Prepare certification for approval of the City Treasurer or his duly authorized signatory | Php100.00 for certification | 4 hours | Assessment Officer Asst.Chief Taxes and Fees Division City Treasurer |
| 4. Return to the Taxes and Fees Division. Present the claim stub at Counter 5. Receive the Certificate of Transfer Tax | 4. Release the Certificate of Transfer Tax with security seal at Counter 5 | | 5 minutes | Releasing Clerk Taxes and Fees Division |
| Total | | | 6 hours and 10 minutes | |
| Certified True Copy/Re –Printing of Certification of Payment of Transfer Tax | | | | |
| 1. Accomplish the (Unified request form) at Counter 5 and accept order of payment | 1. Accept accomplished form and issue order of payment | | 5 minutes | Assessment Officer |
| 2. Pay the required fee at Counter 3 or 4 | 2. Accept payment and issue official receipt | | 5 minutes | Local Revenue Collection Officer |
| 3. Present Official receipt at Counter 5 and wait for the release of your requested certified true copy | 3. Process and release the requested certified true copy | | 10 minutes | Releasing Clerk Taxes and Fees Division |
| Total | | | 20 minutes | |
| <p>Note: Application with complete documentary requirements filed from 8:00 am to 10:00 am, Certification will be released within the day. However, application filed beyond 10:00 am, certification will be released on the following day.</p> <p>Transfer Tax transaction period depends on the nature or case of transaction provided. For 10-20 transactions, it takes 2 days processing period</p> | | | | |

2. PAYMENT OF CONTRACTORS TAX

Pre-requisite for release of Building Permit

| | |
|-----------------------------|----------------------------|
| Office or Division: | Taxes and Fees Division |
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |

| | | | | |
|--|--|-----------------------------------|------------------------|---|
| Who may avail: | Project owner (Corporation and Individual) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Order of payment | | Dept. Building Official | | |
| 2.Original Bill of Materials (signed by license Engineer/Architect) | | Contractor | | |
| 3.Locational Clearance | | City Planning Department | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Submit complete requirements at Counter 1,2, 9-14for evaluation | 1. Accept and evaluate complete documentary requirements 1.1 Compute and issue tax bill | As stated in the Order of payment | 20 minutes | Assessment Officer Taxes and Fees Division |
| 2. Receive tax bill and proceed to Counter 3 or 4 for payment 2.1 Receive official receipt as proof of payment and return to Dept. of Building Official | 2.Validate tax bill and issue official receipt | | 5 minutes | Local Revenue Collection Officer Taxes and Fees Division |
| Total | | | 25 minutes | |

3. PROPERTY TRANSFER APPLICATION PROGRAM (PTAP)

Single Window transaction for processing incoming taxpayers dealing with registering their property in Quezon City. It is an application that integrates processing of QC-LGU Registering property where property owners can “FILE-PAY-CLAIM” the requested documents mentioned below upon compliance to specific requirements which process of both offices will be done backroom.

| | | | | |
|--|----------------------------|-----------------------------------|------------------------|---------------------------|
| Office or Division: | Taxes and Fees Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All QC Real Property owner | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Unified Request Form | | City Treasurer’s Office | | |
| 2.Notarized Transfer documents/Deed of Sale, Deed of Conveyance, Donation | | Property Owner | | |
| 3.Transfer Certificate of Title, Condominium Certificate of Title (certified copy) | | Register of Deeds | | |
| 4.Latest Real Property Tax official receipt or photocopy | | City Treasurer’s Office | | |
| 5.Tax Declaration | | City Assessor’s Office | | |
| 6.For Representative: Authorization letter and valid Government Issued ID | | Owner or client being represented | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|--|-----------------------------------|------------------------|--|
| 1. Taxpayer accomplish Unified request form and submit complete requirements at Counter 1 or 2 and wait for the issuance of order of payment | 1. Check and evaluate to confirm the completeness of the submitted documents 1.1 Validate the record requested including the Real Property Tax payment, if valid for certification, print application If not, return to client for compliance 1.2 Compute for transfer tax | As stated in the order of payment | 5 minutes | Assessment Officer City Treasurer's Office |
| 2. Accept order of payment and pay the required amount at the Counter 3 or 4 | 2. Receive order of payment and issue official receipt | | 5 minutes | Collector |
| 3. Upon payment of necessary fees, receive claim stub for the release of requested forms (specified date indicated) | 3. Issue claim stub 3.1 tag application for processing City Treasurer's Office -Process the Real Property Tax Clearance City Assessor's Office representative -Process the certified true copy of tax declaration *processing of certification of "with or without improvement" *process of both offices will be done backroom | | 4 hours | Assessment Officer City Treasurer's Office Clerk City Assessor's Office |
| 4. Return on the specified date, present the claim stub at Counter 1 or 2 and receive the certification | 4. Accept claim stub and issue the requested certification | | 5 minutes | Releasing clerk City Treasurer's Office |
| Total | | | 4 hours and 15 minutes | |
| Note: Application with complete documentary requirements filed from 8:00 am to 10:00 am, Certification will be released within the day. However, application filed beyond 10:00 am, certification will be released on the following day. | | | | |

4. EVALUATION OF BUSINESS TAX

Evaluate business documents presented to determine the correct gross receipts of the business relative to its declaration in their tax payments. It is also way of ensuring the proper collection of tax deficiencies as the case maybe.

| | | | | |
|---|--|----------------------------------|------------------------|--|
| Office or Division: | Examination Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City Business owners or services | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Sales Declaration /Gross Receipts Form | | City Treasurer's Office | | |
| 2.Latest Tax payment | | Other LGUs | | |
| 3.Preceding Year's Certified Breakdown of Sales, if there are two or more lines of business /2 or more branches | | Business owner | | |
| 4.Preceding Year's Value Added Tax Returns, Percentage Tax Returns, whichever is applicable | | BIR | | |
| 4.1.Preceding Year's Quarterly Income Tax Returns with proof of payment | | BIR | | |
| 5.Preceding Year's Annual Income Tax Returns with complete set of Audited Financial Statement with proof of payment | | BIR | | |
| 6. Mayors Permit | | Other LGUs | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Newly Registered Business: 1.Present the tax bill issued by the Business Permit Licensing Department under BOSS with the accomplish Simplified Business Application Form and other required documents | 1.Evaluate the submitted documents and recommend for approval 1.1 Approve the tax bill | | 10 minutes | Evaluator Examination Division City Treasurer |
| | 2.Accept the approved tax bill, receive the payment and issue official receipt 2.1 Advise the taxpayer to proceed to BPLD | Amount indicated in the Tax Bill | 10 minutes | Collector Taxpayer's Payment Lounge |
| Total | | | 20 minutes | |
| Business operated for at least 1 year and the current assessment period is for the 1 st Quarter of the current year 1.Present accomplished Sales Declaration and | 1.Evaluate the submitted documents and determine the taxable gross sales 1.1 Assess and | | 5 minutes | Initial Evaluator Examination Division |

| | | | | |
|---|--|--|------------|--|
| Evaluation Form (SDEF) with complete documentary requirements | issue printed tax bill | | 5 minutes | Business Assessment Clerk |
| 2.Receive the tax bill and submit with SDEF and complete documentary requirements | 2.1Review and verify tax bill assessment | | 5 minutes | Final Evaluator |
| 3.Present the verified tax bill with SDEF and attached other documentary requirements | 3.1Recommend the approval of the Tax Bill | | 5 minutes | City Treasurer |
| | 3.2Approval of the tax bill for payment | | 5 minutes | Authorized representative from the City Mayor's Office |
| 4.Present the approved tax bill for payment of business tax and pay the required amount | 4.Accept approved tax bill and payment for the tax 4.1 Issue official receipt | | 5 minutes | Collector Taxpayer's Payment Lounge |
| Total | | | 30 minutes | |

5. ASSESSMENT OF BUSINESS TAX

Performing proper computation and billing of Business Tax prior to actual payment

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | Taxes and Fees Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All QC taxpayers engaging in Business and professional services | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Sales Declaration and Evaluation Form | | Evaluator's Area | | |
| 2.Current year's Community Tax Certificate issued in QC or other LGUs (If available) | | City Treasurer's Office/ other LGUs | | |
| 3.Preceding year's (Mayor's Permit/Business permit | | Building Permit and Licensing Department (BPLD) | | |
| 4.Preceding year's business tax bill and Official Receipts | | City Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1st Quarter 1.Present the Approved Sales Declaration and Evaluation Form and other required documents | 1.Accept the approved Sales Declaration and Evaluation Form. 1.1Encode thru the system all pertinent information from the business permit and compute City Tax and regulatory fees | Depends on the ff: -line of business -Gross Sales -Area of establishment | 10 minutes | Assessment Officer Taxes and Fees Division |
| 2.Receive computerized | 2.Issue | | | Assessment |

| | | | | |
|---|--|--|------------|--|
| Business tax Bill for approval of authorized signatories | computerized Business Tax Bill | | | Officer Taxes and Fees Division |
| Total | | | 10 minutes | |
| 2nd-4th Quarter 1.Present the previous Business tax bill and official receipts 1.1Receive the computerized business tax bill | 1.Accept the previous business tax bill and check the Mayor's Permit number thru system 1.1Print and issue computerized business tax bill | | 10 minutes | Assessment Officer Taxes and Fees Division |
| Total | | | 10 minutes | |

6. COLLECTION OF BUSINESS TAX

Business tax payments are collected and validated through issuance of Computerized Official Receipts

| | | | | |
|--|--|------------------------------------|------------------------|--|
| Office or Division: | Cash Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City Business owners/operators | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Computerized Business Tax Bill (duly approved/signed by City Treasurer or his deputized signatory) | | Business Assessment Lounge | | |
| 2. Cash/Manager's or Cashier's Check | | Business Owner | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Proceed to Taxpayer's Payment Lounge 1.1Present the approved Computerized Business Tax Bill at the assigned Counter flash on the queuing screen and pay the required amount 1.2Receive the computerized Business tax official receipts | 1.Accept the approved computerized Business Tax Bill and payment 1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the bank's name, date, amount and check number 1.2Validate payment and issue computerized Business Tax official receipts | As stated in the Business Tax Bill | 10 minutes | Local Revenue Collection Officer Taxpayers Payment Lounge |
| Total | | | 10 minutes | |

7. EXAMINATION OF BOOKS OF ACCOUNTS

| | | | | |
|--|---|--|--|--|
| Office or Division: | Examination Division | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City taxpayers who operates business | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Registered Books of Accounts | | Business owner | | |
| 2.Sales invoice | | Business owner | | |
| 3.Audited Financial Statement | | Accountant | | |
| 4.Income Tax Return (ITR) | | BIR | | |
| 5.VAT Returns/Percentage Tax Return | | BIR | | |
| 6.Letter of Authority | | City Treasurer | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Receive the issued Letter of Authority 1.1Taxpayer/authorized representative present and submit the complete documentary requirements | 1.Serve the Letter of Authority (LOA) with the list of required documents 1.1Set the schedule of examination | Depends on the tax deficiency based on audited documents presented | Serving of LOA depends on the area -Submission of documents to Examiner is 5 days | Revenue Examiner Examination Division |
| 2.Wait for the call from the assigned Revenue Examiner | 2.Evaluate and assess the data gathered through audit to determine the deficiency or tax delinquency (if there is any) 2.1 Prepare the Data and Assessment form and submit to the respective Supervising Revenue Examiner for review and validation of the examination findings 2.2Upon validation of the examination findings, Supervising Revenue Examiner submit the Data and Assessment form together with the attachments to the Chief of the Examination 2.3The Chief of Examination | | 15 days | Revenue Examiner Examination Division Supervising Revenue Examiner Examination Division |

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| | <p>Division causes the preparation of Notice of Assessment for approval of the City Treasurer</p> <p>2.4 Revenue Examiner inform the taxpayer of the amount of deficiency/tax delinquency upon approval of the Notice of Assessment by the City Treasurer</p> <p>*In case, taxpayer delay the examination for no apparent reason, Revenue Examiner shall report the non-compliance for proper legal action</p> <p>*In case, taxpayer failed to settle its deficiency/tax delinquency within the prescribed period of time (60 days), proper legal action will be enforced</p> | | | <p>Chief of Examination Division</p> <p>City Treasurer</p> <p>Revenue Examiner Examination Division</p> |
| 3.Receive the printed tax bill and pay the tax delinquency indicated in tax bill | <p>3.Issue printed tax bill based on the indicated tax delinquency</p> <p>3.1Accept payment and issue official receipt</p> | | 10 minutes | <p>Assessment Officer</p> <p>Collector</p> |
| 4.Present the original and submit and photocopy of tax bill and official receipt 4.1Receive the approved Letter of Confirmation (LOC) | <p>4.Receive the submitted copy of official receipt</p> <p>4.1 Prepare the Letter of Confirmation for approval of the City Treasurer upon full payment of any tax deficiency</p> | | <p>5 minutes</p> <p>10 minutes</p> | <p>Revenue Examiner</p> <p>City Treasurer</p> <p>Releasing Clerk Examination Division</p> |
| | Total | | 20 days and 25 minutes | |

8. ISSUANCE OF COMMUNITY TAX CERTIFICATE (INDIVIDUAL)

Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

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|--|---|--|------------------------|---------------------------|
| Office or Division: | Community Tax Certificate Section-Taxes and Fees Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City residents, business owners and taxpayers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Community Tax Declaration Form (CTDF) | | CTC Section | | |
| 2.Government Issued valid ID | | DFA,SSS, GSIS, Comelec, LTO | | |
| 3. New Business: Single Proprietor Certificate of Registration | | Department of Trade and Industry (DTI) | | |
| 4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator) | | City Treasurer's Office | | |
| 5. Individual: Proof of income, payslip, BIR Form 2316 | | Company, BIR | | |
| 6. Claiming of paid CTC Single Proprietor Original tax bill and official receipt (Duplicate or pink copy of official receipts | | City Treasurer's Office Taxpayer's Payment Lounge | | |
| 7.For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative | | Owner or client being represented DFA,SSS, GSIS, Comelec, LTO | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| New Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present date of registration of business | 1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF | Amount to be paid depends on the income of taxpayer | 5 minutes | Collector CTC Section |
| 2.Pay the required amount and receive the computerized community tax certificate (CTC) | 1.Accept the payment and release the computerized CTC | | 5 minutes | Collector CTC Section |
| Total | | | 10 minutes | |
| Renewal of Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax | 1. Accept the accomplished CTDF and required documents 2.Encode the | Amount to be paid depends on the income | 5 minutes | Collector CTC Section |

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| declaration by a evaluator 1.1 Taxpayer proceed to the counter intended for encoding of information | pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF | of taxpayer | | |
| 2.Pay the required amount and receive the computerized community tax certificate (CTC) | 1.Accept the payment and release the computerized CTC | | | |
| Total | | | 5 minutes | |
| Individual 1.Taxpayer accomplish CTDF and proceed to the counter intended for encoding of information | 1. Accept the accomplished CTDF 2.Encode the pertinent information declared on CTDF thru a system which automatically computes tax due based on the declared gross salaries/ compensation on the CTDF | Amount to be paid depends on the income of taxpayer | 5 minutes | Collector |
| 2.Pay the required amount and receive the computerized community tax certificate (CTC) | 2.Accept the payment and release the computerized CTC | | | Collector |
| Total | | | 5 minutes | |
| Claiming of paid CTC Single Proprietor 1.Taxpayer present original tax bill and duplicate or pink copy of official receipts | 1.Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents | Included in the payment of Business Tax | 5 minutes | Collector |
| 2.Receive the computerized community tax certificate (CTC) | 2.Release computerized CTC | | | |
| Total | | | | |
| ISSUANCE OF CERTIFIED TRUE COPY | | | | |
| 1.Taxpayer accomplish unified request form, present to Counter 24 and accept order of payment | 1.Accept accomplished form and issue order of payment | | 5 minutes | Clerk CTC Section |
| 2.Pay the required fee at Miscellaneous Section | 2.Accept payment and issue official receipt | | | Collector Miscellaneous Section |
| 3. Present Official receipt at Releasing counter 24and | 3.Process and release the | | 5 minutes | Clerk CTC Section |

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| wait for the release of your requested certified true copy | requested certified true copy | | | |
| Total | | | 10 minutes | |

9. ISSUANCE OF COMMUNITY TAX CERTIFICATES (CORPORATION)

Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

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|--|--|---|------------------------|---------------------------|
| Office or Division: | Community Tax Certificate Section-Taxes and Fees Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City residents, business owners and taxpayers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Community Tax Declaration Form (CTDF) | | CTC Section | | |
| 2.Government Issued valid ID | | DFA,SSS, GSIS, Comelec, LTO | | |
| 3. New Business: Certificate of Registration | | Securities and Exchange Commission Cooperative Development Authority | | |
| 4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator) ITR/Financial Statement if principal office is located outside Quezon City For Real Property Owner-Real property tax bill | | City Treasurer's Office | | |
| 5. Claiming of paid CTC Corporation Original tax bill and official receipt (Duplicate or pink copy of official receipts) | | City Treasurer's Office Taxpayer's Payment Lounge | | |
| For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative | | DFA,SSS, GSIS, Comelec, LTO | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| New Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present date of registration of business | 1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically computes tax due based on the declared gross sales on the CTDF | Amount to be paid depends on the income of taxpayer | 5 minutes | Collector |
| 2.Pay the required amount and receive the | 1.Accept the payment and | | | Collector |

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| computerized community tax certificate (CTC) | release the computerized CTC | | | |
| Total | | | 5 minutes | |
| Renewal of Business: 1. Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by an evaluator 1.1 Taxpayer proceed to the counter intended for encoding of information | 1. Accept the accomplished CTDF and required documents 2. Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF | Amount to be paid depends on the income of taxpayer | 5 minutes | Collector |
| 2. Pay the required amount and receive the computerized community tax certificate (CTC) | 1. Accept the payment and release the computerized CTC | | | Collector |
| Total | | | 5 minutes | |
| Claiming of paid CTC Corporation 1. Taxpayer present original tax bill and duplicate or pink copy of official receipts | 1. Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents | Included in the payment of Business Tax | 5 minutes | Collector |
| 2. Receive the computerized community tax certificate (CTC) | 2. Release computerized CTC | | | |
| Total | | | 5 minutes | |
| ISSUANCE OF CERTIFIED TRUE COPY | | | | |
| 1. Taxpayer accomplish unified request form, present to Counter 24 and accept order of payment | 1. Accept accomplished form and issue order of payment | | 5 minutes | Clerk CTC Section |
| 2. Pay the required fee at Miscellaneous Section | 2. Accept payment and issue official receipt | | | Collector Miscellaneous Section |
| 3. Present Official receipt at Counter 24 and wait for the release of your requested certified true copy | 3. Process and release the requested certified true copy | | | Clerk CTC Section |
| Total | | | 5 minutes | |

10. PAYMENT OF MISCELLANEOUS TAXES & FEES

Collection of regulatory fees and various user/ service charges as required by law and imposed by revenue generating departments of the Quezon City.

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| Office or Division: | | Miscellaneous Section-Taxes and Fees Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C- Government to Citizen | | |
| Who may avail: | | All Quezon City taxpayers engaging in Business, profession and/or transaction | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Original order of payment generated from revenue offices (no alteration) | | <i>Various revenue generating offices of Quezon City</i> | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| PAYMENT OF PROFESSIONAL TAX RECEIPTS (PTR) WALK-IN All PRC and IBP cardholders New: Professionals-previous/currently employed in gov't 1.Submit service record 2.Present original PRC ID 3.Pay the required fee Renewal: Present latest Original PTR and photocopy of latest PTR | 1. Verify from the record of the previous payment 2.Accept payment 3.Issue Professional Tax Receipts | ₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge) Additional cost Verification fee of ₱ 20.00 Cert. true copy ₱ 50.00 | 5 minutes | Collector |
| PTR (LAWYERS) New: Lawyers presents 1. Present original IBP card and original Certification from Supreme Court 2.Pay the required fee 3.Receive Professional Tax receipts Renewal: Lawyers previous/currently employed in gov't present Service Record, original latest PTR and photocopy | 1. Verify from the record of the previous payment(if applicable) 2.Accept payment 3.Issue Professional Tax Receipts | ₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge) | 5 minutes | Collector |

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| of latest PTR and IBP card | | Additional cost Verification fee of ₱ 20.00 Cert. true copy ₱ 50.00 | | |
| For Representative of Professional/Lawyers 1.Present original(PRC/IBP card), original &photocopy of authorization letter and original and photocopy of gov't issued ID, photocopy of ID of authorized person | | | | |
| ONLINE PAYMENT OF PROFESSIONAL TAX RECEIPTS (PTR) 1.Email the PRC / IBP ID and photo of last Official Receipt (OR)/payment to misctaxpayment.cto@quezoncity.gov.ph 2.Receive thru email the billing statement / order of payment and bank details 3.Send / transfer payments via QC Landbank account 4. Email the proof of payment & tax bill to misctaxpayment.cto@quezoncity.gov.ph 5.Receive the photo of professional tax receipts 6.Pick-up the original (PTR) at City Treasurer's Office, 3 RD Floor, Online Payment Group (Present valid ID and photo/digital copy of OR/PTR as reference) | 1.Acknowledge the receive email from taxpayer 2. Send the order of payment and bank details for payment of taxpayer 3.Verify the payment thru Landbank DDA Statement Inquiry 4.Issue original professional tax receipt 5. Upload the photo and send to the taxpayer's email 6. Release the original PTR | As stated in the order of payment | 5 minutes 10 minutes 5 minutes 5 minutes | Clerk Local Revenue Collection Officer OR Uploader Online payment OR Releaser |
| PAYMENT FOR BUILDING, MECHANICAL FENCING, DEMOLITION PERMIT AND CONTRACTOR'S TAX 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount 3.Receive the official receipt | 1.Issue Official receipt upon payment and presentation of order of payment (no alterations) issued by the Office of the Building Official 2.Accept payment 3.Issue official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR | | | | |

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| <p>OCCUPANCY PERMIT FEES</p> <p>1.Taxpayer submit original order of payment (no alterations), photocopy of building permit</p> <p>**Building permit issued on 2010 & prior years, Contractors tax payment will be verified, re-assessed based on the indicated Bill of Materials and Floor area subject to payment of deficiency tax, if any.</p> <p>2.Pay the required amount and receive official receipt</p> | <p>1.Accept order of payment and payment for occupancy permit fees (no alterations) issued by the Office of the Building Official</p> <p>2.Issue Official receipt</p> | <p>As stated in the order of payment</p> | <p>5 minutes</p> | <p>Collector</p> |
| <p>PAYMENT FOR HEALTH CERTIFICATE, SANITARY PERMIT and PEST CONTROL Fees</p> <p>1.Taxpayer submit original order of payment (no alterations)</p> <p>2. Pay the required amount and receive official receipt</p> | <p>1.Accept payment and order of payment issued by City Health Department and</p> <p>2.Issue Official receipt</p> | <p>As stated in the order of payment</p> | <p>5 minutes</p> | <p>Collector</p> |
| <p>ONLINE PAYMENT FOR HEALTH CERTIFICATE& OCCUPATIONAL (WORK) PERMIT</p> <p>1.Apply Health Certificate / Occupational Work Permit, log in to qceservices.quezoncity.gov.ph. and receive order of payment</p> <p>2. Email the order of payment to misctaxpayment.cto@quezoncity.gov.ph</p> <p>3.Send/ transfer payment via QC Landbank account</p> <p>4.Email the proof of payment and order of payment to misctaxpayment.cto@quezoncity.gov.ph</p> <p>5.Receive the photo of original receipt (OR)</p> <p>6.Pick-up the original</p> | <p>1.Acknowledge the receive email from taxpayer</p> <p>2.Send the bank details for taxpayers payment</p> <p>3.Verify the payment thru Landbank DDA Statement Inquiry</p> <p>4.Issue original receipt</p> <p>5.Upload the photo and send to the taxpayers email</p> <p>6.Release the original receipt</p> | <p>As stated in the order of payment</p> | <p>5 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>5 minutes</p> | <p>Clerk</p> <p>Local Revenue Collection Officer</p> <p>OR Uploader</p> <p>Online payment OR Release</p> |

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| receipt at City Treasurer's Office, 3 rd Floor, Online payment group (Present valid ID and photo of OR as reference) | | | | |
| *Please take note that Gcash, PAYMAYA and other Financial Facilities do not directly receive payment. You must log-in thru the qceservices.quezoncity.gov.ph | | | | |
| PAYMENT FOR OCCUPATIONAL PERMIT FEE, AMENDMENT FEE 1. Taxpayer present original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by Business Permit & Licensing Dept. 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR EPWMD FEES and SMOKE BELCHING PENALTY 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by EPWMD 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR PROSECUTORS CLEARANCE 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by City Prosecutors Office 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR ANIMAL SHIPPING PENALTY 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by City Veterinarian Office 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR CIVIL REGISTRY FEES 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by Civil Registry Department 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |

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| PAYMENT FOR CLEARANCE, CERTIFICATION, AUTHENTICATION 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by PLEB 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR OVR and TERMINAL FEE 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by Dept. of Public Order and Safety 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR POLICE CLEARANCE FEES 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by QC Police Dept. 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR MAYOR'S CLEARANCE 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by Administrative Management 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR TAX CERT. OF PAYMENT, CTC OF RECEIPTS/ RECORDS 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by City Treasurer's Office 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR TAX DECLARATION, TAX MAP, CERT. OF NO TITLE, PENALTY FOR LATE TRANSFER OF TAX DECLARATION 1. Taxpayer submit original order of payment (no | 1. Accept payment and order of payment issued by City Assessor's Office 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |

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| alterations) 2. Pay the required amount and receive official receipt | | | | |
| PAYMENT FOR CERTIFICATION OF RECORDS 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by Office of the City Secretary 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR RECON, RENEWAL, CHANGE OF UNIT, NEW FRANCHISE, PENALTY 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by Tricycle Regulatory Unit 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR LOCATIONAL CLEARANCE FEE . Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by City Planning & Devt. Dept. 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR ELECTRICAL FEE & LIBRARY FEES 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by City Library Dept. 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR ELECTRICAL FEE 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by City Engineering Dept. 2. Issue Official receipt | As stated in the order of payment | 5 minutes | Collector |
| PAYMENT FOR ELECTRICAL FEE 1. Taxpayer submit original | 1. Accept payment and order of payment issued by City General | As stated in the order of payment | 5 minutes | Collector |

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| order of payment (no alterations) 2. Pay the required amount and receive official receipt | Services Dept. 2. Issue Official receipt | | | |
| ISSUANCE OF CERTIFIED TRUE COPY 1. Taxpayer accomplish and submit Unified request form, authorization letter with photocopy of gov't issued ID of representative and taxpayer 2. Pay the required amount and receive official receipt | 1. Accept the submitted duly accomplished Unified request form with complete requirements 2. Issue official receipt | As stated in the order of payment | 5 minutes | Collector |
| FRANCHISE REGISTRATION FEE (New/Renewal) Tricycle drivers/operators 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by TRU 2. Issue official receipt | As stated in the order of payment | 5 minutes | Collector |
| RENTAL FEE Facility Renters/Users 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by Amoranto Complex 2. Issue official receipt | As stated in the order of payment | 5 minutes | Collector |
| PARKING FEE As per Ordinance No. SP 2676, S-2018 dated Mar. 14, 2018 Use of QC Hall Parking 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt | 1. Accept payment and order of payment issued by GSD personnel 2. Issue official receipt | As stated in the order of payment | 5 minutes | Collector |
| Total | | | 5 minutes | |

11. COLLECTION OF MARKET BUSINESS TAX AND OTHER FEES

Collecting fees from Public and Private Markets and slaughterhouses as per order of payments issued by other revenue generating departments

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| Office or Division: | Market Section-Taxes and Fees Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All QC taxpayers engaging in Market Business (Private and Public) street vendors, meat vendors, market stallholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Market Stallholders: 1 st Quarter Sales Declaration and Evaluation Form Business Permit Latest tax bill and official receipt 2 nd to 4 th Quarter Previous tax bill and official receipt | | City Treasurer's Office Business Permit Licensing Office City Treasurer's Office | | |
| Hawkers, street vendors, transient vendors/others Latest official receipt | | City Treasurer's Office | | |
| Liquor Permit Fee Original order of payment | | Business Permit Licensing Dept. | | |
| Sealing Fee Original order of payment | | City Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Market Stallholders (Private and Public Markets) 1st Quarter 1. Taxpayer accomplish the Sales Declaration & Evaluation form, present business permit, latest tax bill and official receipt 2. Pay the required amount and receive official receipt 2.1 Proceed to MDAD 2nd Quarter to 4th Quarter 1. Present the previous tax bill and official receipt 2. Pay the required amount and receive official receipt | <u>City Tax and Regulatory fees</u> 1. Evaluate the submitted requirement 1.1 Assess the Business taxes and regulatory fees 2. Accept payment and Issue Computerized Official receipt (COR) | Based on the amount indicated in the Order of payment | 5 minutes | Collector Market Section Assessment Clerk Taxes and Fees Division Local Revenue Collection Officer Taxpayers Payment Lounge |
| | <u>City Tax & Garbage fee</u> 1. Assess the City Tax & garbage fee 2. Accept payment and issue Computerized Official Receipt (COR) | | 5 minutes | Collector Market Section Local Revenue Collection Officer Taxpayers Payment Lounge |

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| Hawkers Vending Fee (Street vendors, transient vendors/others) 1.Present latest official receipt 2.Pay the required amount and receive official receipt | 1.Accept order of payment (no alteration) issued by Market Development Administration Dept. 2.Accept payment and issue official receipt | Based on the market classification and area awarded | 5 minutes | Collector |
| Payment for Slaughter and permit fees, ante mortem, post mortem, entry fee Meat Handlers, Market meat vendors others 1.Submit original order of payment 2.Pay the required amount and receive official receipt | 1.Accept order of payment issued by the City Veterinary Office 2. Accept payment and issue official receipt | Based on the amount indicated in the order of payment | 5 minutes | Collector |
| Liquor Permit Fees (Beer, wine, serving/ special permit) Corporation & Single Proprietor (restaurants/retailer /wholesaler, bar , cocktail lounge, carinderia) 1.Taxpayer submit original order of payment 2. Pay the required amount and receive official receipt | 1.Accept order of payment issued by the LLRB 2. Accept payment and issue official receipt | Based on the amount indicated in the order of payment | 5 minutes | Collector |
| Sealing Fee 1.Taxpayer submit original order of payment 2.Pay the required amount and receive official receipt | 1.Accept order of payment issued by the City Treasurer's Office 2. Accept payment and issue official receipt | Based on the amount indicated in the order of payment | 5 minutes | Collector |
| Total | | | 5 minutes | |

12. SEALING OF WEIGHTS & MEASURES

The Quezon City empowered to levy fees for sealing of weights and measures at such reasonable rates.(Sec. 151 LGC). Every person before using instruments of weights and measures for business, service, commercial or other transactions with the public within the Quezon City shall first have them sealed and pay the corresponding fee, fixed under an ordinance, to the City Treasurer's Office.

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| Office or Division: | Weights and Measure Unit-Taxes and Fees Division |
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| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City taxpayers engaging in business that uses instruments of weights and measures | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Application for Testing/ sealing of weights and measure (ATSWM) | | Weights and Measure Unit City Treasurer's Office | | |
| 2.Request Letter | | Business operator/owner | | |
| 3.Weighing scale/instrument for sealing | | Business operator/owner | | |
| 4.Latest official receipt | | Business operator/owner | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Taxpayer submit request letter and present the weights and measure instrument for sealing | 1.Accept the request letter and evaluate if the business permit is valid and the latest tax obligation is settled. 1.1 If the apparatus is found to be defective, the ATSWM shall be disapproved. 1.2 Apparatus is in good condition, issue order of payment | Sealing and registration <u>Mechanical</u> ₱30.00 for 30kgs and below ₱40.00 for 31kgs. and above <u>Digital</u> ₱500.00 fixed | 20 minutes | Clerk Weights and Measures Unit |
| 2. Accept order of payment and pay the required amount. 2.1 Receive official receipt | 2.Receive order of payment and issue official receipt | | 5 minutes | Collector |
| 3. Present the official receipt and the weighing instrument for sealing | 3.Check the official receipt presented and permit is fully completed. Initiate the testing of the measuring apparatus. All findings shall be indicated in the application form | | 10 minutes depends on the bulk of transaction | Clerk Weights and Measures Unit |
| Walk-In Taxpayer | | | | |
| 1.Taxpayer or vendors present the application form, the weighing scale and other required documents for verification | 1.Accept application form Check if the weighing scale is in order and determine the | Sealing and registration <u>Mechanical</u> ₱30.00 for 30kgs and below ₱40.00 for 31kgs. and above | 15 minutes for every weighing scale | Clerk Weights and Measures Unit |

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| | business permit (for new) and latest official receipt for renewal and retirement and determine the expiration date 1.1 Issue order of payment | <u>Digital</u> ₱500.00 fixed | | |
| 2. Accept order of payment and pay the required amount | 2.Receive order of payment and issue official receipt | | 5 minutes | Collector |
| 3.Present the official receipt and wait while the instrument is for sealing 3.1 Receive the sealed weighing scale/instrument | 3.Check the official receipt and perform the sealing of weighing scale / instrument 3.1 Return the sealed instrument | | 10 minutes | Clerk Weights and Measures Unit |
| For Mobile One Stop Shop | | | | |
| 1.Taxpayer or vendors present the application form, the weighing scale and other required documents for verification | 1.Accept the application form, other required documents and the weighing scale. Commences with the testing of the apparatus. All findings shall be indicated in the application form. 1.1 Issue order of payment upon checking the weighing scale is in good condition | ₱50.00 Additional service fee | 6 hours normal duration for 100 instruments (average market) For big markets (Farmers, Balintawak, Mega Q-mart, Suki, Susano & Commonwealth) 200 instruments for 2 days | Clerk Weights and Measures Unit |
| 2. Accept order of payment and pay the required amount | 2.Receive order of payment and issue official receipt | | | Collector |
| 3.Present the official receipt and wait while the instrument is for sealing 3.1 Receive the sealed weighing scale/instrument | 3.Check the official receipt and perform the sealing of weighing scale / instrument 3.1 Return the sealed instrument | | | Clerk Weights and Measures Unit |
| Total | | | | |

| CALIBRATION OF GASOLINE PUMPS | | | | |
|--|---|--|--|---------------------------------|
| 1. Taxpayer or gasoline dealer / gasoline station operator send request letter for calibration of gasoline pumps | 1. Conduct physical inspection of the gasoline station on quarterly basis for monitoring and checking of gasoline pumps | ₱ 50.00 (calibration fee) ₱ 100.00 (Re-testing/ re-sealing fee) per dispenser | 2 hours (depends on the area / location of the gasoline station) | Clerk Weights and Measures Unit |
| Total | | | 2 hours | |

13. MARKET RAID

Market Raid is an external service of the City Treasurer's Office conducted to check weighing scales / instruments if it is properly seal or use for illegal purposes of the market vendors.

| | | | | |
|---|--|-------------------------|---------------------------|---|
| Office or Division: | Taxes and Fees Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City market vendors or market sellers that uses weighing scale or instruments in their business | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Mission Order | | City Treasurer | | |
| 2. Calibrated Test Weights | | DOST | | |
| 3. Letter of information addressed to Concerned Department | | PNP, MDAD | | |
| 4. Confiscation Weighing Scale Slip | | Taxes and Fees Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Market vendor or owner of weighing scale must present the instrument for immediate testing | 1. Check weighing scale or instruments presented by using test weights and if it is seal or not *illegal weighing scale will be confiscated immediately | | Actual raid lasted 1 hour | Personnel Examination Division Weights and Measures Unit |
| 2. Receive confiscated weighing scale form indicated type of instrument and owners name | 2. Issue confiscation weighing scale form Original copy- Owner Duplicate copy- attached on the confiscated instrument Triplicate copy- Examination Division | | | Inspectors Weights and Measures Unit/ Examination Division |
| 3. Proceed to the City Hall for payment of penalty 3.1 Pay the required amount | 3. Check record of confiscated weighing scale | | | Clerk Weights and Measures Unit |

| | | | | |
|---|---|--|--------|---------------------------------------|
| and received official receipt 3.2 Present the official receipt | 3.1 Issue order of payment for penalty 3.2 Accept the official receipt | | | Collector Miscellaneous Section |
| 4 Receive the weighing scale sealed | 4. Release the confiscated weighing scale sealed to the owner upon presentation of official receipt | | | Clerk Weights and Measures Unit |
| Total | | | 1 hour | |

14. COLLECTION OF AMUSEMENT TAX

The Quezon City may levy an amusement tax to be collected from the proprietors, lessees or operators of theatres, cinemas, concert halls, circuses, boxing stadia and other places of amusement. (Sec.140 (a), LGC)

| | | | | |
|---|---|---|------------------------|-------------------------------|
| Office or Division: | Amusement Tax Evaluation, Assessment & Monitoring (TEAM) Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City Business operators/ Proprietor of Amusement establishments or places | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Amusement Registration Form | | Amusement TEAM Unit | | |
| 2. Special Business Permit/Current Business Permit | | BPLD | | |
| 3. Printers invoice ticket and sample tickets | | Amusement operators/owners | | |
| 4. SEC Registration (Corporation) | | Securities and Exchange Commission | | |
| 5. Secretary's Certificate (Corporation) | | Company owner | | |
| 6. DTI Registration (Single Proprietor) | | Department of Trade and Industry | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| REGISTRATION OF TICKETS Concerts and Theaters 1. Present accomplished registration form with photocopy of special business permits, official receipts (OR), photocopy of cash bond receipts, printers invoice ticket and sample ticket | 1. Evaluate the submitted documentary requirements with accuracy of the specified no. of registered tickets sold and total gross sales amount 1.1 Issue printed tax bill | Local Artist (concert) 5% Local Films (exempted) Foreign Artist (concert) 10% Foreign Films 10% Cockfight 10% Other amusement places/ activities 10% | 10 minutes | Amusement TEAM Unit personnel |
| 2. Receive tax bill and pay the required amount 2.1 Receive the official receipt and registered tickets | 2. Accept tax bill and payment 2.1 Issue official receipt | | 5 minutes | Collector |

| | | | | | |
|--|---|-------|--|---|---|
| | | Total | | 15 minutes | |
| REGISTRATION OF TICKETS for regular Amusement establishment (cinema, night clubs) 1. Present accomplished registration form, current business permit and official receipts (OR) sample tickets and printers invoice ticket | 1. Evaluate the completeness of the submitted documentary requirements with accuracy of the accomplished registration form | | | 10 minutes | Amusement TEAM Unit personnel |
| | | Total | | 10 minutes | |
| ISSUANCE OF AMUSEMENT TAX EXEMPTION 1. Submit endorsement letter from Mayor's Office, request letter indicating the purpose and beneficiary <u>For Corporation:</u> -Secretary's Certificate -SEC Registration <u>For Single Proprietorship</u> -DTI Registration -Proof of existence, programs and activities of the organization | 1. Prepare tax exemption letter for approval of the City Mayor (subject for evaluation and completeness of the submitted requirements) 1.1 Evaluate the authenticity of declared beneficiaries and the purpose for which the proceeds should be utilized | | | 3 days | Amusement TEAM Unit personnel City Mayor |
| | | Total | | 3 days | |
| AMUSEMENT TAX RETURN *If special screening (one time transaction) Unsold tickets shall be surrendered to Amusement TEAM Unit | 1. Assessment of amusement tax Compute and prepare tax bill for approval and for payment of amusement tax | | | 10 minutes | Amusement TEAM Unit personnel |
| 2. Receive tax bill and pay the required amount 2.1 Receive the official receipt | 2. Accept tax bill and payment 2.1 Issue official receipt | | | 5 minutes | Collector |
| | | Total | | 15 minutes | |
| INSPECTION OF AMUSEMENT PLACES 1. Present the latest business permit, official receipt and receipt of paid monthly amusement tax | 1. Present notice of inspection and mission order 1.1 Check the presented business permit and official receipts | | | Depends on the area/location of establishment to be inspected and availability of the documents to be presented | Inspectors Amusement TEAM Unit |

15. APPLICATION OF BUSINESS RETIREMENT CERTIFICATE

Business Retirement Certification is issue to business operators that voluntarily or involuntarily discontinue or close its business operation

| Office or Division: | Business Retirement Unit-Examination Division | | |
|--|---|--|--|
| Classification: | Complex | | |
| Type of Transaction: | G2C- Government to Citizen | | |
| Who may avail: | All Quezon City Business owners/operatorsclosing their business | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1.Business Retirement Application form with location map originally signed by the owner | | Business Retirement Unit | |
| 2. Original(latest) tax bill, official receipts (3 yrs) and Original Business Permit (latest) | | Business Permit and Licensing Department (Business Permit) | |
| 3. Single Proprietorship: Original Affidavit of closure with exact effectivity date of closure Partnership: Original Partnership Dissolution with exact effectivity date of closure (original signed by all partners) Corporation: Original Secretary's Certificate or Board Resolution on closure or transfer of business with exact effectivity date of closure | | Business Owner/operator | |
| 4.Government issued ID Single Proprietorship:Original to be presented and photocopy to be submitted) Partnership: all ID of partners are required Corporation: ID of the president and signatories to the Board of Resolution (original to be presented and photocopy to be submitted) *Authorization letter from the owner and valid ID of the authorized representative | | Business Owner/operator | |
| 5.Original Barangay Certificate with exact effectivity date of closure and Official receipt paid from Barangay | | Barangay Hall | |
| 6.BIR Certificate of Registration (original to be presented and photocopy to be submitted) | | BIR | |
| 7.Original Certified Breakdown of Sales, if there are two or more line of business, branches & if AFS is consolidated | | | |
| 8.Proof of business tax payment, tax bill, permit issued by other LGUs where other operations are situated (original to be presented and photocopy to be submitted) | | Other LGU's | |
| 9.Latest ITR with AFS on or before closure from the last payment of business operation (original to be presented and photocopy to be submitted) | | BIR | |
| 10.Latest VAT or Percentage Tax Returns (original to be presented and photocopy to be submitted) | | BIR | |
| 11.Books of Accounts (present upon | | BIR | |

| evaluation/actual inspection and examination) | | Owner or client being represented | | |
|---|---|--|----------------------------|---|
| 12. Special Power of Attorney (SPA) | | Owner or client being represented | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Submit accomplished business retirement form with location map with complete documentary requirements *To avoid penalty, application shall be made within 20 days upon closure of business 1.1Receive the releasing form and wait for the set appointment with the Revenue Examiner | 1.Receive the submitted accomplished form with complete documentary requirements 1.1Issue releasing form with tentative date | Depends on the ff: -Line of business -Gross sales -Area of business delinquency and/or deficiency taxes -date of closure | 5 minutes | Receiving Clerk Business Retirement Unit |
| | 2. Assign to Revenue Examiners the taxpayers applying for business retirement | | | Acting Head Business Retirement Unit |
| | 3.Evaluate and review the submitted document 3.1 Set an appointment to the taxpayer to conduct actual inspection if the business is still operational or already closed 3.2Conduct examination of books of account 3.3Prepare the Business Retirement Data and Assessment form | | 7 days (except January) | Revenue Examiner Business Retirement Unit |
| | 4.Evaluate and review the business retirement data and assessment report 4.1 Prepare the order of payment and certification fee | | | Acting Head Business Retirement Unit (BRU) |
| | 5.Recommend for tax bill 5.1 Inform the taxpayer the | | | Acting Head BRU Clerk BRU |

| | | | | |
|---|---|--|-------------------|--|
| | needed tax/ deficiency for payment | | | |
| 2.Return to the office to receive the tax bill and pay the required amount | 6.Bill the total amount due for retirement 6.1 Issue printed tax bill 6.2 Approve the tax bill 6.3 Release the approved tax bill | | 20 minutes | Assessment clerk (rebilling counter) City Treasurer Assessment clerk |
| 3.Receive the approved tax bill and order of payment for certification fee 3.1 Pay the amount due before actual retirement and certification fee 3.2 Submit the original and photocopy of tax bill, official receipt of the taxes paid and official receipt for the certification fee | 7.Accept payment and issue official receipt 7.1Receive the submitted documents and prepare the business retirement certificate 7.2Approve the Business Retirement Certificate | | 30 minutes | Cashier Taxes and Fees Division Receiving Clerk BRU City Treasurer |
| 4.Receive the Business Retirement Certificate | 8.Release the Business Retirement Certificate | | 5 minutes | Releasing Clerk BRU |
| Total | | | 7 days and 1 hour | |

16. ISSUANCE OF REAL PROPERTY TAX CLEARANCE (WALK-IN)

Real Property Tax Clearance is issued to the property owner as proof of complete Real Property tax payment in the Quezon City which provided to a lending company, bank or personal use.

| | |
|---|--------------------------------------|
| Office or Division: | Real Estate Division |
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |
| Who may avail: | All Quezon City Real Property owners |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1.Real Property Tax Clearance Unified Application form | Tax Clearance Section |
| 2. Latest Official receipt of Real Property tax (1 photocopy) | Real Property owner |
| 3. Updated Tax Declaration (1 photocopy) | City Assessor's Office |
| 4. S.P.A/ Authorization letter, Secretary Certificate (Corporation/Company) if not declared as Real Property owner (1 photocopy) <ul style="list-style-type: none"> • If owner, one (1) government issued ID (1 photocopy) | Real Property owner |

| <ul style="list-style-type: none"> If owner is overseas, SPA is required If property has been bought but the Tax Declaration is declared under previous owner, submit a copy of Deed of Sale and one government issued ID of the buyer (1 photocopy each) If the owner is deceased, Extrajudicial Settlement and 1 (one) government issued ID of requesting party (1 photocopy each) | | | | |
|---|---|-----------------------------|-----------------|---|
| 5.Previous copy of Tax Clearance acquired (if available) 1 photocopy/duplicate copy | | Real Property owner | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Submit the accomplished unified application form and other documentary requirements at the 2 nd Floor Treasurer's Office, Real Estate Division, Tax Clearance Section | 1.Receive the accomplished form and evaluate the completeness of the submitted requirements and determine if declared owner or authorized person 1.1 Check and inform the taxpayer of their latest payment made on the property (if property is not yet paid for the current year) 1.2 Print the history of payment of the property 1.3 Issue order of payment | ₱ 50.00 per Tax Declaration | 10 minutes | Receiving clerk Tax Clearance Section |
| 2.Accept the order of payment and pay the required amount | 2. Receive the payment and order of payment 2.1 Issue official receipt 2.2 Issue claim stub specified the releasing date | | 5 minutes | Collector Tax Clearance Section Receiving Clerk |
| 3.Accept the claim stub and return on the specified releasing date | 3.Check the status of the real property tax payment records and determine if there are any deficiency taxes and notify | | 3 days | Receiving clerk Tax Clearance Section |

| | | | | |
|--|--|--|-----------------------|--|
| | the taxpayer thru SMS-contact number stated in the application form 3.1 Printing of Tax Clearance 3.2 Approval of the designated officer | | | |
| 4. Proceed to the releasing counter on the day of release and present the claim stub | 4. Release Tax Clearance with security seal and official receipt of the tax clearance fee | | 5 minutes | Releasing clerk Tax Clearance Section |
| Total | | | 3 Days and 20 minutes | |
| <p>Note: Application with submitted <u>Previous Tax Clearance</u> filed from 8:00 am to 10:00 am, Real Property Tax Clearance will be released within the day. However, application filed beyond 10:00 am, Real Property Tax Clearance will be released on the following day.</p> <ul style="list-style-type: none"> • New application or no attached previous tax clearance – 3 working days • 10 or more tax clearance application – 5 working days | | | | |

17. ONLINE APPLICATION OF REAL PROPERTY TAX CLEARANCE

| Office or Division: | Real Estate Division |
|---|--------------------------------------|
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizen |
| Who may avail: | All Quezon City Real Property owners |
| CHECKLIST OF REQUIREMENTS (READABLE SCANNED/ IMAGE) | WHERE TO SECURE |
| 1. Real Property Tax Clearance Online Application (copy, paste and fill up) APPLICATION REQUEST: TAX CLEARANCE <ul style="list-style-type: none"> • Name of Applicant • Email Address of applicant • Name of Real Property Owner • Address • Contact Nos • No. of copies of Tax Clearance • Tax Year | Tax Clearance Section |
| 2. Latest Tax Declaration (readable scanned /picture image / photo) | City Assessor's Office |
| 3. Latest Official receipt of Real Property tax (Readable scanned image/photo) | Real Property owner |
| 4. S.P.A/ Authorization letter, Secretary Certificate (Corporation/Company) if not declared as Real Property owner <ul style="list-style-type: none"> • If owner, 1 government issued ID • If owner is overseas, SPA is required | Real Property owner |

| <ul style="list-style-type: none"> If property has been bought but the Tax Declaration is declared under previous owner, submit a copy of Deed of Sale and provide one (1) government issued ID of the buyer If the owner is deceased, Extrajudicial Settlement and provide one (1) government issued ID of requesting party | | | | |
|--|--|-----------------------------|---|--|
| 5.Previous copy of Tax Clearance acquired (if available) | | Real Property owner | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Fill –out online application form attached with scanned image with complete requirements and send it thru email address: realestate.cto@quezoncity.gov.ph | 1.Receive the accomplished form and evaluate the completeness of the submitted requirements and determine if declared owner or authorized person 1.1 Issue order of payment with details on how and where to pay | ₱ 50.00 per Tax Declaration | 10 minutes or depends on the number of email receive and respond (first come-first serve basis) | Receiving clerk Tax Clearance Section |
| 2.Accept the order of payment and pay the required amount | | | | Taxpayer |
| 3.Send the copy of payment (scanned photo/ image) with the order of payment, email address: misctaxpayment.cto@quezoncity.gov.ph cc: realestate.cto@quezoncity.gov.ph | 3. Receive the copy of payment and order of payment 3.1 Issue official receipt 3.2 check the status of the real property tax payment records and determine if there are any deficiency taxes and will notify the taxpayer thru email address stated in the application form 3.3 Printing of Tax Clearance 3.4 Signature/approval of designated officer | | 3 days (after payment) Acknowledgement email from Miscellaneous Section | Designated online cashier clerk Receiving clerk Tax Clearance Section |

| | | | | |
|---|--|--|-----------------------|--|
| | 3.5 Send the claim stub with confirmation email | | | |
| 4.Receive the confirmation email and claim stub with specified release date 4.1 Print the confirmation email and claim stub | | | | |
| 5. Proceed to 2 nd Floor, Annex Building Real Estate Division, Tax Clearance Section. Present the printed copy of confirmation email with claim stub, photocopy ID of the owner, photocopy ID of the authorized representative and SPA or Authorization letter on the specified releasing date | 5. Receive the copy of confirmation email with claim stub together with the releasing requirements 5.1 Release Tax Clearance with security seal and official receipt of tax clearance fee | | 5 minutes | Receiving clerk Tax Clearance Section Releasing Clerk Tax Clearance Section |
| Total | | | 3 days and 15 minutes | |
| <p>*Note: Three (3) working days after payment acknowledgement email from Miscellaneous Section For Ten (10) or more Tax Clearance application- apply directly to the Tax Clearance Office</p> | | | | |

18. ASSESSMENT AND BILLING OF REAL PROPERTY TAX

Performing proper computation and billing of Real Property Taxes prior to its actual payment

| | | | | |
|--|---|---------------------------|------------------------|---|
| Office or Division: | Real Estate Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City Real Property Owners/Developers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Tax Declaration | | | | City Assessor |
| 2.Real Property Tax (RPT) official receipts (Latest) | | | | Taxpayers Payment Lounge |
| 3.Title | | | | Register of Deeds |
| 4.Real Property Tax Credit application form | | | | Real Estate Division |
| 5.Real Property Tax Credit: Request Letter, original Official Receipts, Tax Declaration (Latest) and S.P.A with government issued ID (if not the declared owner) | | | | Taxpayer/Requesting party |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Current Real Property Tax (RPT) payment 1.Present latest official receipt, tax declaration or title 1.1Receive printed RPT | 1.Verify the RPT payment 1.2Assess and bill the Real property tax due 1.1.Issue printed RPT | As stated in the RPT Bill | 10 minutes | Assessment Officer Real Property Assessment Lounge |

| | | | | |
|---|--|---------------------------|--|---|
| bill 1.2 Proceed to Taxpayer's Payment Lounge for payment | bill | | | |
| Total | | | 10 minutes | |
| Real Property Tax Delinquent (Not included in the Real Properties for Auction) 1. Proceed to the 2 nd Floor Real Estate Division 1.1 Present latest official receipt/tax declaration, Statement/ Notice of Delinquency and other requirements *For staggered payment, Proceed to Delinquency Section for instalment payment undertaking 1.2 Receive the RPT Bill and pay the required amount | 1. Verify the RPT payment 1.2 Assess and bill the Real property tax due or as indicated in the agreement 1.3 Countersign the printed RPT Bill by the supervisor 1.4 Accept the RPT bill and Payment 1.5 Issue RPT official receipts | As stated in the RPT Bill | 20 minutes 20 minutes | Assessment Officer Collector Delinquency Section |
| Total | | | 40 minutes | |
| Real Property Tax Delinquent (included in the list of properties to be auctioned in the next public auction) 1. Present the Statement/ Notice of Delinquency, Final Notice of Delinquency or Warrant of Levy 1.2 Receive the RPT Bill and pay the required amount | 1. Verify the notice presented and check for RPT arrears including the publication cost 1.2 Assess and bill the RPT due 1.3 Countersign the printed RPT bill 1.4 Accept the RPT bill and Payment 1.5 Issue RPT official receipts | As stated in the RPT Bill | 10 minutes 10 minutes | Assessment Officer Collector Delinquency Section |
| Total | | | 20 minutes | |
| Real Property Tax Delinquent (included in the list of properties that were already auctioned and within the Redemption Period) 1. Present the Notice of Delinquency, Final Notice of Delinquency or warrant of levy (if any) 1.2 Receive the RPT Bill | 1. Verify if the property is within the redemption period and check for RPT arrears, cost of publication and corresponding interest on bid price (if any) 1.2 Assess and bill the RPT due 1.3 Countersign the printed RPT bill 1.4 Accept the RPT | As stated in the RPT Bill | 10 minutes | Assessment Officer Supervisor |

| | | | | |
|--|---|--|-----------------------|--|
| and pay the required amount | bill and Payment 1.5Issue RPT official receipts | | 20 minutes | Delinquency Section Collector Delinquency Section |
| Total | | | 30 minutes | |
| Real Property Tax Credit (Double payment, erroneous payment, idle land tax, value reversion, Social Housing Tax (SHT), property reclassification) 1. Prepare request letter for claim of tax credit specifying the detailed information and submit photocopy of documentary requirements (official receipts, copy of tax declaration, title and SPA with valid government ID, if not declared owner) 1.1Proceed to 3 rd floor, Records Section, Administrative Division to submit the documentary requirements 1.2Wait for the processing of the submitted documents | 1.Accept the request letter and submitted documentary requirements 1.1Forward to Real Estate Division the submitted documentary requirements 1.2Evaluate the real estate tax payment and the submitted documentary requirements *if prescriptive period on tax credit has set in, Inform the taxpayer that the request has been denied pursuant to Chapter 9 Sec. 229 of Quezon City Revenue Code as amended | | 5 minutes | Receiving Clerk Records Section |
| | | | 5 minutes | Receiving Clerk Real Estate Division |
| | | | 7 days | Clerk Real Estate Division |
| 2.Receive a letter or phone call informing the credited tax claim or not | 2.Prepare the Tax Credit Application of payment form specifying the detailed tax credit claim information 2.1Recommending Approval of the assessment form 2.2Approval of the tax credit claim 2.3Encode the credited tax claim on the Real Property Tax Module | | | Clerk Real Estate Division Chief Real Estate Division City Treasurer Assessment Clerk Real Estate Division |
| Total | | | 7 days and 10 minutes | |

- Processing period of Real Property Tax Credit depends on the nature of claim or case of transaction provided

19. COLLECTION OF REAL PROPERTY TAX (WALK-IN)

Real Property tax payments are collected and validated through issuance of Computerized Official Receipts

| | | | | |
|---|--|---|------------------------|---|
| Office or Division: | Cash Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City Real Property owners /developers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Computerized Real Property Tax Bill | | Real Property Assessment Lounge | | |
| 2. Cash/ Managers, Cashier's Check | | RPT Owner | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Proceed to Taxpayer's Payment Lounge 1.1Present the Computerized Real Property Tax Bill at the assigned Counter flash on the queuing screen and pay the required amount 1.2Receive the computerized Real Property tax official receipts | 1.Accept the Real Property Tax Bill and payment 1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the bank's name, date, amount and check number 1.2Validate payment and issue computerized Real Property Tax official receipts | As stated in the Real Property Tax Bill | 10 minutes | Local Revenue Collection Officer Taxpayers Payment Lounge |
| Total | | | 10 minutes | |

20. ONLINE REAL PROPERTY TAX ASSESSMENT AND PAYMENT

| | | | | |
|---|--|------------------------|------------------------|---------------------------|
| Office or Division: | Online Payment Group (FMU) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City Real Property owners /developers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Tax Declaration | | City Assessor | | |
| 2. Pesonet (Landbank), Gcash, PAYMAYA | | RPT Owner | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Register and log in to qceservices.quezoncity.gov.ph. Create an account | | | | |

| | | | | |
|---|---|---|------------|---|
| <p>using gmail, facebook ID or email address</p> <p>1.1 Log in your account. Select and click RPT payment (Amilyar) button</p> <p>1.2 Read the instruction</p> <p>1.3 Search Tax Declaration No. (TDN)</p> <p>1.4 Verify owners name</p> | | | 5 minutes | Taxpayer |
| <p>2. Verify owners name and choose period of payment</p> <p>2.1 Payment option no. 1 (Quarterly)</p> <p>2.2 Payment option no. 2 (Full payment)</p> | | As stated in the online Billing statement | | |
| <p>3. Confirm the amount and choose payment method</p> <p>3.1 Gcash</p> <p>3.2 Paymaya</p> <ul style="list-style-type: none"> • If Gcash / Paymaya payment method, login to Gcash /Paymaya transfer payment <p>3.3 Pesonet (Landbank)</p> <ul style="list-style-type: none"> • If Landbank payment method, send/ transfer payments <p>-Landbank to Landbank</p> <p>-Other Banks</p> <p>-Gcash to Landbank</p> <p>-International wire/ money transfer to Landbank</p> <p>-Cash deposit to Landbank</p> | | | 10 minutes | |
| | | | 20 minutes | |
| <p>4. After payment, email the proof of payment (bank deposit slip / proof of online payment) and Billing statement with Reference number to rptpayments@quezoncity.gov.ph</p> | <p>4. Verify the payment thru Landbank DDA Statement Inquiry</p> <p>4.1 Issue Computerized Official Receipt</p> | | 2 days | <p>Verifier</p> <p>Local Revenue Collection Officer</p> |
| <p>5. Receive the photo of Computerized Official Receipt (COR) thru email</p> | <p>5.1 Upload the photo of Computerized Official Receipt (COR) to taxpayer's email</p> | | 20 minutes | Online Payment OR Uploader |
| <p>6. Pick-up the computerized official receipt at the City Treasurer's Office, 3rd Floor , Online Payment Group (Present valid ID and photo/</p> | <p>6. Release the Computerized official receipt</p> | | 5 minutes | Online Payment OR Releaser |

| | | | | |
|---|--|--|-------------------|--|
| digital copy of COR as reference. If representative, present authorization letter & valid ID) | | | | |
| Total | | | 2 days and 1 hour | |

21. ISSUANCE OF ACCOUNTABLE FORMS

Every accountable officer of the local government unit whose duties permit or require the custody of funds, property/accountable forms shall be covered by a fidelity bond and such officer shall be accountable and responsible for said funds and property/ accountable forms and for the safekeeping thereof in conformity with the provisions of law. (Sec.305 (f), LGC; Sec.101, PD No. 1445)

| | | | | |
|---|--|---|---------------------------|--|
| Office or Division: | Accountable Forms Unit-Administrative Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G- Government to Government | | | |
| Who may avail: | All Quezon City Bonded Accountable Officers, Appointed Barangay Treasurers and SK Treasurers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Requisition and Issuance Slip (RIS) | | Verification Section-City Treasurer's Office | | |
| 2.Confirmation letter or approved Fidelity Bond | | Bureau of Treasury | | |
| 3.Memorandum designated as Collecting officer (City Collectors) | | City Treasurer's Office | | |
| 4.Brgy./SK Resolution and Appointment letter designated as Brgy./SK Treasurer | | Barangay Hall | | |
| 5.Authorization letter from Brgy. Captain requesting for accountable form (AF#51 & CTC-Individual) | | Barangay Hall | | |
| 6.Authorization letter designated as Deputized Collector to acquire CTC-Individual (Brgy. Treasurer) | | City Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Barangay /SK Treasurer 1.Present duly approved RIS and submit complete documentary requirements | 1.Accept approved RIS and evaluate the completeness of the submitted documents 1.1Check the fidelity bond effectivity date of the accountable officer | | 5 minutes | Head, Accountable Forms Unit City Treasurer's Office |
| 2.Pay the cost of accountable form requested and receive official receipt 2.1 Photocopy of official receipt (1 copy) to be submitted to the releasing area | 2.Accept payment and issue official receipt 2.1 Provide the approved RIS to the releasing custodian to prepare and process the requested | Depends on the prevailing price indicated in the Purchase Order | 5 minutes 5minutes | Collector Verification Section Releasing clerk Accountable Forms Unit |

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| | accountable form | | | |
| 3.Proceed to releasing area of AF and sign the receiving log-book of accountable forms 3.1 Check the quantity and serial number of booklet/pad purchase and received copy of approved RIS | 3.Release the requested Accountable form 3.1Consolidate the RIS with attached photocopy of Official Receipt | | 5 minutes | Releasing Clerk Accountable Forms Unit |
| Total | | | 20 minutes | |
| Bonded Accountable Officers/City Collectors 1.Submit duly approved RIS which indicated the quantity of un-issued Accountable Form | 1.Accept the approved RIS and check the fidelity bond effectivity date of the accountable officer | | 5 minutes | Releasing Clerk Accountable Forms Unit |
| 2.Wait for the preparation of the requested accountable form | 2.Prepare and process the requested accountable form | | 5 minutes | Releasing Clerk Accountable Forms Unit |
| 3.Receive the accountable forms upon checking the quantity and serial numbers of booklet/pad 3.1 Sign the receiving log-book, portion of RIS and receive copy of the approved RIS | 3.Release the requested accountable form and require to sign the receiving log-book and portion of the RIS 3.1 Encode the serial numbers of received booklet by the accountable officer thru the existing system | | 5 minutes | Releasing Clerk Accountable Forms Unit |
| Total | | | 15 minutes | |

22. REMITTANCE OF CASH COLLECTION

Bonded Collectors at the end of business hours, shall prepare the Report of Collection and Deposits (RCD) and remits the collection to the authorized Cashier at the Cash Division.

| | | | | |
|--|---|----------------------------|------------------------|---------------------------|
| Office or Division: | Cash Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G- Government to Government | | | |
| Who may avail: | All Quezon City Bonded Collector and Barangay Treasurer | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Report of Collection and Deposits (RCD) | | Accountable Officer | | |
| 2.Issued or duplicate copy of Official receipt | | Accountable Officer | | |
| 3.Order of payment | | Revenue Generating Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Submit duplicate copy of | 1.Verify the | | 15 minutes | Verifier |

| | | | | |
|---|--|--|------------|---|
| issued official receipt (duplicate copy) with attached order of payment and present the Report of Collection and Deposits (RCD) | accuracy of the amount collected based on the submitted issued or duplicate Official Receipts and order of payment | | | Fiscal Verification Section |
| 2.Receive the RCD with the initial of the verifier | 2.Sign the RCD of the accountable officer upon checking the completeness and accuracy of the declared collection | | 5 minutes | Verifier Fiscal Verification Section |
| 3.Proceed to the Cashier for the remittance of collection 3.1 Receive the signed RCD as proof of remittance | 3.Receive and count the cash/check remitted 3.1Release the signed RCD | | 5 minutes | Cashier Cash Division |
| Total | | | 25 minutes | |

23. SECURING CERTIFICATE OF EMPLOYMENT

Certificate of Employment is issued to regular plantilla or job order employee needing this document that he/she is employed/ connected to this Office and for whatever legal or personal use of the employee.

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|---|---|------------------------|------------------------|---|
| Office or Division: | Personnel Section-Administrative Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G- Government to Government | | | |
| Who may avail: | All Quezon City Treasurer's Office (Permanent or job-order employee) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Document Request form (DRF) | | Personnel Section | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Employee accomplish Document Request form (DRF) at the Personnel Section and receive the claim stub | 1.Accept the application form and encode in the certificate record system the requested certification of employee 1.1Issue claim stub and process the requested certification 1.2 Approve/ sign the certification | None | 10 minutes | Receiving Officer Personnel Section Acting Chief, Administrative Division |
| 2. Present the claim stub and receive the requested certification | 2.Upon presentation of claim stub, release the | | 5 minutes | Releasing Clerk Personnel Section |

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| | requested certification | | | |
| | | Total | 15 minutes | |

24. APPLICATION / RENEWAL OF FIDELITY BOND

Fidelity Bond is an insurance of bondable public officer under the Fidelity Fund to assure faithfully perform all the duties imposed by law upon him and account all funds and public property coming into his possession, custody of control. It is required by the Bureau of Treasury (BTr) in pursuant to the provision of the Public Bonding Law and issue appropriate guidelines (EO 449, Sec.2) and RA 7160.

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | Personnel Section-Administrative Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G- Government to Government | | | |
| Who may avail: | All Permanent employee performing as Accountable Officers, Special Disbursing Officers (SDO) and Collectors | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.New /Renewal applicant General Form No. 57A (Request for Bonding and/or Cancellation of Bond of Accountable Officials & employees) | | Personnel Section | | |
| 2. Office Order | | Mayor's Office | | |
| 3. Personal Information Sheet (PIS) | | Personnel Section | | |
| 4.List of bondable public officer/s certified by the agency officer in charge of Administrative | | Personnel Section | | |
| 5. Renewal: Agency Certification that applicant has no pending Administrative & Criminal case | | Head of Department | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Special Disbursing Officer /Accountable Officer will secure and submit a copy of PIS together with Office Order 1.1 SDO / Accountable Officer will attach his/ her photo to the form 57A and affix signature with notarize | 1. Prepare and consolidate needed requirements 1.1 Encode the information to the portal of Bureau of Treasury (BTr) via 1.2 Once the Bureau of Treasury (BTr) acknowledge the application, they will issue Form 57A and list of bonded accountable officers. 1.3 Treasury will sign in the 57A and list of bonded accountable officers 1.4 Treasury will submit the accomplished form to Bureau of Treasury | | 20 minutes | Special Disbursing Officer, Accountable Officer Clerk CTO Personnel Officer and City Treasurer |

| | | | | |
|--|---|--|------------------------------|------------------------------|
| | thru email csaustria@treasury. gov.ph, wait for the issuance of Authority to Accept Payment (ATAP) from BTr | | | |
| 2.SDO/ Accountable Officer will return to Treasury to receive the issued ATAP | 2.Receive Authority to Accept Payment (ATAP) indicated the stated amount to be paid thru Landbank account 2.1 Deposit the required amount with 5 copies of deposit slip validated by bank teller 2.2 Submit thru email the validated Landbank deposit slip and Authority to APay (ATAP) 2.3 Wait for the BTr for the processing and releasing of Confirmation Letter | | 10 minutes 20 minutes | Clerk Landbank Teller |
| 3. SDO / Accountable Officer received the Confirmation Letter specifying the effectivity date of fidelity bond | 3. Release to the designated SDO / Accountable Officer his/ her copy of Confirmation Letter | | 5 minutes | Clerk |
| Total | | | 55 minutes | |

25. RECEIVING INCOMING AND OUTGOING CORRESPONDENCE

The receiving and/or dissemination of the official documents such as memoranda, letters or correspondence from other Offices/ Agency addressed to the City Treasurer's Office for information, compliance or claim of the requesting party

| | | | | |
|--|---|------------------------------------|------------------------|------------------------------------|
| Office or Division: | Records Section-Administrative Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All company, business establishments and/or government offices, taxpayers, employee with a communication letter, for information or compliance addressed to this Office | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.letter/ memoranda | | Agency/Taxpayer / Requesting party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| WALK-IN 1.Present the letter at the Records Section, receiving | 1.Accept and stamp the receiving copy and other attached | None | 5 minutes | Receiving clerk Records Section |

| | | | | |
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| area with other attached documents to prove your claim or request 1.1 Receive the stamped copy (with date and control number) as prove of received of the Records Section (*For follow-up, receive a stub indicated the telephone number of this Office with name of personnel) | documents by the Records Section (provided with Control number) 1.1 Provide the received copy (stamped) to the taxpayer /or requesting party (if applicable, the stub indicated the name of person and telephone number) | | | |
| | 2.Register in the log-book and thru existing system, the received letter/ memoranda and attach routing slip 2.1 Evaluate the letter to whom it will be assigned 2.2 Release the letter to appropriate personnel for proper action or for dissemination | | 10 minutes 5 minutes | Receiving clerk Records Section Chief Records Section Releasing Clerk Records Section |
| ONLINE 1. Send the request letter to official email address of City Treasurer's Office admin.cto@quezoncity.gov.ph | 1.Print the emailed letter 1.1.Acknowledge the email letter from taxpayer and provide control number of the request letter | None | 5 minutes | Receiving Clerk |
| | 2.Register in the logbook and thru the existing system and attach routing slip 2.1 Evaluate the letter to whom it will be assigned 2.2 Release the letter to appropriate personnel for proper action or for dissemination | | 10 minutes 5 minutes | Receiving clerk Chief Records Section Releasing Clerk Records Section |
| Total | | | 20 minutes | |

Branches External Services

1. ASSESSMENT OF BUSINESS TAX

Performing proper computation and billing of Business Tax prior to actual payment

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|---|---|---|------------------------|--|
| Office or Division: | City Treasurer's Branch Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All QC taxpayers engaging in Business and professional services | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Sales Declaration and Evaluation Form | | Branch Office | | |
| 2.Current year's Community Tax Certificate issued in QC or other LGUs (If available) | | City Treasurer's Branch Office/ other LGUs | | |
| 3.Preceding year's (Mayor's Permit/Business permit | | Building Permit and Licensing Department (BPLD) | | |
| 4.Preceding year's business tax bill and Official Receipts | | City Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1st Quarter 1.Present the Approved Sales Declaration and Evaluation Form and other required documents | 1.Accept the approved Sales Declaration and Evaluation Form. 1.1Encode thru the system all pertinent information from the business permit and compute City Tax and regulatory fees | Depends on the ff: -line of business -Gross Sales -Area of establishment | 10 minutes | Assessment Officer CTO Branch Office |
| 2.Receive computerized Business tax Bill for approval of authorized signatories | 2.Issue computerized Business Tax Bill | | | Assessment Officer CTO Branch Office |
| Total | | | 10 minutes | |
| 2nd-4th Quarter 1.Present the previous Business tax bill and official receipts 1.1Receive the computerized business tax bill | 1.Accept the previous business tax bill and check the Mayor's Permit number thru system 1.1Print and issue computerized business tax bill | | 10 minutes | Assessment Officer CTO Branch Office |

| | | | |
|-------|--|------------|--|
| Total | | 10 minutes | |
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2. COLLECTION OF BUSINESS TAX

Business tax payments are collected and validated through issuance of computerized Official receipts

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|--|--|------------------------------------|------------------------|--|
| Office or Division: | City Treasurer's Branch Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City Business owners/operators | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Computerized Business Tax Bill (duly approved/signed by City Treasurer or his deputized signatory) | | City Treasurer's Branch Office | | |
| 2. Cash/Manager's or Cashier's Check | | Business Owner | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Proceed to Payment counter 1.1Present the approved Computerized Business Tax Bill at the assigned Counter flash on the queuing screen and pay the required amount 1.2Receive the computerized Business tax official receipts | 1.Accept the approved computerized Business Tax Bill and payment 1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the bank's name, date, amount and check number 1.2Validate payment and issue computerized Business Tax official receipts | As stated in the Business Tax Bill | 10 minutes | Local Revenue Collection Officer CTO Branch Office |
| Total | | | 10 minutes | |

3. ISSUANCE OF COMMUNITY TAX CERTIFICATE (INDIVIDUAL)

Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

| | | | | |
|----------------------------------|--|------------------------|--|--|
| Office or Division: | City Treasurer's Branch Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City residents, business owners and taxpayers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |

| 1.Community Tax Declaration Form (CTDF) | | City Treasurer's Branch Office | | |
|---|---|--|---|-----------------------------------|
| 2.Government Issued valid ID | | DFA,SSS, GSIS, Comelec, LTO | | |
| 3. New Business: Single Proprietor Certificate of Registration | | Department of Trade and Industry (DTI) | | |
| 4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator) | | City Treasurer's Office (Main) | | |
| 5. Individual: Proof of income, payslip, BIR Form 2316 | | Company, BIR | | |
| 6. Claiming of paid CTC Single Proprietor Original tax bill and official receipt (Duplicate or pink copy of official receipts) | | City Treasurer's Branch Office | | |
| 7.For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative | | Owner or client being represented DFA,SSS, GSIS, Comelec, LTO | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| New Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present date of registration of business | 1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF | Amount to be paid depends on the income of taxpayer | 5 minutes | Collector CTO Branch Office |
| | 2.Pay the required amount and receive the computerized community tax certificate (CTC) | | 1.Accept the payment and release the computerized CTC | |
| Total | | | 10 minutes | |
| Renewal of Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by a evaluator 1.1 Taxpayer proceed to the counter intended for encoding of information | 1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF | Amount to be paid depends on the income of taxpayer | 5 minutes | Collector CTO Branch Office |
| | 2.Pay the required amount and receive the computerized community | | 1.Accept the payment and release the | |

| | | | | |
|--|--|---|------------|-----------------------------------|
| tax certificate (CTC) | computerized CTC | | | |
| Total | | | 5 minutes | |
| Individual 1. Taxpayer accomplish CTDF and proceed to the counter intended for encoding of information | 1. Accept the accomplished CTDF 2. Encode the pertinent information declared on CTDF thru a system which automatically computes tax due based on the declared gross sales on the CTDF | Amount to be paid depends on the income of taxpayer | 5 minutes | Collector CTO Branch Office |
| 2. Pay the required amount and receive the computerized community tax certificate (CTC) | 2. Accept the payment and release the computerized CTC | | | Collector |
| Total | | | 5 minutes | |
| Claiming of paid CTC Single Proprietor 1. Taxpayer present original tax bill and duplicate of pink copy of official receipts | 1. Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents | Included in the payment of Business Tax | 5 minutes | Collector |
| 2. Receive the computerized community tax certificate (CTC) | 2. Release computerized CTC | | | |
| Total | | | | |
| ISSUANCE OF CERTIFIED TRUE COPY | | | | |
| 1. Taxpayer accomplish unified request form and accept order of payment | 1. Accept accomplished form and issue order of payment | | 5 minutes | Collector |
| 2. Pay the required fee at the designated Counter | 2. Accept payment and issue official receipt | | | |
| 3. Present Official receipt at Releasing counter and wait for the release of your requested certified true copy | 3. Process and release the requested certified true copy | | 5 minutes | |
| Total | | | 10 minutes | |

4. ISSUANCE OF COMMUNITY TAX CERTIFICATES (CORPORATION)

Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

| | |
|----------------------------|--------------------------------|
| Office or Division: | City Treasurer's Branch Office |
|----------------------------|--------------------------------|

| | | | | |
|--|--|---|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City residents, business owners and taxpayers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Community Tax Declaration Form (CTDF) | | City Treasurer's Branch Office | | |
| 2.Government Issued valid ID | | DFA,SSS, GSIS, Comelec, LTO | | |
| 3. New Business: Certificate of Registration | | Securities and Exchange Commission Cooperative Development Authority | | |
| 4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator) ITR/Financial Statement if principal office is located outside Quezon City For Real Property Owner-Real property tax bill | | City Treasurer's Office Branch Office | | |
| 5. Claiming of paid CTC Corporation Original tax bill and official receipt (Duplicate or pink copy of official receipts) | | City Treasurer's Office Branch Office | | |
| For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative | | DFA,SSS, GSIS, Comelec, LTO | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| New Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present date of registration of business | 1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically computes tax due based on the declared gross sales on the CTDF | Amount to be paid depends on the income of taxpayer | 5 minutes | Collector |
| 2.Pay the required amount and receive the computerized community tax certificate (CTC) | 1.Accept the payment and release the computerized CTC | | | Collector |
| Total | | | 5 minutes | |
| Renewal of Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by an evaluator 1.1 Taxpayer proceed to the counter intended for encoding of information | 1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the | Amount to be paid depends on the income of taxpayer | 5 minutes | Collector |

| | | | | |
|--|--|---|-----------|-----------|
| | declared gross sales on the CTDF | | | |
| 2. Pay the required amount and receive the computerized community tax certificate (CTC) | 1. Accept the payment and release the computerized CTC | | | Collector |
| Total | | | 5 minutes | |
| Claiming of paid CTC Corporation 1. Taxpayer present original tax bill and duplicate of pink copy of official receipts | 1. Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents | Included in the payment of Business Tax | 5 minutes | Collector |
| 2. Receive the computerized community tax certificate (CTC) | 2. Release computerized CTC | | | |
| Total | | | 5 minutes | |
| ISSUANCE OF CERTIFIED TRUE COPY | | | | |
| 1. Taxpayer accomplish unified request form and accept order of payment | 1. Accept accomplished form and issue order of payment | | 5 minutes | Collector |
| 2. Pay the required fee at designated counter | 2. Accept payment and issue official receipt | | | |
| 3. Present Official receipt at the Counter and wait for the release of your requested certified true copy | 3. Process and release the requested certified true copy | | | |
| Total | | | 5 minutes | |

5. PAYMENT OF MISCELLANEOUS TAXES & FEES

Collection of regulatory fees and various user/ service charges as required by law and imposed by revenue generating departments of the Quezon City.

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|--|---|---|------------------------|---------------------------|
| Office or Division: | City Treasurer's Branch Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All Quezon City taxpayers engaging in Business, profession and/or transaction | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Original order of payment generated from revenue offices (no alteration) | | Various revenue generating offices of Quezon City | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| PAYMENT OF PROFESSIONAL TAX RECEIPTS (PTR) All PRC and | 1. Verify from the record of the previous payment | ₱ 300.00 (plus penalty if not) | 5 minutes | Collector |

| | | | | |
|---|---|--|------------------|------------------|
| <p>IBPcardholders</p> <p>New: Professionals-previous/currently employed in gov't 1.Submit service record 2.Present original PRC ID 3.Pay the required fee</p> <p>Renewal: Present latest Original PTR and photocopy of latest PTR</p> | <p>2.Accept payment 3.Issue Professional Tax Receipts</p> | <p>updated; 25% + 2% monthly surcharge)</p> <p>Additional cost Verification fee of ₱ 20.00</p> <p>Cert. true copy ₱ 50.00</p> | | |
| <p>PTR (LAWYERS)</p> <p>New: Lawyers presents 1. Present original IBP card and original Certification from Supreme Court 2.Pay the required fee 3.Receive Professional Tax receipts</p> <p>Renewal: Lawyers previous/currently employed in gov't present Service Record, original latest PTR and photocopy of latest PTR and IBP card</p> <p>For Representative of Professional/Lawyers 1.Present original (PRC/IBP card), original & photocopy of authorization letter and original and photocopy of gov't issued ID, photocopy of ID of authorized person</p> | <p>1. Verify from the record of the previous payment (if applicable) 2.Accept payment 3.Issue Professional Tax Receipts</p> | <p>₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge)</p> <p>Additional cost Verification fee of ₱ 20.00 Cert. true copy ₱ 50.00</p> | <p>5 minutes</p> | <p>Collector</p> |

6. COLLECTION OF MARKET BUSINESS TAX AND OTHER FEES

Collecting fees from Public and Private Markets and slaughterhouses as per order of payments issued by other revenue generating departments

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|----------------------------|--------------------------------|
| Office or Division: | City Treasurer's Branch Office |
|----------------------------|--------------------------------|

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|---|--|---|------------------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | All QC taxpayers engaging in Market Business (Private and Public) street vendors, meat vendors, market stallholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Market Stallholders: 1 st Quarter Sales Declaration and Evaluation Form Business Permit Latest tax bill and official receipt 2 nd to 4 th Quarter Previous tax bill and official receipt | | City Treasurer's Branch Office Business Permit Licensing Office City Treasurer's Office City Treasurer's Branch Office | | |
| Hawkers, street vendors, transient vendors/others Latest official receipt | | City Treasurer's Office | | |
| Liquor Permit Fee Original order of payment | | Business Permit Licensing Dept. | | |
| Sealing Fee Original order of payment | | City Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Market Stallholders (Private and Public Markets) 1st Quarter 1. Taxpayer accomplish the Sales Declaration & Evaluation form, present business permit, latest tax bill and official receipt 2. Pay the required amount and receive official receipt 2.1 Proceed to MDAD 2nd Quarter to 4th Quarter 1. Present the previous tax bill and official receipt 2. Pay the required amount and receive official receipt | <u>City Tax and Regulatory fees</u> 1. Evaluate the submitted requirement 1.1 Assess the Business taxes and regulatory fees 2. Accept payment and Issue Computerized Official receipt (COR) | Based on the amount indicated in the Order of payment | 5 minutes | Collector Market Section Assessment Clerk Taxes and Fees Division Local Revenue Collection Officer |
| | <u>City Tax & Garbage fee</u> 1. Assess the City Tax & garbage fee 2. Accept payment and issue Computerized Official Receipt (COR) | | 5 minutes | Collector Market Section Local Revenue Collection Officer |
| Hawkers Vending Fee (Street vendors, transient vendors/others) 1. Present latest official receipt 2. Pay the required amount and receive official receipt | 1. Accept order of payment (no alteration) issued by Market Development Administration Dept. 2. Accept payment | Based on the market classification and area awarded | 5 minutes | Collector |

| | | | | |
|---|--|---|-----------|-----------|
| | and issue official receipt | | | |
| Payment for Slaughter and permit fees, ante mortem, post mortem, entry fee Meat Handlers, Market meat vendors others 1. Submit original order of payment 2. Pay the required amount and receive official receipt | 1. Accept order of payment issued by the City Veterinary Office 2. Accept payment and issue official receipt | Based on the amount indicated in the order of payment | 5 minutes | Collector |
| Liquor Permit Fees (Beer, wine, serving/ special permit) Corporation & Single Proprietor (restaurants/retailer /wholesaler, bar , cocktail lounge, carinderia) 1. Taxpayer submit original order of payment 2. Pay the required amount and receive official receipt | 1. Accept order of payment issued by the LLRB 2. Accept payment and issue official receipt | Based on the amount indicated in the order of payment | 5 minutes | Collector |
| Sealing Fee 1. Taxpayer submit original order of payment 2. Pay the required amount and receive official receipt | 1. Accept order of payment issued by the City Treasurer's Office 2. Accept payment and issue official receipt | Based on the amount indicated in the order of payment | 5 minutes | Collector |
| Total | | | 5 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | Accomplish the survey form/feedback form at the designated drop box (transparent box) in front of the receiving area or desk of the Officer of the Day |
| How feedbacks are processed | Every Friday, the assigned personnel open the drop box and consolidate the survey or feedback form. Records all feedback/survey form submitted Feedback requiring response/answer is forwarded to the Records Section, Administrative Division, attach routing slip and specify the proper personnel/office for appropriate action within (3) days upon receipt of feedback form. Forwarded to the specified complainant/client the response of the relevant office/personnel For inquiries and follow-ups, clients may contact the Telephone number 8988-4242 local 8320 |
| How to file a complaint | Complaints can be filed via email with the provided information such as name of personnel being complained, incident and evidence Email address: CTO@quezoncity.gov.ph |

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| <p>How complaints are processed</p> | <p>The Acting Asst. City Treasurer for Administration opens the email on a daily basis and evaluate each complaint</p> <p>Upon evaluation, the Acting Asst. City Treasurer for Administration shall start the investigation and forward the complaint to the relevant office/personnel for their explanation</p> <p>The Acting Asst. City Treasurer for Administration shall prepare a report after the investigation and shall submit it to the City Treasurer for appropriate action.</p> <p>The Acting Asst. City Treasurer for Administration will provide response to the client/complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8988-4242 local 8319</p> |
| <p>Contact Information of ARTA, PCC, CCB</p> | <p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p> |

QUEZON CITY VETERINARY DEPARTMENT

1. REDEMPTION OF IMPOUNDED ANIMALS

Impounded stray, feral, and confiscated animals within the territorial jurisdiction of Quezon City may be redeemed within three (3) days.

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|---|---|--------------------------|------------------------|---------------------------|
| OFFICE OR DIVISION | City Pound Division | | | |
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | Walk-in | | | |
| WHO MAY AVAIL | All residents of Quezon City | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Vaccination Card | | | | |
| Identification Card | | Any Government Issued ID | | |
| Photo of Impounded Animal | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Secure a Gate pass to Enter City Pound Area | Issue a Gate pass for person/s redeeming their animal | None | 2 minutes | Receiving Clerk |
| Identify caught dog / cat | Render assistance | None | 5 minutes | City Pound Personnel |
| Payment | Collect Payment | P 500.00 per day per pet | 1 minute | Office Clerk |
| Redeem animal at the City Pound Area | Release impounded animal to the owner | None | 5 minutes | City Pound Personnel |

2. SURRENDER/PICK-UP OF ANIMALS

Animals that are sick, of old age, virials or dangerous that are surrendered and picked up by the City Pound Truck shall be charged five hundred Pesos (Php 500.00) regardless of the number of animals surrendered. The Department shall keep record of all animals surrendered, including the names and address of animals owners as well as circumstance that led to the surrender.

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|---------------------------------|---|----------------------------|------------------------|---------------------------|
| OFFICE OR DIVISION | City Pound Division | | | |
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | Walk-in | | | |
| WHO MAY AVAIL | All residents of Quezon City | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Surrender / Pick-up Form | | City Veterinary Department | | |
| Identification Card | | Any Government Issued ID | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Fill up Surrender / Pickup Form | Received Surrender / Pickup Form and interview the client | None | 3 minutes | Receiving Clerk |
| Payment | Accept Payment | P 500.00 | 1 minute | Office Clerk |

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|--|---|------|-----------------|----------------------|
| Wait for the scheduled pick-up of the surrendered animal | Schedule the date and time of pick-up of the surrendered animal | None | Within the week | City Pound Personnel |
|--|---|------|-----------------|----------------------|

3. MEAT HANDLERS ID

All meat handlers, meat cutting operators, dressers, cutters, vendors, processors, meat dealers, and butchers working or employed within the territorial jurisdiction of Quezon City are required to secure meat handlers license from the City Veterinary department.

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|---|--|----------------------------|------------------------|---------------------------|
| OFFICE OR DIVISION | Food Hygiene and Regulatory Division | | | |
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | Walk-in | | | |
| WHO MAY AVAIL | Meat Handlers, Meat Cutting Operators, Dressers, Cutters, Vendors, Processors, Dealers and Butchers working and/or employed within the territorial jurisdiction of Quezon City | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Meat Handlers ID Form | | City Veterinary Department | | |
| 2 pcs. 1x1 ID Picture | | | | |
| Completion of Meat Handlers and Butcher's Seminar | | City Veterinary Department | | |
| Old Meat Handlers ID (Renewal) | | City Veterinary Department | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit complete requirements | Received and evaluate required documents | None | 2 minutes | Receiving Clerk |
| Payment | Collects Payment | P 200.00 | 1 minute | Office Clerk |
| Attend Meat Handlers and Butchers Seminar | Conducts Seminar to the client regarding proper handling of meat | None | 30 minutes | Office Clerk |
| Claim Meat Handlers ID | Release the Meat Handlers ID | None | 2 minutes | Releasing Staff |

4. MEAT TRANSPORT VEHICLE STICKER

All Vehicle that delivers meat and meat products are required to secure Meat Transport Vehicle Sticker

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|--|--|----------------------------|------------------------|---------------------------|
| OFFICE OR DIVISION | Food Hygiene and Regulatory Division | | | |
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | Walk-in | | | |
| WHO MAY AVAIL | All Meat Transport Vehicle that deliver meat and meat products to and from, and with the City. | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Meat Transport Vehicle Form | | City Veterinary Department | | |
| LTO Registration | | Land Transportation Office | | |
| Picture of the Vehicle (Front, Side, Back, Inside) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--------------------------------------|--|----------|-----------|-----------------|
| Submit complete requirements | Received and evaluate required documents | None | 2 minutes | Receiving Clerk |
| Payment | Collects Payment | P 500.00 | 1 minute | Office Clerk |
| Claim Meat Transport Vehicle Sticker | Release the Meat Transport Vehicle Sticker | None | 2 minutes | Releasing Staff |

5. VETERINARY CLEARANCE

All Business Establishments and other businesses involved in meat trade and other channels within the territorial jurisdiction of Quezon City are required to secure Veterinary Clearance from the City Veterinary Department

MEAT RELATED ESTABLISHMENT

| | | | | |
|---|---|---|------------------------|---------------------------|
| OFFICE OR DIVISION | Food Hygiene and Regulatory Division | | | |
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | Walk-in | | | |
| WHO MAY AVAIL | Wet Markets, Flea Markets, Rolling Stores, Meatshops, Lechon houses and Stands, Places frequented by ambulant vendors, Supermarkets, Groceries, Restaurants, Canteens, Eateries, Catering Services, Hotels, Apartelles and the like, Slaughterhouses, Cold Storages, Meat Processing Plants, Other similar business | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Veterinary Clearance Form | | City Veterinary Department / QC Website | | |
| Inspection Report Submitted by Meat Inspector | | City Veterinary Department | | |
| Meat Handlers ID | | City Veterinary Department | | |
| Old Veterinary Clearance (Renewal) | | City Veterinary Department | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit complete requirements | Received and evaluate required documents | None | 2 minutes | Receiving Clerk |
| Payment | Collects Payment | P 200.00 | 1 minute | Office Clerk |
| Claim Veterinary Clearance | Release the Veterinary Clearance | None | 2 minutes | Releasing Staff |

VETERINARY CLINICS / HOSPITAL / GROOMING CENTER / PET SHOPS / PET BOARDING / PET CAFÉ / POULTRY SHOPS

| | | | | |
|---|---|---|--|--|
| OFFICE OR DIVISION | Food Hygiene and Regulatory Division | | | |
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | Walk-in | | | |
| WHO MAY AVAIL | Veterinary Clinics, Hospital, Grooming Center, Pet Shops, Pet Boarding, Pet Café, Poultry Shops | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Veterinary Clearance Form | | City Veterinary Department / QC Website | | |
| DTI/SEC Registration | | DTI | | |
| Barangay Clearance | | Barangay | | |
| PRC License and PTR of Veterinarian | | PRC | | |
| Identification Card | | Any Government Issued ID | | |
| Inspection Report Submitted by Meat Inspector | | City Veterinary Department | | |
| Old Veterinary Clearance (Renewal) | | City Veterinary Department | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|------------------------------|--|-----------------|-----------------|--------------------|
| Submit complete requirements | Received and evaluate required documents | None | 2 minutes | Receiving Clerk |
| Payment | Collects Payment | P 200.00 | 1 minute | Office Clerk |
| Claim Veterinary Clearance | Release the Veterinary Clearance | None | 2 minutes | Releasing Staff |

6. VETERINARY HEALTH CERTIFICATE (SHIPPING PERMIT)

Transport of animals from Quezon City to any point of this country requires a shipping permit which can be obtained from the City Veterinary Department.

| OFFICE OR DIVISION | Animal Care and Disease Control Division | | | |
|--|---|----------------------------|-----------------|--------------------|
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | Walk-in | | | |
| WHO MAY AVAIL | All residents of Quezon City | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Veterinary Health Certificate Form | | City Veterinary Department | | |
| Resident of Quezon City | | | | |
| Vaccination Record | | | | |
| The Animal shall be vaccinated not more that 1 year, but not less than 14 days | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit complete requirements | Received and evaluate required documents | None | 2 minutes | Receiving Clerk |
| Payment | Collects Payment | P 50.00 / per animal | 1 minute | Office Clerk |
| Claim Veterinary Health Certificate | Release the Veterinary Health Certificate | None | 2 minutes | Releasing Staff |

7. VACCINATION AND REGISTRATION

Pet owners must submit their dogs to mandatory registration and anti-rabies vaccination given for free. The registration card contains the permanent dog tag number, physical characteristics including age, color, sex, breed, and distinguishing marks, and all rabies vaccinations conducted on the dog.

| OFFICE OR DIVISION | Animal Care and Disease Control Division | | | |
|---|--|--------------------------|-----------------|--------------------|
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | Walk-in | | | |
| WHO MAY AVAIL | All residents of Quezon City | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Identification Card | | Any Government Issued ID | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Bring dogs / cats for anti-rabies vaccination | Render Assistance | None | 1 minute | Receiving Clerk |
| Fill-up the record | Check / Verify the | None | 1 minute | Receiving Clerk |

| | | | | |
|---|--|------|-----------|--------------|
| book | record book | | | |
| Submit dogs / cats for registration and dog tagging | Interview the pet owner about the health condition of the animal | None | 5 minutes | Veterinarian |
| Wait until the dog is registered and tagged | Inject Anti-Rabies Vaccine | None | 1 minute | Veterinarian |

8. SPAY AND NEUTER

Surgical sterilization of dogs and cats to control the population. It is a weekly program held in barangays.

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|---|---|--|------------------------|---------------------------|
| OFFICE OR DIVISION | | Animal Care and Disease Control Division | | |
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | | Walk-in | | |
| WHO MAY AVAIL | | All residents of Quezon City | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Identification Card | | Any Government Issued ID | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Fill up Registration Form | Check / Verify the Registration Form | None | 1 minute | Receiving Clerk |
| Bring dog/cat to the Veterinarian in charge | The Veterinarian will interview the pet owner about the health condition of the animal. If the dog/cat is physically fit the Veterinarian will weigh, inject anesthesia and conduct the surgery | None | 30 minutes | Veterinarian |
| Wait until the dog/cat is spayed/neutered | Issue prescriptions and ensure that the dog/cat is in safe condition | None | 10 minutes | Veterinarian |

9. ADOPTION OF ANIMALS

Impounded animals not claimed for three (3) days from capture, if qualified to be tame shall be open for adoption

| | | | | |
|--------------------------------------|-----------------------------|--|------------------------|---------------------------|
| OFFICE OR DIVISION | | Animal Care and Disease Control Division | | |
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | | Walk-in | | |
| WHO MAY AVAIL | | All residents of Quezon City | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Identification Card | | Any Government Issued ID | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Secure gate pass from the front desk | Assist the applicant/client | None | 1 minute | Receiving Clerk |
| Choose an animal at | Assess, evaluate, and | None | 5 minutes | City Pound |

| | | | | |
|---|--|----------|-----------|--------------------------------------|
| the impound site | determine the person's capability and fitness to adopt the animal | | | Veterinarian/Pound Keeper |
| Fill up the adoption form at the City Pound | Receive adoption form filled up by applicant and submitted to City Pound Veterinarian for final assessment | None | 3 minutes | City Pound Veterinarian/Pound Keeper |
| Payment of adoption fee | Accept Payment | P 500.00 | 1 minute | Office Clerk |
| Claim Animal Adopted | Release of the animal along with the legal documents | None | 5 minutes | City Pound Personnel |

10. MEAT INSPECTION

Conduct ante-mortem and post-mortem inspection of animals intended for slaughter to ensure a disease-free and wholesome meat that will be delivered to different markets and meat establishments.

POST-ABATTOIR (MARKET)

LOCAL MEAT

| | | | | |
|--|--|---|------------------------|---------------------------|
| OFFICE OR DIVISION | Food Hygiene and Regulatory Division | | | |
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | | | | |
| WHO MAY AVAIL | Market | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Meat Inspection Certificate (MIC) | | National Meat Inspection Service and City Veterinary Department | | |
| Meat Handlers ID | | City Veterinary Department | | |
| Veterinary Clearance | | City Veterinary Department | | |
| Meat Transport Vehicle | | City Veterinary Department | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Bring carcass meat to single entry loading bay | Receive carcass meat | None | 1 minute / head | Meat Inspector |
| Wait for the counter checking of meat | Counter check carcass meat | None | 1 minute / head | Meat Inspector |
| Present Meat Inspection Certificate | Inspect and evaluate Meat inspection Certificate | None | 1 minute / head | Meat Inspector |

IMPORTED MEAT

| | | | | |
|----------------------------|--------------------------------------|--|--|--|
| OFFICE OR DIVISION | Food Hygiene and Regulatory Division | | | |
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | | | | |
| WHO MAY AVAIL | Market | | | |

| REQUIREMENTS | | WHERE TO SECURE | | |
|--|--|---|-----------------|--------------------|
| Certificate of Meat Inspection (COMI) | | National Meat Inspection Service and City Veterinary Department | | |
| Meat Handlers ID | | City Veterinary Department | | |
| Veterinary Clearance | | City Veterinary Department | | |
| Meat Transport Vehicle | | City Veterinary Department | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Bring carcass meat to single entry loading bay | Receive carcass meat | None | 1 minute / head | Meat Inspector |
| Wait for the counter checking of meat | Counter check carcass meat | None | 1 minute / head | Meat Inspector |
| Present Meat Inspection Certificate | Inspect and evaluate Meat inspection Certificate | None | 1 minute / head | Meat Inspector |

11. ABATTOIR (SLAUGHTERHOUSE)

Ante-mortem inspection shall be conducted prior to the slaughter to ensure the protection of consumers and slaughterhouse personnel from zoonotic and/or meat-bourne diseases, ensure animal health by monitoring animal diseases and uphold animal welfare practices.

| OFFICE OR DIVISION | Food Hygiene and Regulatory Division | | | |
|--|---|--|---------------------|--------------------|
| CLASSIFICATION | | | | |
| TYPE OF TRANSACTION | | | | |
| WHO MAY AVAIL | Slaughterhouse | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Shipping Permit | | Bureau of Animal Industry | | |
| Veterinary Health Certificate | | City Health Department | | |
| Meat Handlers ID | | City Veterinary Department | | |
| Meat Transport Vehicle Sticker | | City Veterinary Department | | |
| Veterinary Clearance | | City Veterinary Department | | |
| African Swine Fever Result | | City Veterinary Department | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Present Shipping Permit and Health Certificate | Receive live animals and ask for the shipping permit and health certificate | None | 1 minute / head | Meat Inspector |
| Present animal for Ante-Mortem Examination | Ante-Mortem Examination of animal | Ante-Mortem Fee/Permit Fee | 3 minutes / head | Meat Inspector |
| Present slaughtered animal for Post Mortem Examination | Post-Mortem Examination of Slaughtered Animal | Post-Mortem Fee/Slaughter fee for public consumption | 5 minutes / head | Meat Inspector |
| Present slaughtered animal for marking | Marking of the slaughtered animal | None | 1 minute / head | Meat Inspector |
| Ask and receive Meat Inspection | Issue Meat Inspection | None | 15 seconds / permit | Meat Inspector |

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|-------------|-------------|--|--|--|
| Certificate | Certificate | | | |
|-------------|-------------|--|--|--|

DEPARTMENT OF THE BUILDING OFFICIAL

1. ISSUANCE OF CONSTRUCTION PERMITS

Construction permits are secured prior to the construction, alteration, repair, conversion, demolition, or addition of any building or structure or any portion thereof, within the territorial jurisdiction of Quezon City.

A. Building Permit (New/Renovation)

- i. Simple Permit Applications- those which pertain to simple structures. Simple structures are those with a maximum floor area of 1,500 sq.m.;
 - a. Single dwelling residential building which are not more than three (3) storey high;
 - b. Commercial buildings which are not more than two (2) storey high;
 - c. Interior renovations inside a building which already has a building permit and certificate of occupancy;
 - d. Warehouse of not more than two (2) storey high, which is not for the storage of hazardous or combustible materials.
- ii. Complex Permit Applications- those which do not pertain to simple structures as above defined.

B. Ancillary Permits

- i. Mechanical Permit
- ii. Sanitary / Plumbing Permit
- iii. Electronics Permit
- iv. Electrical Wiring Permit

C. Accessory Permits

- i. Fencing Permit
- ii. Repair Permit
- iii. Demolition Permit
- iv. Temporary Sidewalk Enclosure
- v. Ground Preparation and Excavation Permit
- vi. Installation of Accelerograph
- vii. Structural Signboard / Billboard Permit

| ISSUANCE OF CONSTRUCTION PERMITS | |
|----------------------------------|---|
| OFFICE OR DIVISION : | Department of the Building Official through the: 1. Permit Processing for Simple Applications Division in collaboration with the City Planning and Development Office and the Bureau of Fire Protection; |

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| | 2. Construction Permits Division; and 3. Policy, Programming and System Administration Division. |
| CLASSIFICATION : | Highly Technical |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G) |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government, who wants to construct, alter, repair, convert, move, demolish, add any building or structure or any portion thereof within the territorial jurisdiction of Quezon City shall apply for a corresponding construction permit. (Section 301, Paragraph 1 of the NBCP). |
| DOCUMENTARY REQUIREMENTS : | For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916. |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| FOR SIMPLE BUILDING PERMIT APPLICATIONS (New & Renovation) | |
| - Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. - Additional legal document showing right to build when applicant is not the registered owner) | - Land Registration Authority for the Certified True Copy Transfer Certificate of Title - Applicant, for the legal document |
| Real property tax declaration on land | Office of the City Assessor |
| Real property tax payments (updated) | City Treasurer's Office |
| Previous Building Permit or previous Certificate of Occupancy and previous approved plans (if for renovation) | - Applicant. If applicant no longer has a copy, this may be requested from the Department of the Building Official through its Administrative Division which will be received by the Receiving Section. |
| Locational Clearance Application form | Applicant (https://qceservices.quezoncity.gov.ph/) |
| Fire Safety Evaluation Clearance Application form | Applicant (https://qceservices.quezoncity.gov.ph/) |
| Building Permits Application forms | Applicant (https://qceservices.quezoncity.gov.ph/) |
| PRC IDs & PTRs | Applicant |
| Building plans (signed & sealed) | Applicant |
| Supporting Technical documents (signed & sealed) | Applicant (https://qceservices.quezoncity.gov.ph/) |
| FOR SIMPLE BUILDING PERMIT APPLICATIONS (Interior renovation inside malls) | |
| Lease Contract or Mall Certification | Applicant |
| Locational Clearance Application form | Applicant (https://qceservices.quezoncity.gov.ph/) |

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|---|--|
| Fire Safety Evaluation Clearance Application form | Applicant (https://qceservices.quezoncity.gov.ph/) |
| Building Permits Application forms | Applicant (https://qceservices.quezoncity.gov.ph/) |
| PRC IDs & PTRs | Applicant |
| Building plans (signed & sealed) | Applicant |
| Supporting Technical documents (signed & sealed) | Applicant (https://qceservices.quezoncity.gov.ph/) |
| FOR COMPLEX BUILDING PERMIT APPLICATIONS (New & Renovation) | |
| - Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. - Additional legal document showing right to build when applicant is not the registered owner) | - Land Registration Authority for the Certified True Copy Transfer Certificate of Title - Applicant, for the legal document |
| Real property tax declaration on land | Office of the City Assessor |
| Real property tax payments (updated) | City Treasurer's Office |
| Previous building permit or previous Certificate of Occupancy and previous approved plans (if for renovation, addition or extension) | Applicant. If applicant no longer has a copy, this may be requested from the Department of the Building Official through its Administrative Division which will be received by the Receiving Section. |
| Locational Clearance (LC) | This will be received by the Receiving Section of the Department of the Building Official and will be transmitted to the City Planning and Development Office (CPDO) |
| Fire Safety Evaluation Clearance (FSEC) | This will be received by the Receiving Section of the Department of the Building Official and will be transmitted to the Bureau of Fire Protection |
| Building Permits Application forms | Applicant (https://qceservices.quezoncity.gov.ph/) |
| PRC IDs & PTRs | Applicant |
| Building plans (signed & sealed) | Applicant |
| Supporting Technical documents (signed & sealed) | Applicant (https://qceservices.quezoncity.gov.ph/) |
| FOR DEMOLITION PERMIT APPLICATIONS | |
| - Proof of ownership and/or right to demolish the structure / improvement (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. - Additional legal document showing right to demolish the structure / improvement when applicant is not the registered owner) | - Land Registration Authority for the Certified True Copy Transfer Certificate of Title - Applicant, for the legal document |
| Real property tax declarations (lot and building) | Office of the City Assessor |
| Real property tax certification/ clearance (lot and building) | City Treasurer's Office |
| Barangay Clearance | Barangay Hall having territorial jurisdiction |
| Application form | Applicant |

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|---|---|
| | (https://qceservices.quezoncity.gov.ph/) |
| PRC IDs & PTRs | Applicant |
| Supporting Technical documents (signed & sealed) | Applicant (https://qceservices.quezoncity.gov.ph/) |
| FOR GROUND PREPARATION AND EXCAVATION PERMIT APPLICATIONS | |
| - Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. - Additional legal document showing right to build when applicant is not the registered owner) | - Land Registration Authority for the Certified True Copy Transfer Certificate of Title - Applicant, for the legal document |
| Real property tax declarations on Land | Office of the City Assessor |
| Locational Clearance (LC) Application Form | This will be received by the Receiving Section of the Department of the Building Official and will be transmitted to the City Planning and Development Office (CPDO) |
| Application form | Applicant (https://qceservices.quezoncity.gov.ph/) |
| PRC IDs & PTRs | Applicant |
| Building plans (signed & sealed) | Applicant |
| Supporting Technical documents (signed & sealed) | Applicant (https://qceservices.quezoncity.gov.ph/) |
| Cash bond (Section 304, Paragraph 4, NBCP) | Applicant |
| FOR REPAIR PERMIT APPLICATIONS | |
| Previous Building Permit or Certificate of Occupancy with Approved Plans | Applicant. If applicant no longer has a copy, this may be requested from the Department of the Building Official through its Administrative Division which will be received by the Receiving Section. |
| Real property tax declarations for Land and Improvement | Office of the City Assessor |
| Real property tax certification/ clearance | Office of the City Treasurer |
| Barangay Clearance | Barangay Hall having territorial jurisdiction |
| Barangay Clearance | Barangay Hall having territorial jurisdiction |
| Application form | Applicant (https://qceservices.quezoncity.gov.ph/) |
| PRC IDs & PTRs | Applicant |
| FOR FENCING PERMIT APPLICATIONS | |
| - Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. - Additional legal document showing right to build when applicant is not the registered owner) | - Land Registration Authority for the Certified True Copy Transfer Certificate of Title - Applicant, for the legal document |
| Real property tax declarations | Office of the City Assessor |

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| Real property tax certification/ clearance | City Treasurer's Office |
| Real property tax certification/ clearance | City Treasurer's Office |
| Barangay Clearance | Barangay Hall having territorial jurisdiction |
| Application form | Applicant (https://qceservices.quezoncity.gov.ph/) |
| PRC IDs & PTRs | Applicant |
| Lot plan (indicating the length of the fence, location and width of the gate/ opening) | Applicant |
| Building Plans (with Structural Plan for fence more than 1.80 meters) | Applicant |
| Written consent from affected neighbors (if fence is more than 1.80 meters) | Applicant |
| Supporting Technical documents (signed & sealed) | Applicant (https://qceservices.quezoncity.gov.ph/) |
| FOR STAND-ALONE SANITARY/PLUMBING PERMIT APPLICATIONS | |
| Previous Building Permit | Applicant. If applicant no longer has a copy, this may be requested from the Department of the Building Official through its Administrative Division which will be received by the Receiving Section. |
| Application form | Applicant (https://qceservices.quezoncity.gov.ph/) |
| PRC IDs & PTRs | Applicant |
| Plans (signed & sealed) | Applicant |
| Supporting Technical documents (signed & sealed) | Applicant (https://qceservices.quezoncity.gov.ph/) |
| FOR TEMPORARY SIDEWALK ENCLOSURE PERMIT APPLICATIONS | |
| Building Permit (On-going Project) | Applicant. If applicant no longer has a copy, this may be requested from the Department of the Building Official through its Administrative Division which will be received by the Receiving Section. |
| Barangay Clearance | Barangay Hall having territorial jurisdiction |
| MMDA Clearance for National Roads DPOS Clearance for City Roads | MMDA; or QC DPOS |
| Application form | Applicant (https://qceservices.quezoncity.gov.ph/) |
| PRC IDs & PTRs | Applicant |
| Plans (signed & sealed) | Applicant |
| Supporting Technical documents (signed & sealed) | Applicant (https://qceservices.quezoncity.gov.ph/) |
| FOR PERMIT TO INSTALL ACCELEROGRAPH | |
| Application form (Equipment Installation Permit for Accelerograph) | Applicant (https://qceservices.quezoncity.gov.ph/) |
| Equipment specifications (signed and sealed by Structural Engineer) – one to one correspondence (Supplier) | Applicant |

| Structural Plans indicating the actual location of the accelerogram units (Structural Engineer with sign and seal, PTR and PRC) | | Applicant | | |
|--|--|-----------------|--|--|
| Structural design calculation / computations, likewise indicating the data on baseline and alert level values of drift and acceleration/ (Structural Engineer with sign and seal, PTR and PRC) | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to set an appointment online | | | | |
| Generate checklist and set an appointment at https://qceservice.s.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916. | Verify and recommend appointment slots available on the system. | | Real time | Communications Officer |
| How to file your application | | | | |
| On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section. | <ul style="list-style-type: none"> - Disinfect plans and documents (through UV light). - Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies). | | <ul style="list-style-type: none"> - 30 minutes disinfection time - 30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist | <ul style="list-style-type: none"> - UV Light Operator - Receiving Officer |

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| | <p>Internal Process (verification and evaluation):</p> <ul style="list-style-type: none"> • (Day 1 to Day 5) for Simple Applications • (Day 2 to Day 10) for Complex Applications | | <p>5 working days (Day 1 to Day 5) for simple applications,</p> <p>9 working days (Day 2 to Day 10) for complex applications.</p> | <p>Admin Verifier; IAD Evaluator; PPSAD Evaluators, PPSAD Chief (together with the CPDO Evaluators, the BFP Evaluators, the CPDO Head, and the QC Fire Marshall), Billing Officer and the City Building Official</p> |
| <p>How to follow up your application (after 5 working days for simple applications and after 10 working days for complex applications)</p> | | | | |
| <p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through text: STATUS APPLICATION NUMBER and send to 09509035771,</p> <p>Or through email at dbo@quezoncity.gov.ph</p> | <p>3a.) If application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, instruct applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p> | | <p>Real Time</p> | <p>Central Communications Unit (CCU)</p> |
| <p>After 5 working days for simple applications and after 10 working days for complex applications:</p> | | | | |

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| <p>Set appointment date through:</p> <p>https://qceservi.ces.quezoncity.gov.ph/ or DBO@quezoncity.gov.ph</p> <p>4a.) If the application is compliant, get the Order of Payment (O.P.) at the Releasing Area.</p> <p>4b.) If the application is not compliant, get deficient documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the evaluation sheets.)</p> <p>4c.) Submit the corrected documents to Receiving Area for disinfection.</p> | <p>4a.) Release the Order of Payment (O.P.).</p> <p>4b.) Release the non-compliant documents to the applicant.</p> <p>Disinfect plans and documents (through UV light).</p> <p>Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.</p> <p>If approved, notify the applicant through email or SMS to set an appointment for the claiming of the Order of Payment</p> <p>If the documents are still deficient, notify the applicant through email or SMS to claim the Compliance Report together with the application documents</p> | | <p>Real Time</p> <p>5 Minutes</p> | <p>Releasing Staff at Releasing Section.</p> <p>Compliance Officer (PPSAD for Simple /PPSyD for Complex)</p> <p>UV Light Operator</p> <p>Receiving Officer, OSS Compliance Officer, PPSAD Evaluators, PPSAD Chief (together with the CPDO Evaluators, the BFP Evaluators, CPDO Head, and the QC Fire Marshall), PPSyD Staff, PPSyD Evaluators, PPSyD Chief, Billing Officer and the City Building Official</p> |
| <p>Pay at the Cashier of the City Treasurer's Office at Windows 13 or 14.</p> | <p>(Issue the official receipt)</p> | <p>Refer to the Schedule of Fees</p> | | <p>(Cashier of the Quezon City Treasurer's Office at windows 13 or 14)</p> |

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| <p>Return O.R. of payment along with listed deficiencies (See Notice of Deficiency, if any); and</p> <p>Set an appointment through https://qceservi.ces.quezoncity.gov.ph/ to claim Approved Permits and documents.</p> <p>Bring the appointment slip along with official receipt (O.R.) to the Releasing Section.</p> <p>Reproduce Approved Building Plans and submit duplicate copies to Releasing Section</p> <p>Affidavit of Undertaking prior to the release of permit</p> | <p>6a) Encode O.R.;</p> <p>6b) Receive submitted deficiencies based on the Notice of Deficiency</p> <p>6c) If compliant, instruct applicant to set an appointment to pick up the Approved Permits and documents.</p> <p>Internal Process: Print the Approved Permits and release the approved documents to the applicant for duplication</p> <p>Receive the duplicate copies of approved plans, permits and clearances.</p> | | <p>Real Time</p> <p>5 minutes</p> <p>Real Time</p> <p>10 minutes</p> | <p>Applicant</p> <p>Releasing Staff at Releasing Section. Applicant</p> <p>Releasing Staff at Releasing Section.</p> |
| | <p>TOTAL:</p> | | <p>If application documents are compliant to the NBCP and other referral codes:</p> <ul style="list-style-type: none"> • 5 working days for simple application • 10 working days for complex application | |

2. ISSUANCE OF ELECTRICAL OR WIRING PERMITS WITH CERTIFICATES OF FINAL ELECTRICAL INSPECTION

Electrical permits with certificate of electrical inspection are secured prior for electrical service connection, reconnection, and relocation or remodeling of existing electrical installation or for energization of temporary construction facility within the territorial jurisdiction of Quezon City.

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|---|--|--|------------------------|---------------------------|
| OFFICE OR DIVISION : | Department of the Building Official through the Final Permits Division | | | |
| CLASSIFICATION : | Highly Technical | | | |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business / Government to National Government (G2C/G2B/G2G) | | | |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who wants to get a new electrical connection, reconnection, relocation or remodeling of existing electrical installation or for energization of temporary construction facility within the territorial jurisdiction of Quezon City shall apply for an electrical permit with certificate of electrical inspection (CEI). | | | |
| DOCUMENTARY REQUIREMENTS : | For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Application forms | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| PRC IDs & PTRs | | Applicant | | |
| Meralco Bill (or Building Permit for Temporary Construction Connection) | | Applicant | | |
| Engineer's Survey Report (Meralco Yellow Card) | | Applicant | | |
| UPAO Clearance | | Urban Poor Affairs Office | | |
| Location Map/Sketch (in a bond paper) | | Applicant | | |
| Affidavit of Undertaking and Commitment | | Applicant | | |
| Notarized Authorization Letter (for applicant's representative) | | Applicant | | |
| Electrical Plans (if more than 5kW w/ signed & sealed) –minimum size: 20" x 30" Fire Clearance | | Applicant Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to set an appointment online | | | | |
| Generate checklist and set an appointment at | Verify and recommend appointment | | Real time | Communications Officer |

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| https://qceservice.s.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916 . | slots available on the system. | | | |
| How to file your application | | | | |
| <p>On the appointment date, present appointment slip and submit complete application documents.</p> | <p>Disinfect plans and documents (through UV light).</p> <p>Internal Process: Encode the details of the application Internal Process (verification and evaluation).</p> <p>If the application is compliant, issue the order of Payment (O.P.)</p> <p>If the application is not compliant, inform the</p> | | <p>30 minutes disinfection time</p> <p>10 Minutes</p> <p>5 Working Days</p> | <p>UV Light Operator</p> <p>Receiving Staff</p> <p>Final Permits Division (FPD) Electrical Inspector, Electrical Evaluator, Electrical Permit Billing Officer, Section Chief, Final Permits Division Chief</p> |

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| | applicant through electronic mail of the Compliance Report | | | |
| How to follow up the release of your Order of Payment (after 5 working days): | | | | |
| <p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservice.s.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771,</p> | <p>3a.) If the application is compliant, inform the applicant to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, inform the applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p> | | Real Time | <i>Central Communications Unit (CCU)</i> |

| How to claim your Order of Payment (O.P.) | | | | |
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| Present appointment slip and a valid ID and authorization letter (if representative) to the Releasing Staff at Window 25/26. Get the Order of Payment (O.P.). | Release the Order of Payment (O.P.). | | 5 minutes | <i>Releasing Staff at Window 25/26</i> |
| Pay at the Cashier of the City Treasurer's Office at Windows 13 or 14. | (Issue the official receipt) | Refer to the Schedule of Fees | | <i>(Cashier of the Quezon City Treasurer's Office at Windows 13 or 14)</i> |
| Present a valid ID and authorization letter (if representative). Bring the official receipt (O.R.) to the DBO - Releasing Staff at Window 25/26. | Internal Process: Encodes the O.R. number. | | 3 minutes | <i>Releasing Staff at Window 25 & 26</i> |
| | Generate Electrical Permit with an EP number. | | 5 minutes | <i>Printing Staff</i> |
| | Print Certificate of Final Electrical Inspection (CFEI) | | 5minutes | <i>Final Permit Division – Electrical Evaluator, Section Chief, Division Chief</i> |
| | Release Electrical Permit with Certificate of Final Electrical Inspection (CFEI). | | 10 minutes | <i>Releasing Staff</i> |
| | TOTAL: | 5 working days | | |

3. ISSUANCE OF CERTIFICATES OF FINAL ELECTRICAL INSPECTION (CFEI)

A Certificate of Final Electrical Inspection is secured prior to energizing a new permanent electrical connection for a newly constructed building/structure within the territorial jurisdiction of Quezon City.

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| OFFICE OR DIVISION : | Department of the Building Official through the: 1. Final Permits Division; and 2. Policy, Programming and System Administration Division | | | |
| CLASSIFICATION : | Highly Technical | | | |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G) | | | |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who wish to get a new permanent electrical connection for a newly constructed building/structure within the territorial jurisdiction of Quezon City shall apply for a corresponding certificate of final electrical inspection. (Section 309, Paragraph 1 of the NBCP) | | | |
| DOCUMENTARY REQUIREMENTS : | For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph . For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8916. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Photocopy of the approved Building Permit | | Applicant | | |
| Photocopy of the approved Wiring Electrical permit | | Applicant | | |
| Certificate of Completion for Electrical Works w/ PRC ID & PTR | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Approved Electrical Plans | | Applicant | | |
| Supporting Technical Documents | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to set an appointment online | | | | |
| Generate checklist and set an appointment at https://qceservices.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916. | Verify and recommend appointment slots available on the system. | | Real time | Communications Officer |
| How to file your application | | | | |

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| <p>On the appointment date, present appointment slip and submit complete application documents.</p> | <p>Disinfect plans and documents (through UV light).</p> <p>Internal Process: Encode the details of the application</p> <p>Internal Process (verification and evaluation).</p> <p>If the application is compliant, issue the order of Payment (O.P.)</p> <p>If the application is not compliant, inform the</p> <p>applicant through electronic mail of the Compliance Report</p> | | <p>30 minutes disinfection time</p> <p>10 Minutes</p> <p>5 Working Days</p> | <p>UV Light Operator</p> <p>Receiving Staff</p> <p>Final Permits Division (FPD) Electrical Inspector, Electrical Evaluator, Electrical Permit Billing Officer, Section Chief, Final Permits Division Chief</p> |
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| How to follow up your application (after 5 working days): | | | | |
| <p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservice.s.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space>APPLICATION NUMBER and send to 09509035771,</p> | <p>3a.) If application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, instruct applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p> | | Real Time | <i>Central Communications Unit (CCU)</i> |
| After 5 working days: | | | | |
| <p>Set appointment date through:</p> <p>https://qceservice.s.quezoncity.gov.ph/ or</p> <p>DBO@quezoncity.gov.ph</p> <p>4a.) If application compliant, get</p> | <p>4a.) Release the Order of Payment (O.P.).</p> | Real Time | 5 Minutes | <i>FPD- Electrical Inspector, FPD Chief and the City Building Official</i> |

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| <p>the Order of Payment (O.P.) at the Releasing Area.</p> <p>4b.) If the application is not compliant, get deficient documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the evaluation sheets.)</p> <p>4c.) Submit the corrected documents to Receiving Area for disinfection.</p> <p>Submit to PPSyD compliance officer</p> | <p>4b.) Release the non-compliant documents to the applicant.</p> <p>Disinfect plans and documents (through UV light).</p> <p>Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.</p> <p>If approved, notify the applicant through email or SMS to set an appointment for the claiming of</p> | | | |
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| | the Order of Payment | | | |
| | If the documents are still incomplete, notify the applicant through email or SMS to claim the Compliance Report together with the application documents. | | | |
| How to claim your CFEI: | | | | |
| Present appointment slip and a valid ID and notarized authorization letter (if representative) to the Releasing Staff at Window 22. | Release the CFEI. | | 5 to 10 minutes | <i>Releasing Staff at Window 22</i> |
| | TOTAL: | | 5 working days | |

4. ISSUANCE OF STAND-ALONE MECHANICAL PERMITS

Mechanical permits are secured prior to the installation of machineries or the legalization of installation, operation and usage of machineries within the territorial jurisdiction of Quezon City.

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| OFFICE OR DIVISION : | Department of the Building Official through the Final Permits Division |
| CLASSIFICATION : | Highly Technical |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G) |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who wants to install machineries or legalize installed machineries within the territorial jurisdiction of Quezon City shall apply for a corresponding mechanical permit. (Section 309, Paragraph 1 of the NBCP) |
| DOCUMENTARY REQUIREMENTS : | For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph . For further inquiries, applicant may call the Department through |

| | | 8988- 4242 local 8905, 8916. | | |
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| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Photocopy of the approved building permit | | Applicant | | |
| Barangay Clearance (if mechanical permit for tower crane) | | Barangay Hall having territorial jurisdiction | | |
| Neighbor's or HOA's written consent (if mechanical permit for tower crane) | | Applicant | | |
| Fire Safety Clearance (except for Generator Sets) | | Bureau of Fire Protection | | |
| Mechanical permit application form | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| PRC IDs & PTRs | | Applicant | | |
| Mechanical Plans (signed and sealed) | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to set an appointment online | | | | |
| Generate checklist and set an appointment at https://qceservice.s.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916 . | Verify and recommend appointment slots available on the system. | | Real time | <i>Communications Officer</i> |
| How to file your application | | | | |
| On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section. | - Disinfect plans and documents (through UV light). - Check for completeness of documents. Inform applicant, through | | - 30 minutes disinfection time - 30 minutes checking by receiving officer of the completeness of the document | - UV Light Operator - Receiving Officer |

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| | electronic mail, if submitted documents are complete or not (along with list of deficiencies). | | ary requirements as per generated checklist | |
| | <p>Internal Process (verification and evaluation).</p> <p>If the application is compliant, transmit to Billing Section for the assessment of fees.</p> <p>If the application is not compliant, inform applicant, through electronic mail in cooperation with the Central Communications Unit of this Department.</p> | | 5 working days | <i>Final Permits mechanical inspector, Section Chief and Division Chief</i> |
| | Assessment of fees. | | 1 working day | <i>Billing Officer</i> |
| How to follow up your application (after 5 working days): | | | | |
| <p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservice.s.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> | <p>3a.) If the application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, instruct</p> | | Real Time | <i>Central Communications Unit (CCU)</i> |

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| Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771, | applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehens ive Compliance Report. | | | |
| How to claim your Order of Payment (O.P.) | | | | |
| Present appointment slip, a valid ID, and notarized authorization letter (if representative). | Releases the Order of Payment (O.P.). | | 5 minutes | <i>Releasing Staff</i> |
| Pay at the City Treasurer's Cashier at Windows 13 or 14. | (Issue the official receipt) | Refer to the Schedule of Fees | | <i>(Cashier of the Quezon City Treasurer's at Windows 13 or 14)</i> |
| Set an appointment prior to claiming of approved permit and documents. Bring the appointment slip along with official receipt (O.R.) to the Releasing Area. | Encode the O.R. number and release the approved plans to the applicant for duplication. Release the permits and approved plans upon receipt of duplicated plans. | | 10 minutes | <i>Releasing Staff at Releasing Area</i> |
| | TOTAL: | | 5 working days | |

5. ISSUANCE OF ELECTRONICS PERMITS and/or ELECTRONICS CERTIFICATE

Electronics permits and certificates are secured prior to the installation of electronic equipment or the legalization of installation, operation and usage of such equipment within the territorial jurisdiction of Quezon City.

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| OFFICE OR DIVISION : | Department of the Building Official through the Policy, Programming, and System Administration Division |
| CLASSIFICATION : | Highly Technical |

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|---|---|--|--------------------------------|-------------------------------|
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G) | | | |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who wants to install electronic equipment or legalize installed electronic equipment within the territorial jurisdiction of Quezon City shall apply for a corresponding electronic permit. (Section 309, Paragraph 1 of the NBCP) | | | |
| DOCUMENTARY REQUIREMENTS : | For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph . For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8916. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Photocopy of the approved building permit | | Applicant | | |
| Electronics permit application form | | Applicant (form can be generated through online application (https://qceservices.quezoncity.gov.ph/)) | | |
| Certificate of Completion (electronics installation) | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| PRC IDs & PTRs | | Applicant | | |
| Plans (signed and sealed) | | Applicant | | |
| Supporting Technical Documents (signed and sealed) | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to set an appointment online | | | | |
| Generate checklist and set an appointment at https://qceservices.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916 . | Verify and recommend appointment slots available on the system. | | Real time | <i>Communications Officer</i> |
| How to file your application | | | | |
| On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving | - Disinfect plans and documents (through UV light). | | - 30 minutes disinfection time | - <i>UV Light Operator</i> |

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| Section. | - Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies). | | - 30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist | - <i>Receiving Officer</i> |
| | Internal Process (verification and evaluation): · (Day 1 to Day 5) for Simple Applications · (Day 2 to Day 10) for Complex Applications | | 5 working days (Day 1 to Day 5) for simple applications, 9 working days (Day 2 to Day 10) for complex applications. | OSS Evaluators, <i>Admin Verifier; IAD Evaluator; CPD Evaluators, Billing Officer and the City Building Official</i> |
| How to follow up your application (after 5 working days): | | | | |
| Through telephone call at 8988 4242 local 8905 / 8916 Through our official website at https://qceservice.s.quezoncity.gov.ph/ | 3a.) If the application is compliant, instruct applicant, to set an appointment to pick up the order of | | Real Time | <i>Central Communications Unit (CCU)</i> |

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| <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771,</p> | <p>payment (OP).</p> <p>3b.) If the application is not compliant, instruct applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p> | | | |
| <p>How to claim your Order of Payment (O.P.)</p> | | | | |
| <p>Present appointment slip, a valid ID, and notarized authorization letter (if representative).</p> | <p>Releases the Order of Payment (O.P.).</p> | | <p>5 minutes</p> | <p>Releasing Staff</p> |
| <p>Pay at the City Treasurer's Cashier at Windows 13 or 14.</p> | <p>(Issue the official receipt)</p> | <p>Refer to the Schedule of Fees</p> | | <p>(Cashier of the Quezon City Treasurer's at Windows 13 or 14)</p> |
| <p>Set an appointment prior to claiming of approved permit and documents.</p> <p>Bring the appointment slip along with official receipt (O.R.) to the Releasing Area.</p> | <p>Encode the O.R. number and release the approved plans to the applicant for duplication. Release the permits and approved plans upon receipt of duplicated plans.</p> | | <p>10 minutes</p> | <p>Releasing Staff at Releasing Area</p> |
| <p>Submit the approved plans together with duplications to the Releasing Staff at Releasing Area.</p> | <p>Receive the approved plans with duplications and instruct the applicant to set an appointment for the release of</p> | | <p>10 minutes</p> | <p><i>Releasing Staff at Releasing Area.</i></p> |

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| | permits/ certificates. | | | |
| | TOTAL: | | 7 working days | |

6. ISSUANCE OF FINAL CERTIFICATES

A certificate of occupancy or certificate of use shall be secured prior to the occupancy and/ or use of any building/structure, or any portion thereof within the territorial jurisdiction of Quezon City

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| OFFICE OR DIVISION : | Department of the Building Official through the: 1. Permit Processing for Simple Applications Division in collaboration with the Bureau of Fire Protection; 2. Final Permits Division; and 3. Policy, Programming and System Administration Division | | |
| CLASSIFICATION : | Highly Technical | | |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G) | | |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who wants to occupy and/ or use any building/structure, any portion thereof within the territorial jurisdiction of Quezon City shall apply for a corresponding Certificate of Occupancy / Use. (Section 309, Paragraph 1 of the NBCP) | | |
| DOCUMENTARY REQUIREMENTS : | For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph . For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8916. | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| CERTIFICATE OF OCCUPANCY FOR SIMPLE APPLICATIONS | | | |
| Fire Safety Inspection Certificate (FSIC) Application Form | | Applicant (https://qceservices.quezoncity.gov.ph/) | |
| Photocopies of all Fire Safety Clearances and Fire Safety Checklist | | Applicant | |
| Photocopies of the Locational Clearance (LC) | | Applicant | |
| Photocopies of all approved permits | | Applicant | |
| Certificate of Completion Form (for the structure) w/ PRC IDs & PTRs | | Applicant (https://qceservices.quezoncity.gov.ph/) | |
| Certificate of Completion Form for Electrical Works w/ PRC IDs & PTRs | | Applicant (https://qceservices.quezoncity.gov.ph/) | |
| Certificate of Completion Form (for the plumbing/sanitary) w/ PRC IDs & PTRs, if applicable | | Applicant (https://qceservices.quezoncity.gov.ph/) | |
| Certificate of Completion Form (for the electronics) | | Applicant | |

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| w/ PRC IDs & PTRs, if applicable | (https://qceservices.quezoncity.gov.ph/) | | | |
| Certificate of Completion Form (for the machinery) w/ PRC IDs & PTRs, if applicable | Applicant (https://qceservices.quezoncity.gov.ph/) | | | |
| Approved plans | Applicant | | | |
| As-built plans, if with deviation / changes / alterations made on approved plans | Applicant | | | |
| Certifications and Affidavits, if applicable | Applicant (https://qceservices.quezoncity.gov.ph/) | | | |
| CERTIFICATE OF OCCUPANCY FOR COMPLEX APPLICATIONS | | | | |
| Application Form for Fire Safety Inspection Certificate (FSIC) | - Applicant (https://qceservices.quezoncity.gov.ph/) This will be received by the Receiving Section of the Department of Building Official and will be transmitted to the Bureau of Fire Protection | | | |
| Photocopies of the Locational Clearance (LC) | Applicant | | | |
| Photocopies of all approved permits | Applicant | | | |
| Certificate of Completion Form (for the structure) w/ PRC IDs & PTRs | Applicant (https://qceservices.quezoncity.gov.ph/) | | | |
| Certificate of Completion Form for Electrical Works w/ PRC IDs & PTRs | Applicant (https://qceservices.quezoncity.gov.ph/) | | | |
| Certificate of Completion Form (for the plumbing/sanitary installation) w/ PRC IDs & PTRs, if applicable | Applicant (https://qceservices.quezoncity.gov.ph/) | | | |
| Certificate of Completion Form (for the electronics installation) w/ PRC IDs & PTRs, if applicable | Applicant (https://qceservices.quezoncity.gov.ph/) | | | |
| Certificate of Completion Form (for the machinery installation) w/ PRC IDs & PTRs, if applicable | Applicant (https://qceservices.quezoncity.gov.ph/) | | | |
| Approved plans | Applicant | | | |
| As-built plans, if with deviation / changes / alterations made on approved plans | Applicant | | | |
| Certifications and Affidavits, if applicable | Applicant (https://qceservices.quezoncity.gov.ph/) | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to set an appointment online | | | | |
| Generate checklist and set an appointment at https://qceservice.s.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916 . | Verify and recommend appointment slots available on the system. | | Real time | Communications Officer |
| How to file your application | | | | |

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| <p>On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.</p> | <p>- Disinfect plans and documents (through UV light).</p> <p>- Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).</p> | | <p>- 30 minutes disinfection time</p> <p>- 30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist</p> | <p>- <i>UV Light Operator</i></p> <p>- <i>Receiving Officer</i></p> |
| | <p>Internal Process (verification and evaluation):</p> <ul style="list-style-type: none"> · (Day 1 to Day 5) for Simple Applications · (Day 2 to Day 10) for Complex Applications | | <p>5 working days (Day 1 to Day 5) for simple applications,</p> <p>9 working days (Day 2 to Day 10) for complex applications.</p> | <p><i>PPSAD Chief, PPSAD, Inspectors together with the, BFP Inspectors and QC Fire Marshall, FPD Inspectors, Billing Officer and the City Building Official</i></p> |
| <p>How to follow up your application (after 5 working days for simple applications and 10 working days for complex applications)</p> | | | | |
| <p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our</p> | <p>3a.) If the application is compliant, instruct applicant, to set</p> | | <p>Real Time</p> | <p><i>Central Communications Unit (CCU)</i></p> |

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| <p>official website at https://qceservice.s.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771,</p> | <p>an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, instruct applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p> | | | |
| <p>After 5 working days for simple applications and 10 working days for complex applications:</p> | | | | |
| <p>Set appointment date through: https://qceservice.s.quezoncity.gov.ph/</p> <p>or</p> <p>DBO@quezoncity.gov.ph</p> <p>4a.) If the project is conforming to the approved plans, get the Order of Payment (O.P.) at the Releasing Area.</p> | <p>4a.) Release the Order of Payment (O.P.).</p> <p>4b.) Release the application documents</p> | | | <p><i>Releasing Staff at Releasing Section.</i></p> <p><i>Compliance Officer (Simple / Complex)</i></p> |
| <p>4b.) If the project is still not conforming to the approved plans, get the application documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the Comprehensive Inspection Reports and</p> | <p>together with the Comprehensive Inspection Report to the applicant.</p> | | | <p><i>Receiving Officer, PPSAD Compliance Officer, PPSAD Inspectors, PPSAD Chief (together with BFP Inspectors, and QC Fire Marshall),</i></p> |

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| <p>request for re inspection.</p> <p>4c.) Submit the corrected documents to Receiving Area for disinfection.</p> | <p>Inspect if the necessary corrective measures were implemented , to conform to the approved plans. If conforming, instruct the applicant to set an appointment for the claiming of the Order of Payment or, if still not conforming, instruct the applicant to set an appointment to claim the application documents.</p> | | | <p><i>PPSyD Staff, PPSyD Evaluators, PPSyD Chief, Billing Officer and the City Building Official</i></p> |
| <p>Pay at the City Treasurer's Cashier at Windows 13 or 14.</p> | <p>(Issue the official receipt)</p> <p>Internal Process: Encode the O.R. number and release the approved plans to the applicant.</p> | <p>Refer to the Schedule of Fees</p> | <p>5 minutes</p> | <p><i>(Cashier of the Quezon City Treasurer's at windows 13 or 14)</i></p> <p><i>Releasing Staff at Releasing Section.</i></p> |

| How to get your occupancy permit: | | | | |
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| Set an appointment and present follow-up slip, valid ID, authorization letter (if representative). **For simple and complex applications, present application for tax declaration for the new improvement (Sworn Statement of the True, Current & Fair Market Value of Real Properties) | Release the certificate of occupancy / use and get the copy of tax declaration. | | 5 minutes | <i>Releasing Staff at Releasing Section.</i> |
| | TOTAL: | | · 5 working days for simple application · 10 working days for complex application | |
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7. ISSUANCE OF CONSTRUCTION PERMITS WITH FINAL CERTIFICATES (for AS-BUILT/LEGALIZATION applications/projects)

Construction permits with final certificates are secured for the legalization of existing structures (in the form of As-Built Plans) within the territorial jurisdiction of Quezon City.

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| OFFICE OR DIVISION : | Department of the Building Official through the Policy, Programming and System Administration Division. |
| CLASSIFICATION : | Highly Technical |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G) |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government, who shall legalize any existing building or structure or any portion thereof within the territorial jurisdiction of Quezon City shall apply for a corresponding construction permit with final certificates. |
| DOCUMENTARY REQUIREMENTS : | For a more detailed list of requirements specific for each type of application, please refer to our online registration and |

| | | appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph . For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8916. | | |
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| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| - Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. - Additional legal document showing right to build when applicant is not the registered owner) | | - Land Registration Authority for the Certified True Copy Transfer Certificate of Title - Applicant, for the legal document | | |
| Real property tax declaration on land | | Office of the City Assessor | | |
| Real property tax payments (updated) | | Office of the City Treasurer | | |
| Locational Clearance Application form | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Fire Safety Evaluation Clearance Application form | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Fire Safety Inspection Certificate Application form | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Other applicable National Clearances | | DPWH, MMDA or the National Government concerned | | |
| Building Permits Application forms w/ PRC IDs & PTRs | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Certificate of Completion Form (for the structure) w/ PRC IDs & PTRs | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Certificate of Completion Form (for the electrical works) w/ PRC IDs & PTRs | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Certificate of Completion Form (for the plumbing/sanitary installation) w/ PRC IDs & PTRs, if applicable | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Certificate of Completion Form (for the electronics installation) w/ PRC IDs & PTRs, if applicable | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Certificate of Completion Form (for the mechanical installation) w/ PRC IDs & PTRs, if applicable | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Building plans (signed & sealed) | | Applicant | | |
| Certifications and Affidavits, if applicable | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to set an appointment online | | | | |
| Generate checklist and set an appointment at https://qceservices.quezoncity.gov.ph/ or call at 8988- | Verify and recommend appointment slots available on the system. | | Real time | Communications Officer |

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| 4242 local 8905/8916 . | | | | |
| How to file your application | | | | |
| <p>On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.</p> | <ul style="list-style-type: none"> - Disinfect plans and documents (through UV light). - Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies). | | <ul style="list-style-type: none"> - 30 minutes disinfection time - 30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist | <ul style="list-style-type: none"> - <i>UV Light Operator</i> - <i>Receiving Officer</i> |
| | <p>Internal Process (verification and evaluation):</p> <ul style="list-style-type: none"> · (Day 1 to Day 5) for Simple Applications · (Day 2 to Day 10) for Complex Applications | | <p>19 working days (Day 2 to Day 20)</p> | <p><i>CPDO Evaluators, BFP Evaluators, Legal Evaluators, PPSyD Evaluators, Billing Officer and the City Building Official</i></p> |
| How to follow up your application (after 20 working days) | | | | |

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| <p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservice.s.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771,</p> | <p>3a.) If the application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, instruct applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p> | | Real Time | <i>Central Communications Unit (CCU)</i> |
| After 20 working days: | | | | |
| <p>Set appointment date through: https://qceservice.s.quezoncity.gov.ph/</p> <p>or</p> <p>DBO@quezoncity.gov.ph</p> <p>4a.) If the project is conforming to the approved plans, get the Order of Payment (O.P.) at the Releasing Area.</p> <p>4b.) If the project is still not conforming to the approved plans, get the application documents from the Releasing Area. (Refer with your design professionals for the</p> | <p>4a.) Release the Order of Payment (O.P.).</p> <p>4b.) Release the application Documents to the applicant.</p> <p>Disinfect plans and documents (through UV light).</p> <p>Evaluate</p> | | | <p><i>Releasing Staff at Releasing Section.</i></p> <p><i>Compliance Officer</i></p> <p><i>UV Light Operator</i></p> <p><i>Receiving Officer,</i></p> |

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| | | | 10 minutes | <i>Releasing Staff at Releasing Section.</i> |
| How to get your occupancy permit: | | | | |
| | TOTAL: | | · 20 days **Highly technical | |

7. ISSUANCE OF CERTIFICATES OF OPERATION/ USE (MACHINERIES AND ACCELEROGRAPH)

A Certificate of Operation/Use is secured prior to the operation/use of the installed duly permitted machineries/accelerograph within the territorial jurisdiction of Quezon City.

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| OFFICE OR DIVISION : | Department of the Building Official through the: 1. Final Permits Division; and 2. Policy, Programming and System Administration Division | |
| CLASSIFICATION : | Highly Technical | |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business/Government to National Government (G2C/G2B/G2G) | |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who wants to use any installed duly permitted machinery or equipment within the territorial jurisdiction of Quezon City shall apply for a corresponding final certificate to operate. (Section 309, paragraph 1 of the NBCP) | |
| DOCUMENTARY REQUIREMENTS : | For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph . | |
| | For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8916. | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| FOR CERTIFICATE TO OPERATE (MACHINERIES) | | |
| Approved Mechanical Permit | Applicant | |
| Certificates of Completion Form w/ PRC ID & PTR | Applicant (https://qceservices.quezoncity.gov.ph/) | |
| Approved Mechanical Plans | Applicant | |

| Third Party Certification (for tower cranes/construction elevator) to ensure that the tower crane is properly maintained | | Applicant | | |
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| FOR CERTIFICATE OF INSTALLATION (ACCELEROGRAPH) | | | | |
| Certificate of Completion of Installation Form signed by the Structural Engineer / Owner / Supplier (Notarized) | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Approved Installation Permit documents (Permit to Install) | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to set an appointment online | | | | |
| Generate checklist and set an appointment at https://qceservice.s.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916 . | Verify and recommend appointment slots available on the system. | | Real time | <i>Communications Officer</i> |
| How to file your application | | | | |
| On the appointment date, present appointment slip and submit complete application documents. | Give instruction to the applicant on when and how to follow up. Disinfect plans and documents (through UV light). Transmit documents to the Final Permits Division. | | 5 minutes 30 minutes disinfection time 5 minutes | <i>Receiving Staff at Receiving Area</i> |
| | Inspection and Evaluation Process (Day 2 to Day 7) | | 6 working days (Day 2 to Day 7) | <i>FPD- Inspectors, FPD Chief and the City Building Official</i> |
| How to follow up your application (after 7 working days) | | | | |
| Through telephone call at 8988 4242 local 8905 / 8916 | Give the status of the application. | | 5 minutes | <i>Receiving Staff at Window 1</i> |

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| <p>Through our official website at https://qceservice.s.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771</p> | <p>3a) If compliant, advise applicant to claim the release of Order of Payment at the Releasing Section.</p> <p>3b) If for compliance, inform applicant of advice of action.</p> | | | |
| After 7 working days: | | | | |
| <p>4a.) If the application is compliant, wait for 2 working days, as advised by the DBO inspector before going to Window 19 or 20 of the DBO to claim your certificate.</p> | <p>a.) If compliant, advise applicant to claim the Certificate to Operate at Window 19 or 20 of the Releasing Section of the DBO.</p> | | <p>6 working days (Day 2 to Day 7)</p> | <p><i>FPD-Inspectors, FPD Chief and the City Building Official</i></p> |
| <p>4b.) If the application is not compliant, get deficient documents from the Releasing Area. (Refer with your professionals on record for the necessary corrections as indicated on the advice of action.)</p> | <p>b.) If the application is not compliant, issue the advice of action.</p> | | <p>6 working days (Day 2 to Day 7)</p> | <p><i>FPD-Inspectors, FPD Chief and the City Building Official</i></p> |
| <p>4c.) Submit the corrected documents to Receiving Area for sterilization. If approved, go to Step 4.</p> | <p>Disinfect plans and documents (through UV light).</p> <p>Internal Process: Evaluate corrected documents if</p> | | | <p><i>TCEU, FPD, the Assistant Building Official and the City Building Official</i></p> |

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| | <p>compliant to the NBCP and other referral codes.</p> <p>If approved, notify the applicant through email or SMS to set an appointment for the claiming of the Certificate.</p> <p>If the documents are still incomplete, notify the applicant through email or SMS to claim the Compliance Report together with the application documents.</p> | | | |
| How to claim your certificate: | | | | |
| Set appointment date. Present follow-up slip, valid ID and notarized authorization letter (if representative) to the Releasing Staff at Window 19 or 20. | Release the Certificate to Operate | | 5 to 10 minutes | <i>Releasing Staff at Window 19 or 20</i> |
| | TOTAL: | | 7 working days | |

8. ISSUANCE OF SIGN PERMIT

Sign permits are secured prior to the installation and usage of signage within the territorial jurisdiction of Quezon City.

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| OFFICE OR DIVISION : | Department of the Building Official through the Signboard and Utilities Division | |
| CLASSIFICATION : | Highly Technical | |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business (G2C/G2B) | |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who shall install and display signage. | |
| DOCUMENTARY REQUIREMENTS : | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| I.A. For NEW SIGN (BUSINESS SIGN) PERMIT | | |
| I.A.1. Sign Permit Application Form | Applicant (https://qceservices.quezoncity.gov.ph/) | |
| I.a.2. Business Permit (2 photocopies) | Applicant | |
| I.a.3. Barangay Clearance for Sign Permit (original + photocopy) | Applicant | |
| I.a.4. Photocopy of PRC ID & PTR of the professional w/ 3 specimen signatures in Blue Ink (2 copies) | Applicant | |
| I.a.5. Notarized Authorization Letter (if representative) | Applicant | |
| I.B. For RENEWAL OF SIGN (BUSSINESS SIGN) PERMIT | | |
| I.B.1. Previous Sign Permit (2 Photocopies) | Applicant | |
| I.B.2. Notarized Authorization Letter (if representative) | Applicant | |
| II.A. For NEW SIGN PERMIT OF BILLBOARD – WALL MOUNTED | | |
| II.A.1. Sign Permit Application Form | Applicant (https://qceservices.quezoncity.gov.ph/) | |
| II.A.2. Business Permit (2 photocopies) | Applicant | |
| II.A.3. Contract of Lease (2 photocopies) | Applicant | |
| II.A.4. Barangay Clearance for Sign Permit (original + photocopy) | Applicant | |
| II.A.5. Building Permit of the Base Building | Applicant | |
| II.A.6. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted) | Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division. | |
| II.A.7. Joint Structural Stability Certification (original + photocopy) | Applicant | |
| II.A.8. Propose/ As-Built Plans of the wall sign duly signed and sealed by a Structural Engineer. (Anchorage details and structural calculations showing that the structure is | Applicant | |

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| capable of withstanding wind and earthquake loads aside from its dead load in A3 size duly signed and sealed by a Structural Engineer | |
| II.A.9. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink | Applicant |
| II.A.10. Notarized Letter of Consent from the Adjacent Property Owner (original + photocopy) | Applicant |
| II.A.11. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00 | Applicant |
| II.B. For RENEWAL OF SIGN PERMIT OF BILLBOARD – WALL MOUNTED | |
| II.B.1. Business Permit (2 photocopies) | Applicant |
| II.B.2. Contract of Lease (2 photocopies) | Applicant |
| II.B.3. Previous Sign Permit (original + photocopy) | Applicant |
| II.B.4. Joint Structural Stability Certification (original + photocopy) | Applicant |
| II.B.5. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted) | Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division. |
| II.B.6. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink | Applicant |
| II.B.7. Notarized Letter of Consent from the Adjacent Property Owner (original + photocopy) | Applicant |
| II.B.8. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00 | Applicant |
| II.B.9. Notice of Inspection / Inspection Report from the Annual Building Inspection Division | Applicant |
| III.A. For NEW SIGN PERMIT OF BILLBOARD – WALL STICKER | |
| III.A.1. Sign Permit Application Form | Applicant (https://qceservices.quezoncity.gov.ph/) |
| III.A.2. Photocopy of Business Permit (updated) | Applicant |
| III.A.3. Photocopy of Contract of Lease (updated) | Applicant |
| III.A.4. Barangay Clearance for Signage (original + photocopy) | Barangay Hall |
| III.A.5. Building Permit of the Base Building | Applicant |
| III.A.6. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted) | Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division. |
| III.A.7. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink | Applicant |
| III.A.8. Notarized Letter of Consent from the Adjacent Property Owner (original + photocopy) | Applicant |
| III.A.9. Photocopy of Accident Insurance Policy | Applicant |

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| for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00 | |
| III.B. For RENEWAL OF SIGN PERMIT OF BILLBOARD – WALL STICKER | |
| III.B.1. Business Permit (2 photocopies) | Applicant |
| III.B.2. Contract of Lease (2 photocopies) | Applicant |
| III.B.3. Previous Sign Permit (original + photocopy) | Applicant |
| III.B.4. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted) | Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division. |
| III.B.5. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink | Applicant |
| III.B.6. Notarized Letter of Consent from the Adjacent Property Owner (original + photocopy) | Applicant |
| III.B.7. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00 | Applicant |
| III.C. For NEW SIGN PERMIT OF BILLBOARD – ROOF MOUNTED | |
| III.C.1. Sign Permit Application Form | Applicant (https://qceservices.quezoncity.gov.ph/) |
| III.C.2. Business Permit (2 photocopies) | Applicant |
| III.C.3. Contract of Lease (2 photocopies) | Applicant |
| III.C.4. Barangay Clearance for Sign Permit (original + photocopy) | Applicant |
| III.C.5. Building Permit of the Base Building | Applicant |
| III.C.6. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted) | Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division. |
| III.C.7. Joint Structural Stability Certification (original + photocopy) | Applicant |
| III.C.8. Propose/ As-Built Plans of the wall sign duly signed and sealed by a Structural Engineer. (Anchorage details and structural calculations showing that the structure is capable of withstanding wind and earthquake loads aside from its dead load in A3 size duly signed and sealed by a Structural Engineer | Applicant |
| III.C.9. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink | Applicant |
| III.C.10. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00 | Applicant |
| III.D. For RENEWAL OF SIGN PERMIT OF BILLBOARD – ROOF MOUNTED | |
| III.D.1. Business Permit (2 photocopies) | Applicant |

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| III.D.2. Contract of Lease (2 photocopies) | Applicant |
| III.D.3. Barangay Clearance for Sign Permit (original + photocopy) | Applicant |
| III.D.4. Previous Sign Permit | Applicant |
| III.D.5. Joint Structural Stability Certification (original + photocopy) | Applicant |
| III.D.6. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted) | Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division. |
| III.D.7. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink | Applicant |
| III.D.8. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00 | Applicant |
| IV.A. For NEW SIGN PERMIT OF BILLBOARD – ROOF MOUNTED | |
| IV.A.1. Sign Permit Application Form | Applicant (https://qceservices.quezoncity.gov.ph/) |
| IV.A.2. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink | Applicant |
| IV.A.3. Business Permit (2 photocopies) | Applicant |
| IV.A.4. Barangay Clearance for Signage for Display Area more than 4.00 square meter (original + photocopy) | Applicant |
| IV.B. For NEW SIGN PERMIT OF BILLBOARD – ROOF MOUNTED | |
| IV.B.1. Photocopy of Previous Sign Permit | Applicant |
| IV.B.2. Photocopy of Business Permit | Applicant |
| V.A. For BUSINESS SIGN (GROUND SIGN) – NEW APPLICATION | |
| V.A.1. Sign Permit Application Form | Applicant (https://qceservices.quezoncity.gov.ph/) |
| V.A.2. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink | Applicant |
| V.A.3. Building Permit of Base Building | Applicant |
| V.A.4. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted) | Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division. |
| V.A.5. Photocopy of Business Permit | Applicant |
| V.A.6. Barangay Clearance for Signage (original + photocopy) | Applicant |
| V.A.7. Structural Plans with site development plan and complete material specifications duly signed and sealed by the Structural Engineer | Applicant |
| V.A.8. Structural Design Analysis and Calculations duly signed and sealed by the Structural Engineer (if height is more than 4.00 meters from the Natural Ground Line) | Applicant |

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| V.A.9. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00 | | Applicant | | |
| V.B. For BUSINESS SIGN (GROUND SIGN) - RENEWAL | | | | |
| V.B.1. Photocopy of Previous Sign Permit | | Applicant | | |
| V.B.2. Photocopy of Business Permit (updated) | | Applicant | | |
| V.B.3. Joint Structural Stability Certification for the pole/structure (if height is more than 4.00 meters from the Natural Ground Line) | | Applicant | | |
| V.B.4. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00 | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to set an appointment online | | | | |
| Generate checklist and set an appointment at https://qceservice.s.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916 . | Verify and recommend appointment slots available on the system. | | Real time | <i>Communications Officer</i> |
| How to file your application | | | | |
| On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section. | Disinfect plans and documents (through UV light). Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies). | | 30 minutes disinfection time 30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated | <i>UV Light Operator</i> <i>Receiving Officer</i> |

| | | | | |
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| | | | checklist | |
| | Internal Process (verification and evaluation) | | 6 working days | <i>SUD Inspectors and Evaluators, Billing Officer and the City Building Official</i> |
| How to follow up your application | | | | |
| <p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservice.s.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771</p> | <p>3a.) If the application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, instruct applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p> | | 5 minutes | <i>Receiving Staff at Receiving Area</i> |
| After 6 working days: | | | | |
| Set appointment date for: a) Claiming of Order of Payment, b) Claiming of application documents for compliance, or c) Return corrected documents for compliance through email at dbo@quezoncity.gov.ph | | | | |

| | | | | |
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| 4a.) If compliant, get the Order of Payment (O.P.) at the Releasing Area. | 4a.) Release the Order of Payment (O.P.). | | | <i>Releasing Staff at Releasing Area.</i> |
| 4b.) If for compliance, get deficient documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the evaluation sheets.) | 4b.) Release the non-compliant documents to the applicant. | | | <i>SUD Inspectors and Evaluators</i> |
| 4c.) Submit the corrected documents to Receiving Area for sterilization. | 4c.) Evaluate corrected documents if compliant to the NBCP and other referral codes. If approved, instruct applicant to set an appointment for the issuance of OP. | | | <i>Receiving Officer, SUD Inspectors and Evaluators, SUD Chief, Billing Officer and the City Building Official</i> |
| Pay at the City Treasurer's Cashier at Windows 13 or 14. | (Issue the official receipt) | Refer to the Schedule of Fees | | <i>(Cashier of the Quezon City Treasurer's at windows 13 or 14)</i> |
| Set an appointment prior to claiming of approved permit and documents. Bring the appointment slip along with official receipt (O.R.) to the Releasing Area. | Encode the O.R. number | | 5 minutes | <i>Releasing Staff at Releasing Area.</i> |
| How to get your Sign Permit | | | | |
| Present the follow-up slip, a valid ID and a notarized authorization letter (if representative) to the Releasing Staff at | Release the permits. | | | <i>Releasing Staff at Releasing Area.</i> |

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| Releasing Area and claim the permit. | | | | |
| | TOTAL: | | If application documents are compliant to the NBCP and other referral codes, 9 working days. | |

9. ISSUANCE OF EXCAVATION PERMIT

Excavation permits are secured prior to the excavation for utility purposes within the territorial jurisdiction of Quezon City.

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| OFFICE OR DIVISION : | Department of the Building Official through the Signboard and Utilities Division | | |
| CLASSIFICATION : | Highly Technical | | |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business/Government to National Government (G2C/G2B/G2G) | | |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who shall excavate for utility purposes. | | |
| DOCUMENTARY REQUIREMENTS : | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| FOR EXCAVATION PERMIT/ CLEARANCE (COMPLEX – PROJECT BASIS) New Applications | | | |
| Excavation Permit Application Form | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Indorsement Letter from the Utility Company (i.e. MWCI, MWSI, Meralco, etc.) | Utility Company (i.e. MWCI, MWSI, Meralco, etc.) | | |
| Barangay Clearance for Excavation for Utility Purposes (original + photocopy) | Barangay Hall having territorial jurisdiction | | |
| Notice to Proceed/ Notice of Award (for MWCI/ MWSI) | Utility Company (i.e. MWCI, MWSI, Meralco, etc.) | | |
| Certification for Accredited Contractor (for Telecommunication Company, i.e. PLDT, Globe, et.al.) | Telecommunication Company (ie. PLDT, Globe, et.al.) | | |
| Project Plans/ Layout | Applicant | | |
| List of Locations for Excavations (for project with various locations/ streets and barangays) | Applicant | | |
| Work Schedule/ Time Line | Applicant | | |
| Notarized Authorization Letter of the Authorized Representative | Applicant | | |
| FOR EXCAVATION PERMIT/ CLEARANCE (SIMPLE) (Individual New Water Connection - Maynilad/ Manila Water only; Pole Connection – Meralco only) | | | |
| Excavation Permit Application Form | Applicant (https://qceservices.quezoncity.gov.ph/) | | |

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| Indorsement Letter from the Utility Company (i.e. MWCI, MWSI, Meralco, etc.) | Utility Company (i.e. MWCI, MWSI, Meralco, etc.) | | | |
| Barangay Clearance for Excavation for Utility Purposes (original + photocopy) | Barangay Hall having territorial jurisdiction | | | |
| Vicinity Map/ Sketch (showing the exact location of the project with specific landmark) | Applicant | | | |
| Photograph showing "Landmark" and exact location of the project | Applicant | | | |
| FOR EXCAVATION PERMIT/ CLEARANCE – Request for Extension | | | | |
| Letter Request for Extension indicating the valid reasons for the extension <i>**Applicant must indicate his/her contact details (Contact Number, Email Address)</i> | Applicant | | | |
| Original Copy of the Excavation Permit | Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division. | | | |
| Notarized Authorization Letter of the Authorized Representative | Applicant | | | |
| EXCAVATION PERMIT - COMPLEX | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to set an appointment online | | | | |
| Generate checklist and set an appointment at https://qceservice.s.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916 . | Verify and recommend appointment slots available on the system. | | Real time | <i>Communications Officer</i> |
| How to file your application | | | | |
| On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section. | Disinfect plans and documents (through UV light). Check for completeness of documents. Inform applicant, through electronic mail, if submitted | | 30 minutes disinfection time 30 minutes checking by receiving officer of the completeness of the documentary | <i>UV Light Operator</i> <i>Receiving Officer</i> |

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| | documents are complete or not (along with list of deficiencies). | | requirements as per generated checklist | |
| | Internal Process: - Site verification and inspection - Indorse back to DBO, attached Excavation Clearance and Inspection Report | | 3 working days | <i>Engineering Department</i> |
| | - Verification and Evaluation | | 3 working days | <i>SUD Inspectors and Evaluators, Billing Officer and the City Building Official</i> |
| How to follow up your application | | | | |
| Through telephone call at 8988 4242 local 8905 / 8916 Through our official website at https://qceservice.s.quezoncity.gov.ph/ Through email at dbo@quezoncity.gov.ph Or Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771 | 3a.) If the application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP). 3b.) If the application is not compliant, instruct applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive | | 5 minutes | <i>Receiving Staff at Receiving Area</i> |

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| | ve Compliance Report. | | | |
| After 4 working days: | | | | |
| Set appointment date for: a) Claiming of Order of Payment, b) Claiming of application documents for compliance, or c) Return corrected documents for compliance through email at dbo@quezoncity.gov.ph | | | | |
| 4a.) If compliant, get the Order of Payment (O.P.) at the Releasing Area. | 4a.) Release the Order of Payment (O.P.). | | | <i>Releasing Staff at Releasing Area.</i> |
| 4b.) If for compliance, get deficient documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the evaluation sheets.) | 4b.) Release the non-compliant documents to the applicant. | | | <i>SUD Inspectors and Evaluators</i> |
| 4c.) Submit the corrected documents to Receiving Area for sterilization. | 4c.) Evaluate corrected documents if compliant to the NBCP and other referral codes. If approved, instruct applicant to set an appointment for the issuance of OP. | | | <i>Receiving Officer, SUD Inspectors and Evaluators, SUD Chief, Billing Officer and the City Building Official</i> |
| Pay at the City Treasurer's Cashier at Windows 13 or 14. | (Issue the official receipt) | Refer to the Schedule of Fees | | <i>(Cashier of the Quezon City Treasurer's at windows 13 or 14)</i> |
| Set an appointment prior to claiming of approved permit and documents. Bring the | Encode the O.R. number and release the approved | | 5 minutes | <i>Releasing Staff at Releasing Area.</i> |

| | | | | |
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| appointment slip along with official receipt (O.R.) to the Releasing Area. | plans to the applicant for duplication | | | |
| Submit the approved plans together with duplications to the Releasing Staff at Releasing Area. | Receive the approved plans with duplications and instruct the applicant to set an appointment for the release of permits. | | 10 minutes | <i>Releasing Staff at Releasing Area.</i> |
| How to get your Excavation Permit | | | | |
| Present the follow-up slip, a valid ID and a notarized authorization letter (if representative) to the Releasing Staff at Releasing Area and claim the permit. | Release the permits. | | | <i>Releasing Staff at Releasing Area.</i> |
| | TOTAL: | | 7 working days. | |
| EXCAVATION PERMIT – SIMPLE | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit application form and necessary documentary requirements to Concessionaire. Concessionaire shall transmit documents via email. | | | | |
| Submit application for New Water Service Connection to the concessionaire. | Acknowledge the receipt of transmittal via email by the Concessionaire. 1a.) If documents are complete, proceed to cost assessment and evaluation. | | 30 minutes | <i>SUD Admin Staff and SUD Evaluator</i> |

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| | <p>1b.) If documents are incomplete, generate Notice of Non-Compliance. Tag-out application and send email to MWCI/ MWSI/ Meralco.</p> <p><i>Note: Compliance shall be sent by MWCI/ MWSI/ Meralco via email.</i></p> | | | |
| Assessment and evaluation by Signboard and Utilities Division | | | | |
| | Conduct the necessary cost assessment and evaluation. | | 1 working day | <i>SUD Evaluators</i> |
| Assessment review | | | | |
| | <p>Review assessment form.</p> <p>Transmit to DBO – Billing Section.</p> | | 1 working day | <i>SUD Section Chief, SUD Deputy Chief, SUD Chief</i> |
| Release of Order of Payment | | | | |
| Upon listing to the Concessionaire, applicant may claim the Order of Payment at the Releasing Area. | Release the Order of Payment to the Applicant or his authorized representative. | | | <i>Releasing Staff at Releasing Area</i> |
| Pay at the City Treasurer's Cashier at Windows 13 or 14. | (Issue the official receipt) | Refer to the Schedule of Fees | | <i>(Cashier of the Quezon City Treasurer's at windows 13 or 14)</i> |
| Release of Excavation Permit | | | | |

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| Upon payment, bring official receipt (O.R.) to the Releasing Area. | Encode the O.R. number. Release the Excavation Permit to applicant. Transmit photocopy of the issued Excavation Permit to QC Department of Engineering | | 5 minutes | <i>Releasing Staff at Releasing Area.</i> <i>SUD Admin Staff</i> |
| | TOTAL: | | 3 working days. | |

10. ISSUANCE OF CERTIFICATES OF ANNUAL INSPECTION

Annual inspection certificates are issued after a request of ocular safety inspection and/ or after the regular inspection program of DBO as mandated by law.

- Certificate of Annual Building Inspection
- Certificate of Annual Electrical Inspection
- Certificate to Operate Machineries
- Certificate of Annual Electronics Inspection

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| OFFICE OR DIVISION : | Annual Building Inspection Division | |
| CLASSIFICATION : | Highly Technical | |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G) | |
| WHO MAY AVAIL : | Any person who is an administrator or an owner of a building within the jurisdiction of Quezon City. | |
| DOCUMENTARY REQUIREMENTS : | For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph . | |
| | For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8916, 8910 | |
| CHECKLIST OF REQUIREMENTS (To be submitted after the payment of Annual Inspection Fee) | WHERE TO SECURE | |
| For Building/ Structure / Electrical / Mechanical | | |
| Request for inspection Form (completely filled-up) | Applicant (https://qceservices.quezoncity.gov.ph/) | |
| Photocopy of Certificate of Occupancy | Applicant | |
| Certificate of Structural Stability (for buildings 15 years old and older) | Applicant | |
| Structural Stability Assessment Report (signed and sealed) | Applicant | |

| Notarized Joint Certification: Building Owner / Administrative and Person In Charge of Maintenance (Civil / Structural / Electrical / Mechanical Engineers) | | Applicant | | |
|---|--|-----------------|-----------------------------------|---|
| Photocopy of updated Fire Safety Inspection Certificate | | Applicant | | |
| Preventive Maintenance Report and Electrical Insulation Resistance Test Result | | Applicant | | |
| Certification of Existing Condition of Electrical Installation (from a licensed electrical practitioner) | | Applicant | | |
| Previous Mechanical Permit or Certificate | | Applicant | | |
| Certification & Test Result from service provider/installers of Elevator, Escalator, Boiler, Pressure Vessel, Tower Crane, if applicable | | Applicant | | |
| Safety & Health Committee; Records of Safety Activities; Monthly Meetings, if applicable | | Applicant | | |
| Occupational Safety and Health Officer | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to file your application | | | | |
| Request an inspection through email at DBO@quezoncity.gov.ph | Routing of request to the concerned Division | | Real Time | <i>Communications Officer</i> |
| | <i>Internal process:</i> Preparation of Mission Order and Inspection Template | | Within fifteen (15) Working Days. | <i>ABID Technical Inspector Team, Senior Engineers, Encoders and ABID Chief</i> |
| | Conduct safety inspection, evaluate the inspection report and issue the order of payment (OP). | | | |
| How to get your OP (after fifteen (15) working days): | | | | |
| Set an appointment through telephone <u>call at</u> 8988-4242 <u>local</u> 8905/8916 . | Release the OP. | | 5 minutes | <i>ABID Staff</i> |

| | | | | |
|--|---|--|----------------------------------|---|
| Proceed to Annual Building Inspection Division and get the OP from the ABID Staff, or Wait for the ABID Technical Inspector to deliver your OP. | | | | <i>ABID Technical Inspector</i> |
| ***The applicant has an option to either personally claim the OP or delivered to them to an agreed location through a private courier | | | | |
| Pay the Annual Inspection Fee to the City Treasurer | Receive payment and issue Official Receipt (OR). | | Real Time | <i>Cashier of the City Treasurer's Office</i> |
| Set an appointment through telephone call at 8988-4242 local 8905/8916 . Submit copy of the OR and the documentary requirements to the ABID Officer of the Day (O.D.) or to an ABID Staff and come back after 7 working days to get your certificates. | Receive the copy of the OR and the documentary requirements, and forward to ABID Senior Engineers for processing. | | 5 minutes | <i>ABID O.D. or ABID Staff</i> |
| | Internal Process (Processing of the certificates of annual inspections) | | 7 working days | <i>ABID Senior Engineers, ABID Chief and the City Building Official</i> |
| How to get your annual inspection certificates (5 working days after the submission of copy of the OR and required documents stated above): | | | | |
| Set an appointment through telephone call at 8988-4242 local 8905/8916 . Go back to ABID and get your annual inspection certificates from the ABID Staff | Release the certificates | | 5 minutes | <i>ABID Staff</i> |
| TOTAL: | | | Within twenty (21) working days. | |

10. ISSUANCE OF GREEN BUILDING PRELIMINARY CERTIFICATES

Green building preliminary certificates are secured to qualify for tax credit using a rating system. Structures covered by the Green Building Ordinance are also required to provide mandatory green building features as indicated.

A. TYPES OF STRUCTURES COVERED BY GREEN BUILDING ORDINANCE

| Type of Buildings | Gross Floor Area (in square meters) |
|---------------------------------|-------------------------------------|
| COMMERCIAL | |
| Hotels | 2,000 |
| Office Buildings | 2,000 |
| Malls | 5,000 |
| Dry Markets | 1,000 |
| Wet Markets and Slaughterhouses | All Covered |
| INSTITUTIONAL | |
| Schools | 5,000 |
| Office Buildings | 5,000 |
| Hospitals | 5,000 |
| INDUSTRIAL | |
| Factories | All Covered |
| Warehouses | 2,000 |

B. MANDATORY GREEN BUILDING FEATURES

- i. Construction Activity Control Pollution Prevention System
- ii. Energy Efficiency Plan
- iii. Water Use Reduction System Involving Water Efficient Fixtures
- iv. Waste Management Plan
- v. Indoor Environment Quality
- vi. Sewage Treatment Plant

C. ELECTIVE GREEN BUILDING FEATURES WITH QC GREEN BUILDING POINTS FOR GREEN BUILDING TAX CREDITS (FOR ANY COMBINATION OF FEATURES LISTED BELOW)

1. Land / Sites Sustainability Features:
 - i. Selected Site 10-year Flood Mitigation Plan
 - ii. Mixed Use Neighborhood Center
 - iii. Community Connectivity
 - iv. Transportation involving Bike Racks on Parking Lots
 - v. Transportation involving Site Proximity to Transport Hubs
 - vi. Transportation involving Provision of Adequate Parking Capacity
 - vii. Greenery involving Open Spaces (Landscapes)
 - viii. Greenery involving Light Colored Paving or Open Grid Paving (Hardscapes)
 - ix. Green Roof
 - x. Storm Water Management

2. Energy Efficiency Features:
 - i. Building Envelope Design
 - ii. Air Conditioning System Load Reduction
 - iii. Natural Ventilation
 - iv. 5-year Electric Consumption Reduction Plan
 - v. Renewable Energy Use

3. Water Efficiency Features:
 - i. 5-year Water Use Reduction Plan
 - ii. Water Use Reduction involving Grey Water or Rainwater

4. Materials and Resources Features:
 - i. Construction Waste Management Plan
 - ii. Materials Reuse Plan
 - iii. Use of Rapidly Renewable Materials
 - iv. 5-year Waste Diversion / Reduction Plan
 - v. Refuse Disposal Equipment

5. Indoor Environment Quality Features:
 - i. Indoor Air Quality Improvement Measures
 - ii. Low-Emitting Materials involving Volatile Organic Compounds
 - iii. Refrigerant Management involving Refrigerant with Low ODP and GWP
 - iv. Refrigerant Management involving Use of Equipment with Long Service Life

6. Building Management by BERDE Professional

| | |
|-----------------------------|---|
| OFFICE OR DIVISION : | Green Building Section Environmental Planning and Waste Management Department (EPWMD) City Planning and Development Office (CPDO) |
|-----------------------------|---|

| | | | | |
|--|---|--------------------------------------|------------------------------|-------------------------------|
| | City Treasure's Office (CTO) | | | |
| | City Assessor's Office (CAO) | | | |
| | City Health Department (CHD) | | | |
| CLASSIFICATION : | Highly Technical | | | |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business (G2C/G2B) | | | |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who are required by the Quezon City Green Building Ordinance to provide minimum standard green building features. | | | |
| DOCUMENTARY REQUIREMENTS : | For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph/index.php/green-building-ordinance For further inquiries, applicant may call the Department through 8988- 4242 local 8905,8916 | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Green Building Preliminary Certificate Application form | | Applicant (dbo-af.quezoncity.gov.ph) | | |
| PRC IDs & PTRs | | Applicant | | |
| Green building mandatory requirements (including Construction Activity Control Pollution Prevention System, Energy Efficiency Plan, Water Reduction System, Waste Management Plan, Designated Smoking Area, Sewage Treatment Plan) | | Applicant | | |
| Supporting Technical documents (signed & sealed) | | Applicant | | |
| Elective Features/Requirements | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to set an appointment online | | | | |
| Generate checklist and set an appointment at https://qceservices.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8907/8916. | Verify and recommend appointment slots available on the system. | | Real time | <i>Communications Officer</i> |
| How to file your application | | | | |
| On the appointment date, present | Disinfect plans and documents (through UV | | 30 minutes disinfection time | <i>UV Light Operator</i> |

| | | | | |
|--|--|--|--|--|
| <p>appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.</p> | <p>light).</p> | | | |
| | <p>Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).</p> | | <p>30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist</p> | <p><i>Receiving Officer</i></p> |
| | <p>Internal Process a. Verification and Evaluation</p> <p>b. Evaluation and approval of other Departments / Offices</p> | | <p>9 working days (Day 2 to Day 10) for complex.</p> <p>11 working days (Day 11 to Day 21) for complex.</p> | <p><i>CPD Evaluators, Admin Division, and the City Building Official</i></p> <p><i>DBO, CPDO, BFP, EPWMD, CHD, CTO</i></p> |
| <p>How to follow up your application (after 10 working days)</p> | | | | |
| <p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservice.s.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> | <p>Internal Process:</p> <p>Update applicant as to the response of other Departments / Offices.</p> <p>Note:</p> <p>This Department is done with its</p> | | <p>Real Time</p> | <p><i>Communications Officer</i></p> |

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| Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771 | internal process, however, the approval is subject to the processing time of the Departments concern. | | | |
| How to get your Green Building Preliminary Certificate (after 21 working days): | | | | |
| Present the follow-up slip, a valid ID and a notarized authorization letter (if representative) to the Releasing Staff at Releasing Area and claim the certificate. | Release the certificate | | | <i>Releasing Staff at Releasing Area.</i> |
| TOTAL: | | | 21 working days | |

11. ISSUANCE OF GREEN BUILDING FINAL CERTIFICATES

| | |
|---------------------------------------|---|
| OFFICE OR DIVISION : | Green Building Section Environmental Planning and Waste Management Department (EPWMD) City Planning and Development Office (CPDO) City Treasure's Office (CTO) City Assessor's Office (CAO) City Health Department (CHD) Office of the City Mayor |
| CLASSIFICATION : | Highly Technical |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G) |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who are required by the Quezon City Green Building Ordinance to provide minimum standard green building features. |
| DOCUMENTARY REQUIREMENTS : | For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph . |

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|--|--|---|------------------------|---|
| | | For further inquiries, applicant may call the Department through 8988- 4242 local 8905, 8907, 8916. | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Green Building Final Certificate Application form | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| PRC IDs & PTRs | | Applicant | | |
| Photocopy of approved Green Building Preliminary Certificate/ Amended | | Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division. | | |
| Supporting technical documents (signed & sealed) | | Applicant (https://qceservices.quezoncity.gov.ph/) | | |
| Letter request for Composite Inspection | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to set an appointment online | | | | |
| Set an appointment at https://qceservice.s.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916 . | Verify and recommend appointment slots available on the system. | | Real time | <i>Communications Officer</i> |
| How to file your application | | | | |
| On the appointment date, present appointment slip and submit complete application documents together with the letter request for composite inspection at the Receiving Area. | Sterilize plans and documents (through UV light). Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies). | | | <i>Receiving Officer and Communications Officer</i> |
| | Internal Process: a. Evaluation of submitted documents | | 3 working | <i>FPD- Inspectors, FPD Chief, and the City Building Official</i> |

| | | | | |
|---|--|--|-----------------|------------------------------------|
| | b. Coordination with other Departments / Offices in relation to Composite Inspection | | days Real Time | DBO, CPDO, BFP, EPWMD, CHD, CTO |
| How to follow up your application (after 3 working days) | | | | |
| <p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://gceservice.s.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771</p> | <p>Internal Process:</p> <p>Update applicant as to the response of other Departments / Offices.</p> <p>Note:</p> <p>This Department is done with its internal process, however, the approval is subject to the processing time of the Departments concern.</p> | | Real Time | Communications Officer |
| How to get your Green Building Final Certificate (after 21 working days): | | | | |
| Set appointment date and present follow-up slip, valid ID, authorization letter (if representative). | Release the Green Building Final Certificate | | 45 minutes | Releasing Staff at Releasing Area. |
| TOTAL: | | | 21 working days | |

12. ISSUANCE OF CERTIFICATES OF RECORD

| | | | | |
|---|---|------------------------|---------------------------------------|---|
| OFFICE OR DIVISION : | Administrative Division | | | |
| CLASSIFICATION : | Simple | | | |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business (G2C/G2B) | | | |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who requires certification of permit record issued by this department. | | | |
| DOCUMENTARY REQUIREMENTS : | | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request letter (with details on the requested record) | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to file a request | | | | |
| Submit request letter through electronic mail at dbo@quezoncity.gov.ph | Forward acknowledgment receipt to client/requestee. | | Real Time | <i>Communications Officer</i> |
| | Internal Process: a. Verify system records. b. Instruct client/requestee regarding the payment details. c. Submit certificate through mail. | | 3 days | <i>Communications Officer, IT Officer</i> |
| How to follow up your request (after 3 working days) | | | | |
| Through telephone call at 988 4242 local 8905 / 8916 Or through email at dbo@quezoncity.gov.ph | Update applicant as to the status of the communication | | Real Time | <i>Communications Officer</i> |
| TOTAL: | | | 3 days from receipt of letter request | |

13. ADMINISTRATIVE SUMMARY PROCEEDINGS

| | | | | |
|---|---|------------------------|------------------------|----------------------------------|
| OFFICE OR DIVISION : | Department of the Building Official through the Investigation & Adjudication Division | | | |
| CLASSIFICATION : | Highly Technical | | | |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business (G2C/G2B) | | | |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who requires certification of permit record issued by this department. | | | |
| DOCUMENTARY REQUIREMENTS : | | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request letter (with details on the requested record) | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to file a request | | | | |
| Submit request letter through electronic mail at dbo@quezoncity.gov.ph | Forward acknowledgment receipt to client/requestee. | | Real Time | Communications Officer |
| Internal Process: | | | | |
| | a. Provides instruction where communication shall be assigned | | 1 working day | IAD Chief, IAD Chief of Staff |
| | b. Inspects as instructed. Prepares inspection report | | 5 working days | Inspection Unit (IAD Inspectors) |
| | c. Reviews and approves report | | 1 working day | Inspection Unit Chief |
| | d. Prepares the necessary output | | 5 working days | Legal Staff / Clerical Staff |
| | e. Reviews and approves output | | 3 working days | IAD Chief |

| | | | | |
|---|---|--|--|-------------------------------|
| | | | | <i>Clerical Staff</i> |
| | f. Records output. Delivers communication output. | | | <i>IAD Messenger</i> |
| How to follow up your request (after 3 working days) | | | | |
| Through telephone call at 988 4242 local 8905 / 8916 Or through email at dbo@quezoncity.gov.ph | Update applicant as to the status of the communication | | Real Time | <i>Communications Officer</i> |
| How to get your request (after 15 working days) | | | | |
| | Through email at dbo@quezoncity.gov.ph | | Real Time | <i>Communications Officer</i> |
| TOTAL: | | | 15 working days from receipt of letter | |
| | | | | |

14. ATTEND QUESTIONS / QUERIES / COMPLAINTS / CONCERNS

| | | | | |
|------------------------------------|---|------------------------|------------------------|---------------------------|
| OFFICE OR DIVISION : | Department of the Building Official through the Administrative Division - Central Communications Unit (CCU) | | | |
| CLASSIFICATION : | Simple | | | |
| TYPE OF TRANSACTION | Government to Citizen/ Government to Business (G2C/G2B) | | | |
| WHO MAY AVAIL : | Any person, firm or corporation, including any agency or instrumentality of the government who requires certification of permit record issued by this department. | | | |
| DOCUMENTARY REQUIREMENTS : | | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| NONE | | NONE | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| How to address your concern | | | | |

| | | | | |
|---|--|--|---------------------------------|-------------------------------|
| Submit letter through electronic mail at dbo@quezoncity.gov.ph . | Acknowledges receipt of letter. | | Real Time | <i>Communications Officer</i> |
| | Internal Process: a. Transmits / routes communication letter to division as instructed. b. Prepares necessary output | | 1-3 Days | |
| TOTAL: | | | 1-3 days from receipt of letter | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|---|---|
| How to send feedback | Answer the feedback form in the office lobby and put it in the drop box. |
| How feedbacks are processed | The admin verifies the nature of queries and feedback within one working day. The same will be referred to the Division concerned via email. Upon receiving the reply from the concerned Division, the client will be informed via email. For follow-ups or queries, the contact information are as follows: 8-988-4242 local 8905/8916/8907 DBO@quezoncity.gov.ph |
| How to file/send a complaint, follow-up, question, query, concern | Please contact the department through: Email:DBO@quezoncity.gov.ph Phone: 8-988-4242 local 8905/8916/8907 |

| | |
|---|---|
| <p>How complaints, follow ups, questions, queries, concerns are processed</p> | <p>Upon receipt of communication, an acknowledgement letter shall be forwarded to the client. The admin shall verify the nature of queries and feedback within one working day. The same will be referred to the Division concerned via email. Upon receiving the reply from the concerned Division, the client will be informed via email.</p> <p>For follow-ups or queries, the contact information are as follows: Email: DBO@quezoncity.gov.ph Phone: 8-988-4242 local 8905/8916/8907</p> |
| <p>Contact Information of CCB, PCC, ARTA</p> | <p>ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p> |

QUEZON CITY ENGINEERING DEPARTMENT

Road Maintenance Division External Services

1. ASPHALT PATCHING

For the maintenance and repair of roads in Quezon City.

| | | | | |
|---|--|---|--|---|
| Office/Division | | Road Maintenance Division | | |
| Classification | | Highly Technical | | |
| Type of Transaction | | G2C | | |
| Who may Avail | | Residents of Quezon City | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request 2. Thru Phone Request 3. Walk-in | | City Engineering Department 5 th - 7 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Letter-Request 2. Report the concern thru phone. 3. Walk-in | 1. Inspection by District Engineer 1.1. Evaluation of reported area/site involved. 1.2. Preparation of Program of Works. | None | 7 days | <i>Engineer V</i> Engineering Department |
| | 2. Inform the client of the inspection's status. 2.1. Approval of project is subjected to availability of materials. | None | With available materials - 7 days If materials are unavailable - variable | <i>City Government Assistant Department Head III</i> Engineering Department <i>Engineer V</i> Engineering Department |
| TOTAL | | None | 14 days (with available materials Variable (if materials are unavailable) | |

2. DECLOGGING/DESILTING, CRACK SEALING AND INSTALLATION OF MANHOLE COVER & REPAIR OF SIDEWALK/CURB & GUTTER/INLETS

For the maintenance and repair of manhole cover, sidewalk/curb and gutter/inlets in Quezon City.

| | | | | |
|---|--|---|------------------------|---|
| Office/Division | | Road Maintenance Division | | |
| Classification | | Highly Technical | | |
| Type of Transaction | | G2C | | |
| Who may Avail | | Residents of Quezon City | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request 2. Thru Phone Request 3. Walk-in | | City Engineering Department 5 th - 7 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Letter-Request 2. Report the concern thru phone. 3. Walk-in | 1. Inspection by District Engineer and evaluation of reported area/site involved. 1.1. Preparation of Program of Works. | None | 7 days | <i>Engineer V</i> Engineering Department |
| | 2. Inform the client of the inspection's status. 2.1. Approval of project is subjected to availability of materials. | None | 15 days | <i>City Government Assistant Department Head III</i> Engineering Department <i>Engineer V</i> Engineering Department |
| TOTAL | | None | 22 ays | |

3. ROAD REPAIR

For the maintenance and repair of roads in Quezon City

| | | | | |
|--|-----------------------|---|-------------------|---------------------------|
| Office/Division | | Road Maintenance Division | | |
| Classification | | Highly Technical | | |
| Type of Transaction | | G2C | | |
| Who may Avail | | Residents of Quezon City | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request 2. Thru Phone Request 3. Walk-in | | City Engineering Department 5 th - 7 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO | PROCESSING | PERSON RESPONSIBLE |

| | | BE PAID | TIME | |
|---|--|---------|--|---|
| 1. Submit the Letter-Request 2. Report the concern thru phone. 3. Walk-in | 1. Inspection by District Engineer 1.1.Evaluation of reported area/site involved. 1.2.Preparation of Program of Works. | None | 7 days | <i>Engineer V</i> Engineering Department |
| | 2. Inform the client of the inspection's status. 2.1.Approval of project is subjected to availability of materials. | None | With available materials - 7 days If materials are unavailable - variable | <i>City Government Assistant</i> <i>Department Head III</i> Engineering Department <i>Engineer V</i> Engineering Department |
| TOTAL | | None | 14 days (with available materials Variable (if materials are unavailable) | |

Building Maintenance Division External Services

1. BUILDING MAINTENANCE

To provide technical and working expertise to different request made by different Departments and Quezon City as a whole.

| | | | | |
|--|---|---|------------------------|--|
| Office/Division | Building Maintenance Division | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2G | | | |
| Who may Avail | Government Offices | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request (job description and pictures 2. Thru Phone Requestand/ or verbal (emergency or urgent request) 3. Walk-in/ Personal | | City Engineering Department 5 th - 7 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Letter-Request from various barangay constituents. | 1. Inspection by Building Maintenance Personnel | None | 3 days | <i>City Government Assistant</i> <i>Department Head III</i> Engineering Department |

| | | | | |
|---|---|------|--|--|
| 2. Report the concern thru phone. 3. Walk-in | 1.2. Evaluation of reported area/site involved. 1.3. Preparation of Program of Works (Requisition Issued Slip) | | | <i>Engineer II</i> Engineering Department |
| | 2. Inform the client of the project's status. 2.1 Approval of project is subjected to availability of materials. | None | With available materials – 10 days or more variable If materials are unavailable - variable | <i>Engineer II</i> Engineering Department <i>City Government Department</i> <i>Head III</i> Engineering Department |
| TOTAL | | None | 13 days (with available materials Variable (if materials are unavailable) | |

2. DEMOLITION PERMIT

Issuance of Demolition Permit for Quezon City Government buildings.

| | | | | |
|---|--|--|------------------------|---|
| Office/Division | | Building Maintenance Division | | |
| Classification | | Complex | | |
| Type of Transaction | | G2G | | |
| Who may Avail | | Government Offices | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Demolition Permit Application Form / Daily Accomplish signed and sealed by the Civil Engineer/Architect 2. ITRUP – General Form No. 12 3. Site Development Plan of Building to be demolished 4. Demolition Clearance 5. Demolition Request Letter 6. Recent photos of Subject Structure 7. Demolition Procedure (signed by Civil Engineer/Architect) 8. Demolition schedule of work 9. Demolition Cost Estimate 10. Photocopy of PRC ID and PTR of Civil Engineer/Architect in charge | | City Engineering Department 5 th - 7 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Letter-Request | 1. Letter-request received by the Records Section, Administrative Division | None | 30 minutes | <i>OIC, Records Section</i> Engineering Department |

| | | | | |
|--|---|------|--------|---|
| | 2.Route to the City Engineer | None | 1 day | <i>City Government Department Head III Engineering Department</i> |
| | 3. Route to Building Maintenance Division 3.1. Course of action 3.1.1. Conduct site Inspection 3.1.2. Document Check 3.1.3.Preparation of Report 3.1.4. Issuance of Demolition Permit. | None | 4 days | <i>City Government Assistant Department Head III Engineering Department Engineer II Engineering Department</i> |

| | | | | |
|--------------|---|------|--------------------|---|
| | 4. Route to the City Engineer for approval and signature of Demolition Permit | None | 1 day | <i>City Government Department Head III Engineering Department</i> |
| | 5. Preparation of endorsement to requesting barangay, copy furnished to General Services Department 5.1. Route to the City Engineer for signature 5.2. Route to the Records Section, Administrative Division for record and release. | | 1 day | <i>Administrative Officer IV (HRMO II) City Government Department Head III Engineering Department OIC, Records Section Engineering Department</i> |
| TOTAL | | None | 7 days, 30 minutes | |

3. MECHANICAL PERMIT

Issuance of Mechanical Permit for Quezon City Government buildings.

| | |
|--|--|
| Office/Division | Building Maintenance Division |
| Classification | Complex |
| Type of Transaction | G2G |
| Who may Avail | Government Offices |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Designed plan and specification with sign and seal of PME. 2. Brochure / Machine Specification 3. Accomplished Mechanical Form with sign and seal of PME 4. Cost Estimate 5. Program of Works | City Engineering Department 5 th - 7 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City |

| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|-------------------|---|-----------------|--------------------|---|
| 1. Letter-Request | 1.Letter-request received by the Records Section, Administrative Division | None | 30 minutes | <i>OIC, Records Section Engineering Department</i> |
| | 2. Route to the City Engineer | None | 1 day | <i>City Government Department Head III Engineering Department</i> |
| | 3. Route to Building Maintenance Division 3.1. Course of action 3.1.1. Conduct site inspection 3.1.2.Document check 3.1.3. Preparation of report and 3.1.4. Issuance of Mechanical Permit | None | 4 days | <i>City Government Assistant Department Head III Engineering Department Engineer II Engineering Department</i> |
| | 4. Route to the City Engineer for approval and signature of Mechanical Permit | None | 1 day | <i>City Government Department Head III Engineering Department</i> |
| | 5. Preparation of endorsement to requesting barangay, copy furnished to General Services Department 5.1. Route to the City Engineer for signature 5.2. Route to the Records Section, Administrative Division for record and release | | 1 day | <i>Administrative Officer IV (HRMO II) City Government Department Head III Engineering Department OIC, Records Section Engineering Department</i> |
| | TOTAL | None | 7 days, 30 minutes | |

4. ISSUANCE OF RENEWAL FOR ANNUAL MECHANICAL CERTIFICATE TO OPERATE

Annual inspection of elevators and gensets in the City Government buildings.

| | |
|---|-------------------------------|
| Office/Division | Building Maintenance Division |
| Classification | Simple, Complex |
| Type of Transaction | G2G |
| Who may Avail | Government Offices |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Completion form signed and sealed by PME | City Engineering Department |

| 2. Load Test certificate (Elevator / Escalator 3. Generators ATS and Electrical Function Test 4. Safety Device Test 5. Sump Pump Test (if required) | | 5 th - 7 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City | | |
|--|--|--|------------------------|---|
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Letter-Request of various contractors | 1. Letter request received by the Records Section, Administrative Division | None | 30 minutes | <i>OIC, Records Section Engineering Department</i> |
| | 2. Route to the City Engineer | None | 1 day | <i>City Government Department Head III Engineering Department</i> |
| | 3. Route to Building Maintenance Division 3.1. Course of action 3.1.1. Conduct site inspection 3.1.2. Document check 3.1.3. Preparation of report 3.1.4. Issuance of Annual Mechanical Certificate to Operate | None | 3 days | <i>City Government Assistant Department Head III Engineering Department Engineer II Engineering Department</i> |
| | 4. Route to the City Engineer for approval and signature of Annual Mechanical Certificate to Operate | None | 1 day | <i>City Government Department Head III Engineering Department</i> |
| | 5. Preparation of endorsement to General Services Department 5.1. Route to the City Engineer for Signature 5.2. Route to the Records Section, Administrative Division for record and release | | 1 day | <i>Administrative Officer IV (HRMO II) City Government Department Head III Engineering Department OIC, Records Section Engineering Department</i> |
| | TOTAL | None | 6 days, 30 minutes | |

Motorpool Division External Services

1. MOTORPOOL DIVISION

To provide heavy equipment services in support to Engineering District activities and to different Departments and Agencies of Quezon City.

| | | | | |
|---|---|---|----------------------------|---|
| Office/Division | | Motorpool Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G/G2C | | |
| Who may Avail | | Government Offices / Residents of Quezon City | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request 2. Thru Phone Request 3. SMS | | Standard request form is requested is from respective Engineering District Offices of Quezon City | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter-request. | 1. Verify the requested job order if already inspected, and if what equipment is applicable to be used. | None | 3 days | <i>City Government Assistant Department Head III Engineering Department</i> <i>Engineer V Engineering Department</i> |
| 2. Report the concern thru phone call 3. Report the concern thru SMS | 2. Equipment is subjected to availability. | None | | |
| 4. Others: During emergency situation | 3. All available equipment | None | Standby / Immediate action | |
| TOTAL | | None | 3 days | |

Horizontal Infra-Projects Division External Services

1. EXCAVATION CLEARANCE PROCESSING

Excavation clearance processing.

| | | | | |
|---|---|--|------------------------|---|
| Office/Division | Waterworks Project Monitoring & Excavation Section, Horizontal-Infra Projects Division | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C | | | |
| Who may Avail | Waterworks Project Monitoring & Excavation Section, Horizontal-Infra Projects Division | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Completely filled-up Application Form for Excavation, Sewer Connection, Tapping of Drainage and Pole/Attachment clearance. Form is available at the Department of Building Official | | Application Form is available at the Department of Building Official | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up Excavation Form and submit Application at the Department of Building Official to be endorsed to Excavation Section, Engineering Department | 1. Check / Evaluate all documents submitted by the applicant to the Department of Building Official | None | 1 day | <i>Evaluator</i> Department of Building Official |
| 2. The inspector will contact the client with party guidance. | 2. Subject to Inspection and Recommendation for Approval / Issuance of Clearance by the City Engineer | None | 3 days | <i>Waterways Superintendent II</i> Engineering Department & <i>City Government Department Head III</i> Engineering Department |
| 3. Claim the Excavation Permit at the Department of Building Official. | 3. Release clearance and endorse to the Department of Building Official for Excavation Permit. | None | | |
| TOTAL | | None | 4 days | |

Electrical Section External Services

1. ELECTRICAL PERMIT

Requirement for the energization of Government-owned structures.

| | | | | |
|--|--|--|------------------------|---|
| Office/Division | Electrical Section | | | |
| Classification | Complex | | | |
| Type of Transaction | G2G | | | |
| Who may Avail | National Government and Local Government of Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter / e-mail Request 2. Approved Electrical Plan with sign and seal of Professional Electrical Engineer (blue and/or white print) 3. Wiring Permit with sign and seal of authorized Licensed Electrical Practitioner (original), as the case may be and photocopies of valid PRC License and current PTR with three (3) specimen signatures 4. Photocopy of Notice of Award, Notice to Commence, Agency Estimate and Program of Works | | City Engineering Department 5 th - 7 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Letter-Request 2. Report the concern thru phone/e-mail 3. Walk-in | 1. Letter from the Agency received by the Records Section, Administrative Division | None | 1 day | <i>OIC, Records Section Engineering Department</i> |
| | 2. Route to the City Engineer | None | 1 day | <i>City Government Department Head III Engineering Department</i> |
| | 3. Route to Electrical Section 3.1. Course of action 3.1.1. Evaluate Plan 3.1.1.1. Document Check 3.1.2. Preparation of Report | None | 5 days | <i>Engineer IV Engineering Department</i> |
| | 4. Recommendation and issuance of Electrical Permit routed to the City Engineer for | None | 1 day | <i>Engineer IV Engineering Department City Government Department</i> |

| | | | | |
|-----------------------------------|---|------|--------|--|
| | signature | | | <i>Head III</i> Engineering Department |
| 4. Pick-up the requested document | 5. Route to the Electrical Section for the release of Electrical Permit | None | 1 day | <i>Engineer IV</i> Engineering Department |
| | TOTAL | None | 9 days | |

2. REQUEST FOR CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI)

Documentary requirement for the energization of Government owned structures.

| | | | | |
|--|--|---|------------------------|--|
| Office/Division | | Electrical Section | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who may Avail | | National Government and Local Government of Quezon City | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. None | | City Engineering Department 5 th - 7 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inform the Office of the completed project for the issuance of CFEI | 1. Conduct site inspection | None | 1 day | <i>Engineer IV</i> Engineering Department |
| | 2. Preparation of CFEI report and certificate 2.1. Route to the City Engineer for signature | None | 1 day | <i>Engineer IV</i> Engineering Department <i>City Government Department</i> <i>Head III</i> Engineering Department |
| 2. Pick-up the requested document | 5. Route to the Electrical Section for the release of CFEI | None | 1 day | <i>Engineer IV</i> Engineering Department |
| | TOTAL | None | 3 days | |

Planning and Programming Division External Services

1. PREPARATION OF DETAILED ENGINEERING DOCUMENTS

Preparation of detailed engineering document (DED) includes but not limited to the following:

- Ocular inspection on the actual/ proposed project site;
- Preparation of survey report and inspection report;
- Preparation of plans and details;
- Preparation of Program of Works/ Detailed Cost Estimates;
- Preparation of Project Schedule and Cash Flow;
- Preparation of List of Manpower and Equipment;
- Preparation of Technical Specifications; and
- Preparation of Certification of Inspection

| | | | | |
|---|---|---|---|---|
| Office/Division | | Planning & Programming Division | | |
| Classification | | Highly Technical | | |
| Type of Transaction | | G2C | | |
| Who may Avail | | Residents of Quezon City | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request 2. Telephone Request 3. SMS Request | | City Engineering Department 5 th - 7 th Floor, Civic Center Building B, Quezon City Hall Compound, Diliman, Quezon City | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Letter-Request 2. Telephone Request 3. SMS Request | 1. Conduct ocular inspection to validate feasibility of the proposed project based on the request(s) | None | 1 day for 1-5 projects 2 days for 6-10 projects 3 days for 11 or more projects | <i>Engineer V</i> Engineering Department |
| | 2. Conduct comprehensive site inspection/ survey to secure information/ data that will be used for the preparation of DED | None | (Per project basis) 1 day for simple project 2 days for complex project 3 days for multiple building project | <i>Engineer V</i> Engineering Department |
| | 3. Prepare complete DED which includes but not limited to certificate of inspection, plans and | None | (Per project basis) 3 day for simple project | <i>Engineer V</i> Engineering Department |

| | | | | |
|--------------|---|------|---|--|
| | details, program of works, project schedule and cash- flow, list of manpower and equipment, and technical specifications. | | 7 days for complex project 9 days for multiple building project | |
| | 4. Transmit the DED to the City Engineer for comment(s) and/ or approval | None | 1 day | <i>Engineer V</i> Engineering Department |
| | 5. Review the DED prior to the approval and recommendation for Procurement Procedure | None | (Per project basis) 1 day for simple project 2 days for complex project 3 days for multiple building project | <i>City Government Department</i> <i>Head III</i> Engineering Department |
| | 6. Transmit the approved DED to the respective agency for the Procurement Procedure | None | 1 day | <i>City Government Department</i> <i>Head III</i> Engineering Department |
| | 7. Notify the requesting party of the result whether the project is feasible or not | None | 1 day | <i>City Government Department</i> <i>Head III</i> Engineering Department |
| TOTAL | | None | 9 days for 1-5 projects 16 days for 6-10 projects 21 days for 15 or more projects | |

Project Monitoring Unit External Services

1. INFRASTRUCTURE BILLING CYCLE

Accomplishment Billing

| | | | | |
|--|---------------------------|--|------------------------|-----------------------------|
| Office/Division | | Project Monitoring Unit | | |
| Classification | | Highly Technical | | |
| Type of Transaction | | G2B (Government to Business) | | |
| Who may Avail | | Contractors | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter-Request for billing addressed to the City Engineer | | 1. Provided by the contractor (signed by duly authorized representative) | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit | 1. Letter from Contractor | None | 1 day | <i>OIC, Records Section</i> |

| | | | | |
|--|---|---------|--------|---|
| letter-request | received by Records Section, Administrative Division | | | Engineering Department |
| | 2. Route to the City Engineer | None | 1 day | <i>City Government Department Head III Engineering Department</i> |
| | 3. Route to Project Monitoring Unit | | | <i>Engineer III Engineering Department</i> |
| | 3.1. Course of action | | | |
| | 3.1.1. Mobilization | | 1 day | |
| | 3.1.1.1. Document Check | | | |
| 3.1.2. Progress Billing | | | | |
| 3.1.2.1. Preparation of Statement of Work Accomplished | | 5 days | | |
| 3.1.2.2. Validation of Accomplishment | | | | |
| 3.1.2.3. Document Check | | | | |
| 3.1.3. Final Billing | | | | |
| 3.1.3.1. Preparation of Statement of Work Accomplished | | 7 days | | |
| 3.1.3.2. Punchlisting | | | | |
| 3.1.3.3. Document Check | | | | |
| | 4. Route to the City Engineer | | | <i>City Government Department Head III Engineering Department</i> |
| | 4.1. Mobilization | | | |
| | 4.1.1. Complete Documents | | 1 day | |
| | 4.1.1.1. Indorsement to General Services Department for Voucher preparation | | | |
| | 4.2. Progress Billing | | | |
| | 4.2.1. Complete Documents/ Validated Accomplishment | | | |
| | 4.2.1.1. Route to Supervising Division to sign Statement of Work Accomplished | | 3 days | |
| | 4.2.1.2. City Engineer to sign Statement of Work Accomplished | | 1 day | |
| | 4.2.1.3. Indorsement to General Services Department for Voucher preparation | | 1 day | |
| | 4.3. Final Billing | | | |
| 4.3.1. Complete Documents | | | | |
| 4.3.1.1. Route to Supervising Division to sign Statement of Work Accomplished and for Final Inspection | | 10 days | | |

| | | | | |
|--------------|--|-------------|----------------|--|
| | 4.3.1.2. City Engineer to sign Statement of Work Accomplished and Acceptance | | 1 day | |
| | 4.3.1.3. Indorsement to General Services Department for Voucher preparation | | 1 day | |
| | 4.4. Incomplete Documents and/or Projects with Punchlisting works | | | |
| | 4.4.1. Information to Contractor of the deficiency | | 1 day | |
| TOTAL | | None | 34 days | |

Administrative Division External Services

1. RECEIVING/RELEASING OF VARIOUS COMMUNICATIONS, COMPLAINTS, REQUESTS, BILLINGS, ETC.

Receiving and releasing of incoming and outgoing communications from the General Public.

| | | | | |
|--|--|--|------------------------|---|
| Office/Division | | Records Section, Administrative Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2B, G2C, G2G | | |
| Who may Avail | | General Public | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of concerned with attachment from the general public 2. Letter response to the end-user | | 1. Government agency concerned | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Letter request or communication to Records Section 2. Obtain receiving copy | 1. Receive and stamp the documents by the Records Section, Administrative Division 1.1. Provide the client a receiving copy for reference 1.2. Encode communications for attachment of Routine Slip 1.3. Check and review the Communications. | None | 1 day | <i>OIC, Records Section Engineering Department</i> |
| | 2. Forward communications to the Office of the City Engineer for instructions indicated in the Routine Slip | None | | <i>City Government Department Head III Engineering Department</i> |
| | 3. Forward communication to the Chief Administrative Officer for | None | 1 day | <i>Chief Administrative Officer Engineering Department</i> |

| | | | | |
|--------------|--|------|--------|--|
| | specific instruction. | | | |
| | 4.Forward communications to the Head of the Records Section, Administrative Division 4.1. Encode communication At the Records e-file 4.2. Release documents to different divisions, utility, contractor, barangay and other concerned agencies as instructed by the City Engineer. | None | | <i>OIC, Records Section Engineering Department</i> |
| TOTAL | | None | 2 days | |

2. ISSUANCE OF CERTIFIED PHOTOCOPIES

To provide clients of certified photocopies of documents.

| | | | | |
|---|---|------------------------|------------------------|---|
| Office/Division | Records Section, Administrative Division | | | |
| Classification | Simple | | | |
| Type of Transaction | G2B, G2C, G2G | | | |
| Who may Avail | General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Letter of concerned with attachment from the general public | | Records Section | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Communications from the end-user, complaints request | 1. Receive request and forward to the City Engineer | None | 1 day | <i>OIC, Records Section Engineering Department</i> |
| | 2. Route to the Chief Administrative Officer for specific instruction. | None | | <i>Ma. Michelle A. Bogarin Chief Administrative Officer Engineering Department</i> |
| | 3. Forward to the Head of the Records Section for instruction | None | | <i>OIC, Records Section Engineering Department</i> |
| | 4. Check the Storage/Archive Room 4.1. Stamp with Certified Photocopy to be signed by the Head of the Records Section 4.2. Issue Order of Payment | None | 1 day | <i>OIC, Records Section) Engineering Department</i> |
| 2.Certified true copy of previous documents needed. | 5. Order of Payment to be paid at the City Treasurer's Office 5.1. Filing of the photocopy of the receipt from the City Treasurer's Office | ₱ 50.00 | | <i>City Treasurer City Treasurer's Office</i> <i>OIC, Records Section Engineering Department</i> |
| TOTAL | | ₱ 50.00 | 2 days | |

Administrative Division Internal Services

1. APPLICATION FOR EMPLOYMENT

Application for employment is open to all provided that there is a vacant position.

| | | | | |
|---|---|------------------------|------------------------|--|
| Office/Division | Personnel Section, Administrative Division | | | |
| Classification | Simple | | | |
| Type of Transaction | G2G, G2C | | | |
| Who may Avail | Employees of Engineering Department, General Public | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter of Application specifying the position Desired and 2. Personal Data Sheet | | | Personnel Section | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Letter of Application and Personal Data Sheet at the Records Section. | 1. Forward the request to the City Engineer for instructions. | None | 1 day | <i>OIC, Records Section Engineering Department</i> |
| | 2. Application coursed to the Chief Administrative Officer for dispositive action. | None | 5 minutes | <i>Chief Administrative Officer Engineering Department</i> |
| | 3. Conduct pre-screening of applicants | None | 1 day | <i>Administrative Officer IV (HRMO II) Engineering Department</i> |
| | 4. Prepare notice of screening and submit to the Chief Administrative Officer for interview. 4.1. Forward evaluation to the City Engineer for approval and/or further interview. | None | 2 days | <i>Chief Administrative Officer Engineering Department City Government Department Head III Engineering Department</i> |
| | 5. Forward evaluation to The Chief Administrative Officer for specific instructions. | None | 1 day | <i>Chief Administrative Officer Engineering Department</i> |
| 2. Submit all the requirements for employment | 6. Notify applicants to comply with the requirements. | None | 5 minutes | <i>Administrative Officer IV (HRMO II) Engineering Department</i> |
| TOTAL | | None | 5 days, 10 minutes | |

2. APPLICATION FOR PROMOTION

Application for promotion is open to all provided that there is a vacant position. Applicants should possess the minimum qualification requirement of the position applied for.

| | | | | |
|---|---|------------------------|------------------------|--|
| Office/Division | Personnel Section, Administrative Division | | | |
| Classification | Complex | | | |
| Type of Transaction | G2G, G2C | | | |
| Who may Avail | Employees of Engineering Department, General Public | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter of Application specifying the position desired and 2. Personal Data Sheet | | | Personnel Section | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Letter of Application and Personal Data Sheet at the Records Section. | 1. Forward the request to the City Engineer for instructions | None | 1 day | <i>OIC, Records Section Engineering Department</i> |
| | 2. Application coursed to the Chief Administrative Officer for dispositive action. | None | 5 minutes | <i>Chief Administrative Officer Engineering Department</i> |
| | 3. Conduct pre-screening of applicants | None | 3 days | <i>Administrative Officer II (HRMO I) Engineering Department</i> <i>Administrative Officer II (HRMO I) Engineering Department</i> |
| | 4. Prepare notice of screening and submit to the Chief Administrative Officer for interview of applicants by the Internal Personnel Selection Committee Chairman and its members 4.1 Forward evaluation to the City Engineer for approval. | None | 3 days | <i>Chief Administrative Officer Engineering Department</i> <i>City Government Department Head III Engineering Department</i> |
| | 5. Forward evaluation to the Chief Administrative Officer for specific instructions. | None | 5 minutes | <i>Chief Administrative Officer Engineering Department</i> |
| 2. Submit all the requirements for promotion. | 6. Notify applicants to comply with the requirements. | None | 1 day | <i>Administrative Officer II (HRMO I) Engineering Department</i> <i>Administrative Officer II (HRMO I) Engineering Department</i> |
| | 7. Submit all the requirements for Personnel Selection | None | 10 minutes | Human Resource Management Department |

| | | | | |
|--------------|---|------|-------------------|--|
| | Board at the Human Resource Management Department | | | |
| TOTAL | | None | 8 days, 20minutes | |

3. APPLICATION FOR LEAVE OF ABSENCES

Employees are granted the right to avail leave of absence with or without pay as provided by the CSC Rules and Regulations.

| | | | | |
|---|---|--|------------------------|--|
| OFFICE/DIVISION | | Personnel Section, Administrative Division | | |
| CLASSIFICATION | | Simple | | |
| TYPE OF TRANSACTION | | G2G | | |
| WHO MAY AVAIL | | Employees of Engineering Department | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly accomplished leave form (CS Form 6) in two (2) copies 2. Medical Certificate for sick leave exceeding five (5) days and other supporting documents | | Personnel Section | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish leave form (CS Form 6) from Nos. 1 to 6D. Have the Respective head sign for recommending approval of leave and submit to Personnel Section | 1. Receive the duly filled-up Leave of Absence Form 1.1. Compute and record the leave credits. | None | 1 day | <i>Administrative Officer IV (HRMO II)</i> Engineering Department |
| | 2. Forward the Leave of Absence Form for the signature of the Chief Administrative Officer | None | | <i>Chief Administrative Officer</i> Engineering Department |
| TOTAL | | None | 1 day | |

4. APPLICATION FOR RETIREMENT

Processing of the requirements for the Retirement/Separation of employees.

| | | | |
|---|---|--|--|
| Office/Division | | Personnel Section, Administrative Division | |
| Classification | | Simple | |
| Type of Transaction | | G2G | |
| Who may Avail | | Retired Engineering employees | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Letter of Intent to retire (for optional retiree) 2. GSIS Application for Retirement Form 3. Service Record & LWOP | 4. Office Clearance 5. General Clearance 6. Legal Clearance 7. Birth Certificate | Personnel Section | |

| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-----------------|--|
| 1. Submit Letter of Intent to retire (FOR OPTIONAL RETIREE) addressed to the City Engineer at the Records Section | 1. Receive and stamp the documents by the Records Section, Administrative Division 1.1. Provide the client a receiving copy for reference 1.2. Encode communications for attachment of Routine Slip 1.3. Check and review the communications | None | 1 day | <i>OIC, Records Section Engineering Department</i> |
| | 2. Forward to the City Engineer | | 1 day | <i>City Government Department Head III Engineering Department</i> |
| | 3. Route to the Chief Administrative Officer for specific instruction. | | | <i>Chief Administrative Officer Engineering Department</i> |
| 2. Submit all the requirements | 4. Prepare endorsement for initials of the Head of the Personnel Section, Chief Administrative Officer and signature of the City Engineer. | None | 2 days | <i>Administrative Officer IV (HRMO II) Engineering Department</i> <i>Chief Administrative Officer Engineering Department</i> <i>City Government Department Head III Engineering Department</i> |
| | 3. Transmit endorsement to the HRMD | None | | <i>Human Resource Management Department</i> |
| TOTAL | | None | 3 days | |

5. APPLICATION FOR TERMINAL LEAVE

Terminal Leave Benefit is granted to officials and employees upon retirement or separation from the service. Benefits are based on accumulated leave credits.

| | |
|----------------------------------|---|
| Office/Division | Personnel Section, Administrative Division |
| Classification | Simple |
| Type of Transaction | G2G |
| Who may Avail | Retired & Legal Heirs of the deceased Engineering employees |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |

| 1. GSIS Clearance 2. Service Record & LWOP 3. Office Clearance 4. General Clearance 5. Legal Clearance 6. Birth Certificate 7. NOSA 8. SALN 9. Leave Form & Leave Card | | Personnel Section | | |
|--|---|-------------------|-----------------|---|
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all the requirements | 1. Prepare endorsement for initials of the Chief Administrative Officer and signature of the City Engineer. | None | 1 day | <i>Administrative Officer IV (HRMO II)</i> Engineering Department <i>Chief Administrative Officer</i> Engineering Department <i>City Government Department Head III</i> Engineering Department |
| | 2. Transmit indorsement to the HRMD | None | 1 day | Human Resource Management Department |
| TOTAL | | None | 2 days | |

6. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Employees and former employees may request for Certificate of Employment which is usually required for loans, employment to other companies/agencies upon resignation from the government service and other purposes that requires certificate.

| Office/Division | Personnel Section, Administrative Division | | | |
|--|---|-------------------|------------------|---|
| Classification | Simple | | | |
| Type of Transaction | G2G | | | |
| Who may Avail | Engineering employees who were previously / currently deployed | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Walk-in 2. Thru Phone Request | | Personnel Section | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Personnel Section to request for Certificate of Employment | 1. Prepare Certificate of Employment for the initials of the Head of the Personnel Section Chief Administrative Officer and signature of the City Engineer. | None | 1 day | <i>Administrative Officer IV (HRMO II)</i> Engineering Department <i>Chief Administrative Officer</i> Engineering Department <i>City Government Department Head III</i> Engineering Department |
| 2. Receive request | 2. Release certificate to requestor | None | 2 minutes | <i>Administrative Officer IV (HRMO II)</i> Engineering Department |
| TOTAL | | None | 1 day, 2 minutes | |

7. ISSUANCE OF OFFICE CLEARANCE

Office Clearance is requested by existing, resigned and separated employees as requirement for retirement/survivorship application, leave and loan application.

| | | | | |
|--|--|---|------------------------|---|
| OFFICE/DIVISION | | Personnel Section, Administrative Division | | |
| CLASSIFICATION | | Simple | | |
| TYPE OF TRANSACTION | | G2G – Government to employee | | |
| WHO MAY AVAIL | | Officials/Employees of Engineering Department | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. For Retirement – Service Record 2. For Leave – exceeded 14 days – approved leave | | Personnel Section | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Personnel Section and bring necessary requirement. | 1. Prepare Office Clearance. | None | 15 minutes | <i>Administrative Officer IV (HRMO II)</i> Engineering Department |
| | 2. Forward the document for the signature of the concerned officers and the City Engineer. | None | 1 day | <i>Administrative Officer V (Supply Officer III)</i> Engineering Department <i>Administrative Officer IV (HRMO II)</i> Engineering Department <i>Chief Administrative Officer</i> Engineering Department <i>City Government Department Head III</i> Engineering Department |
| 2. Obtain the request from the Personnel Section. | 3. Record and release the document. | None | 2 minutes | <i>Administrative Officer IV (HRMO II)</i> Engineering Department |
| TOTAL | | None | 1 day, 17 minutes | |

8. REQUEST FOR CERTIFICATION OF LEAVE CREDITS

Securing personnel Certification of Leave Credits for various purposes.

| | | | | |
|----------------------------|--|--|--|--|
| OFFICE/DIVISION | | Personnel Section, Administrative Division | | |
| CLASSIFICATION | | Simple | | |
| TYPE OF TRANSACTION | | G2G – Government to employee | | |
| WHO MAY AVAIL | | Officers/Employees of Engineering Department | | |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|-------------------|-----------------|--|
| 1. Walk-in | | Personnel Section | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Personnel Section to request for Certification of Leave Credits | 1. Check the record of the employee. Compute and accomplish leave credits. | None | 20 minutes | <i>Administrative Officer IV (HRMO II)</i> Engineering Department |
| | 2. Forward the Application Form for signature of the Chief Administrative Officer | | 5 minutes | <i>Chief Administrative Officer</i> Engineering Department |
| 2. Obtain the request from the Personnel Section. | 4. Record and release the document. | | 3 minutes | <i>Administrative Officer IV (HRMO II)</i> Engineering Department |
| TOTAL | | None | 28 inutes | |

9. AUTHENTICATION OF PERSONNEL RECORDS

Request for the authentication of the photocopy of appointment, SALN, NOSA, Payslip, etc. for various purposes.

| OFFICE/DIVISION | Personnel Section, Administrative Division | | | |
|--|---|-------------------|-----------------|--|
| CLASSIFICATION | Simple | | | |
| TYPE OF TRANSACTION | G2G – Government to employee | | | |
| WHO MAY AVAIL | Officials/Employees of Engineering Department | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Walk-in | | Personnel Section | | |
| CLIENTS STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Personnel Section to request for authentication of personnel record. | 1. Receive and stamps the name of the signatory to the document being requested for authentication for the signature of the officer in charge | None | 3 minutes | <i>Administrative Officer IV (HRMO II)</i> Engineering Department |
| 2. Obtain the request from the Personnel Section. | 2. Record and release the document. | None | 2 minutes | <i>Administrative Officer IV (HRMO II)</i> Engineering Department |
| TOTAL | | None | 5 minutes | |

FEEDBACK AND COMPLAINTS MECHANISM

| FEEDBACK AND COMPLAINTS MECHANISMS | |
|--|---|
| How to send a feedback? | <ol style="list-style-type: none"> 1. Fill-up the client feedback form and drop it at the designated drop box located at the Public Assistance Complaints Desk. 2. Contact information for follow-up and inquiries: engineering@quezoncity.gov.ph 988-4242 loc. 8536 |
| How feedback is processed? | <ol style="list-style-type: none"> 1. Every Friday the Public Assistance Officer of the day opens the drop box and compiles and records all feedbacks submitted. 2. Feedback requiring answers are forwarded to the Chief Administrative Officer to answer within five (5) days upon receipt of the feedback. 3. Send response to the client. 4. Contact information for follow-up and inquiries: engineering@quezoncity.gov.ph 988-4242 loc. 8536 |
| How to file complaints? | <ol style="list-style-type: none"> 1. Fill-up the client Complaint Form and drop it at the designated drop box located at the Public Assistance Complaints Desk. 2. Complaint can also be made via telephone provided with the following information: <ul style="list-style-type: none"> - Name of employee being complained - Incident - Evidence 3. Contact information for follow-up and inquiries: engineering@quezoncity.gov.ph 988-4242 loc. 8536 |
| How complaints are processed? | <ol style="list-style-type: none"> 1. The Chief Administrative Officer daily opens the complaints drop box and evaluate each complaint. 2. The Chief Administrative Officer will then start the investigation and forward the report to the person concerned for his/her explanation. 3. The Chief Administrative Officer makes recommendation and shall submit to the City Engineer for appropriate action. 4. The Chief Administrative Officer will send feedback to the client. 5. Contact information for follow-up and inquiries: engineering@quezoncity.gov.ph 988-4242 loc. 8536 |
| Contact information of Anti-Red Tape Authority (ARTA), PCC Presidential Complaint Center (PCC) , Contact Center ng Bayan (CCB) | <p>ARTA : complaints@arta.gov.ph 8478-5093</p> <p>PCC : 8888</p> <p>CCB : 0908-8816565 (SMS)</p> |

DEPARTMENT OF PUBLIC ORDER AND SAFETY

Administrative Division External Service

1. RECRUITMENT AND HIRING OF DPOS PERSONNEL

Recruitment and hiring of DPOS Contract of Service personnel is the temporary measure implemented by this department to augment the existing workforce for particular program / project. The services of these Contract of Service personnel are subject for renewal every six months depending on the need and performance of the personnel.

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office / Division: | Administrative Division, Department of Public Order and Safety | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen | | | |
| Who may avail: | Quezon City residents, high school graduate, college level, college graduate or post graduate; | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Intent / Application | | Administrative Division, DPOS | | |
| Personal Data Sheet | | School / University | | |
| Diploma - High School or College or Post Graduate | | School / University | | |
| Transcript of Records | | School / University | | |
| Civil Service Eligibility or its equivalent | | Civil Service Commission / PRC | | |
| Birth Certificate | | Philippine Statistics Authority | | |
| Marriage Contract (if applicable) | | Philippine Statistics Authority | | |
| Drug Test Result | | Accredited Drug Testing Laboratory / Hospital | | |
| NBI | | National Bureau of Investigation | | |
| Community Tax Certificate | | City Treasurer's Office, Quezon City Hall | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|---|-----|---------|------------------------------|
| 1. Applicants submit letter of application with Personal Data Sheet | 1. Receives the application and informs applicant to wait for notification, through text message, from the Administrative Personnel; | N/A | 3 mins | Receiving Clerk |
| | 1.1 Records the document and prepares routing slip; | N/A | 2 mins | Receiving Clerk |
| | 1.2 Forwards the application to the Administrative Division; | N/A | 3 mins | Receiving Clerk |
| | 1.3 Evaluates and checks the qualifications of the applicant, prepares recommendation and refer to the Department Head for instruction; | N/A | 15 mins | Chief Administrative Officer |
| | 1.4 Reviews the recommendation; gives instruction to the CAO whether to consider or reject applicant; | N/A | 30 mins | Head, DPOS |

| | | | | |
|--|---|-----|---------|------------------------------|
| | 1.5 Instructs Administrative Clerk to include the name of the applicant in the masterlist of applicants or to inform the applicant that he/she did not qualify to the current need of the department; | N/A | 30 mins | Chief Administrative Officer |
| | 1.6 Encodes the name of the applicant in the masterlist of applicants and informs them of their application status; | N/A | 15 mins | Admin Clerk |
| | 1.7 Sets the date for interview of all applicants; (this will depend on the availability of slots for COS) | N/A | 30 mins | Chief Administrative Officer |
| | 1.8 Informs DPOS Selection Committee members on the date and time of interview; | N/A | 30 mins | Admin Clerk |

| | | | | |
|---|--|-----|---------|------------------------------|
| | 1.9 Informs all qualified applicants through e-message or text on the date and time of initial interview by the DPOS Selection Committee; | N/A | 1 hour | Admin Clerk |
| 2. Applicant appears on the date and time specified by the Admin Clerk; | 2. Orients the applicant on the process of the interview and the important information the DSC will be asking; | N/A | 30 mins | Admin Clerk |
| | 2.1 Interviews qualified applicants; | N/A | 20 mins | DPOS Selection Committee |
| | 2.2 Collects the evaluation sheets / score sheets of the DCS members after all the applicants are interviewed and tabulates the result of the ratings; | N/A | 1 hour | Admin Clerk |
| | 2.3 Submits the result to the Chief Administrative Officer | N/A | 20 mins | Admin Clerk |
| | 2.4 Checks the tabulation and presents to the Department Head for | N/A | 15 mins | Chief Administrative Officer |

| | | | | |
|---|--|-----|---------|------------------------------|
| | instruction; | | | |
| | 2.5 Instructs the CAO to set final interview of applicants who passed the initial interview | N/A | 15 mins | Head, DPOS |
| | 2.6 Informs all applicants who passed the preliminary screening on the date and time of the final interview; | N/A | 1 hour | Admin Clerk |
| 3. Appears before the DPOS Head for final interview | 3. Interviews all the applicants; | N/A | 20 mins | Head, DPOS |
| | 3.1 Gives instruction to the Chief Administrative Officer and identifies applicants to be hired | N/A | 20 mins | Head, DPOS |
| | 3.2 Informs successful applicants to submit all documentary requirements within 5 days | N/A | 30 mins | Chief Administrative Officer |
| | 3.3 Waits for the submission of documents by the applicants; | N/A | 5 days | |

| | | | | |
|---|---|-----|---------|------------------------------|
| 4. Submits to DPOS all the documentary requirements | 4.1 Receives and checks on the completeness of the documents and advises them to report after 2 days | N/A | 2 hours | Admin Clerk |
| | 4.2 Prepares Contract of Service for the newly hired applicants | N/A | 1 hour | Admin Clerk |
| | 4.3 Prepares all documentary requirements for the signing of contract and notifies all successful applicants to report for signing and orientation; | N/A | 2 days | Admin Clerk |
| 5. Reports to DPOS on the specified date for contract signing and orientation | 5.1 The applicants are oriented on the Terms and Conditions prior to signing of contract; | N/A | 30 mins | Chief Administrative Officer |
| 6. Applicants signs Contract | 6.1 Have the newly hired personnel sign contract as Contract of Service employees of DPOS for the period _____; | N/A | 1 hour | Admin Clerk |
| | 6.2 Affixes signature on the Contract | N/A | 20 mins | Head, DPOS |

| | | | | |
|---------------------|---|-----|------------------------------|------------------------------|
| | of Service; | | | |
| | 6.2 Transmits the signed Contract of Service to the Human Resource and Management Department for processing and signature of the Mayor; | N/A | 30 mins | Admin Clerk |
| 7. Reports for work | 7.1 Welcomes the newly hired Contract of Service Personnel and gives them orientation on the functions of our department; | N/A | 30 mins | Chief Administrative Officer |
| TOTAL: | | | 8 days 6 hours 18 mins | |

2. PROCESS IN THE RECOMMENDATION FOR PROMOTION AND HIRING OF PLANTILLA PERSONNEL

The department shall adhere to the Civil Service Commission's Omnibus Rules on Appointments and Other Human Resources Actions. Publications shall be coursed through the Human Resource Management Department.

| | |
|---|---|
| Office / Division: | Administrative Division |
| Classification: | Highly Technical |
| Type of Transaction: | G2C Government to Citizen; |
| Who may avail: | All interested applicants |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| APPLICANTS | |
| 1. Letter of intent (1 original or 1 photocopy or 1 electronic copy) | Applicant |
| 2. Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work | Please download the PDS and Work Experience Sheet at www.csc.gov.ph |

| Experience Sheet (1 original or 1 photocopy or 1 electronic) | | | | |
|---|---|-----------------|-----------------|-------------------------------|
| 3. Performance rating in the last rating period (if with previous government service) ^{SEP} (1 original or 1 photocopy or 1 electronic copy) | Previous/current government employer | | | |
| 4. Certified / authenticated of eligibility/rating/license (1 original or 1 photocopy or 1 electronic copy) | Civil Service Commission (CSC) / Professional Regulation Commission (PRC) | | | |
| 5. Certified / authenticated of Transcript of Records and Diploma (1 original or 1 photocopy or 1 electronic copy) | College / University graduated | | | |
| 6. Medical Certificate (CSC Form 211, revised 2018) (1 original copy with test result attached) | Please download the Medical Certificate (CSC Form 211, revised 2018) at www.csc.gov.ph and signed by a government physician | | | |
| 7. Valid NBI Clearance (1 original copy) | National Bureau of Investigation (NBI) | | | |
| 8. PSA-issued Birth Certificate (1 original/authenticated copy) | Philippine Statistics Authority (PSA) | | | |
| 9. Marriage Contract/ Certificate (if applicable) (1 original/authenticated copy) | Philippine Statistics Authority (PSA) | | | |
| Upon appointment | | | | |
| 1. Statement of Assets and Liabilities and Net Worth (SALN) (4 original copy) | Please download the Statement of Assets and Liabilities and Net Worth (SALN) at www.csc.gov.ph | | | |
| 2. Landbank ATM application/number (1 photocopy for ATM Card [Front]) | Landbank (for Landbank ATM application) | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the complete application requirements thru e-mail, dpos@quezoncity.gov.ph or thru courier/walk-in at DPOS Office. | 1.1 Send an e-mail acknowledgement and paper screen applications received. Only shortlisted applicants with complete requirements and applied within the application period will be contacted for the formal assessment process. | NONE | 10 days | Administrative Division Staff |
| 2. Confirm the attendance to scheduled preliminary interview at the DPOS office | 2.1 Schedule shortlisted applicants for interview | NONE | 3 days | Administrative Division Staff |
| | 2.2 Check and reviews all documents submitted | NONE | 1 day | Administrative Division Staff |

| | | | | |
|--|--|------|---------|-------------------------------|
| | 2.3 Submit to the Human Resource Management Department the documents of all shortlisted applicants | NONE | 1 day | Administrative Division Staff |
| | TOTAL: | | 15 days | |

3. RECEIVING OF ALL INCOMING DOCUMENTS

This covers the receipt of all incoming documents from external clients – complaints, requests and other concerns.

| | | | | |
|--|---|-----------------------------|------------------------|---------------------------|
| Office/Division: | | Administrative Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen | | |
| Who may avail: | | All constituents / citizens | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | None | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send the documents to DPOS Office through personal delivery or mail/ courier, email | 1.1. Check appropriate details like name of the sender and contact number | None | 10 Minutes | Receiving Clerk |
| | 1.2. Stamp received the duplicate copy and return to the customer, if personally delivered. If documents are received from post office or courier or email affix the signature in the delivery receipt. | None | 5 Minutes | Receiving clerk |
| | 1.3. Proceed to recording of the document. | None | 10 Minutes | Receiving Clerk |
| | 1.4. Assign reference number. | None | 5 Minutes | Receiving Clerk |
| | 1.5 Forward all documents to the Office of the Department Head | None | 5 minutes | Messenger |
| | 1.6. Encode details in the Microsoft SharePoint – Receiving Documents Master list. | None | 20 Minutes | Administrative Assistant |

| | | | | |
|--|---|------|---------------------|------------------------------|
| | 1.7 Review documents for notation of the Department Head | None | 20 minutes | Chief Administrative Officer |
| | 1.8 Review, give instructions / notations to concerned division heads | None | 20 minutes | Head, DPOS |
| | 1.9 Route the physical documents to the concerned divisions | None | 10 minutes | Messenger |
| | TOTAL: | None | 1 Hours, 45 Minutes | |

Administrative Division Internal Service

1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Certificate of Employment is issued to all DPOS employees upon request for whatever legal purpose it may serve them. Certificate of employment is requested for the purpose of applying loans, travels, and other personal reason.

| | | | | |
|-------------------------------------|--|--|------------------------|---------------------------|
| Office / Division: | | Administrative Division, Department of Public Order and Safety | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G - Government to Government | | |
| Who may avail: | | All DPOS employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter request | | Administrative Division Office, DPOS | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applicants submit letter request | 1. Receives the letter request and informs applicant to wait for notification from the Administrative Personnel; | N/A | 3 mins. | Administrative Clerk |
| | 2. Checks on the status of the applicant's employment; | N/A | 10 mins. | Administrative Clerk |

| | | | | |
|--|--|-----|---------|------------------------------|
| | 3. Prepares the Certificate of Employment | N/A | 10 mins | Administrative Clerk |
| | 4. Reviews and affixes initials on the Certificate of Employment | N/A | 10 mins | Chief Administrative Officer |
| | 5. Approves and signs Certificate of Employment | N/A | 10 mins | Head, DPOS |
| | 6. Informs requesting personnel thru text message that the Certificate of Employment is already signed by the DPOS Head/ | N/A | 5 mins | Administrative Clerk |
| | TOTAL: | | 48 mins | |

2. ISSUANCE OF LEAVE CARDS

Leave Cards are issued to DPOS employees as attachments to their claims for monetization, application for loan, GSIS requirements, terminal leave and other similar purposes.

| | | | | |
|-------------------------------------|--|--------------------------------------|------------------------|---------------------------|
| Office / Division: | | Administrative Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G - Government to Government | | |
| Who may avail: | | All DPOS employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter or verbal request | | Administrative Division Office, DPOS | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applicants submit letter request | 1. Receives the letter request and informs applicant to wait for notification from the Administrative Personnel; | N/A | 3 mins. | Administrative Clerk |

| | | | | |
|--|---|-----|---------|------------------------------|
| | 2. Checks on the purpose of the request and the other documents needed | N/A | 5 mins. | Administrative Clerk |
| | 3. Checks on the number vacation and sick leave credits from the database | N/A | 10 mins | Administrative Clerk |
| | 4. Prepares and signs the Leave Card | N/A | 10 mins | Administrative Clerk |
| | 5. Approves and signs the Leave Card | N/A | 10 mins | Chief Administrative Officer |
| | 6. Informs requesting personnel thru text message that the Leave Card is already signed by the Chief Administrative Officer | N/A | 5 mins | Administrative Clerk |
| | TOTAL: | | 43 mins | |

3. ISSUANCE OF OFFICE CLEARANCE (A)

Office Clearance (A) is issued to all DPOS employees as requirement for payment of last salary.

| | | | | |
|-------------------------------------|--------------------------------|--------------------------------------|------------------------|---------------------------|
| Office / Division: | | Administrative Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G - Government to Government | | |
| Who may avail: | | All DPOS employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter or verbal request | | Administrative Division Office, DPOS | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applicants submit letter request | 1. Receives the letter request | N/A | 3 mins. | Administrative Clerk |

| | | | | |
|--|--|-----|-------------------|------------------------------------|
| | 2. Checks on the 201 file of the personnel; | N/A | 5 mins. | Administrative Clerk |
| | 3. Prepares Office Clearance | N/A | 10 mins | Administrative Clerk |
| | 4. Clears as to Money and Property Accountability | N/A | 10 mins | OIC, Finance and Budget Section |
| | 5. Clears as to Records Accountability | N/A | 10 mins | OIC, Records Section |
| | 6. Clears as to Traffic Operations Accountability | N/A | 10 mins | Chief, Traffic Operations Division |
| | 7. Clears as to Administrative Accountability | N/A | 10 mins | Chief Administrative Officer |
| | 8. Approves and signs Office Clearance | N/A | 10 mins | Head, DPOS |
| | 9. Informs personnel thru text message and attaches clearance to the other documents | N/A | 10 mins | Administrative Clerk |
| | TOTAL: | | 1 hour 18 mins | |

4. ISSUANCE OF OFFICE CLEARANCE (B)

Office Clearance (B) is issued to all DPOS employees as requirement for maternity leave and application for leave of absence for more than thirty (30) days.

| | |
|----------------------------------|--------------------------------|
| Office / Division: | Administrative Division |
| Classification: | Simple |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | All DPOS employees |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |

| Letter or verbal request | | Administrative Division Office, DPOS | | |
|-------------------------------------|--|--------------------------------------|-----------------|------------------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applicants submit letter request | 1. Receives the letter request and informs applicant to wait for notification from the Administrative Personnel; | N/A | 3 mins. | Administrative Clerk |
| | 2. Checks on the purpose of the request and the other documents needed | N/A | 5 mins. | Administrative Clerk |
| | 3. Prepares Office Clearance | N/A | 10 mins | Administrative Clerk |
| | 4. Reviews and affixes initials on the Office Clearance | N/A | 10 mins | Chief Administrative Officer |
| | 5. Approves and signs Office Clearance | N/A | 10 mins | Head, DPOS |
| | 6. Informs requesting personnel thru text message that the Office Clearance is already signed by the DPOS Head | N/A | 10 mins | Administrative Clerk |
| | TOTAL: | | 48 mins | |

5. APPLICATION FOR LEAVE

Aside from the Vacation, Sick, Maternity and Paternity Leave, special Leave privileges may be availed for three (3) days or a combination of any leave for maximum of three days in a given year.

| | |
|-----------------------------|--------------------------------|
| Office/Division: | Administrative Division |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |

| | | | | |
|--|--|---|------------------------|---------------------------|
| Who may avail: | | All DPOS employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Accomplished Leave Form (Civil Service Form No. 6) (2 Original / soft copy) | | Human Resources Development Division | | |
| 2. Medical Certificate for sick leave incurred for 5 days or more (1 Original / soft copy) | | Hospital / Clinic / Lying-in | | |
| For Maternity Leave Application | | | | |
| 1. Medical Certificate issued by a government or private physician, as proof of pregnancy and estimated type of delivery (Original / soft copy - 1 copy) | | Hospital / Clinic / Lying-in | | |
| 2. Accomplished Clearance Form (Civil Service Form No. 7) (2 Original) | | Human Resources Development Division | | |
| 3. Solo Parent I.D. for solo parents who want to avail the additional maternity leave of 15 days (1 Original / soft copy) | | Department of Social Welfare and Development (DSWD) / Municipal Social Welfare and Development (MSWD) | | |
| For Paternity Leave Application | | | | |
| 1. PSA marriage certificate (1 photocopy) | | Philippine Statistics Authority (PSA) | | |
| 2. Birth certificate of newly born child (1 photocopy) | | Hospital / Clinic / Lying-in / Civil Registry / PSA | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out the leave form. *for vacation leave: filing should be at least five (5) calendar days before actual leave *for emergency sick leave: filing should be done the day after *for maternity leave: filing should be at least thirty (30) calendar days in advance | 1. Provides the leave form | None | 20 minutes | Administrative Assistant |
| 2. Submits the accomplished leave form including the documentary requirements to the Administrative Division | 2.1. Reviews completeness of documentary requirements and certifies leave balances | None | 20 minutes | Administrative Assistant |
| None | 2.2. Endorses to first- | None | 20 minutes | Administrative |

| | | | | |
|--------|--|------|------------|------------------------------|
| | level approver for initial | | | Assistant |
| None | 2.3 First-level approver will decide whether to recommend or not recommend the leave | None | 30 minutes | Administrative Officer II |
| None | 2.4. Endorse to final second- level approver for approval | None | 10 minutes | Administrative Assistant |
| None | 2.5. Second-level approver will decide whether the recommendation is acceptable or not and sign the leave form | None | 30 minutes | Chief Administrative Officer |
| None | 2.6. Retrieves the signed leave form | None | 20 minutes | Administrative Assistant |
| | 2.7 Records the approved application | None | 30 minutes | Administrative Assistant |
| TOTAL: | | | 3 hours | |

6. PROCESSING OF PAYROLL OF DPOS EMPLOYEES

The DPOS Administrative Clerk prepares the payroll of DPOS employees on a monthly basis. All requirements are consolidated and submitted to concerned departments.

| | | | | |
|---|---|-------------------------|------------------------|---------------------------|
| Office/Division: | Administrative Division | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All DPOS employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Daily Time Record (DTR) | | Administrative Division | | |
| 2. Accomplishment Report | | employee | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits complete and signed requirements at least 3 working days before the 25 th of each month | 1.1 Receives complete requirements from employees | None | 1 Hour | Administrative Assistant |
| | 1.2 Evaluates the | None | 6 Hours | Administrative |

| | | | | |
|--|---|------|---------------------|--------------------------|
| | submitted documents. | | | Assistant |
| | 1.3 Computes and prepares payroll summary | None | 1 Day | Administrative Assistant |
| | TOTAL: | None | 1 Hours, 45 Minutes | |

7. CERTIFICATE OF EMPLOYMENT (PERMANENT AND CONTRACTUAL)

This certificate is being issued to DPOS personnel upon request for whatever legal purpose it may serve them which indicates all necessary employment information of an employee.

| | | | | |
|--|---|-------------------------|------------------------|------------------------------|
| Office / Division: | Administrative Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G Government to Government | | | |
| Who may avail: | All DPOS employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly-filled out request slip | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out and submit accomplished request slip. | 1.1. Provides the request slip. | None | 3 Minutes | Receiving Clerk |
| | 1.2. Checks appropriate details including the purpose of the requested certificate. | None | 3 Minutes | Administrative Assistant |
| | 1.3. Prepares certificate of employment. | None | 1 hour | Administrative Assistant |
| | 1.4. Forwards certificate for signature of the Administrative Chief | None | 30 Minutes | Chief Administrative Officer |
| | 1.5. Forwards certificate to the Office of the Department Head for | None | 30 Minutes | Head, DPOS |

| | | | | |
|--|-----------------|------|--------------------|--|
| | final signature | | | |
| | TOTAL: | None | 2 hours, 6 Minutes | |

8. LANDBANK ELECTRONIC SALARY LOAN (eSL)

eSL is a new electronic-based salary loan product of LANDBANK that offers eligible employees of government agencies with a facility to apply for salary loan.

| | | | | |
|---|---|--|------------------------|---------------------------|
| Office / Division: | Administrative Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B and G2G | | | |
| Who may avail: | All DPOS Plantilla employees interested applicants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Prosecutor's Clearance. | | Department of Justice | | |
| 2. Regional Trial Court (RTC) Clearance. | | Hall of Justice | | |
| 3. Metropolitan Trial Court (MTC) Clearance. | | Hall of Justice | | |
| 4. Leave Credits | | Administrative Division | | |
| 5. Certified Thru Xerox Copy of Government Identification Card. | | Administrative Division | | |
| 6. Certified Thru Xerox Copy of Pay slip. | | Administrative Division/Human Resource Management Department | | |
| 7. Fill out whitelist form of LandBank. | | Administrative Division/LandBank | | |
| 8. Print out of whitelist form of LandBank. | | Administrative Assistant | | |
| 9. Universal Serial Bus (USB) | | Any office store | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the complete requirement in availing the eSL. | 1.1 Checks appropriate details and requirements of the client. | None | 30 Minutes | Administrative Assistant |
| | 1.2 Encodes the details submitted by the employees in LandBank whitelist. (*processing time will change depends on how | None | 30 Minutes | Administrative Assistant |

| | | | | |
|--|--|------|--------------------|------------------------------|
| | many employee will want to avail) | | | |
| | 1.3 First-level approver will sign after checking the completeness of whitelist. | None | 5 minutes | Chief Administrative Officer |
| | 1.4 Second-level approver will sign the whitelist. | None | 5 minutes | Department Head |
| | 1.3 Endorses the whitelist and the requirements to LandBank. | None | 30 Minutes | Administrative Assistant |
| | TOTAL: | | 1 Hours 40 Minutes | |

9. REPLACEMENT OF DAMAGE LANDBANK ATM e-Card

When LandBank ATM e-Card was Torn/Damage we can request for replacement.

| | | | | |
|--|--|--------------------------|------------------------|---------------------------|
| Office / Division: | Administrative Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B and G2G | | | |
| Who may avail: | All DPOS Plantilla and Contractual employees interested applicants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Torn/Damage ATM e-Card | | Administrative Assistant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Surrenders the ATM e-Card that was Torn/Damage and request for endorsement to Human Resource Management Department. | 1.1 Check the ATM e-Card that was torn/damage. | None | 3 Minutes | Administrative Assistant |
| | 1.2 Prepares endorsement to HRMD and review the details. | None | 7 minutes | Administrative Assistant |
| | 1.2 First-level approver will sign | None | 5 minutes | Chief Administrative |

| | | | | |
|--|---|------|------------|--------------------------|
| | after checking the completeness of the document. | | | Officer |
| | 1.3 Second-level approver will sign the document. | None | 5 minutes | Department Head |
| | 1.4 Endorses to the Human Resource Management Department. | None | 30 Minutes | Administrative Assistant |
| | TOTAL: | | 50 minutes | |

10. REPLACEMENT OF LOST LANDBANK ATM e-Card

When LandBank ATM e-Card was lost we can request for replacement.

| | | | | |
|---|---|---|------------------------|------------------------------|
| Office / Division: | Administrative Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B and G2G | | | |
| Who may avail: | All DPOS Plantilla and Contractual employees interested applicants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly notarized Affidavit of Loss ATM e-Card | | Any authorized Law Office and Notary Public | | |
| 2. Request/Update Form | | LandBank | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits duly notarized affidavit of loss ATM e-card and request/update form. | 1.1 Checks the duly notarized affidavit of loss. | None | 2 Minutes | Administrative Assistant |
| | 1.2 Checks the request/update form. | None | 2 minutes | Administrative Assistant |
| | 1.3 Prepares endorsement to HRMD and review the details. | None | 7 minutes | Administrative Assistant |
| | 1.4 First-level approver will sign after checking the completeness of the document. | None | 5 minutes | Chief Administrative Officer |
| | 1.5 Second-level | None | 5 minutes | Department Head |

| | | | | |
|--|--|------|------------|--------------------------|
| | approver will sign the document. | | | |
| | 1.6 Endorse to the Human Resource Management Department. | None | 10 minutes | Administrative Assistant |
| | TOTAL: | | 31 minutes | |

11. NEW LANDBANK ATM e-CARD FOR CONTRACT OF SERVICE (COS)

Requirement for our newly hire contract of service (COS)

| | | | | |
|---|---|-------------------------|------------------------|------------------------------|
| Office / Division: | Administrative Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B and G2G | | | |
| Who may avail: | All DPOS Plantilla and Contractual employees interested applicants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Government Issued ID | | Administrative Division | | |
| 2. Employee Number | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits government issued ID and Employee Number | 1.1 Reviews the documents | None | 3 Minutes | Administrative Assistant |
| | 1.3 Prepares endorsement to HRMD and review the details. | None | 7 minutes | Administrative Assistant |
| | 1.4 First-level approver will sign after checking the completeness of the document. | None | 5 minutes | Chief Administrative Officer |
| | 1.5 Second-level approver will sign the document. | None | 5 minutes | Department Head |
| | 1.6 Endorses to the Human Resource Management Department. | None | 10 minutes | Administrative Assistant |

| | | | | |
|--|--------|--|------------|--|
| | TOTAL: | | 30 minutes | |
|--|--------|--|------------|--|

12. Government Service Insurance System (GSIS) Death Claim and Survivorship

When a member or pensioner dies, their beneficiaries are entitled to cash and/or pension benefits, subject to the existing rules and regulations on survivorship and policies on the maximum amount of survivorship pension.

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office / Division: | Administrative Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B and G2G | | | |
| Who may avail: | All DPOS Plantilla employees applicants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. GSIS Application for Retirement/Separation/Life Insurance Benefits | | GSIS | | |
| 2. GSIS Application for Survivorship | | GSIS | | |
| 3. Service Record | | Human Resource Management Dept. | | |
| 4. Certification | | Office of the City Attorney (Legal Dept) | | |
| 5. Affidavit of Surviving Heirs/Surviving Spouse/Guardian of minor or Dependent Children | | GSIS | | |
| 6. Certificate of Death | | Philippine Statistics Authority (PSA) | | |
| 7. Certificate of Marriage | | Philippine Statistics Authority (PSA) | | |
| 8. Affidavit of Death Claim | | Any authorized Law Office and Notary Public | | |
| 9. General Clearance | | Administrative Assistant | | |
| 10. Office Clearance | | Administrative Assistant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the complete requirement in availing the GSIS Death Claim and Survivorship | 1.1 Checks appropriate details and requirements of the client. | None | 10 Minutes | Administrative Assistant |
| | 1.2 Prepares endorsement to HRMD and review the details. | None | 10 Minutes | Administrative Assistant |

| | | | | |
|--|--|------|------------|------------------------------|
| | 1.3 First-level approver will sign after checking the completeness of the documents. | None | 5 minutes | Chief Administrative Officer |
| | 1.4 Second-level approver will sign the documents. | None | 5 minutes | Department Head |
| | 1.5 Endorses to the Human Resource Management Department. | None | 20 minutes | Administrative Assistant |
| | TOTAL: | | 50 Minutes | |

13. GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS) APPLICATION FOR RETIREMENT/SEPARATION/LIFE INSURANCE BENEFITS

When LandBank ATM E-Card was Torn/Damage we can request for replacement.

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office / Division: | Administrative Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B and G2G | | | |
| Who may avail: | All DPOS Plantilla employees interested applicants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Application for Retirement/Separation/Life Insurance Benefits. | | GSIS | | |
| 2. Service Record | | Human Resource Management Dept. | | |
| 3. Certification | | Office of the City Attorney (Legal Dept) | | |
| 4. General Clearance | | Administrative Assistant | | |
| 5. Office Clearance | | Administrative Assistant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the complete requirement in availing the GSIS Retirement/Separation/Life Insurance Benefits. | 1.1 Checks appropriate details and requirements of the client. | None | 2 Minutes | Administrative Assistant |

| | | | | |
|--|--|------|------------|------------------------------|
| | 1.2 Prepares endorsement to HRMD and review the details. | None | 10 Minutes | Administrative Assistant |
| | 1.3 First-level approver will sign after checking the completeness of the documents. | None | 5 minutes | Chief Administrative Officer |
| | 1.4 Second-level approver will sign the documents. | None | 5 minutes | Department Head |
| | 1.5 Endorses to the Human Resource Management Department. | None | 20 minutes | Administrative Assistant |
| | TOTAL: | | 50 Minutes | |

14. Government Service Insurance System (GSIS) Multi-Purpose, Policy, Computer Loan

When LandBank ATM E-Card was Torn/Damage we can request for replacement.

| | | | | |
|---|--|--------------------------|------------------------|---------------------------|
| Office / Division: | Administrative Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B and G2G | | | |
| Who may avail: | All DPOS Plantilla employees interested applicants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Affidavit of Loan | | Administrative Assistant | | |
| 2. Certified Thru Xerox Copy of Government Identification Card. | | Administrative Division | | |
| 3. Certified Thru Xerox Copy of Pay slip. | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits duly notarized affidavit of loan. | 1.1 Checks the duly notarized affidavit of loan. | None | 2 Minutes | Administrative Assistant |
| | 1.2 Prepares endorsement to HRMD and review the details. | None | 2 Minutes | Administrative Assistant |

| | | | | |
|--|--|------|------------|------------------------------|
| | 1.3 First-level approver will sign after checking the completeness of the documents. | None | 5 minutes | Chief Administrative Officer |
| | 1.4 Second-level approver will sign the documents. | None | 5 minutes | Department Head |
| | 1.5 Endorses to Human Resource Management Department. | None | 30 minutes | Administrative Assistant |
| | TOTAL: | | 44 Minutes | |

15. GASOLINE CONSUMPTION (FINANCE)

Everyday Gasoline Consumption

| | | | | |
|---|---|----------------------------|------------------------|---------------------------|
| Office/Division: | Administrative Division | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All DPOS Drivers / Traffic Enforcers have Motorcycles. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Gasoline Receipts | | City Administrators Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Traffic Enforcers / Drivers submit gasoline receipts | 1. 1Collects and arranges all gasoline receipts from all Traffic Enforcers and Drivers. | None | 30 minutes | Administrative Assistant |
| | 1.2. Gathers all collected receipts. | None | 1 hour | Administrative Assistant |
| | 1.3 Informs all those who did not submit | None | 30 minutes | Administrative Assistant |
| | 1.4 Encodes / lists time, quantity and amount every receipt | None | 5 minutes | Administrative Assistant |
| | 1.5 Encodes Summary Report and Endorsement to City Administrators Office. | None | 30 minutes | Administrative Assistant |

| | | | | |
|----------------|--|------|----------------------|----------------------------|
| | 1.6 Forwards Summary Report and Endorsement to CAO for initial of Chief, Admin | None | 30 minutes | Chief, Administrative |
| | 1.7 Forwards Summary of Report and Endorsement to CAO for Signature of Head Department | None | 30 minutes | Head, DPOS |
| | 1.8 Transmits Endorsement letter to CAO | None | 10 minutes | Administrative Aide |
| | 1.9 Endorses receipt of Gasoline to Management and Organization Division | None | 20 minutes | Administrative Aide |
| | 1.10 Collects all DOT at Management and Organization Division | None | 30 minutes | City Administrators Office |
| TOTAL : | | | 4 hours & 35 minutes | |

16. LOYALTY AND LONGEVITY

Given to Plantilla Personnel every fifth year of his / her permanent tenure.

| | | | | |
|----------------------------------|---|-------------------------------------|------------------------|---------------------------|
| Office/Division: | Administrative Division | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All DPOS Plantilla Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Service Record | | Human Resource Development Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | Evaluates employees' data to identify who are qualified to avail. | None | 1 hour | Administrative Assistant |
| | Reviews completeness of documents and leave balances. | None | 20 minutes | Administrative Assistant |

| | | | | |
|--|--|------|------------|---------------------------------------|
| | First-level approver will decide whether to qualified or not qualified the leave balances. | None | 20 minutes | Administrative Assistant |
| | Endorses to second - level approver for signature. | None | 10 minutes | Administrative Assistant |
| | Second-level approver will decide whether the recommendation is acceptable or not and sign the endorsement. | None | 10 minutes | Chief Administrative Officer |
| | Retrieves signed endorsement and incurred leave credits. | None | 10 minutes | Administrative Assistant |
| | Endorses to Human Resource Management Department who will decide whether the recommendation is acceptable or not. | None | 10 minutes | Administrative Assistant |
| | Retrieves signed Service Record and Certificate of Leave without pay (LWOP's) | None | 20 minutes | Human Resources Management Department |
| | Initial Evaluation of Service Record of employees who are qualified to avail. | None | 1 hour | Administrative Assistant |
| | First - level approver will decide whether to qualified or not qualified the Service Record and Certificate of Leave without pay (LWOP's) for Longevity or Loyalty Pay Payroll | None | 20 minutes | Administrative Assistant |
| | Reviews completeness of documents. | None | 10 minutes | Administrative Assistant |

| | | | | |
|----------------|--|------|------------|--------------------------------------|
| | Endorses to second - level approver for signature. | None | 10 minutes | Administrative Assistant |
| | Second-level approver will decide whether the recommendation is acceptable or not and sign the endorsement. | None | 10 minutes | Chief Administrative Officer |
| | Retrieves signed endorsement for payroll. | None | 10 minutes | Administrative Assistant |
| | Endorses to Human Resource Management Department who will decide whether the recommendation is acceptable or not for payroll. | None | 10 minutes | Administrative Assistant |
| | Retrieves Loyalty and Longevity Payroll. | None | 20 minutes | Human Resource Management Department |
| | Signs and approved Loyalty and Longevity Payroll | None | 20 minutes | Head, DPOS |
| | Retrieves signed payroll. | None | 10 minutes | Administrative Assistant |
| | Returns to Human Resource Management Department who will decide whether the payroll is acceptable or not and sign the payroll. | None | 20 minutes | Administrative Assistant |
| TOTAL : | | | 6 hours | |

Note:

2.7 and 3.7 Depends on the availability of the signatory from the other Department.

17. NOTICE OF SALARY ADJUSTMENT

Salary Adjustment of DPOS Plantilla Personnel.

| | | | | |
|----------------------------------|---|------------------------------------|------------------------|------------------------------|
| Office/Division: | | Administrative Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G - Government to Government | | |
| Who may avail: | | All DPOS Plantilla Personnel | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Personnel Schedule | | Human Resource Department Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. None | Evaluates the data of the employees. | None | 1 day | Administrative Assistant |
| | Encodes, prepares, and ensures the accuracy of Plantilla Personnel details. | None | 1 day | Administrative Assistant |
| | Endorses the document to the Second-level approver for signature | None | 10 minutes | Chief Administrative Officer |
| | Retrieves the signed Endorsement. | None | 20 minutes | Administrative Assistant |
| 2. None | Submits the endorsement and attaches documents to Human Resource Management Department for correction and approval. | None | 20 minutes | Administrative Assistant |
| Total : | | | 2 day & 40 minutes | |

18. CERTIFICATION OF EMPLOYMENT WITH COMPENSATION

This certificate indicates all necessary employment information of an employee including his/her monthly/annual income for whatever legal purpose it may serve.

| | | | | |
|---|--|------------------------------|------------------------|------------------------------|
| Office / Division: | | Administrative Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G Government to Government | | |
| Who may avail: | | All DPOS employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly-filled out request slip | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out and submits accomplished request slip. | 1.1. Provides the request slip. | None | 3 Minutes | Receiving Clerk |
| | 1.2. Checks appropriate details including the purpose of the requested certificate. | None | 3 Minutes | Administrative Assistant |
| | 1.3. Prepares certificate of employment with compensation. The certificate states the monthly income for contractual employees while the yearly income and its breakdown are stated for Permanent employees. | None | 2 hours | Administrative Assistant |
| | 1.4 Forwards certificate for signature of the Administrative Chief | None | 45 Minutes | Chief Administrative Officer |
| | 1.5. Forwards certificate to the Office of the Department Head for final signature | None | 45 Minutes | Head, DPOS |
| | TOTAL: | None | 3 hours, 6 minutes | |

19. OFFICE CLEARANCE

A clearance certifying that the employee has no pending case or property accountability with the office. A requirement for processing an employee's general clearance for retirement, benefit claims, last salary claims and other personal matters.

| | | | | |
|---|--|------------------------------|--------------------------|---------------------------|
| Office / Division: | | Administrative Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G Government to Government | | |
| Who may avail: | | All DPOS employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly-filled out request slip | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out and submits accomplished request slip. | 1.1. Provides the request slip. | None | 3 Minutes | Receiving Clerk |
| | 1.2. Checks appropriate details including the purpose of the requested office clearance. | None | 3 Minutes | Administrative Assistant |
| | 1.3. Prepares office clearance. | None | 30 Minutes | Administrative Assistant |
| 2. Employee returns all government property or items to their respective divisions. | 2.1. Forwards certificate for validation if employee has no pending case or property accountability on the office. If found none, clearance is signed. | None | One (1) day | Administrative Officer |
| | 2.2. Forwards certificate for signature of the Records Section Chief. | None | 2 hours | Records Section Chief |
| | 2.3. Forwards certificate for signature of the employee's Division Chief. | None | 2 hours | Division Chief |
| | 2.3. Forwards certificate for signature of the Administrative Chief. | None | 2 hours | Administrative Chief |
| | 2.4. Forwards certificate to the Office of the Department Head for final signature. | None | 2 hours | Head, DPOS |
| | TOTAL: | | Two (2) days, 36 minutes | |

Security and Intelligence Division External Service

1. DPOS CLEARANCE FOR PRIVATE SECURITY GUARD

The DPOS Clearance is issued to private security guards securing occupational permit in compliance with the Quezon City Ordinance No. SP-942, S-2000 "An Ordinance regulating the operation and activity of security, detective or watchman agencies and its security guards or officers, detectives, or watchman deployed in Quezon City and imposing penalties for violation thereof."

| | | | | |
|-------------------------------------|--|------------------------------------|------------------------|---------------------------|
| Office / Division: | | Security and Intelligence Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2B | | |
| Who may avail: | | Private Security Guards | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 4. 1x1 Picture | | | | |
| 5. Security Guard License | | PNP Sosia | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Presents requirements | 1. Issues DPOS Clearance Form | NONE | 5 minutes | SID Personnel |
| 2. Accomplishes DPOS Clearance form | 2. Receives and Records DPOS Clearance Form with requirements and assigns control number | NONE | 10 minutes | SID Personnel |
| | 2.1 Recommends /affixes initials for Approval of DPOS Clearance | NONE | 5 minutes | Chief, SID |
| | 2.2 Approves Clearance | NONE | 5 minutes | Head, DPOS |
| 3. Secures approved DPOS Clearance | 3. Releases DPOS Clearance | NONE | 5 minutes | SID Personnel |
| TOTAL: | | 35 Minutes | | |

2. DPOS CLEARANCE FOR PRIVATE SECURITY AGENCY, TRAINING CENTERS, DEALER OF AMMUNITION & FIREARMS

The DPOS Clearance is one of the requirements for securing Business Permit. This is in the compliance of the Quezon City Ordinance SP-942, S-2000 "An Ordinance regulating the operation and activity of security, detective or watchman agencies.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office / Division: | Security and Intelligence Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B | | | |
| Who may avail: | Individuals applying for New/Renewal of Business Permit | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| SECURITY AGENCY (NEW) | | | | |
| 1. License to Operate from PNP | | PNP | | |
| SECURITY AGENCY (RENEWAL) | | | | |
| 1. License to Operate | | PNP | | |
| 2. Monthly Deployment of Guards | | | | |
| SECURITY TRAINING CENTER (NEW) | | | | |
| 1. Accreditation from TESDA/PNP | | TESDA/PNP | | |
| SECURITY TRAINING CENTER (RENEWAL) | | | | |
| 1. Accreditation from TESDA/PNP | | TESDA/PNP | | |
| RETAILER OF FIREARMS AND AMMUNITIONS (NEW) | | | | |
| 1. License to Operate to Deal in Firearm/Ammunition | | PNP | | |
| RETAILER OF FIREARMS AND AMMUNITIONS (RENEWAL) | | | | |
| 1. License to Operate to Deal in Firearm/Ammunition | | PNP | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits all the necessary requirements | 1. Checks/ Receives all the requirements for routing slip | NONE | 10 minutes | Receiving/Releasing Clerk |
| | 1.1. Reviews and evaluates documents | NONE | 30 minutes | Chief, Admin |
| | 1.2. Refers to division-in-charge for complete staff work | NONE | 20 minutes | DPOS, Head |
| | 1.3. Evaluates and reviews all | NONE | 20 minutes | SID Personnel |

| | | | | |
|------------------------------------|---|------------------------------|------------|---------------------------|
| | requirements | | | |
| | 1.4. Prepares DPOS Clearance | NONE | 15 minutes | SID Personnel |
| | 1.5. Recommends approval | NONE | 10 minutes | Chief, SID |
| | 1.6. Affixes initials for the approval of clearance | NONE | 30 minutes | Chief, Admin |
| | 1.7. Approves/Signs clearance | NONE | 1 Day | Head, DPOS |
| 2. Secures Approved DPOS Clearance | 2. Releases clearance to the applicant | NONE | 10 minutes | Receiving/Releasing Clerk |
| TOTAL: | | 1 Day 2 Hours and 25 Minutes | | |

3. DPOS CLEARANCE FOR RETAILER OF FIRECRACKERS

All retailers/wholesalers of firecrackers and pyrotechnics devices is required to secure clearance at the Dept. of Public Order and Safety in compliance with Section 1 of the Quezon City Ordinance SP-2618, S-2017 "An Ordinance imposing a total ban on the use or play of firecrackers and pyrotechnics devices in all public places in Quezon City during festivity.

| | | | | |
|---|--|------------------------|------------------------|---------------------------|
| Office / Division: | Security and Intelligence Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B | | | |
| Who may avail: | Individuals applying for New/Renewal of Business Permit | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| RETAILER OF FIRECRACKERS | | | | |
| 1. License to Deal Firecrackers and Pyrotechnic Devices Clearance | | PNP | | |
| 2. Authorization from the Manufacturer | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits all the necessary requirements | 1. Checks/Receives all the requirements for routing slip | NONE | 10 minutes | Receiving/Releasing Clerk |
| | 1.1. Reviews and evaluates documents | NONE | 30 minutes | Chief, Admin |

| | | | | |
|------------------------------------|---|------|------------------------------|---------------------------|
| | 1.2. Refers to division-in-charge for complete staff work | NONE | 20 minutes | DPOS, Head |
| | 1.3. Evaluates and reviews all requirements | NONE | 20 minutes | SID Personnel |
| | 1.4. Prepares DPOS Clearance | NONE | 15 minutes | SID Personnel |
| | 1.5. Recommends approval | NONE | 10 minutes | Chief, SID |
| | 1.6. Affixes initials for the approval of clearance | NONE | 30 minutes | Chief, Admin |
| | 1.7. Approves/Signs clearance | NONE | 1 Day | Head, DPOS |
| 2. Secures Approved DPOS Clearance | 2. Releases clearance to the applicant | NONE | 10 minutes | Receiving/Releasing Clerk |
| TOTAL: | | | 1 Day 2 Hours and 25 Minutes | |

4. DPOS CLEARANCE FOR FIREWORKS DISPLAY PYROTECHNICS

The Department of Public Order and Safety (DPOS) is responsible in the issuance of clearance for the use or display of firecrackers and pyrotechnics devices in compliance with Section 1 of the Quezon City Ordinance SP-2618, S-2017 "An Ordinance imposing a total ban on the use or play of firecrackers and pyrotechnic devices in all public places of Quezon City during festivity or for any occasion.

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office / Division: | | Security and Intelligence Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2B | | |
| Who may avail: | | Individuals applying for New/Renewal of Business Permit | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| FIREWORKS DISPLAY AND PYROTECHNICS | | | | |
| 1. Request letter | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits all the necessary requirements | 1. Checks/ Receives all the requirements for routing slip | NONE | 10 minutes | Receiving/Releasing Clerk |

| | | | | |
|------------------------------------|--|------|-----------------------------|---------------------------|
| | 1.2 Reviews and evaluates documents | NONE | 30 minutes | Chief, Admin |
| | 1.3 Refers to division-in-charge for complete staff work | NONE | 20 minutes | DPOS, Head |
| | 1.4 Prepares DPOS Clearance | NONE | 15 minutes | SID Personnel |
| | 1.5 Recommends Approval | NONE | 10 minutes | Chief, SID |
| | 1.6 Affixes initials for the approval of clearance | NONE | 30 minutes | Chief, Admin |
| | 1.7 Approves/signs clearance | NONE | 1 Day | Head, DPOS |
| 2. Secures Approved DPOS Clearance | 2. Releases clearance to the applicant | NONE | 10 minutes | Receiving/Releasing Clerk |
| TOTAL: | | | 1 Day 2 Hours and 5 Minutes | |

5. DPOS CLEARANCE FOR FIRING RANGE

All firing range business is required to secure Order of Payment to DPOS for firing range fee in compliance with Art. 41-QC Revenue Code.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office / Division: | Security and Intelligence Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B | | | |
| Who may avail: | Individuals applying for New/Renewal of Business Permit | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| SECURITY AGENCY (NEW) | | | | |
| 1. FED Gun Club Accreditation | | PNP | | |
| 2. FED Firing Range Accreditation | | PNP | | |
| SECURITY AGENCY (RENEWAL) | | | | |
| 1. FED Gun Club Accreditation | | PNP | | |
| 2. FED Firing Range Accreditation | | PNP | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits all the necessary requirements | 1. Receives and records all documents for routing slip | NONE | 10 minutes | Receiving/Releasing Clerk |

| | | | | |
|--|--|--|------------------------------|---------------------------|
| | 1.1 Reviews and evaluates documents | NONE | 30 minutes | Chief, Admin |
| | 1.2 Reviews and refers to division-in-charge for complete staff work | NONE | 30 minutes | DPOS, Head |
| | 1.3 Evaluates and reviews all requirements | NONE | 20 minutes | SID Personnel |
| | 1.4 Issues Order of Payment | NONE | 5 minutes | SID Personnel |
| 2. Pays Corresponding Fees | 2. Receives payment and issues Official Receipt | 1-5 Ranges Php1000 6-10 Ranges Php2000 More than 10 Ranges Php 4000 | 1 hour | Cashier/CTO |
| 3. Applicants submits Official Receipt | 3. Prepares DPOS clearance | NONE | 10 minutes | SID Personnel |
| | 3.1 Recommends for approval | NONE | 10 minutes | Chief, SID |
| | 3.2 Affixes initial for approval of clearance | NONE | 10 minutes | Chief, Admin |
| | 3.3 Approves/signs clearance | NONE | 1 Day | Head, DPOS |
| 4. Secures approved DPOS Clearance | 4. Releases approved clearance | NONE | 10 minutes | Receiving/Releasing Clerk |
| TOTAL: | | | 1 Day 3 Hours and 15 Minutes | |

6. PROCEDURE IN THE CONDUCT OF CLEARING OPERATION

One of the objectives of the Department of Public Order and Safety is the strict implementation and enforcement of all laws and ordinances mandated for clearing road obstructions, encroachments, street, alleys and illegal structures and construction based on the complaints received by this department.

| | |
|-----------------------------|------------------------------------|
| Office / Division: | Security and Intelligence Division |
| Classification: | Highly Technical |
| Type of Transaction: | G2C |
| Who may avail: | Complainants |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--------------------------------|--|-----------------|-----------------|---|
| 1. Letter of complaint/request | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Files letter of complaint | 1. Receives and records complaint/request for routing slip | NONE | 20 minutes | Receiving/Releasing Clerk |
| | 1. Receives and records complaint/request for routing slip | NONE | 30 minutes | Head, DPOS |
| | 1.2 Evaluates the request/complaint | NONE | 10 minutes | Chief, SID |
| | 1.3 Prepares Letter Order for inspection operation | NONE | 10 minutes | SID Personnel |
| | 1.4 Conducts Inspection | NONE | 3 days | SID Personnel |
| | 1.5 Prepares Inspection Report/Recommendations | NONE | 1 day | SID Personnel |
| | 1.6 Issues Notice of Violation | NONE | 1 day | SID Personnel |
| | 1.7 Prepares Letter Order for clearing operation | NONE | 10 minutes | SID Personnel |
| | 1.8 Coordinates and collaborates with external partner agencies/offices for joint clearing operation | NONE | 1 day | SID, External Agencies, and other offices |
| | 1.9 Conducts clearing operation | NONE | 1 day | SID, External Agencies, and other offices |
| | 1.10 Prepares After operation report | NONE | 4 hours | SID Personnel |
| | 1.11 Submits Report to the Mayor's Office | NONE | 1 day | Receiving/Releasing Clerk |

TOTAL:

8 Days 5 Hours and 20 Minutes

7. INSPECTION/VERIFICATION OF VARIOUS PUBLIC SAFETY AND SECURITY RELATED COMPLAINTS

The Department of Public Order and Safety, one of its functions is to conduct monitoring/inspection and verification of all complaints received by this office letter request, walk in and/or phone-in.

| | | | | |
|----------------------------------|---|------------------------------------|------------------------|---------------------------|
| Office / Division: | | Security and Intelligence Division | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2C | | |
| Who may avail: | | Complainants | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of complaint/request | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Files letter of complaint | 1. Receives and records complaint/request for routing slip | NONE | 20 minutes | Receiving/Releasing Clerk |
| | 1.1 Reviews and evaluates documents | NONE | 20 minutes | Chief, Admin |
| | 1.2 Reviews documents and refers complaint to SID for complete staff action | NONE | 20 minutes | DPOS, Head |
| | 1.3 Evaluates the complaints and gives instruction to section-in-charge | NONE | 10 minutes | Chief, SID |
| | 1.4 Prepares Letter Order for Inspection of Complaints or Endorsements to other concerned office if the request is not within the jurisdiction of DPOS authority. | NONE | 1 hour | SID Personnel |

| | | | | |
|--------|--|------|------------|---------------------------|
| | 1.5 Recommends approval of Letter Order/ Endorsements | NONE | 15 minutes | Chief, SID |
| | 1.6 Affixes initials to Letter Order or Endorsements | NONE | 10 minutes | Chief, Admin |
| | 1.7 Approves/Signs of Letter Order/ Endorsements | NONE | 1 day | Head, DPOS |
| | 1.8 Conducts ocular Inspection/ Clearing Operation (E.O. 12) | NONE | 7 days | SID Personnel |
| | 1.9 Prepares After Operation Report, endorsement to concerned offices and Letter to Complainant for the action taken | NONE | 4 hours | SID Personnel |
| | 1.10 Reviews reports/ Endorsements/ Letter and affixes his initial on the documents | NONE | 15 minutes | Chief, SID |
| | 1.11 Reviews reports and affixes initials to Endorsements and Letter reply to Complainant | NONE | 20 minutes | Chief, Admin |
| | 1.12 Approves and signs documents | NONE | 1 day | Head, DPOS |
| | 1.13 Records and Files | NONE | 20 minutes | Receiving/Releasing Clerk |
| | 1.14 Releases Endorsement/ Letter to concerned offices | NONE | 30 minutes | Receiving/Releasing Clerk |
| TOTAL: | | | 10 Days | |

8. PROVISION OF SECURITY PERSONNEL TO DIFFERENT GOVERNMENT FACILITIES TO ENSURE SECURITY AND SAFETY

The Department of Public Order and Safety, as one of their vital functions is to provide/assign as Physical Security Personnel to all facilities under the supervision of Quezon City Government. Their functions and objectives are to protect the assets inside and outside facilities including the safeguard of all employees, residents/clients and to deter or discourage all possible malicious intent and escapees to maintain a peaceful environment.

| | | | | |
|----------------------------------|---|------------------------------------|------------------------|---------------------------|
| Office / Division: | | Security and Intelligence Division | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2C | | |
| Who may avail: | | Government Facilities | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of request | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Files Request letter | 1.1 Receives and records the letter /request for routing slip | NONE | 10 minutes | Receiving Personnel |
| | 1.2 Reviews and evaluates documents | NONE | 10 minutes | Asst. Dept. Head |
| | 1.3 Reviews document and refers request to SID for complete staff action | NONE | 10 minutes | DPOS Head |
| | 1.4 Reviews and Evaluates the request and gives instructions to section-in charge | NONE | 10 minutes | Chief, SID |
| | 1.5 Conducts security survey | NONE | 2 days | Security Officer |
| | 1.6 Prepares security survey report with recommendation/ remarks | NONE | 2 hours | Security Officer |
| | 1.7 Reviews reports and affixes his initial on the documents | NONE | 5 minutes | Chief, SID |

| | | | | |
|--------|--|------|-------------------------------|------------------|
| | 1.8 Prepare Duty Detailed Order for deployment of Security Personnel | NONE | 20 minutes | Security Officer |
| | 1.9 Approves and signs documents | NONE | 20 minutes | Dept. Head |
| TOTAL: | | | 2 Days 3 Hours and 25 Minutes | |

9. ISSUANCE OF CCTV CLEARANCE FOR THE IMPLEMENTATION OF QC ORD. NO. SP-2965, S-2018

The Dept. of Public Order and Safety is tasked to assist the Business Permit and Licensing Department in the implementation of QC Ordinance No. SP-2695, S-2018 "An Ordinance AMENDING Ordinance No. SP-2139, S2012, otherwise known as an Ordinance mandating business establishments operating within the territorial jurisdiction of Quezon City to install Closed Circuit Television System (CCTV) and prescribing penalties for violations thereof providing for this purpose, the Minimum Technical Standards and Specifications as per DILG Memorandum Circular. The DPOS is tasked to inspect and determine the compliance of the Ordinance and issue CCTV Clearance for business operating within Quezon City.

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office / Division: | | Security and Intelligence Division | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2C | | |
| Who may avail: | | Individuals applying for New/Renewal of Business Permit | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| NEW | | | | |
| 1. Affidavit of Undertaking | | | | |
| RENEWAL | | | | |
| 1. Affidavit of Undertaking | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits all the necessary requirements | 1.1 Checks/ Receives all the requirements for routing slip | NONE | 10 minutes | Receiving Personnel |
| | 1.2 Reviews and evaluates docs | NONE | 10 minutes | Asst. Dept. Head |
| | 1.3 Refers to division-in-charge for complete staff work | NONE | 10 minutes | DPOS, Head |
| | 1.4 Evaluates and reviews all requirements | NONE | 10 minutes | SID Personnel |

| | | | | |
|-------------------------------|---|------|----------------------|---------------------|
| | 1.5 Prepares DPOS Clearance for CCTV | NONE | 15 minutes | SID Personnel |
| | 1.6 Chief, SID recommend for approval | NONE | 10 minutes | Chief, SID |
| | 1.7 Affix initials for the CCTV clearance | NONE | 20 minutes | Asst. Dept. Head |
| | 1.8 Approves/Signs CCTV clearance | NONE | 30 minutes | DPOS, Head |
| 2. Secures approved clearance | 2.1 Approves and signs documents | NONE | 10 minutes | Releasing Personnel |
| TOTAL: | | | 1 Hour and 5 Minutes | |

10. ENFORCEMENT AND IMPLEMENTATION OF ORDINANCES PERTAINING TO HEALTH PROTOCOLS

Relative to its mandate to provide security and safety to residents in QC and responsible to implement all laws, rules and regulations of the city. The DPOS is tasked to enforce existing City Ordinances to combat COVID-19 as provided under the issued memorandum guidelines of the City Mayor in relation to the declared alert levels for Quezon City.

| Office / Division: | | Security and Intelligence Division | | |
|-----------------------------|--|------------------------------------|-----------------|--------------------|
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2C | | |
| Who may avail: | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Scheduled Operation | 1.1 Coordinate to all concern units | NONE | 10 minutes | DPOS Personnel |
| | 1.2 Prepares Letter Order for Operation | NONE | 20 minutes | DPOS Head |
| | 1.3 Approves and signs documents | NONE | 20 minutes | Dept. Head |
| | 1.4 Personnel Briefing before actual Operation | NONE | 10 minutes | Security Officer |
| | 1.5 Actual Operation | NONE | 6 hours | Operatives |

| | | | | |
|--------|---|------|------------------------------|-------------------------------|
| | 1.6 Prepares After Operation Report | NONE | 1 hour | Respective Assigned Personnel |
| | 1.7 Reviews Reports and affixes initial to the Report | NONE | 30 minutes | Chief, Admin |
| | 1.8 Approve and sign documents | NONE | 20 minutes | DPOS Head |
| | 1.9 Submits report to the Mayor's Office | NONE | 1 day | DPOS Personnel |
| TOTAL: | | | 1 Day 8 Hours and 50 Minutes | |

11. FILING OF PROTEST

All apprehended violators are given the options to pay the fines or to file protest at the Protect Adjudication Board of the DPOS and a scheduled hearing will be set where the violator and the apprehending officer will present their opinion/side.

| | | | | |
|--|---|--------------------------------|------------------------|----------------------------|
| Office / Division: | Security and Intelligence Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Violators of Health Protocols | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Ordinance Violation Receipt | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Violator or duly authorized representative presents documents to PAB | 1.1 Verifies if violation can be amended | NONE | 10 mins | PAB Personnel |
| | 1.2 Reviews and amends violations (if applicable) | NONE | 10 mins | PAB Head |
| | 1.3 Prepares Resolution Form for signature of at least 2 PAB members | NONE | 10 mins | PAB Personnel/PAB Members |
| 2. Violator/duly authorized Representative secures approved resolution | Releases resolution to violators with amended health protocol violation | NONE | 5 mins | PAB Personnel |
| 3. Violator/duly authorized representative proceeds to OVR Redemption Center | Releases resolution to violators with amended health protocol violation | Depends on the violation meted | 5 mins | Cashier, CTO Main Building |

| | | | | |
|--|--|------|------------|--------------------------------------|
| to pay penalties | | | | |
| 4. Submits Official Receipt and receives stamped Assessment Form (duplicate) | Receives payment and issues Official Receipt | NONE | 10 mins | OVR Releasing Clerk at Window 6 or 7 |
| TOTAL: | | | 50 Minutes | |

12. PAYMENT OF OVR TICKETS

All apprehended violators are given the options to pay the fines or to file protest at the Protect Adjudication Board of the DPOS and a scheduled hearing will be set where the violator and the apprehending officer will present their opinion/side.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office / Division: | Security and Intelligence Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Violators of Health Protocols | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Ordinance Violation Receipt | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Violator or duly authorized representative presents documents to PAB | 1.1 Verifies if violation can be amended | NONE | 10 mins | PAB Personnel |
| | 1.2 Reviews and amends violations (if applicable) | NONE | 10 mins | PAB Head |
| | 1.3 Prepares Resolution Form for signature of at least 2 PAB members | NONE | 10 mins | PAB Personnel/PAB Members |
| 2. Violator/duly authorized Representative secures approved resolution | Releases resolution to violators with amended health protocol violation | NONE | 5 mins | PAB Personnel |

| | | | | |
|---|---|--------------------------------|------------|--------------------------------------|
| 3. Violator/duly authorized representative proceeds to OVR Redemption Center to pay penalties | Releases resolution to violators with amended health protocol violation | Depends on the violation meted | 5 mins | Cashier, CTO Main Building |
| 4. Submits Official Receipt and receives stamped Assessment Form (duplicate) | Receives payment and issues Official Receipt | NONE | 10 mins | OVR Releasing Clerk at Window 6 or 7 |
| TOTAL: | | | 50 Minutes | |

Green Transport Office External Services

1. MONITORING/INSPECTION OF DISTRIBUTED ELECTRIC TRICYCLES

The Green Transport Office of the Department of Public Order and Safety monitors the operation of the E-Trikes which were distributed to the different beneficiaries.

| | | | | |
|----------------------------------|---|------------------------|------------------------|---------------------------|
| Office / Division: | Green Transport Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Quezon City Constituents | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. Instructs to monitor/inspect the distributed E-Trikes. | None | 15 minutes | OIC, GTO |
| | 1.1 Prepares Letter Order for monitoring/inspection of E-Trikes | None | 15 minutes | Admin Staff, GTO |

| | | | | |
|-------|---|------|-----------------------|-----------------------------|
| | 1.2 Recommends approval of Letter Order | None | 20 minutes | Head, DPOS |
| | 1.3. Affixes initials to Letter Order | None | 5 minutes | OIC, Green Transport Office |
| | 1.4 Approves/Signs Letter Order | None | 15 minutes | Head, DPOS |
| | 1.5 Conducts Monitoring / Inspection | None | 6 hours | GTO Staff |
| | 1.6 Prepares After Monitoring / Inspection Report | None | 1 hour | GTO Staff |
| | 1.7 Reviews Report and affixes initial | None | 5 minutes | OIC GTO |
| | 1.8 Review Report and affixes initial | None | 15 minutes | Chief Admin, DPOS |
| | 1.9 Approves and Signs the Report | None | 15 minutes | Head, DPOS |
| | 1.10 Records and Release Report to Concern Office | None | 15 minutes | Receiving Clerk, DPOS |
| | 1.11 Files Documents for Future Reference | None | 5 minutes | GTO Clerk |
| TOTAL | | | 9 hours and 5 minutes | |

2. REGISTRATION OF BICYCLES AND OTHER ACTIVE MODE OF TRANSPORTATION

The Green Transport Office of the Department of Public Order and Safety will accept registration of Bikers and other active mode of transportation voluntarily.

| | | | | |
|--|--------------------------|---|------------------------|---------------------------|
| Office / Division: | Green Transport Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Quezon City Constituents | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Government Issued ID 2x2 Picture Proof of Purchase Picture of owner with Bike | | Any Government Agency Bike Store | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|-------------------------------|--|------|------------------------|-------------------|
| 1. Fills–up registration form | 1.Receives the filled-up registration form | None | 15 minutes | GTO-IT personnel |
| 2. Submits required documents | 2.Receives the required documents | None | 15 minutes | GTO- IT personnel |
| | 3. Verifies/ Assessment of documents | None | 20 minutes | GTO- IT personnel |
| | 4. Adds client to biker database | None | 30 minutes | GTO- IT personnel |
| | 5. Issues Stickers and Leaflet | None | 20 minutes | GTO- IT personnel |
| TOTAL | | | 1 hours and 40 minutes | |

3. MONITORING AND INSPECTION OF BIKE LANE PHASE 1

The Green Transport Office of the Department of Public Order and Safety monitors / accounts the installed plastic barriers, bike signage and maintain the alignment and cleanliness of the bike lane phase 1 project.

| | | | | |
|----------------------------------|---|------------------------|------------------------|---------------------------|
| Office / Division: | Green Transport Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Quezon City Constituents | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. Instructs GTO monitoring team to inspect various areas along bike lane phase 1 | None | 15 minutes | GTO chief |
| | 1.1 Prepares Letter Order for monitoring/inspection of bike lanes | None | 15 minutes | Admin Staff, GTO |
| | 1.2 Recommends approval of Letter Order | None | 20 minutes | Head, DPOS |

| | | | | |
|-------|---|------|-----------------------|-----------------------|
| | 1.3. Affixes initials to Letter Order | None | 5 minutes | GTO chief |
| | 1.4 Approves/Signs Letter Order | None | 15 minutes | Head, DPOS |
| | 1.5 Conducts Monitoring / Inspection | None | 6 hours | GTO Staff |
| | 1.6 Prepares After Monitoring / Inspection Report | None | 1 hour | GTO Staff |
| | 1.7 Reviews Report and affixes initial | None | 5 minutes | OIC GTO |
| | 1.8 Review Report and affixes initial | None | 15 minutes | Chief Admin, DPOS |
| | 1.9 Approves and Signs the Report | None | 15 minutes | Head, DPOS |
| | 1.10 Records and Release Report to Concern Office | None | 15 minutes | Receiving Clerk, DPOS |
| | 1.11 Files Documents for Future Reference | None | 5 minutes | GTO Clerk |
| TOTAL | | | 9 hours and 5 minutes | |

4. DAILY DEPLOYMENT OF BIKE PATROLS TO THEIR AREA OF RESPONSIBILITY

The Green Transport Office of the Department of Public Order and Safety deploys bike patrols in their area of responsibility for safety of the cyclist, pedestrians, commuters and other members of the riding public.

| | | |
|----------------------------------|--------------------------|------------------------|
| Office / Division: | Green Transport Office | |
| Classification: | Simple | |
| Type of Transaction: | G2C | |
| Who may avail: | Quezon City Constituents | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|--|-----------------|-----------------|---------------------------|
| | 1. Checking of attendance of the bike patrols | None | 5 minutes | Operations, GTO |
| | 2. Instructs and deploys the GTO bike patrols to various areas along bike lane phase 1 | None | 15 minutes | Operations, GTO |
| | 3. Checking of personal protective gear | None | 5 minutes | Deputy for operation, GTO |
| | 4. Deployment of bike patrols | None | 5 minutes | Operations, GTO |
| TOTAL | | | 30 minutes | |

5. CONDUCT VERIFICATION, INSPECTION AND OPERATION OF COMPLAINTS/ REQUEST ALONG BIKE LANE PHASE 1

The Green Transport Office of the Department of Public Order and Safety respond to complaints/ request by conducting verification/ inspection and operation.

| Office / Division: | Green Transport Office | |
|--|--------------------------|-----------------|
| Classification: | Simple | |
| Type of Transaction: | G2C | |
| Who may avail: | Quezon City Constituents | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Letter - Complainant | | Complainant |
| 2. Email –gto.dpos@quezoncity.gov.ph dpos.gto2019@gmail.com | | Web Portal |
| 3. Facebook page – Green Transport Office-DPOS | | Web Portal |
| 4. Phoned – in --8710 0743 | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|------------------------|------------------------|---------------------------|
| 1. Clients prepare complaints / request | 1.1 Receives and records complaints / request | None | 5 minutes | Receiving Clerk |
| | 1.2 Reviews and evaluates documents | None | 20 minutes | Chief, Admin |
| | 1.3 Reviews documents and refers complaints / request to GTO for complete staff action | None | 20 minutes | DPOS, Head |
| | 1.4 Evaluates the request and gives instruction to section-in-charge | None | 10 minutes | Chief, GTO |
| | 1.5 Prepares Letter Order | None | 15 minutes | Admin Staff, GTO |
| | 1.6 Recommends approval of Letter Order | None | 20 minutes | Head, DPOS |
| | 1.7 Affixes initials to Letter Order | None | 5 minutes | GTO chief |
| | 1.8 Approves/Signs Letter Order | None | 15 minutes | Head, DPOS |
| | 1.5 Implement the letter order by conducting verification / inspection and operation. | None | 6 hours | GTO Staff |
| | 1.6 Prepares After Operation Report. | None | 1 hour | GTO Staff |
| | 1.7 Reviews Report and affixes initial | None | 5 minutes | OIC GTO |
| | 1.8 Review Report and affixes initial | None | 15 minutes | Chief Admin, DPOS |
| | 1.9 Approves and Signs the Report | None | 15 minutes | Head, DPOS |
| | 1.10 Records and Release Report to Concern Office | None | 15 minutes | Receiving Clerk, DPOS |

| | | | | |
|-------|---|------|------------------------|-----------|
| | 1.11 Files Documents for Future Reference | None | 5 minutes | GTO Clerk |
| TOTAL | | | 9 hours and 25 minutes | |

6. PROVIDES “LIBRENG SAKAY” TO TAX PAYERS AND QUEZON CITY HALL EMPLOYEES

The Green Transport Office of the Department of Public Order and Safety provides “Libreng Sakay” to tax payers and Quezon City Hall employees.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office / Division: | Green Transport Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Quezon City Constituents | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Clients prepare request letter for E-trike service | 1.2 Receives and records request letter | None | 5 minutes | Receiving Clerk |
| | 1.2 Reviews and evaluates documents | None | 20 minutes | Chief, Admin |
| | 1.3 Reviews documents and refers request to GTO for complete staff action | None | 20 minutes | DPOS, Head |
| | 1.4 Evaluates the request and gives instruction to section-in-charge | None | 10 minutes | Chief, GTO |
| | 1.5 Prepares Letter Order | None | 15 minutes | Admin Staff, GTO |
| | 1.6 Recommends approval of Letter Order | None | 20 minutes | Head, DPOS |

| | | | | |
|-------|--|------|------------------------|-----------------------|
| | 1.7 Affixes initials to Letter Order | None | 5 minutes | GTO chief |
| | 1.8 Approves/Signs Letter Order | None | 15 minutes | Head, DPOS |
| | 1.5 Implement the letter order by providing "Libreng Sakay" to tax payers and QC hall employees. | None | 8 hours | GTO Staff |
| | 1.6 Prepares After Activity Report. | None | 1 hour | GTO Staff |
| | 1.7 Reviews Report and affixes initial | None | 5 minutes | OIC GTO |
| | 1.8 Review Report and affixes initial | None | 15 minutes | Chief Admin, DPOS |
| | 1.9 Approves and Signs the Report | None | 15 minutes | Head, DPOS |
| | 1.10 Records and Release Report to Concern Office | None | 15 minutes | Receiving Clerk, DPOS |
| | 1.11 Files Documents for Future Reference | None | 5 minutes | GTO Clerk |
| TOTAL | | | 9 hours and 25 minutes | |

Anti-Squatting Enforcement and Relocation Division External Services

1. CONDUCT INSPECTION/PREPARATION FOR PRE-DEMOLITION/ DISMANTLING OF ILLEGAL STRUCTURE

To prevent and control squatting, enforce relevant anti-squatting laws and ordinances, implement plans and programs for informal settler families and squatters, conduct demolition and clearing of illegal constructions and structures, and relocate affected informal settler families and squatters, if necessary, in coordination with other concerned departments and agencies.

| | | | | |
|---------------------------------------|--|--|------------------------|-----------------------------|
| Office/Division: | Anti-Squatting Enforcement and Relocation Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All citizen | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Report/Letter-Complaint/Indorsement | | Complainant / Barangay or Other Concerned Agencies | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Send Request/Complaint Letter to DPOS | Receive and Records letters/referrals, attaches routing slip and forward to Asst.Dep't. Head/Dep't. Head | None | 5 mins. | Receiving Clerk |
| | Assess/evaluates the subject of concern/complaint and refer to Chief of ASERD | None | 10 mins. | Asst. Dept. Head/Dep't Head |

| | | | | |
|--|---|------|-------------------------|---|
| | Evaluates and identify personnel in charge for inspection/investigation | None | 10 mins. | Chief, ASERD, Asst. Chief |
| | Prepare Mission Order for assigned personnel to conduct inspection | None | 30 mins | Asst. Chief |
| | Conduct inspection/investigation relative to the subject of complaint | None | 180 mins | HHRO I/HHRO II/HHRO III |
| | Prepare Investigation/Inspection Report | None | 1 day | HHRO I/HHRO II/HHRO III |
| | Submit Initial/draft report to Asst. Chief for review | None | 60 mins | HHRO I/HHRO II/HHRO III |
| | Return back the draft report to investigator for the printing of final/edited version of investigation report | None | 60 mins | HHRO I/HHRO II/HHRO III |
| | Prepare letter reply/ indorsement to appropriate office, if any | None | 120 mins | HHRO I/HHRO II/HHRO III |
| | Form Clearing/Demolition Team to dismantle Illegal structure | None | 60 mins | Chief –ASERD/Asst. Chief – ASERD |
| | Prepare Mission Order for Operations Group to undertake the demolition of illegal structure; to be approved/signed by Dep't Head - DPOS | None | 60 mins | Chief –ASERD/Asst. Chief – ASERD |
| | Conduct actual demolition/dismantling of illegal structure | None | 1 day | HHRO I – III to act as Team Leader; ASERD Operation Group |
| | Submit after Operation Report | None | 1 day | Assigned Team Leader |
| | TOTAL | | 4 days 1 hour & 45 mins | |

2. CONDUCT OF CLEARING OPERATION

One of the objectives of the Department of Public Order and Safety is the strict implementation and enforcement of all laws and ordinances. DPOS is mandated to implement the clearing of road obstructions, encroachments, illegal structures and construction based on the complaints received by this department and on the inspections conducted by the Security and Intelligence Division.

| | | | | |
|----------------------------------|---|--|------------------------|---------------------------|
| Office / Division: | | Anti-Squatting Enforcement and Relocation Division | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2C – Government to Citizen | | |
| Who may avail: | | Complainants | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of complaint/request | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Files letter of complaint | 1. Receives and records complaint/request for routing slip | None | 20 minutes | Receiving Clerk |
| | 1.1 Reviews and evaluates documents | None | 20 minutes | Chief, Admin |
| | 1.2 Reviews documents and refers complaint to SID for complete staff action | None | 30 minutes | DPOS, Head |
| | 1.3 Evaluates the complaints and gives instruction to section-in-charge | None | 10 minutes | Chief, SID |
| | 1.4 Prepares Letter Order for Inspection of Complaints or Endorsements to other concerned office if the request is not within the jurisdiction of DPOS authority. | None | 1 hour | SID Personnel |
| | 1.5 Recommends approval of Letter Order/ Endorsements | None | 15 minutes | Chief, SID |
| | 1.6 Reviews and affixes initials | None | 10 minutes | Chief, Admin |
| | 1.7 Approves/Signs of Letter Order/ Endorsements | None | 1 day | Head, DPOS |
| | 1.8 Conducts ocular Inspection/ verification | None | 3 days | SID Personnel |

| | | | | |
|--|---|------|---------------------------------|--|
| | 1.9 Prepares Inspection Report and Recommendations | None | 1 day | SID Personnel |
| | 1.10 Issues Notice of Violation | None | 1 day | SID Personnel |
| | 1.11 Prepares Letter Order to conduct clearing operation | None | 10 minutes | SID Personnel |
| | 1.12 Recommends approval of Letter Order | None | 15 minutes | Chief, SID |
| | 1.13 Reviews and affixes initials | None | 10 minutes | Chief, Admin |
| | 1.14 Approves/Signs of Letter Order | None | 1 day | Head, DPOS |
| | 1.15 Coordinates and collaborates with external partner agencies/offices for joint clearing operation | None | 1 day | SID, External Agencies and other offices |
| | 1.16 Conducts clearing operation | None | 1 day | SID, External Agencies and other offices |
| | 1.17 Prepares After operation report | None | 4 hours | SID Personnel |
| | 1.18 Transmits Report to the Mayor's Office | None | 1 day | Releasing Clerk |
| | TOTAL: | | 8 Days 5 Hours 20 Minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|-----------------------------------|---|
| How to send a feedback | Answer the Customer Feedback Form and /or the Service Experience Survey form and drop it at the box at the front desk; |
| How feedback is processed | All feedbacks will be relayed to all divisions concern; If feedbacks need answers, said feedback will be given to the concerned division and reply will be sent to the sender; |
| How to file a complaint | Answer the complaint form and hand it over to the front desk officer; Complaints maybe filed via telephone call and the receiver will be the one to fill up the form; Details of the complaint including that of the complainants are noted; Name: |

| | |
|------------------------------|---|
| | Address: Contact Number: Nature of Complaint; |
| How complained are processed | The form is immediately forwarded to the Office of the Head for instruction to the Division in charge; The Division in charge will immediately assign inspectors who will conduct investigation on the complaint; Inspector will prepare report, recommendation and/or referral; The complaint will be informed through writing on the action taken; |
| Contact Information | DPOS@quezoncity.gov.ph Tel. No. 8924-1851 / 8710-1871 0917-717-0025 |

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

PAYROLL SERVICES UNIT

1. Processing of Disbursement Vouchers (DV)

The DV is a form used to pay an obligation to employees/individuals/agencies/creditors for goods purchased or services rendered. This serve as a main document to support payment of obligation.

| | | | | |
|---|---|--|------------------------|-------------------------------------|
| Office / Division: | | Accounting Unit | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Disbursement Transactions | | |
| Who may avail: | | All Creditors (within and outside DepEd) | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. COA Circular 2012-001 dated June 14, 2012 (Checklist of documentary requirements for common government transactions) | | DV is from Accounting Unit; supporting documents are from the creditors and other offices concerned. | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit claims with supporting documents at the Accounting Unit | 1. Accounting Unit will check the completeness and accuracy of documents submitted | None | 15 minutes | · Cassidy Arco · Joven S. Noynay |
| 2. Process the DV with the supporting documents for payment. | 2. Accounting Unit will forward the documents to Budget Unit and other signatories of the DV. | None | 1 to 2 days | · Cassidy Arco · Joven S. Noynay |

| | | | | |
|--------------------------------|--|--|---------------------------------|--|
| Total Number of Days and Hours | | | 2 days and 15 minutes (maximum) | |
|--------------------------------|--|--|---------------------------------|--|

2. Pre-Audit and Recording of Liquidation Reports from Accountable Officers

Cash Advances granted to Accountable Officers must be liquidated and submitted to Accounting Unit for pre-audit purposes, for recording in the books of accounts and for post-audit by the Commission on Audit (COA).

| | | | | |
|--|---|---|------------------------|---|
| Office / Division: | | Accounting Unit | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Liquidation Transaction | | |
| Who may avail: | | All Accountable Officers (Recipient of Cash Advances) | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Cash Disbursement Register/Liquidation Report | | Accounting Unit | | |
| 2. Bank Reconciliation Statement | | Land Bank of the Philippines | | |
| 3. Checks, Disbursement Vouchers and supporting documents under COA Circular 2012-01 dated June 14, 2012 | | Concerned Accountable Officers | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the hard copies of CDR/LR with supporting documents and transmittal letters | 1. Receive the documents and record in the logbook for monitoring purposes. | None | 5 minutes | <ul style="list-style-type: none"> · CD I – Erick Montessa · CD II – Jennifer Mirabete · CD III – Amelia Manzano · CD IV- Julius Besenio · CD V – Joel Valdellon · CD VI – Bernadette Torres · JHS/SHS – Jessa Melicado · DO Proper – Rafeaella Laureane Espena |

| | | | | |
|--|---|-------------|--------------------------------------|--|
| <p>2. Conduct pre-audit of the submitted liquidation reports</p> | <p>2. Check and verify the submitted documents</p> | <p>None</p> | <p>30 Minutes (per submitted LR)</p> | <ul style="list-style-type: none"> · CD I – Erick Montessa · CD II – Jennifer Mirabete · CD III – Amelia Manzano · CD IV- Julius Besenio · CD V – Joel Valdellon · CD VI – Bernadette Torres · JHS/SHS – Jessa MELicado · DO Proper – Rafealla Laureane Espena |
| | <p>3. Communicate with the Accountable Officers concerned if documents are deficient for compliance.</p> | <p>None</p> | <p>15 mins</p> | <ul style="list-style-type: none"> · CD I – Erick Montessa · CD II – Jennifer Mirabete · CD III – Amelia Manzano · CD IV- Julius Besenio · CD V – Joel Valdellon · CD VI – Bernadette Torres · JHS/SHS – Jessa MELicado · DO Proper – Rafealla Laureane Espena |
| | <p>4. Record in the Accounting System or books of accounts the liquidation transaction and issue certificate that Cash Advances have been liquidated.</p> | <p>None</p> | <p>15 minutes</p> | <ul style="list-style-type: none"> · CD I – Erick Montessa · CD II – Jennifer Mirabete · CD III – Amelia Manzano · CD IV- Julius Besenio · CD V – Joel Valdellon |

| | | | | |
|--------------|---|-------------|--|---|
| | | | | <ul style="list-style-type: none"> · CD VI – Bernadette Torres · JHS/SHS – Jessa MELicado · DO Proper – Rafeaalla Laureane Espena |
| | 5. The Head of the Accounting Unit will review the liquidation report submitted and approve the Journal Entry Voucher generated by the staff. | None | 15 minutes | · JOVEN S. NOYNAY |
| | 6. After approval, the liquidation report will be submitted to COA on a weekly basis for post audit. | None | 7 days | <ul style="list-style-type: none"> · CD I – Erick Montessa · CD II – Jennifer Mirabete · CD III – Amelia Manzano · CD IV- Julius Besenio · CD V – Joel Valdellon · CD VI – Bernadette Torres · JHS/SHS – Jessa MELicado · DO Proper – Rafeaalla Laureane Espena |
| TOTAL | | None | 7 days and 60 minutes (Maximum) | |

3. Consolidation of Financial Reports from Implementing Units

Submission of Consolidated Financial Reports are done on a monthly, quarterly, semi-annual and annual basis to oversight agencies such as DepEd NCR, DepEd CO, COA, DBM, and BIR.

| | |
|----------------------------|-----------------|
| Office or Division: | Accounting Unit |
| Classification: | Simple |

| | | | | |
|--|---|--------------------------------------|------------------------------|-------------------------------------|
| Type of Transaction: | | Reports Generation and Consolidation | | |
| Who may avail: | | Implementing Units | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. General Purpose Financial Statements cited in Government Accounting Manual | | · Implementing Units and SDO Proper | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all the required financial reports (soft and hard copies) on a monthly, quarterly, semi-annual and annual basis. | 1. Receive and record in the logbook the financial reports for consolidation. | None | 5 minutes | · Diana Garcia · Joven S. Noynay |
| | 2. Check and verify the financial data submitted | None | 30 mins to one hour every IU | · Joven S. Noynay |

| | | | | |
|--------------|---|-------------|---------------------------|-------------------|
| | 3. Enter in the FS Consolidator System the financial data submitted by IUs | None | 30 minutes | · Joven S. Noynay |
| | 4. Finalize and generate the financial statements for submission to oversight agencies. | None | 1 to 2 days | · Joven S. Noynay |
| | 5. Submit the Consolidated FS and other financial reports (soft and hard copies) to COA and other oversight agencies. | None | 30 minutes to One Hour | · Joven S. Noynay |
| | 6. Inform the field of their status on the submission of FS for monitoring purposes. | None | 30 minutes | · Joven S. Noynay |
| TOTAL | | None | 2 days and 2 hours | |

BUDGET UNIT

1. Processing of Various Claims and Benefits

Teaching and non-teaching of the Division submit their papers for processing of salary and other benefits.

| | |
|----------------------------|-------------|
| Office or Division: | Budget Unit |
| Classification: | Simple |

| | | | | |
|---|--|--|------------------------|------------------------------|
| Type of Transaction: | | G2G – Government to Government Employee and G2C - Government to Citizen | | |
| Who may avail: | | Teaching & Non-Teaching Personnel (National Roll) of SDO, Q.C., External Suppliers and Contractors | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <p>All Benefits under Personnel Services (PS) and Maintenance & Other Operating Expenses (MOOE)</p> <p>1. Payroll/Disbursement Voucher 2. PACS</p> <p>All claims under MOOE and Capital Outlay</p> <p>1. Voucher (Monthly Cash advance of Schools)</p> <p>2. Approved Contract /Purchase Order (for Procurement, Repair and Construction)</p> | | <p>Payroll Services Unit</p> <p>Accounting Section</p> <p>BAC Secretariat</p> | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the requirements at the Budget Unit | 1. Receive and check the documents submitted | None | | · Bianca Barrun, Office Aide |

| | | | | |
|-------|--|------|-------------------|---|
| | 2. Re-check documents received and prepare Obligation Request Status (ORS) if no ORS is attached | None | | · Mae Lizza Legaspi, ADAS I (Personel Services) · Cecilia Diaz (MOOE & Capital Outlay) |
| | 3. Assign ORS number and post in the registry | None | | · Marivic Napucaao, AO II |
| | 4. Sign Box B of ORS for availability of allotment | None | | · Cecilia Diaz, AO V |
| | 5. Release signed ORS and attachments | | | · Bianca Barrun, Office Aide |
| TOTAL | | | 15 minutes | |

2. Fund Request

These are requests for allotment for newly-created items of teaching and non-teaching personnel of the Division.

| | |
|----------------------------|-----------------------------|
| Office or Division: | Payroll Services Unit (PSU) |
| Classification: | Simple |

| | | | | |
|--|--|------------------------|------------------------|-----------------------------|
| Type of Transaction: | G2G - Government to Government Employee | | | |
| Who may avail: | All employees of SDO, Q.C. (National Roll) | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Certified copy of Appointment 2. Notice of Organization Staffing and Compensation Action (NOSCA) | | | Human Resource Section | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the requirements at the Budget Unit | 1. Receive and check the requirements | None | | · Mae Lizza Legaspi, ADAS I |
| | 2. Prepare Matrix of Funding Requirement and transmittal | None | | · Mae Lizza Legaspi |
| | 3. Sign Funding Request | None | | |
| | 4. Release Funding request to the Office of the Superintendent (for signature) | None | | |
| | 5. Submit Funding Request to DepEd NCR | None | | |
| TOTAL | | None | within the day | |

CASH UNIT

1. Issuance of Official Receipt

All internal and external clients who have an order of payment will submit to cashier for issuance of Official receipt.

| | | | | |
|--|--|--|------------------------|--|
| Office or Division: | Cash Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B - Government to Business Entity | | | |
| Who may avail: | All internal & external clients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Order of payment- Original copy | | Accounting Section/ BAC Office for Bidding Documents | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Secure Order of Payment/ Authority to Collect duly signed by Head of Accounting Section/ Procurement Office | 1.1 Issue Order of Payment/ Authority to Collect | None | 15 minutes | · Accounting Division/ Procurement Office) |

| | | | | |
|---|---|--|-----------|---------------------------------|
| 2. Client presents duly filled-out Order of Payment /Authority to Collect | 2.1 Verify the completeness and accuracy of information contained in the Order of Payment/ Authority to Collect | None | 5 minutes | · Jane Casas/ Wilma Barongan |
| 3. Give the necessary payment to collecting officer either thru cash or check | 3.1 Receive payment and encode the information of payment received in the Official Receipt | Applicable fees as contained in the Order of Payment/ Authority to Collect | 5 minutes | · Jane Casas/ Wilma Barongan |
| 4. check/signed and verify data indicated in the Official receipt | 4.1 Issue Official Receipt to the Payee/ donor | None | 5 minutes | · Myrna N. Cabatbat |
| TOTAL | | 30 minutes | | |

2. LDDAP-ADA/CHECK PAYMENT

All vouchers duly signed by the authorized Officers, payment either LDDAP ADA or Check Issuance depending on its funding.

| | |
|----------------------------------|--------------------------------|
| Office or Division: | Cash Division |
| Classification: | Simple |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | Internal and external clients |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| 1. Processed Disbursement Voucher/LDDAP ADA | | | Accounting Unit | |
|---|--|----------------|-----------------------------------|-------------------------------|
| 2. Supporting Documentary Requirements | | | Concerned Office/ Bureau/ Service | |
| CLIENT STEPS | AGENCY ACTION | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1.1 Receives and records processed DV and LDDAP ADA duly signed by Chief Accountant | None | 5 minutes | Jane Casas/ Wilma Barongan |
| TOTAL | | None | 5minutes | |
| IN CASE OF CHECK PAYMENT | | | | |
| | 1.2 Determines type of fund and issued the corresponding check | None | 5 minutes | Jane Casas/ Wilma Barongan |
| | 1.3 Controls check and advice number, prepares and encodes in the database system and print check and ACIC | None | 10 minutes | Jane Casas/ Wilma Barongan |

| | | | | |
|-----------------------------------|--|------|---|-------------------------------|
| | 1.4 Reviews accuracy of data on check and ACIC based of the processed DV and signs/initials. | None | 5 minutes | Jane Casas/ Wilma Barongan |
| IN CASE OF LDDAP-ADA | | | | |
| | 1.5 Imports from the database system to generate the hash totals in the FINDES (online LBP System); controls and assign check number and prepares ACIC | None | 10 minutes | Jane Casas/ Wilma Barongan |
| | 1.6 Reviews hash totals, ACIC based on the processed LDDAP-ADA and sign initials | None | 10 minutes | . Myrna N. Cabatbat |
| IN CASE BOTH CHECK AND LADDAP-ADA | | | | |
| | 1.7 Records and transmit check and ACIC or LDDAP ADA with the necessary documents to authorized signatories | None | 10 minutes | Jane Casas/ Wilma Barongan |
| | 1.8 Authorized signatories sign check and ACIC/ LDDAP-ADA advice with necessary documents | | 1-2 days depending on the availability of signatories | . Myrna N. Cabatbat |

| | | | | |
|--|---|--|--|--|
| | 1.9 Returns signed check and ACIC or LDDAP-ADA with the necessary documents to USB/CD | | | |
| | 1.10 Receives and check if all documents were duly signed and records accordingly | | | |
| | In case of LDDAP ADA photocopies, segregates and prepares for the Submission to AGDB; | | | |
| | In case of check, creates and approves for clearing check payments thru eMDS | | | |
| | 1.1 Informs payee of availability for check release | | | |

| | | | | |
|---|---|------|------------|----------------------------|
| | 2.1 Check ID of claimant and receives the document submitted to claim check | | | |
| 3. Signs the check releasing logbook and DV | 3.1 Checks signature against the ID Presented | None | 5 minutes | Jasmine Danganan |
| 4. Receives check and validates correctness of data (name of payee and amount) | 4.1 Releasing of check | None | 5 minutes | Jasmine Danganan |
| Receipt of Official receipt (OR) for payment thru LDDAP-ADA-external | | | | |
| 5. Proceeds to Cash Department and informs the Cash Department staff of detail of payment credited to their account (date and amount) | 5.1 Searches database for LDDAP ADA number and located among the files submitted to the bank the LDDAP ADA involved in the transactions | None | 10 minutes | Jane Casas/ Wilma Barongan |
| 6. Issues OR for the payment received thru LDDAP-ADA | 6.1 Attaches the OR to the DV and issuance of tax certificate when applicable | None | 10 minutes | Jasmine Danganan |

| | | | | |
|--|---|------------------------------|------------|----------------------------|
| Inquiry on status of payment of obligation- internal and external | | | | |
| 7. Client inquires on status of payment thru check or LDDAP-ADA, thru personal follow up, text message, landline call, messenger | 7.1 Searches the Cash receipts and Disbursement Database system and informs the client of search result and/or furnishes copy of LDDAP-ADA, DV when requested | none | 10 minutes | Jane Casas/ Wilma Barongan |
| TOTAL | | 2 days 1 Hour and 30 Minutes | | |

3. Petty Cash

All expenses in small amount up to extend of 15,000 can be paid through petty cash fund.

| | | | | |
|--|--------------------------------|------------------------|------------------------|---------------------------|
| Office or Division: | Cash Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All Deped Employee | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Approved Petty Cash Voucher 2. Signed by Requesting Officer 3. Accounting Section, SDS Office | | Cash Unit | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|---|------------------|----------|---------------------|
| 1. Secure Petty Cash Fund Form in Cash Unit | 1.1 Issue Petty Cash Form | None | 5minutes | . Myrna N. Cabatbat |
| 2. Fill up the form with duly signed of the requesting party with the approval of the Accountant and the sds | 2.1 Verify the completeness and accuracy of information contained in the Petty Cash Form | None | | . Myrna N. Cabatbat |
| 3. Give the necessary payment of the request amount | 3.1 Receive the petty cash form according to the approved petty cash form with official receipt presented | | | . Myrna N. Cabatbat |
| TOTAL | | 5 Minutes | | |

CURRICULUM IMPLEMENTATION DIVISION

EXTERNAL DIVISION

1. Enrolment at the DepEd-Alternative Learning System

Out of School Youth (OSY) and other undergraduate of Elementary or High School may now avail of the this DepEd

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| OFFICE OR DIVISION | Schools Division Office/ ALS | | | |
| CLASSIFICATION | Simple | | | |
| TYPE OF TRANSACTION | G2C | | | |
| WHO MAY AVAIL | Out of school youth and adults, undergrad of basic education, 13 year- Elem, 16 years old – JHS, 19 years old - SHS | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Document 1- Photocopy of Birth Certificate (BC) or Baptismal Certificate/ PSA | | ALS Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. Conduct information | none | Year round | ALS |

| | | | | |
|--|--|------|------------|------------------|
| | dissemination and advocacy efforts | | | Implementers |
| | 2. Conduct advocacy meeting | none | Year round | ALS Implementers |
| | 3. Records name of applicant | none | 30 min | ALS Implementers |
| | 4. Conduct assessment/ screening | none | 30 min | ALS Implementers |
| | 5. Identify the entry level attained and group the clientele/ learners accordingly to the literacy level | none | 20 min | ALS Implementers |
| | 6. Schedule of sessions | none | 2 min | ALS Implementers |

2. Issuance of ALS Passers Certification

Passer of ALS Accreditation and Equivalency Exam is issued with Certification.

| | | | | |
|--|--|------------------------|------------------------|---------------------------|
| OFFICE OR DIVISION | Schools Division Office/ ALS | | | |
| CLASSIFICATION | Simple | | | |
| TYPE OF TRANSACTION | G2G | | | |
| WHO MAY AVAIL | ALS A&E Passers | | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Document 1- Claim Stub | | ALS | | |
| Document 2- Identification Card | | | | |
| Document 3- Authorized or Special Power of Attorney- (if the one requesting is another person) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the documents to cashier | 1. Receive the documents from the client | none | 10 minutes | EPS ALS |
| 2. Wait | 2. Prepare the certification | none | 10 minutes | EPS ALS |
| 3. Receive the certification | 3. Signing and release of certification | none | 10 minutes | EPS ALS |

INTERNAL SERVICES

1. A & E Test Registration

Interested Elementary and Junior High School Level Students may avail of the Accreditation and Equivalency Test Registration in the Alternative Learning System Center.

| | |
|---------------------------|---|
| OFFICE OR DIVISION | Schools Division Office/ ALS Implementers |
| CLASSIFICATION | |

| | | | | |
|---|--|--|------------------------|---------------------------|
| TYPE OF TRANSACTION | | | | |
| WHO MAY AVAIL | | Completers of A & E Elem and Junior HS Level | | |
| REQUIREMENTS | | WHERE TO SECURE | | |
| Document 1- Photocopy of Birth Certificate (BC) or Baptismal Certificates | | ALS Office | | |
| Document 2- 1 x 1 colored ID Picture | | | | |
| Document 3- Certificate of ALS Completers | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit A & E Test Requirements | 1. Receive requirements | none | 10 minutes | ALS Implementers |
| 2. | 2. Verification and validation of requirements | none | | Test Registration Officer |
| 3. Fill-up A & E Registration Forms | 3. Issue A & E Registration Form | none | | Test Registration Officer |
| 4. Submit A & E Registration Form | 4. Verification of A & E Registration Form | none | | Test Registration Officer |
| | 5. Include in the list of registrants | none | | Test Registration Officer |

2. ACCESS TO LRMS PORTAL

The LRMS provides access to quality resources from the Regions, Divisions, Cluster/School level including:

- information on quantity and quality and location of textbooks and supplementary materials, and cultural expertise,
- access to learning, teaching and professional development resources in digital format and locates resources in print format and hard copy,
- standards, specifications and guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

| | |
|---|------------------------------------|
| Office or Division: | Curriculum Implementation Division |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who May Avail: | All |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Computer/Laptop with Internet Connection | Client |

| 2. Registered LR Account a. DepEd Email for DepEd Employees b. Any active email address for learners, parents and stakeholders | | LR Portal (lrmds.deped.gov.ph) | | |
|--|----------------------------------|--------------------------------|-----------------|-----------------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Open any browser engine and go to www.lrmds.gov.ph | 1.1 Assist client (if necessary) | None | 1 minute | Client/ LR Staff/ Librarian |
| 2. Click the Begin Quick Tour for new users (optional) | 2.1 Assist client (if necessary) | None | 1 minute | Client/ LR Staff/ Librarian |
| 3. Log in to the LR Portal | 3.1 Assist client (if necessary) | None | 1 minute | Client/ LR Staff/ Librarian |
| 4. On the upper left side menu bar, click the Resources Tab and select either K to 12 Resources, Alternative Learning System or Professional Development | 4.1 Assist client (if necessary) | None | 10 minutes | Client/ LR Staff/ Librarian |
| 5. Select Grade Level | 5.1 Assist client (if necessary) | None | | Client/ LR Staff/ Librarian |
| 6. Select your desired learning area | 6.1 Assist client (if necessary) | None | | Client/ LR Staff/ Librarian |

| | | | | |
|---|-----------------------------------|------|-----------|-----------------------------|
| 7. Select the content from the given list | 7.1 Assist client (if necessary) | None | | Client/ LR Staff/ Librarian |
| 8. a. Select a title from the list. (The list could still be refined based on | 8.1 Assist client (if necessary) | None | | Client/ LR Staff/ Librarian |
| DepEd Special Programs such as IPEd, ALS, etc.) b. Use the search button to look for the desired Learning Resource | | | | |
| 9. Click view or download. (Guest can only browse and search for LRs in the Portal. Only registered users are given downloading privileges) | 9.1 Assist client (if necessary) | None | 5 minutes | Client/ LR Staff/ Librarian |
| 10. Copy or print the downloaded Learning Resource | 10.1 Assist client (if necessary) | None | 5 minutes | Client/ LR Staff/ Librarian |
| 11. Open feedback mechanism tab and accomplish Online Feedback form in the Contact Us Tab | 11.1 Dispense Client Report | None | 3 minutes | Client/ LR Staff/ Librarian |
| 12. Log-out the LR Portal | 12.1 Assist client (if necessary) | None | 1 minute | Client/ LR Staff/ Librarian |

| | | | |
|--------------|-------------|-------------------|--|
| TOTAL | None | 28 minutes | |
|--------------|-------------|-------------------|--|

3. BORROWING PROCEDURES FOR BOOKS AND OTHER MATERIALS OVER NIGHT

DepEd recognizes the rights of every teacher and learner to access available learning resources, thus the Library Circulation Services. All schools/districts/ SDOs with established libraries offer the library services.

| | | | | |
|---|----------------------------|---|------------------------|---------------------------|
| Office or Division: | | Curriculum Implementation Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen | | |
| Who May Avail: | | Students and Teaching Related Personnel | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. 1. Request Letter (1 Original Copy, 1 Photocopy) | | Client | | |
| 2. 2. Valid ID (1 Original, 1 Photocopy) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request letter to Record Section | 1.1 Receive request letter | None | 5 minutes | Record's Personnel |

| | | | | |
|---|---|------|--|------------------------------------|
| | 1.2. Forward the request letter to the library Hub | None | 5 minutes | Record's Personnel |
| | 1.3. Receive the request letter | None | 1 minute | Librarian/Library Staff |
| 2.Present the Received request letter valid ID | 2.1 Receive request letter and valid ID | None | 5 minutes | Librarian/Library Staff |
| 3.Check and browse available reading materials in the display shelves | 3.1 Assist Client | None | 3 minutes | Client and Librarian/Library Staff |
| 4. Select titles of reading materials to borrow | | None | 20 minutes (Depending on the number of books to borrow) | Client |
| 5.Accomplish two (2) copies of borrowing and Returning Transaction Form | 5. 1 Prepare and record reading materials for lending | None | 3 minutes | Librarian/Library staff |
| 6.Receive reading materials | 6.1 Return ID presented and Release reading materials to borrow | None | 2 minutes | Librarian/Library staff |
| TOTAL | None | | 45 minutes | |

HUMAN RESOURCE NON-TEACHING UNIT

1. Submission of Employment Application (Non-Teaching Related)

Any individual with interest in applying for a position in DepEd, and that is qualified for the position may submit his/her following credentials and other requirements.

| | | |
|-----------------------------|--|---------------------------|
| Office or Division: | Human Resource Non-Teaching Unit | |
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | Any person who is eligible for the position | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | 1. Application Requirements Checklist | HR Non-Teaching Unit |
| | 2. Transmittal/Endorsement/Application Letter (2 copies) | Applicant |
| | 3. Duly accomplished CSC Form 212 with latest Passport Size ID picture (2 original) | CSC Website |
| | 4. Updated PRC License/Certificate of Registration from PRC/CSC eligibility (1 original & 2 photocopies) | PRC/CSC |
| | 5. Transcript of Records/Diploma for Masteral/Doctorate Degree and/or Certificate of Completion for CAR (1 original & 2 photocopies) | School/s attended |
| | 6. Updated Service Record/Certificate of Employment/Designation (1 original & 2 photocopies) | Previous/Current employer |
| | 7. Performance Ratings for the last 3 rating periods prior to application (1 original & 2 photocopies of each rating) | |
| | 8. Specialized Trainings e.g. Scholarship Programs, short courses, study grants (1 original & 2 photocopies of each training) | Applicant |

| 9. Documentation of Outstanding Accomplishment/s (1 original & 2 photocopies of each accomplishment) | | | | |
|---|---|-----------------|-----------------|----------------------------|
| 10. Electronic-copy of requirements/documents, if available | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Bring the complete pertinent documents to the HR Non Teaching Unit | 1.1. Check the completeness and veracity of documents submitted | None | 15 minutes | HR Non Teaching Unit Staff |
| | 1.2. Stamp Validated on the applicant's pertinent documents | None | 10 minutes | HR Non Teaching Unit Staff |
| 2. Submit the complete pertinent documents to the Records Unit | 2.1. Stamp Receive, issue a receiving copy, and forward the pertinent documents to the HR Non Teaching Unit | None | 10 minutes | Records Section staff |
| | 2.2. Encode application details | None | 10 minutes | HR Non Teaching Unit Staff |
| TOTAL | | None | 45 minutes | |

2. Application for ERF (Equivalent Record Form)

This service is to validate the classification level of teachers covered by the Teachers' Pay Preparation Schedule (TPPS). The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval. The processing of ERF is

classified as highly technical since it requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.

| | | |
|---|--|----------------------------|
| Office or Division: | Human Resource Non-Teaching Unit | |
| Classification: | Complex | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | DepEd SDO, QC Head Teachers/Principals | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. ERF Application Requirements Checklist | | HR Non-Teaching Unit |
| 2. Plantilla Allocation List (3 originals) | | |
| 3. Service Record (2 originals) | | |
| 4. Rank list of Personnel who are qualified for the desired position, duly signed by the Chairman and Members of the Ranking Committee or Certification that the applicant is a lone candidate (2 copies) | | |
| 5. Endorsement Letter signed by Principal/ Immediate Supervisor (3 copies) | | School/Office of requestor |
| 6. Duly accomplished Equivalent Record Form (3 originals) | | HR Non-Teaching Unit |
| 7. Authenticated copy of Transcript of Records – Graduate Studies (1 original & 2 photocopy) | | Applicant |
| 8. Certificate of relevant training for the last 5 years, at least 24 hours duration (1 copy each) | | |
| 9. Permit to study or Accreditation of units – Graduate Studies (3 photocopy) | | |

| | | | | |
|---|---|------------------------|---------------------------|----------------------------|
| 10. Certification that the candidate has "Very Satisfactory" rating for the last 3 years (IPCRF) (3 photocopy) | | | Previous/Current employer | |
| 11. List of teachers in each of the eight major subject areas, duly identified by their respective item number per Plantilla of Personnel, each page duly signed/certified correct by the head of the school and attested by the Schools Division Superintendent/duly authorized signatory (2 original) | | | Applicant | |
| 12. Updated copy of the school's Plantilla of Personnel for the current fiscal year – highlighting the name of the teachers in subject area of the teacher for reclassification (1 original) | | | Applicant | |
| 13. Justification for the need of the Position (1 original) | | | | |
| 14. SF7 for the current school year (2 original) | | | | |
| 15. Service Record (1 copy) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all documentary requirements | 1.1. Receive and check for the completeness of the submitted ERF requirements | None | 20 minutes | HR Non Teaching Unit Staff |

| | | | | |
|---|--|-------------|-------------------|----------------------------|
| | 1.2. Process ERF application and attached necessary documents | None | 25 minutes | HR Non Teaching Unit Staff |
| | 1.3. Forward to authorized signatories for signature on ERF Form | None | 30 minutes | HR Non Teaching Unit Staff |
| 2. Furnish teacher with the Endorsement of the ERF to Regional Office | 2.1. Indorse the ERF application to Regional Office | None | 5 minutes | Records Section Staff |
| TOTAL | | None | 80 minutes | |

3. Application for Leave

Leave of absence, for any person other than serious illness of an officer or employee or any member of his family, must be contingent upon the needs of the service. The grant vacation leave is discretionary on the part of the agency head or authority concerned; thus, mere filing of such leave application does not entitle an officer or employee to go on leave outright.

| | | |
|----------------------------------|----------------------------------|------------------------|
| Office or Division: | Human Resource Non-Teaching Unit | |
| Classification: | Simple | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | DepEd SDO, QC Employees | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Vacation Leave | | |
| 1. CS Form 6 (3 originals) | | HR Non-Teaching Unit |

| | |
|--|----------------------|
| 2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 originals) | |
| 3. Letter request, if necessary (1 copy) | Client |
| Additional Requirements for Vacation Leave more than 30 days: | |
| 1. Endorsement letter from School head/Head of agency (2 copies) | Client |
| 2. Certificate of No Pending Case (1 copy) | HR Non-Teaching Unit |
| 3. Photocopy of Leave Card (1 copy) | Client |
| Sick Leave | |
| 1. CS Form 6 (3 originals) | HR Non-Teaching Unit |
| 2. Medical Certificate, if more than 5 days sick leave (1 copy) | |
| 3. Letter request, if necessary (1 copy) | Client |
| Additional Requirements for Vacation Leave more than 30 days: | |
| 1. Endorsement letter from School head/Head of agency (2 copies) | Client |
| 2. Certificate of No Pending Case (1 copy) | HR Non-Teaching Unit |
| 3. Photocopy of Leave Card (1 copy) | Client |
| Paternity Leave | |
| 1. CS Form 6 (3 originals) | HR Non-Teaching Unit |
| 2. Letter request, if necessary (1 copy) | Client |
| Additional Requirements: | |
| 1. PSA Marriage Contract (1 photocopy) | PSA |
| 2. Birth Certificate of Child/Medical Certificate of Wife if Miscarriage (1 photocopy) | PSA/Client |

| | | | | |
|---|----------------------|------------------------|------------------------|---------------------------|
| Maternity Leave | | | | |
| 1. CS Form 6 (3 originals) | | HR Non-Teaching Unit | | |
| 2. Letter request, if necessary (1 copy) | | Client | | |
| 3. Endorsement letter (2 copies) | | | | |
| 4. Last day of Service (2 copies) | | | | |
| Additional Requirements: | | | | |
| 4. Special Order Form (3 originals) | | HR Non-Teaching Unit | | |
| 5. Medical Certificate (1 copy) | | | | |
| 6. Clearance (4 originals) | | | | |
| Solo Parent Leave | | | | |
| 1. CS Form No. 6 (Revised 1995) Application for Leave (3 originals) | | HR Non-Teaching Unit | | |
| 2. Letter request, if necessary (1 copy) | | Client | | |
| Additional Requirements: | | | | |
| 1. PSA Birth Certificate of Child (1 photocopy) | | PSA | | |
| 2. Photocopy of Solo Parent ID (1 photocopy) | | Client | | |
| Special Privilege Leave | | | | |
| 1. CS Form 6 (3 originals) | | HR Non-Teaching Unit | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|---|------|------------|----------------------------|
| 1.Submit complete documentary requirements within the prescribed timeline from the concerned office | 1.1. Check for the completeness and receive the documents | None | 10 minutes | Records Section Staff |
| | 1.2. Forward the complete document to the HR Non-Teaching Unit for appropriate action | None | 10 minutes | Records Section Staff |
| | 1.3. Review the submitted complete document and provide appropriate action | None | 30 minutes | HR Non Teaching Unit Staff |
| | 1.4. Forward to the Office of the SDS/ASDS for | None | 20 minutes | HR Non Teaching Unit Staff |
| | Approval (Administrative Section for Maternity Leave) | | | |
| | 1.5. Forward the approved Form 6 to the Records Section for release | None | 15 minutes | ASDS/SDS Office Staff |
| 2. Receive the approved Form 6 | 2.1 Release the approved Form 6 | None | 10 minutes | Records Section Staff |

| | |
|--------------|---------------------------|
| TOTAL | 1 hour, 35 minutes |
|--------------|---------------------------|

4. Application for Retirement

Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

| | | |
|--|---|--|
| Office or Division: | Human Resource Non-Teaching Unit | |
| Classification: | Complex | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | DepEd SDO, QC employees that reached the retiring age requirement | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| 1. Endorsement Letter from School head/Head of agency (2 copies) | Concerned retiree | |
| 2. Letter of intention to retire (1 copy) | | |
| 3. Routing (3 copies) | HR Non-Teaching Unit | |
| 4. Service Record (3 originals) | | |
| 5. Division Office Clearance (4 originals) | | |
| 6. Statement of Assets & Liabilities (2 originals) | | |
| 7. Notice of Salary Adjustment (3 copies) | | |

| 8. Certificate of No Pending Administrative Case (1 original) | | | | |
|---|--|------------------------|------------------------|---------------------------|
| 9. Certificate of Last Day of Service (1 copy) | | School/SDO | | |
| 10. Certificate of Last Salary Received (1 original) | | Payroll Unit | | |
| 11. Certification of Leave with or without pay (2 originals) | | HR Non-Teaching Unit | | |
| 12. Ombudsman Clearance (1 original) | | | | |
| 13. Declaration of Pendency/Non-Pendency of Case (3 copies) | | | | |
| 14. GSIS Application for retirement benefits form (1 original) | | | | |
| 15. Certificate of no Provident loan (1 original) | | DepEd-NCR | | |
| 16. PSA Marriage Certificate, for married women only (1 original & 2 photocopies) | | PSA | | |
| 17. Regional Clearance, for Principal only (3 copies) | | DepEd-NCR | | |
| 18. Certificate of No Liquidated Cash Advance , for Principal, PSDS, and section heads (3 copies) | | Quezon City Hall | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit complete requirements for retirement to Records Section | 1.1. Receive complete documents for retirement | None | 10 minutes | Records Section Staff |

| | | | | |
|--------------|---|-------------|----------------------------|------------------------------|
| | 1.2. Check and verify the completeness of the documents. If requirements are incomplete, inform the concerned person | None | 1 day | HR Non Teaching Unit Staff |
| | 1.3. Prepare 1st endorsement, certificate of leave without pay (if applicable), service record, and notice of salary adjustment | None | 4 hours | HR Non Teaching Unit Staff |
| | 1.4 Forward retirement to Administrative section for approval | None | 20 minutes | HR Non Teaching Unit Staff |
| | 1.5. Forward retirement to ASDS office for approval for release in the Records Section | None | 1 day | Administrative Section Staff |
| | 1.6. Forward retirement to Records section for release | None | 1 day | ASDS Office Staff |
| | 1.7. Release to GSIS office | None | 2 days | Records Section Staff |
| TOTAL | | None | 5 days & 1 hour | |

5. Foreign Travel Authority Request on Official Time or Official Business

Processing of required documents for DepEd personnel who are going to travel outside country for personal and official purposes.

| | | |
|---|----------------------------------|------------------------|
| Office or Division: | Human Resource Non-Teaching Unit | |
| Classification: | Simple | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | DepEd SDO, QC Employees | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Letter of endorsement from school head (2 copies) | | Requesting Party |
| 2. Letter of Intent (3 copies) | | |
| 3. Certificate of departure (3 copies) | | |
| 4. Justification for travel with template – explaining the purpose of the trip, projective expenses are not excessive and the trip is expected to bring substantial benefit to the country (3 copies) | | |
| 5. OIC letter/substitute teacher with conforme of designate OIC (3 copies) | | |
| 6. Travel Authority/Request Form A (DO No. 43 s. 2014) (3 originals) | | HR Non-Teaching Unit |
| 7. Certificate of No Pending Case (3 originals) | | |
| 8. Profile (3 originals) | | |
| 9. Invitation (3 copies) | | Requesting party |
| 10. Program of Activities (3 copies) | | |
| 11. Itemized budget/Estimated cost (3 copies) | | |
| 12. Curriculum vitae (3 copies) | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-----------------|----------------------------|
| 1. Submit all documentary requirements within the prescribe timeline to Personnel Unit | 1.1. Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details. | None | 10 minutes | Records Section |
| | 1.2. If incomplete submission, coordinate with concerned office/ personnel to request lacking documents and/or confirm any inconsistencies | None | 1 day | HR Non Teaching Unit Staff |
| | 1.3. If complete and accurate, prepare the necessary additional requirements and provide appropriate action | None | 15 minutes | HR Non Teaching Unit Staff |
| | 1.4. Forward request to Administrative Section for approval | None | 20 minutes | HR Non Teaching Unit Staff |

| | | | | |
|--------------------------------------|--|------|--|------------------------------|
| | 1.5. Forward request to ASDS Office for approval | None | 1 day | Administrative Section Staff |
| | 1.6. Forward request to SDS Office for approval | None | 1 day | ASDS Office Staff |
| | 1.7. Release the signed endorsement and documents to DepEd NCR | None | 1 day | Records Section Staff |
| 2. Receive approved travel documents | 2.1. Release the approved travel request to client | None | 2 weeks | Records Section Staff |
| TOTAL | | | 2 weeks, 4 days, & 45 minutes | |

6. Issuance of Certificate of Employment

Certificate of employment is issued upon request of the employee which will be used to verify employment history of a certain employee of a former or current employer.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | Human Resource Non-Teaching Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | DepEd SDO, QC Employee/ Former Employee | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter request (1 copy) | | | HR Non-Teaching Unit | |
| 2. Photocopy of latest payslip (1 copy) | | | Client | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|------|------------|---------------------------------|
| 1. Submit request with other required documents | 1.1. Receive submitted complete documents | None | 2 minutes | HR Non Teaching Unit Staff |
| | 1.2. Verify the complete documents submitted | None | 5 minutes | HR Non Teaching Unit Staff |
| | 1.3. Prepare and sign Certificate of Employment | None | 5 minutes | HR Non Teaching Unit Staff/HRMO |
| 2. Receive Certificate of Employment | 2.1. Release Certificate of Employment to Client | None | 2 minutes | HR Non Teaching Unit Staff |
| TOTAL | | None | 14 minutes | |

7. Issuance of Service Record

Service record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave with and without pay as well as their annual salary while serving as an employee of an organization.

| | | |
|---|----------------------------------|---------------------------|
| Office or Division: | Human Resource Non-Teaching Unit | |
| Classification: | Simple | |
| Type of Transaction: | G2G - Government to Government | |
| Who may avail: | DepEd SDO, QC Employees | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Letter request (2 copies) | | Client |
| 2. Previous copy of Service Record, if previously employed in other agency (2 copies) | | Previous/Current employer |

| 3. Photocopy of present Appointment (1 copy) | | | Client | |
|---|---|------------------------|--|----------------------------|
| 4. Latest payroll slip (1 photocopy) | | | Client | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request with other required documents | 1.1. Receive submitted complete documents | None | 2 minutes | HR Non Teaching Unit Staff |
| | 1.2.Retrieve of documents from file | None | 5 minutes | HR Non Teaching Unit Staff |
| | 1.3.Process request | None | 30 minutes – 2 days depending on the length of service | HR Non Teaching Unit Staff |
| | 1.4. Forward to the administrative services for signature | None | 5 minutes | HR Non Teaching Unit Staff |
| 2. Receive the signed service record | 2.1. Release service record | None | 2 minutes | HR Non Teaching Unit Staff |
| TOTAL | | None | 2 days & 14 minutes to 44 minutes | |

8. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)

This service involves the preparation of appointment papers of newly-hired, promoted, reemployed, reappointed or transferred employee.

| | | |
|-----------------------------|--|------------------------|
| Office or Division: | Human Resource Non-Teaching Unit | |
| Classification: | Simple | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | New entrants SDO, QC employees | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | 1. Call up Letter (1 photocopy) | Appointee |
| | 2. Publication – CSC Form No. 9, Revised 2018 received by CSCFO (1 photocopy) | HR Non-Teaching Unit |
| | 3. Plantilla (1 copy) | |
| | 4. Deliberation (1 copy) | |
| | 5. Appointment – CSC Form No. 33-A, Revised 2018 (3 original) | |
| | 6. Oath of Office – CS Form No. 32, Revised 2018 (1 original) | |
| | 7. Certificate of Assumption to Duty – CS Form No. 4, Series of 2018 (4 original) | |
| | 8. Clearance – CSC Form 7, except for original and reemployment (3 originals & 1 photocopy) | |
| | 9. Position Description Form-DBM-CSC Form No. 1, Revised version No. 1 s. 2017 (4 originals) | |

| | | | | |
|---|----------------------|------------------------|---------------------------|---------------------------|
| 10. Personal Data Sheet – Duly accomplished CSC Form 212, Revised 2017 (4 original) | | | | |
| 11. Work Experience Sheet (4 original) | | | | |
| 12. Certified true copy of original Transcript of Records (3 photocopies) | | | Emanating School | |
| 13. CSC Eligibility, except for Reappointment as Provisional (1 original & 2 photocopies) | | | CSC | |
| 14. Latest Payslip (1 photocopy) | | | Appointee | |
| 15. Statement of Assets & Liabilities (3 originals) | | | | |
| 16. Latest Approved Appointment, except for Original and reemployment (3 photocopy) | | | | |
| 17. Performance Rating, except for Original and reemployment (3 photocopy) | | | Previous/Current employer | |
| 18. Medical Certificate – CSC Form No. 211, Revised 2017 (1 original & 2 photocopies) | | | HR Non-Teaching Unit | |
| 19. Results of Neuropsychiatric Medical Exam and Laboratory test (1 original & 3 photocopies) | | | | |
| 20. NBI Clearance, except for promotion, reappointment and transfer (3 photocopy) | | | NBI | |
| 21. PSA Birth Certificate, except for promotion, reappointment and transfer (3 photocopy) | | | PSA | |
| 22. Marriage Certificate, if applicable, except for promotion, reappointment and transfer (3 photocopy) | | | PSA | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|------|------------|----------------------|
| 1. Submit all documentary requirements | 1.1. Receives and check for the completeness of the submitted requirements for appointment | None | 15 minutes | HR Non-Teaching Unit |
| | 1.2. Prepare Appointment paper (CS Form No. 33-A) | None | 5 minutes | HR Non-Teaching Unit |
| | 1.3. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A) | None | 10 minutes | HR Non-Teaching Unit |
| 2. Appointee receives a copy of the signed appointment (CS Form No. 33-A) | 2.1. Appointment for signature of appointee in the acknowledgment at the back of the appointment and Furnish a copy of his/her appointment | None | 5 minutes | HR Non-Teaching Unit |
| | 2.2. Appointment and other supporting documents with Appointment Transmittal and Action Form for submission to CSCFO | None | 5 minutes | HR Non-Teaching Unit |

| | | |
|--------------|-------------|-------------------|
| TOTAL | None | 40 minutes |
|--------------|-------------|-------------------|

9. Processing of Terminal Leave Benefits

Processing of Terminal Leave Benefits based on the accumulated leave credits of a DepEd personnel during his/her service in the agency. This is for those employees who have availed retirement/ resigned/ separated and should have payment for their remaining leave balances.

| | | |
|--|----------------------------------|--|
| Office or Division: | Human Resource Non-Teaching Unit | |
| Classification: | Simple | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | DepEd SDO, QC employees | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| 1. Transmittal (2 copies) | HR Non-Teaching Unit | |
| 2. Letter request (1 original) | Concerned Retiree | |
| 3. Service Record (1 original) | | |
| 4. GSIS Retirement Voucher (1 original) | | |
| 5. GSIS Retirement Clearance (1 photocopy) | | |
| 6. Latest Notice of Salary Adjustment (NOSA) (1 original) | HR Non-Teaching Unit | |
| 7. List of Terminal Leave (3 copies) | | |
| 8. Statement of Vacation and Sick Leave Credits (3 copies) | | |
| 9. List of actual retiree to be paid (3 copies) | | |
| 10. Certification of Accumulated Leave Credits by the Division Personnel Officer (3 originals) | | |
| 11. Certified Copies of Leave Cards (1 original) | School/SDO | |

| For deceased employee: | | | | |
|--|---|-----------------------|--------------------|--------------------------|
| 1. Death certificate (1 photocopy) | | PSA | | |
| 2. PSA Marriage Certificate (1 photocopy) | | | | |
| 3. Survivorship, If applicable (1 photocopy) | | Spouse | | |
| 4. Special Power of Attorney (1 original & 2 photocopies) | | Attorney | | |
| 5. PSA Birth Certificate of Children, if employee has no living spouse (1 photocopy) | | PSA | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all documentary requirements within the prescribed timeline from the concerned office | 1.1. Receive the complete documents | None | 10 minutes | Records Section Staff |
| | 1.2. Check the document as to completeness | None | 10 minutes | Record Section Staff |
| | 1.3. Forward the complete document to the Personnel for appropriate Action | None | 2 hours | Record Section Staff |

| | | | | |
|--------------|---|-------------|--|------------------------------|
| | 1.4. Review the submitted complete document and inform the concerned person if the requirements are incomplete and provide appropriate action | None | 3 days – 1 week depending on the length of service | HR Non Teaching Unit Staff |
| | 1.5. Forward to the Accounting Section for Approval | None | 20 minutes | HR Non Teaching Unit Staff |
| | 1.6. Forward to the Administrative Services for Approval | None | 20 minutes | Accounting Section Staff |
| | 1.7. Forward to the ASDS for Approval | None | 20 minutes | Administrative Section Staff |
| | 1.8. Forward to the SDS for Approval | None | 20 minutes | ASDS Office Staff |
| | 1.9. Forward the approved terminal leave to the Records Section for release to DepED-NCR | None | 15 minutes | SDS Office Staff |
| TOTAL | | None | 1 week, 3 hours, & 55 minutes/ 3 day, 3 hours, 55 minutes | |

12. Request for Correction of Name and Change of Status

This process of correcting clerical or typographical errors in the Certificate of Live Birth is governed by the provisions of Republic Act(R.A.) No. 10172 and updating or changing the marital status.

| | | | | |
|--|--|------------------------|------------------------|----------------------------|
| Office or Division: | Human Resource Non-Teaching Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | DepEd SDO, QC employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. PSA Marriage Certificate, for Change of Status (1 original and 1 photocopy) | | | PSA | |
| 2. PSA Birth Certificate, for Correction of Name (1 original and 1 photocopy) | | | PSA | |
| 3. Request Letter (1 copy) | | | Client | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the complete documents | 1.1. Receive and check the complete document | None | 5 minutes | HR Non Teaching Unit Staff |
| | 1.2. Updating of records | None | 5 minutes | HR Non-Teaching Unit Staff |
| | 1.3. Preparation of Special Order Form, for change of name (3 original copies) | None | 30 minutes | HR Non-Teaching Unit Staff |

| | | |
|--------------|-------------|-------------------|
| TOTAL | None | 40 minutes |
|--------------|-------------|-------------------|

HUMAN RESOURCE TEACHING UNIT

1. Submission of Employment Application (Teaching Related)

Any Individual with interest in applying for a position in DepEd, and that is qualified for the position may submit his/her credentials and other requirements.

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | Human Resource Management Teaching Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government To Citizen | | | |
| Who may avail: | Licensed Professional Teacher for Permanent Positions (Elem, JHS and SHS, Not Eligible Teachers for Provisional Positions (SHS only) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Requirement of Teacher Applicants 2. CSC Form 212-1 original copy 3. Transcript of Records with computation of GWA-1 certified photocopy 4. LET eligibility/License/Rating-1 certified photocopy each 5. Certification of specialized training(s)-1 certified photocopy 6. Service Record (if any)-1 certified photocopy 7. Certificate of Employment-1 certified photocopy 8. Voter's ID-1 photocopy 9. NBI Clearance- 1 photocopy 10. Omnibus Certification (public notary)-1 original copy | | -CSC website/SDO -Emanating Graduate School -PRC -client/teacher applicant -previous employment/employer -previous employment/employer -client/teacher applicant -NBI -CSC website/SDO | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|---|-------------|------------------|-----------------------|
| 1. Submit the complete pertinent documents | 1.1 Receive and stamp the hard copy of the result of pre assessment from the School as received and forward to HR Unit. | None | 5 minutes | Records Section Staff |
| TOTAL | | None | 5 Minutes | |

2. Application for ERF (Equivalent Record Form)

This Service is to validate the classification level of teachers covered by the teachers' pay preparation schedule (TPPS). The HR Unit will assess and validate the documents submitted to be endorsed to the Regional Office for approval. The processing of ERF is classified as highly technical since it requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.

| | | | |
|--|---|---------------------------|--|
| Office or Division: | Human Resource Management Teaching Unit (HRMTU) | | |
| Classification: | Complex | | |
| Type of Transaction: | G2G - Government to Government Employee | | |
| Who may avail: | DepEd Public School Teachers | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Duly accomplished Equivalent Record Form-4 Original Copies | | SDO/School | |
| 2. Authenticated copy of Transcript of Records in the Masteral Course signed by the University/College Registrar-1 Original and 2 certified photocopies. | | Emanating Graduate School | |
| 3. Permit to Study or Accreditation of Units of the Masteral Course-1 Original and 2 photocopies. | | SDO | |

| 4. Approved Curriculum for Masteral Course (for T-III) (1 original and 2 photocopies) | | | Emanating Graduate School | |
|---|--|-----------------|---------------------------|--|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all documentary requirements | 1.1 Receive and check for the completeness of the submitted ERF requirements | None | 15 minutes | · Records Section |
| | 1.2 Process ERF application and attached necessary documents. | None | 30 minutes | Elementary In-Charge · Liza Fuyonan · Mary Pearl Elli · Rossel Maceda · Paolo James Reyes · Divina Rioflorido · Rexmond Madeja · Bienvenido Liwanagan · Edgardo Enriquez · Roy Ilustre Secondary In-Charge · Liezel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman · Yancy Sura · Ariel Landayan · Christina Estrada · Jessica Conmigo |

| | | | | |
|--------------|---|-------------|------------------------------|---|
| | 1.3 Forward to authorized signatories for signature on ERF Form | None | 1 hour | AOV and SDS |
| | 1.4 Indorse the ERF application to Regional Office | None | 5 minutes | Human Resource Management Teaching Unit |
| TOTAL | | None | 1 hour and 50 minutes | |

3. Application for Leave

Leave of absence, any person other than serious illness of an officer or employee or any member of his family, must be contingent upon the needs of the service. The grant vacation leave is discretionary of the part of the agency head or authority concerned; thus, mere filing of such leave application does not entitle an officer or employee to go on leave outright.

| | |
|----------------------------------|---|
| Office or Division: | Human Resource Management Teaching Unit |
| Classification: | Simple |
| Type of Transaction: | G2G - Government to Government Employee |
| Who may avail: | DepEd Public School Teachers |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| | |
|---|--|
| <p>Vacation Leave</p> <ol style="list-style-type: none"> 1. Duly accomplished CSC Form 6 (3 original copies) 2. Clearance Form, only if travelling abroad, or if travelling local for more than 15 days (4 original copies) 3. Letter request (1 original copy) <p>Additional requirements:</p> <ul style="list-style-type: none"> · Indorsement from the Principal · Certification of actual last day of service (3 original copies) <p>Sick Leave</p> <ol style="list-style-type: none"> 1. Letter Request (3 original copies) 2. Duly accomplished CSC Form 6 (3 original copies) 3. CSC Form 41 Medical Certificate if more than 20 days sick leave duly noted by D.O. Medical Officer with documentary stamp (1 original copy & 2 photocopies) <p>Additional Requirements:</p> <ul style="list-style-type: none"> · Indorsement from the Principal (3 original copies) · Clearance Form (4 original copies) · Certification of actual last day of service (3 original copies) · Incident Report from the Principal (if the incident happened inside the School) or Police Report (if the incident happened outside the School)-For Rehabilitation Leave only | <p>-CSC Website/SDO/School</p> <p>-SDO/School</p> <p>-Cleint/Teacher</p> <p>-School</p> <p>-School</p> <p>-client/Teacher</p> <p>-CSC website/SDO/School</p> <p>-SDO/School</p> <p>-School</p> <p>-SDO/School</p> <p>-School</p> |
|---|--|

| | |
|---|---|
| <p>Paternity Leave</p> <ol style="list-style-type: none"> 1. Indorsement from the Principal (3 original copies) 2. Letter Request (3 original copies) 3. Duly accomplished CSC Form 6 (3 original copies) | <p>-School</p> <p>-client/Teacher</p> <p>-CSC website/SDO/School</p> |
| <p>Additional Requirements:</p> <ul style="list-style-type: none"> · Marriage Contract (1 certified photocopy) · Birth Certificate of Child or Medical Certificate of Wife if miscarriage (1 certified photocopy) | <p>-PSA</p> <p>-PSA</p> |
| <p>Maternity Leave</p> <ol style="list-style-type: none"> 1. Duly accomplished CSC Form 6 (3 original copies) 2. Letter Request (3 original copies) | <p>-CSC Website/SDO/School</p> <p>-client/Teacher</p> |
| <p>Additional Requirements:</p> <ul style="list-style-type: none"> · Indorsement from the Principal (3 original copies) · Clearance Form (4 original copies) · Certification of actual last day of service (3 original copies) · CSC Form 41 Medical Certificate if more than 20 days sick leave duly noted by D.O. Medical Officer with documentary stamp (1 original copy & 2 photocopies) | <p>-School</p> <p>-SDO/School</p> <p>-School</p> <p>-SDO/School</p> |
| <p>Study Leave</p> <ol style="list-style-type: none"> 1. Duly accomplished CSC Form 6 (3 original copies) 2. Study leave Agreement (3 original copies) 3. Schedule of Study Leave (3 original copies) 4. Letter Request (3 original copies) | <p>-CSC Website/SDO/School</p> <p>-SDO/School</p> <p>-Graduate School</p> |
| <p>Additional Requirements:</p> <ul style="list-style-type: none"> · Indorsement from the Principal (3 original copies) · CS Form 86 Health Examination Record duly noted by D.O. Medical Officer (1 original & 2 photocopies) · Clearance Form (4 original copies) | <p>-client/Teacher</p> <p>-School</p> <p>-SDO/School</p> <p>-SDO/School</p> |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|--|
| 1. Submit complete documentary requirements within the prescribed timeline from the concerned office. | 1.1 Receive the complete documents as to the completeness | None | 10 minutes | Records Section |
| | 1.2 Forward the complete document to the Personnel for appropriate Action | None | 2 hours | Records Section |
| | 1.3 Review the submitted complete document and provide appropriate action. | None | 30 minutes | Elementary In-Charge · Liza Fuyonan · Mary Pearl Elli · Rossel Maceda · Paolo James Reyes · Divina Rioflorido · Rexmond Madeja · Bienvenido Liwanagan · Edgardo Enriquez · Roy Ilustre Secondary In-Charge · Liezel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman · Yancy Sura · Ariel Landayan · Christina Estrada · Jessica Conmigo |

| | | | | |
|--------------|--|-------------|-------------------------------|---|
| | 1.4 Forward to the authorized signatories for signature/approval | None | 1 hour, 25 minutes | Elementary In-Charge · Liza Fuyonan · Mary Pearl Elli · Rossel Maceda · Paolo James Reyes · Divina Rioflorida · Rexmond Madeja · Bienvenido Liwanagan · Edgardo Enriquez · Roy Ilustre Secondary In-Charge · Liezel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman · Yancy Sura · Ariel Landayan · Christina Estrada · Jessica Conmigo |
| TOTAL | | None | 3 hours and 55 minutes | |

4. Application for Retirement

Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

| | |
|-----------------------------|--|
| Office or Division: | Human Resource Management Teaching Unit (HRMTU) |
| Classification: | Complex |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | DepEd Public School Teachers that reached the retiring age requirement |

| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
|--|---------------|-----------------|--|--------------------|
| 1. Application letter for retirement (3 original copies) 2. GSIS Application for retirement benefits form (4 original copies) 3. Teachers Clearance (3 original copies) 4. SDO Clearance (3 original copies) 5. Report of Last Day of Service (3 original copies) 6. Declaration of Pending/Non-Pendency Case (3 original copies) 7. Certificate of No Pending Administrative Case (1 original copy & 2 photocopy) 8. Certification of Last Payment/Salary Received (1 original copy & 2 photocopy) 9. Certificate of No Loan Balance/Provident Loan (1 original & 2 photocopies) 10. Ombudsman Clearance (1 original & 1 photocopy) 11. Statement of Assets, Liabilities & Networth (3 certified photocopies) 12. Leave card from the school (3 certified photocopies) 13. Service Record (2 original copies) 14. Certificate of leave of Absence without pay (2 original copies) | | | -client/teacher -GSIS website/SDO -SDO/School -SDO/School -School -SDO/School -DepEd NCR (thru online) -SDO (Payroll Unit) -SDO (Payroll Unit) -Ombudsman -School -School -SDO -SDO | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|--|-------------|-------------------|---|
| <p>1. Submit complete requirements for Retirement to Records Section</p> | <p>1.1 Receive complete documents from Records Section checked by Congressional District In-Charge</p> | <p>None</p> | <p>30 minutes</p> | <p>Elementary In-Charge · Liza Fuyonan · Mary Pearl Elli · Rossel Maceda · Paolo James Reyes · Divina Rioflorido · Rexmond Madeja · Bienvenido Liwanagan · Edgardo Enriquez · Roy Ilustre Secondary In-Charge · Liezel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman</p> |
| | | | | <p>· Yancy Sura · Ariel Landayan · Christina Estrada · Jessica Conmigo</p> |
| | <p>1.2 Check and verify the completeness of the documents</p> | <p>None</p> | <p>30 minutes</p> | <p>Elementary In-Charge · Liza Fuyonan · Mary Pearl Elli</p> |
| | <p>1.3 Inform the concerned person if the requirements are incomplete.</p> | <p>None</p> | <p>1 day</p> | <p>· Rossel Maceda · Paolo James</p> |

| | | | | |
|---------------|---|-------------|-------------------------------|--|
| | 1.4 Authenticate complete documents for retirement. Prepare 1st endorsement & other pertinent papers for signature. | None | 1 hour | Reyes · Divina Rioflorido · Rexmond Madeja · Bienvenido Liwanagan · Edgardo Enriquez · Roy Ilustre Secondary In- Charge · Liezel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman · Yancy Sura · Ariel Landayan · Christina Estrada · Jessica Conmigo |
| | 1.5 Forward complete documents to SDS Office for signature and for release in the GSIS. | None | 2 days | |
| | 1.6 Indorse the application for retirement to GSIS | None | 2 days | |
| TOTAL: | | None | 5 days and 2 hours | |

5. Foreign Travel Authority Request on Official Time or Official Business

Processing of required documents for Deped Personnel who are going to travel outside country for personal and official purposes.

| | |
|----------------------------------|---|
| Office or Division: | Human Resource Management Teaching Unit |
| Classification: | Simple |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | Deped Public School Teachers |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| <ol style="list-style-type: none"> 1. Indorsement from the Principal (3 original copies) 2. Letter of Intent (3 original copies) 3. Travel Authority Request Form A (D.O. No. 43 s. 2014 (3 original copies) 4. Invitation (1 original & 1 photocopy)\ 5. Estimated Travel Cost (1 original & 1 photocopy) 6. Clearance Form (3 original copies) 7. Designation of Relieving teachers/employee in their absence (3 original copies) 8. Certificate of No Pending Administrative Case (1 original 1 photocopy) 9. Certificate of Bonafide Employee (3 original copies) | | <ul style="list-style-type: none"> -School -School -SDO/School -Event Organizer -client/teacher -SDO/School -School -DepEd NCR (thru online) -SDO/School | | |
|--|--|---|-----------------|---|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all documentary requirements within the prescribe timeline to Human Resource Management Teaching Unit | 1.1 Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details. | None | 15 minutes | Records Section |
| | If incomplete submission, coordinate with concerned office/personnel to request lacking documents and/or confirm any inconsistencies, if complete and accurate | None | | Elementary In-Charge · Liza Fuyonan · Mary Pearl Elli · Rossel Maceda · Paolo James Reyes · Divina Rioflorido · Rexmond Madeja · Bienvenido Liwanagan |

| | | | | |
|---------------|---|-------------|-----------------------------|--|
| | prepare the necessary additional requirements. | | | · Edgardo Enriquez · Roy Ilustre Secondary In-Charge · Liezel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman · Yancy Sura · Ariel Landayan · Christina Estrada · Jessica Conmigo |
| | 1.2 Route the travel documents for signature of authorized officials. | None | 1 day | |
| TOTAL: | | None | 1 day and 15 minutes | |

6. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)

This Service involves the preparation of appointment papers of newly-hired, promoted, reemployed, reappointed or transferred employee.

| | |
|----------------------------------|---|
| Office or Division: | Human Resource Management Teaching Unit |
| Classification: | Simple |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | New entrants Public School Teachers |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| | |
|---|--|
| <p>1. Duly accomplished CSC Form 212 (Revised 2017)-Personal Data Sheet (3 original copies) 2. Work Experience Sheet (3 original copies) 3. Position Description Form DBM CSC Form No. 1 s.2017 (3 original & 1 photocopy)</p> <p>4. Transcript of Records (Basic & Masteral (if any)-(3 certified photocopies)</p> <p>5. Authenticated copy of PRC Board rating/PRC Licensed/CSC Eligibility-Except for reappointment as provisional (1 original & 2 photocopies)</p> <p>6. Latest approved appointment-Except for Original and Reappointment (3 photocopies)</p> <p>7. Performance Rating-Except for original and reemployment (3 photocopy)</p> <p>8. Medical Certificate-CS Form No. 211 (Revised 2017) & results of Laboratory including Neuro psychiatric (1 original, 1 photocopy)</p> <p>9. NBI-Except for promotion, reappointment and transfer (3 photocopies)</p> <p>10. PSA Birth Certificate-Except for promotion , reappointment and transfer (3 certified photocopies)</p> <p>11. Marriage Certificate (if any)-Except for promotion, reappointment and transfer (3 certified photocopies)</p> <p>12. Clearance CS Form No. 7-except for original and reemployment (3 original copies)</p> <p>13. NOSCA (for reclassification only) (3 certified photocopies)</p> <p>14. Latest pay slip except for original and reemployment (1 certified photocopy)</p> <p>15. Latest Sworn Statement of Assets Liabilities and Networth-except for reappointment, promotion (2 certified photocopies)</p> <p>16. Assumption to duty, CS Form No. 4 revised 2018 (5 original copies)</p> <p>17. Oath of Office CS Form No. 32 Revised 2018</p> | <p>-CSC Website/Appointee</p> <p>-CSC Website/Appointee -SDO/School</p> <p>-Emanating School -client/teacher</p> <p>-PRC or CSC -School</p> <p>-Appointee</p> <p>-Appointee</p> <p>-Accredited Health Care Facility</p> <p>-NBI</p> <p>-PSA</p> <p>-PSA</p> <p>-SDO</p> <p>-DBM/SDO/School</p> <p>-Appointee</p> <p>-School/appointee</p> <p>-School</p> <p>-SDO</p> |
| <p>(4 original copies)</p> <p>18. Call-Up (3 certified photocopies)</p> <p>19. Certificate of No Pending Administrative Case except for original, reemployment (1 original and 1 photocopy)</p> | <p>-SDO/School -DepEd NCR (thru online)</p> |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-------------------------|--|
| 1. Submit all documentary requirements | 1.1 Receives and check for the completeness of the submitted requirements for appointment | None | 15 minutes | Elementary In-Charge · Liza Fuyonan · Mary Pearl Elli · Rossel Maceda · Paolo James Reyes · Divina Rioflorido · Rexmond Madeja · Bienvenido Liwanagan · Edgardo Enriquez · Roy Ilustre |
| | 1.2 Prepare Appointment paper | None | 40 minutes | Secondary In-Charge · Liezel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman · Yancy Sura · Ariel Landayan · Christina Estrada · Jessica Conmigo |
| | 1.3 Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A) | None | 1 day | |
| 2. Appointee receives a copy of the signed appointment (CS Form No. 33-A) | 2.1 Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment. | None | 5 minutes | |
| TOTAL: | | None | 1 day and 1 hour | |

7. Request for Correction of Name and Change of Status

This process of correcting clerical or typographical errors in the certificate of live birth is governed by the provisions of Republic Act (R.A.) No. 10172 and updating or changing the marital status.

| | | | | |
|---|--|---|--|--------------------------|
| Office or Division: | | Human Resource Management Teaching Unit | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G - Government to Government | | |
| Who may avail: | | Deped Public School Teachers | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ol style="list-style-type: none"> 1. Request Letter (2 original copies) 2. Resolution Order from CSC (1 original & 2 certified photocopies) 3. Birth Certificate from PSA (1 original & 2 certified photocopies) <p>Additional requirements:</p> <ul style="list-style-type: none"> · Indorsement of the Principal · Certificate of Marriage – for Change of name and/or status only. | | | <ul style="list-style-type: none"> -client/teacher -CSC -PSA -School -PSA | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSO RESPONSIBLE |
| 1. Submit all documentary requirements. | 1.1 Receive complete documents for change of name. | None | 15 minutes | |

| | | | | |
|--|---|------|------------|---|
| | 1.2 Prepare Special Order copy furnish the CSC. | None | 20 minutes | Elementar y In-Charge · Liza Fuyonan · Mary Pearl Elli · Rossel Maceda · Paolo James Reyes · Divina Rioflorido · Rexmond Madeja · Bienvenido |
| | 1.3 Record on Service card/leave card of teacher concerned. | None | 5 minutes | Liwanagan · Edgardo Enriquez · Roy Ilustre Secundar y In-Charge · Liezel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman · Yancy Sura · Ariel Landayan · Christina Estrada |
| | 1.4 Forward to authorized signatories | None | 1 day | · Jessica Connmigo |

| | | | |
|---------------|-------------|---------------------------------|--|
| TOTAL: | None | 1 day and 40 minutes | |
|---------------|-------------|---------------------------------|--|

8. Issuance of Service Record

Service Record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave with and without pay as well as their annual salary while serving as an employee of an organization.

| | | | | |
|---|--|---|---|---------------------------|
| Office or Division: | | Human Resource Management Teaching Unit | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G - Government to Government | | |
| Who may avail: | | Deped Public School Teachers | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <ol style="list-style-type: none"> 1. Accomplished Transaction/Request Form (2 copies) 2. Service Record from previous government employer, if transferee or came from other Government agency (1 certified photocopy) 3. Latest Payroll slip (1 photocopy) <p>Additional Requirements:</p> <ul style="list-style-type: none"> · Leave card from the school (1 certified photocopy) · Appointment as Regular (substitute) and as Regular (Permanent), if record in GSIS is substitute-for GSIS Updating (1 certified photocopy) · GSIS Form-for GSIS Maturity-(1 original copy) | | | <p>-SDO</p> <p>-Teacher/Previous government employer -School/SDO</p> <p>Accounting</p> <p>-School</p> <p>-Client/Teacher</p> <p>-GSIS/SDO</p> | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish transaction/Request form | 1.1 Receive and review request from client | None | 30 minutes to 2 days | |

| | | | | |
|---------------------------------------|-------------------------------------|------|--|--|
| | 1.2 Retrieve of documents from file | None | | Elementar y In-Charge · Liza Fuyonan · Mary Pearl Elli · Rossel Maceda · Paolo James Reyes · Divina Rioflorido · Rexmond Madeja · Bienvenido Liwanagan · Edgardo Enriquez |
| | 1.3 Process request | None | | · Roy Ilustre Secundar y In-Charge · Liezel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman · Yancy Sura · Ariel Landayan · Christina Estrada · Jessica Conmigo |
| 2. Received the signed service record | 2.1 Release record | None | | |

| | | | |
|---------------|-------------|---------------------------------|--|
| TOTAL: | None | 30 minutes to 2 days | |
|---------------|-------------|---------------------------------|--|

9. Issuance of Certificate of Employment

Certificate of Employment is issued upon request of the employee which will be used to verify employment history of a certain employee of a former or current employer.

| | | | | |
|---|--|--|------------------------|--|
| Office or Division: | | Human Resource Management Teaching Unit | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G - Government to Government | | |
| Who may avail: | | Deped Public School Teachers/Former Teachers | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter request (2 original copies) 2. Valid Identification card (1 certified photocopy) 3. Latest payroll slip (1 certified photocopy) | | | -client/teacher | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit required documents | 1.1 Receive and verified complete submitted documents. | None | 7 minutes | Elementary In-Charge · Liza Fuyonan · Mary Pearl |

| | | | | |
|--------------------------------------|---|-------------|-------------------|--|
| | 1.2. Prepare and sign Certificate of Employment | None | 5 minutes | Elli · Rossel Maceda · Paolo James Reyes · Divina Rioflorido · Rexmond Madeja · Bienvenid o |
| 2. Receive certificate of Employment | 2.1 Release Certificate of Employment to client | None | 2 minutes | Liwanaga n · Edgardo Enriquez · Roy Ilustre Secondar y In- Charge · Liesel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman · Yancy Sura · Ariel Landayan · Christina Estrada · Jessica Conmigo |
| TOTAL: | | None | 14 minutes | |

10. Processing of Terminal Leave Benefits

Processing of Terminal Leave benefits based on the accumulated leave credits of a DepEd Personnel during his/her service in the agency. This is for those employees who have availed retirement/resigned/separated and should have payment for their remaining leave balances.

| | |
|----------------------------------|--|
| Office or Division: | Human Resource Management Teaching Unit |
| Classification: | Complex |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | Deped teachers that reached the retiring age requirement |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| <p>1. Leave Form CSC Form 6 (3 original copies) 2. Approved retirement (1 certified true copy) 3. GSIS retirement application form (1 certified true copy) 4. GSIS retirement voucher (1 certified true copy) 5. Leave card (1 certified photocopy) 6. ATM (Account No.) (1 photocopy)</p> <p>To be accomplished by HR Personnel In-Charge: · Statement of Vacation and Sick Leave Credits Earned · Computation of Terminal Leave Pay · Service Record · Certification of leave without pay, if any · Notice of Salary Adjustment (NOSA) · List of Actual Retiree to be Paid (LARP)-DBM Form Annex A) · List of Actual Retiree to be Paid (LARP)-DBM Form Annex B</p> | | <p>-SDO</p> <p>-Retired teacher</p> <p>Elementary In-Charge · Liza Fuyonan · Mary Pearl Elli · Rossel Maceda · Paolo James Reyes · Divina Rioflorida · Rexmond Madeja · Bienvenido Liwanagan · Edgardo Enriquez · Roy Ilustre Secondary In-Charge · Liezel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman · Yancy Sura · Ariel Landayan · Christina Estrada · Jessica Conmigo</p> | | |
|--|---|---|------------------|-------------------------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Prepare all the necessary documents required for terminal leave | 1.1 Received application for Terminal Leave | None | 4 hours to 1 day | Elementary In-Charge · Liza Fuyonan |

| | | | | |
|---------------|---|-------------|-------------------------|--|
| | 1.2 Compute Terminal Leave Benefits | None | | <ul style="list-style-type: none"> · Mary Pearl Elli · Rossel Maceda · Paolo James Reyes · Divina Rioflorido · Rexmond Madeja · Bienvenido o Liwanagan · Edgardo Enriquez · Roy Ilustre Secondary In-Charge · Liesel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman · Yancy Sura · Ariel Landayan · Christina Estrada · Jessica Conmigo |
| | 1.3 Indorse to DepEd NCR for Approval/Payment | None | | |
| TOTAL: | | None | 4 hours to 1 day | |

11. Application for Resignation

Any Teaching Personnel who tenders resignation from his current position shall submit pertinent documents to the school head, and that upon checking as to the completeness of the requirements submitted shall then indorse to the division for appropriate action.

| | | | | |
|---|----------------------|---|--|---------------------------|
| Office or Division: | | Human Resource Management Teaching Unit | | |
| Classification: | | Complex | | |
| Type of Transaction: | | G2G - Government to Government | | |
| Who may avail: | | DepEd Public School Teachers who tend to resign | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Application letter for resignation-(3 original copies) 2. CSC Clearance Form No. 7 (3 original copies) 3. Report of Last Day of Service (3 original copies) 4. Certificate of No Pending Administrative Case (1 original copy & 2 photocopy) 5. Latest IPCRF (2 certified photocopy) 6. Certification of Last Payment/Salary received (1 original copy & 2 photocopy) 7. Latest SALN (2 certified photocopy) 8. Leave Card (2 certified photocopy) 9. Latest payroll slip (1 certified photocopy) | | | -client/teacher -SDO/School -School -DepEd NCR (thru online) -School/teacher -SDO (payroll unit) -School/Teacher -School -School/SDO (Accounting Unit) | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|--|------|------------|--|
| 1. Submit all documentary requirements | 1.1 Receive and complete documents for resignation | None | 15 minutes | Elementary In-Charge · Liza Fuyonan · Mary Pearl Elli · Rossel Maceda · Paolo James Reyes · Divina Rioflorida · Rexmond Madeja · Bienvenido Liwanagan · Edgardo Enriquez · Roy Ilustre Secondary In-Charge |
| | 1.2 Prepare Special Order, Acceptance of resignation, transmittal and other documents to be signed by the signatories. | None | 1 hour | · Liezel Garcia · Vanessa Cacayuran · Melody Solomon · Ma. Salud Guzman · Yancy Sura · Ariel Landayan · Christina Estrada · Jessica Connmigo |
| | 1.3 record on Service card/leave card of teacher concerned as OUT or inactive. | None | 5 minutes | |

| | | | | |
|---------------|---------------------------------------|-------------|-------------------------------------|--|
| | 1.4 Forward to authorized signatories | None | 1 day | |
| TOTAL: | | None | 1 day, 1 hour and 20 minutes | |

INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT

1. User Account Management for Centrally Managed Systems

Creation, deletion and renaming of user accounts, and resetting of passwords for the SDO proper and field personnel. This includes, but not limited to unless specified in different service, the DepEd Google for Education Accounts, DepEd Partnerships Database System, etc.

| | | | | |
|----------------------------------|----------------------|---------------------------------------|------------------------|---------------------------|
| Office or Division: | | ICT Unit | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail: | | SDO Personnel, School-based Personnel | | |
| CHECKLIST OF REQUIREMENTS | | | | WHERE TO SECURE |
| • ICT Account Management Form | | | | • ICT Unit |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|---|-------------|-------------------|---------------------|
| 1. Submit the accomplished ICT Account Management Form | 1.1. Receive the ICT Account Management form from the client | None | 1 minute | ICT Unit |
| | 1.2. Evaluate the document and interview the client | None | 10 minutes | ICT Unit |
| | 1.3. Create/ delete/ rename account or reset password of client account | None | 15 minutes | ICT Unit |
| | 1.4. Give the credentials to the client | None | 5 minutes | Client and ICT Unit |
| Total: | | None | 21 minutes | |
| 2. Submit the accomplished ICT Account Management | 2.1. Checking the sent email | | 2 minutes | ICT Unit |
| form to ict@depedqc.ph | | | | |

| | | | | |
|--------------|--|-------------|-------------------|----------|
| | 2.2. Evaluate the document sent. If blurry or has erroneous entry, incomplete information given, return to sender. If client has no Valid ID attached, return to sender. | | 5 minutes | ICT Unit |
| | 2.3. Create/ delete/ rename account or reset password of client account | | 15 minutes | ICT Unit |
| | 2.4. Give the credentials to the sender | | 5 minutes | ICT Unit |
| Total | | None | 17 minutes | |

2. Troubleshooting of Computer Repairs and Maintenance

Evaluation, Assessment and Troubleshooting of Computer Repairs and Maintenance of ICT Equipment, Computer Laboratories of SDO proper and School-based Personnel.

| | |
|-----------------------------|--------------------------------|
| Office or Division: | ICT Unit |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |

| | | | | |
|--|--|---------------------------------------|-----------------------|---------------------------|
| Who may avail: | | SDO Personnel, School-based Personnel | | |
| CHECKLIST OF REQUIREMENTS | | | | WHERE TO SECURE |
| • ICT Technical Assistance Form | | | | ICT Unit |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESS TIME | PERSON RESPONSIBLE |
| 1. Submit the accomplished ICT technical assistance form | 1.1. Receive the ICT technical assistance form from the client | None | 1 minute | ICT Unit |
| | 1.2. Evaluate the document and interview the client | None | 10 minutes | ICT Unit |
| | 1.3. Evaluate and analyze the ICT equipment | | 30 minutes to an hour | ICT Unit |
| | 1.4. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step | None | 1 hour | Client and ICT Unit |

| | | | | |
|---|---|------|------------------------------|----------|
| | 1.5. Give recommendation to the client on what to do | None | 15 minutes | ICT Unit |
| | 1.6. Return the equipment to the client | | 5 minutes | ICT Unit |
| TOTAL | | | 2 hours and 2 minutes | |
| 2. Online or printed Request signed by the school head Send the request through ict@depedqc.ph | 2.1. The ICT Personnel in-charge in monitoring the ict@depedqc email will forward the request to the CMT | None | 1 minutes | ICT Unit |
| (Subject: Request for Computer Repair) | assigned in that school | | | |
| | 2.2. The CMT assigned will coordinate with the school ICT Coordinator Regarding the scheduled virtual TA or onsite Repair | None | 5 minutes | ICT Unit |

| | | | | |
|--|--------------|-------------|---|--|
| | TOTAL | NONE | depends upon the availability of technician *Note: The School will fetch the Computer Technician | |
|--|--------------|-------------|---|--|

3. Smart 5G Loading

Smart 5G Loading issued by Local Government Unit of Quezon City (LGU) for the SDO proper and field personnel.

| | | | | |
|--|---------------------------------------|------------------------|------------------------|---------------------------|
| Office or Division: | ICT Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | SDO Personnel, School-based Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | | | WHERE TO SECURE |
| • Smart 5g SIM Card Excel Template file | | | | ICT Unit |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the accomplished Smart 5g SIM Card Excel Template file to sim@depedqc.ph | 1.1. checking the sent emails | None | 1 minute | ICT Unit |

| | | | | |
|--------------|--|-------------|-------------------------------|----------|
| | 1.2. Evaluate the document sent. If has | | 10mins | |
| | erroneous entry, incomplete information given, return to sender. If | | | |
| | 1.3. Compile all approved documents to the Smart 5g excel template file and upload to the Smart biz loading system | | 30 minutes | ICT Unit |
| | 1.4. Loading of Smart 5G SIM | None | 10 minutes | ICT Unit |
| | 1.5. Creating Reports | | 20 minutes | ICT Unit |
| | 1.6. Give the credentials to the senders | None | 10 | ICT Unit |
| TOTAL | | NONE | 1 hours and 21 minutes | |

4. Globe SIM Card, Smart SIM Card & Smart Pocket Wi-fi Issues

Deactivation and replacement of Lost/Defective Globe SIM Card, Smart SIM Card & Smart Pocket Wi-fi

| | | | | |
|--|--|---------------------------------------|------------------------|---------------------------|
| Office or Division: | | ICT Unit | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail: | | SDO Personnel, School-based Personnel | | |
| CHECKLIST OF REQUIREMENTS | | | | WHERE TO SECURE |
| <ul style="list-style-type: none"> • Lost/Defective Globe SIM Card, Smart SIM Card & Smart Pocket Wi-fi Google Form <p>Lost</p> <ul style="list-style-type: none"> - Fill up and sign the Affidavit of Loss provided by ICT (the day of visit) - 1 Valid ID | | | | ICT Unit |
| <p>Defective</p> <ul style="list-style-type: none"> - The SIM Card/Pocket Wi-fi including the packaging of sim and the box of the Pocket Wi-fi | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the accomplished Google Form of Lost/Defective Globe SIM Card, Smart SIM Card & Smart Pocket | 1.1 Checking the responses of the Lost/Defective Globe SIM Card, Smart SIM Card & Smart Pocket Google Form | None | 5 minute | ICT Unit |

| | | | | |
|---|--|------|-----------|----------|
| | 1.2. Evaluate the document sent. If blurry or has erroneous entry, incomplete information given, return to sender. If client has no Valid ID attached, return to sender. | None | 1 minute | ICT Unit |
| | 1.3. all approved documents will be scheduled the date of their visit for replacement of the SIM Card or Pocket Wi-fi | | 5 minute | ICT Unit |
| 1.1 The scheduled date of client. if lost the client will Provide a Valid ID and fill up and sign the Affidavit of loss provided by the ICT. If Defective client must provide the | 1.4 Evaluate the documents provided. If blurry or has erroneous entry, incomplete information given, return to sender. If client | | 10 minute | ICT Unit |
| old defective SIM Card/Pocket Wi-Fi including the packing and the box | has no Valid ID attached, return to sender. | | | |

| | | | | |
|--------------|---|-------------|-------------------|----------|
| | 1.5 Approved Documents of visited clients will Replace the SIM Card or Pocket Wi-Fi | | 10 minute | ICT Unit |
| TOTAL | | NONE | 31 minutes | |

5. Uploading of Publications

This describes the procedures in the uploading of publications on the official website, Facebook Page, Workplace group account.

| | | | | |
|---|--|------------------------|------------------------|---------------------------|
| Office or Division: | Information and Communications Technology (ICT) Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | DepEd Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • Printed Copy • Soft copy (Preferably PDF File) | | ICT Unit | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|--|-------------|-------------------------|-------------------------------------|
| 1. Send the PDF file for uploading through FB GC "For SDS Signature" | 1. Once approved for uploading, the Data Encoder assigned will upload it to the SDOQC website and Official FB Page MEMO Uploader | None | 5 mins to 1 hour | Administrative Assistant III / ICTU |
| | | | | |
| TOTAL | | None | 5 mins to 1 hour | |

6. Events / Webinars Support

Giving the technical assistance to events/webinars including designing banners, programs, videos and moderating the events/webinars using different platforms (Streamyard, Google Meet & etc.)

| | |
|----------------------------------|--------------------------------|
| Office or Division: | ICT Unit |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | SDO Personnel |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| (Request Letter) Indicate the ff: - Event Title - Date & Time - Program - Number of Expected participants - Platform (Streamyard or Google Meet) | | | | ICT Unit |
|---|---|-----------------|-----------------|--------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send the request at ict@depedqc.ph (Subject : Request for Event Webinar Support) | 1. The ICT Personnel in charge in monitoring the ict@depedqc email will forward the request to the Data Encoder in-charge | None | 1 minute | ICT Unit |
| | 1.2. The Data Encoder assigned will coordinate with the personnel | | 1 to 3 days | |
| | request for TA Support | | | |
| TOTAL | | NONE | 1 to 3 days | |

ADMINISTRATIVE SECTION

GSIS MEMBERSHIP

1. GUIDELINES ON CREATION/BUILD-UP OF GSIS BUSINESS PARTNER (BP) NUMBERS FOR NEW MEMBERS

| | | | | |
|---|--|---|------------------------|------------------------------|
| Office or Division: | | Schools Division Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government Employee | | |
| Who may avail: | | National Newly Hired Employees-SDO proper, Elementary & Secondary | | |
| CHECKLIST REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly accomplished Membership Information Sheet (MIS) | | downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms | | |
| 2. Copy of SDS signed appointment or copy of duly attested Appointment | | HR-Teaching Unit or HR-Non-Teaching Unit | | |
| 3. Assumption of Duty | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. FOR WALK-IN | | | | |
| 1. Submit scanned copy of documentary requirements to the administrative services section | 1.1 Assess completeness of supporting documents | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | > complete-Prepare ARA Form-A and upload via webMSP | | | |
| | TOTAL | NONE | 1 day | |

| B. FOR ELECTRONIC FILING | | | | |
|---|--|-------------|--------------|------------------------------|
| 1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedqc.ph | 1.1 Retrieve request and scanned copy of documentary requirements sent by the client | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | > complete-Prepare ARA Form-A and upload via webMSP | | | |
| | TOTAL | NONE | 1 day | |

GSIS MEMBERSHIP

2. RE-BUILDING-UP AND/OR ACTIVATION OF INACTIVE STATUS

| | |
|--|---|
| Office or Division: | Schools Division Office – Administrative Services |
| Classification: | Simple |
| Type of Transaction: | G2G - Government to Government Employee |
| Who may avail: | National Employees Inactive Status – SDO proper, Elementary & Secondary |
| CHECKLIST REQUIREMENTS | WHERE TO SECURE |
| 1. Duly accomplished Membership Information Sheet (MIS) | downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms |
| 2. Copy of SDS signed appointment or copy of duly attested Appointment | HR-Teaching Unit or HR-Non-Teaching Unit |
| 3. Assumption of Duty | |

| 4. Membership Service Profile (MSP) | nearest GSIS Office but if with umid card may be taken from GWAPS kiosk or enroll online at egsismo.gov.ph | | | |
|---|--|-----------------|-----------------|------------------------------|
| 5. Service Record from previous government agency, if there is any | previous employer if there is any | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. FOR WALK-IN | | | | |
| 1. Submit scanned copy of documentary requirements to the administrative services section | 1.1 Assess completeness of supporting documents | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | > complete-Prepare ARA Form-A and upload via webMSP | | | |
| | TOTAL | NONE | 1 day | |
| B. FOR ELECTRONIC FILING | | | | |
| 1. Email scanned copy of documentary requirements to gsistaskforceupdating@depdeqc.ph | 1.1 Retrieve request and scanned copy of documentary requirements sent by the client | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | > complete-Prepare ARA Form-A and upload via webMSP | | | |

| | | | | |
|--|--------------|------------------|--------------|--|
| | TOTAL | NON E | 1 day | |
|--|--------------|------------------|--------------|--|

**GSIS MEMBERSHIP
3. TRANSFER OF OFFICE CODE AND/OR AGENCY**

| | |
|--|--|
| Office or Division: | Schools Division Office – Administrative Services |
| Classification: | Simple |
| Type of Transaction: | G2G - Government to Government Employee |
| Who may avail: | National Employees Inactive Status – SDO proper, Elementary & Secondary |
| CHECKLIST REQUIREMENTS | WHERE TO SECURE |
| 1. Duly accomplished Member's Request Form (MRF) | downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms |
| 2. Membership Service Profile (MSP) | nearest GSIS Office but if with umid card may be taken from GWAPS kiosk or enroll online at egsismo.gov.ph |
| 3. Service Record indicating previous school assignment | HR-Teaching Unit or HR-Non-Teaching Unit |
| Additional requirements for transferee from other government agency: | |
| 4. Duly accomplished Membership Information Sheet (MIS) | downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms |
| 5. Copy of SDS signed appointment or copy of duly attested Appointment | HR-Teaching Unit or HR-Non-Teaching Unit |

| 6. Assumption of Duty | | | | |
|---|--|------------------------|------------------------|------------------------------|
| 7. Service Record from previous government agency, if there is any | previous employer if there is any | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. FOR WALK-IN | | | | |
| 1. Submit scanned copy of documentary requirements to the administrative services section | 1.1 Assess completeness of supporting documents | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | > complete-Prepare ARA Form-A and upload via webMSP | | | |
| TOTAL | | NONE | 1 day | |
| B. FOR ELECTRONIC FILING | | | | |
| 1. Email scanned copy of documentary requirements to gsistaskforceupdatin g@depedqc.ph | 1.1 Retrieve request and scanned copy of documentary requirements sent by the client | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | > complete-Prepare ARA Form-A and upload via webMSP | | | |

| | | | | |
|--|--------------|-------------|-------------|--|
| | TOTAL | NONE | 1day | |
|--|--------------|-------------|-------------|--|

GSIS UPDATING

4. FOR CHANGE OF NAME AND STATUS DUE TO MARRIAGE

| | | | | |
|---|--|---|------------------------|----------------------------|
| Office or Division: | | Schools Division Office – Administrative Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government Employee | | |
| Who may avail: | | National Employees – SDO proper, Elementary & Secondary | | |
| CHECKLIST REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly accomplished Member's Request Form (MRF) | | downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms | | |
| 2. Original copy of PSA Marriage contract or copy from Local Civil Registry Office | | Philippine Statistics Authority or Local Registry Office | | |
| CLIENT STEPS | AGENCY ACTION | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. FOR WALK-IN | | | | |
| 1. Submit scanned copy of documentary requirements to the administrative services section | 1.1 Assess completeness of supporting documents | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat |

| | | | | |
|--|--|-------------|--------------|------------------------------|
| | > complete-Prepare ARA Form-A and upload via webMSP | | | (ADAS-III) |
| | TOTAL | NONE | 1 day | |
| B. FOR ELECTRONIC FILING | | | | |
| 1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedc.ph | 1.1 Retrieve request and scanned copy of documentary requirements sent by the client | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | > complete-Prepare ARA Form-A and upload via webMSP | | | |
| | TOTAL | NONE | 1 day | |

**GSIS UPDATING
5. FOR REVERSION TO MAIDEN NAME**

| | |
|--|---|
| Office or Division: | Schools Division Office – Administrative Services |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government Employee |
| Who may avail: | National Employees – SDO proper, Elementary & Secondary |
| CHECKLIST REQUIREMENTS | WHERE TO SECURE |
| 1. Duly accomplished Member's Request Form (MRF) | downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms |

| 2. Approved CSC Resolution for Reversion to Maiden Name | | Civil Service Commission | | |
|---|--|--|-----------------|------------------------------|
| 3. Service Record indicating the corrected name | | HR-Teaching Unit or HR-Non-Teaching Unit | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. FOR WALK-IN | | | | |
| 1. Submit scanned copy of documentary requirements to the administrative services section | 1.1 Assess completeness of supporting documents | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | > complete-Prepare ARA Form-A and upload via webMSP | | | |
| | TOTAL | NONE | 1day | |
| B. FOR ELECTRONIC FILING | | | | |
| 1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedqc.ph | 1.1 Retrieve request and scanned copy of documentary requirements sent by the client | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |

| | | | | |
|--|---|-------------|-------------|--|
| | > complete-Prepare ARA Form-A and upload via webMSP | | | |
| | TOTAL | NONE | 1day | |

GSIS UPDATING

6. FOR CORRECTION OF NAME & DATE OF BIRTH, IF RECORD IN THE DIVISION OFFICE IS NOT CORRECT

| | |
|--|---|
| Office of Division: | Schools Division Office – Administrative Services |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government Employee |
| Who may avail: | National Employees – SDO proper, Elementary & Secondary |
| CHECKLIST REQUIREMENTS | WHERE TO SECURE |
| 1. Duly accomplished Member's Request Form (MRF) | downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms |
| 2. Original copy of PSA birth certificate | Philippine Statistics Authority |
| 3. Approved CSC Resolution for Correction of Name &/or Date of Birth | Civil Service Commission |
| 4. Valid ID bearing correct name &/or date of birth | LTO-Driver's License ; GSIS-UMID card; SDO-QC-DepEd I.D. |
| 5. Service Record indicating the corrected name &/or date of birth | HR-Teaching Unit or HR-Non-Teaching Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|------------------------------|
| A. FOR WALK-IN | | | | |
| 1. Submit scanned copy of documentary requirements to the administrative services section | 1.1 Assess completeness of supporting documents | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | > complete -Prepare ARA Form-A and upload via webMSP | | | |
| | TOTAL | NONE | 1 day | |
| B. FOR ELECTRONIC FILING | | | | |
| 1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedqc.ph | 1.1 Retrieve request and scanned copy of documentary requirements sent by the client | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | > complete -Prepare ARA Form-A and upload via webMSP | | | |
| | TOTAL | NONE | 1 day | |

GSIS UPDATING

7. FOR CORRECTION OF NAME AND/OR DATE OF BIRTH DUE TO TYPOGRAPHICAL ERROR IN THE GSIS DATABASE

| | | | | |
|--|--|---|------------------------|----------------------------|
| Office of Division: | | Schools Division Office – Administrative Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government Employee | | |
| Who may avail: | | National Employees – SDO proper, Elementary & Secondary | | |
| CHECKLIST REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly accomplished Member's Request Form (MRF) | | downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms | | |
| 2. Original copy of PSA birth certificate &/or marriage contract, which ever is applicable | | Philippine Statistics Authority | | |
| 3. Valid ID bearing correct name &/or date of birth | | LTO-Driver's License ; GSIS-UMID card; SDO-QC-DepEd I.D. | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A. FOR WALK-IN | | | | |
| 1. Submit scanned copy of documentary requirements to the administrative services section | 1.1 Assess completeness of supporting documents | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat |

| | | | | |
|--|--|-------------|--------------|------------------------------|
| | > complete -Prepare ARA Form-A and upload via webMSP | | | (ADAS-III) |
| | TOTAL | NONE | 1 day | |
| B. FOR ELECTRONIC FILING | | | | |
| 1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedc.ph | 1.1 Retrieve request and scanned copy of documentary requirements sent by the client | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | > complete -Prepare ARA Form-A and upload via webMSP | | | |
| | TOTAL | NONE | 1 day | |

GSIS UPDATING
8. FOR CHANGE OF MAILING ADDRESS, CELLPHONE NUMBER, EMAIL ADDRESS

| | |
|-------------------------------|---|
| Office of Division: | Schools Division Office – Administrative Services |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government Employee |
| Who may avail: | National Employees – SDO proper, Elementary & Secondary |
| CHECKLIST REQUIREMENTS | WHERE TO SECURE |

| 1. Duly accomplished Member's Request Form (MRF) indicating in the Details of Request the change &/or for correction of the abovementioned data | | | downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms | |
|---|--|------------------|---|------------------------------|
| CLIENT STEPS | AGENCY ACTION | FEE S TO BE PAID | PROCESSIN G TIME | PERSON RESPONSIBL E |
| A. FOR WALK-IN | | | | |
| 1. Submit scanned copy of documentary requirements to the administrative services section | 1.1 Assess completeness of supporting documents | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | > complete-Prepare ARA Form-A and upload via webMSP | | | |
| | TOTAL | NONE | 1 day | |
| B. FOR ELECTRONIC FILING | | | | |
| 1. Email scanned copy of documentary requirements to gsistaskforceupdating@depdeqc.ph | 1.1 Retrieve request and scanned copy of documentary requirements sent by the client | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |

| | | | | |
|--|---|-------------|--------------|--|
| | > complete - Prepare ARA Form- A and upload via webMSP | | | |
| | TOTAL | NONE | 1 day | |

GSIS UPDATING 9. FOR UPDATING OF REMITTANCE

| | | | | |
|--|----------------------|--|------------------------|---------------------------|
| Office or Division: | | Schools Division Office – Administrative Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government Employee | | |
| Who may avail: | | National Employees – SDO proper, Elementary & Secondary | | |
| CHECKLIST REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly accomplished Member's Request Form (MRF) | | downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms | | |
| 2. Service Record indicating the updated salary | | HR Non-Teaching Unit > For Elementary Congressional District(s): I-Jane Garcia II-Marissa Yepes III- Girlie Oliva IV-Mark Anthony Napiza V-Mark James Borja VI-Merced Paula Alcaraz | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|-------------|--------------|------------------------------|
| A. FOR WALK-IN | | | | |
| 1. Submit scanned copy of documentary requirements to the administrative services section | 1.1 Assess completeness of supporting documents | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | TOTAL | NONE | 1 day | |
| B. FOR ELECTRONIC FILING | | | | |
| 1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedc.ph | 1.1 Retrieve request and scanned copy of documentary requirements sent by the client | NONE | 8 hours | 1. Marivel Unciano (AO-IV) |
| | >deficient-inform requesting party of any deficiency | | | 2. Lilibeth Ambat (ADAS-III) |
| | TOTAL | NONE | 1 day | |

GSIS LOANS

10. MULTI-PURPOSE LOAN, POLICY LOAN, EMERGENCY LOAN & COMPUTER LOAN

| | |
|-----------------------------|---|
| Office or Division: | Schools Division Office – Administrative Services |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government Employee |
| Who may avail: | National Employees – SDO proper, Elementary & Secondary |

| CHECKLIST REQUIREMENTS | WHERE TO SECURE | | | |
|--|---|-----------------|-----------------|----------------------------|
| 1. Clear copy of latest payslip | Payroll Unit or School | | | |
| 2. Certificate of No Pending Case | >for Teachers, Head Teachers, Principals, kindly request at DepEd NCR using this link: https://forms.gle/7xhAoSjk2Jv5AzLk7 using DepEd email account >for Employees or Non-Teaching email toSDO-QC Legal Section at : Depedqclegalsection@gmail.com | | | |
| 3 UMID Card/valid ID | LTO-Driver's License ; GSIS-UMID card; SDO-QC-DepEd I.D. | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| * FOR ELECTRONIC FILING ONLY | | | | |
| 1. Secure Certificate of no pending case first before applying for loans to avoid disapproval for lack of documentary requirements | 10.1 Verify applicant to GSIS GW@PS portal for existing application | NONE | 2 hours | 1. Marivel Unciano (AO-IV) |
| | 10.2 Assess completeness of documentary requirements through admin.services email address | | 2 hours | |

| | | | | |
|--|--|-------------|--------------|------------------------------|
| 2. Apply GSIS loan through GWAPS kiosk, GSIS over the counter or at egsismo.gov.ph | >deficient requirements -inform requesting party of any deficiency through email * Perform mathematical computation for compliance of NTHP *Verify existing approved loans | | 2 hours | 2. Lilibeth Ambat (ADAS-III) |
| | | | 2 hours | |
| 3. Email documentary requirements at admin.services@depedqc.ph | 10.3 Inform applicant for approved and disapproved loans stating the reason for disapproval of the same through email | | | |
| | TOTAL | NONE | 1 day | |

GSIS LOANS

11. GFAL / TOP-UP APPLICATIONS

| | |
|--|---|
| Office or Division: | Schools Division Office – Administrative Services |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government Employee |
| Who may avail: | National Employees – SDO proper, Elementary & Secondary |
| CHECKLIST REQUIREMENTS | WHERE TO SECURE |
| 1. Application Forms for GFAL & for Top-Up | downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms |
| 2. Statement of Account/Notice of Disclosure | Private Lending Institutions (PLI) Office |
| 3. Latest payslip | Payroll Unit/ School |

| 4. UMID Card / valid ID | LTO-Driver's License ; GSIS-UMID card; SDO-QC-DepEd I.D. | | | |
|---|---|-----------------|-----------------------|--------------------------------|
| 5. Tentative Computation for GFAL & top-Up, if applicable | gsisncr@gsis.gov.ph or to Mr. Alvin Valones at advalones@gsis.gov.ph furnishing them the ff. documents; a) Latest Payslip b) Statement of Account (SOA) c) UMID card / valid ID | | | |
| 6. Certificate of no pending case | >for Teachers, Head Teachers, Principals, kindly request at DepEd NCR using this link: https://forms.gle/7xhAoSjk2Jv5AzLk7 using DepEd email account >for Employees or Non-Teaching Personnel, email to SDO-QC Legal Section at : Depedqclegalsection@gmail.com | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| * COMBINATION OF ELECTRONIC & PERSONAL FILING | | | | |
| 1. Accomplished GFAL & Top-Up Forms | 11.1 Assess completeness of documentary requirements | NONE | 2 hours | 1. Marivel Unciano (AO-IV) |
| 2. Send complete documentary requirements to SDO-QC Authorized Agency Officer (AAO) for signature | >deficient requirements -inform requesting party of any deficiency 11.2 Perform mathematical computation for compliance of NTHP | | 2 hours | 2. Lilibeth Ambat (ADAS-III) |
| 3. email all documents to gsisncr@gsis.gov.ph for tracking purposes but need to submit the hardcopy or put in a dropbox to the nearest GSIS office. | 11.3 Stamped payslip for proper distinction of GFAL application | | 10 minutes | 3. Cristina Buce (Office Aide) |
| | | | 10 minutes | |
| | 11.4 Sign the GFAL & Top-Up Forms by the AAO | 2 hours | 4. Geraldine Serafica | |

| | | | | |
|--|---|-------------|-------------------------------|---------------|
| | 11.5 Return the documentary requirements to the applicant | | | (Office Aide) |
| | TOTAL | NONE | 6 hours and 20 minutes | |

**LANDBANK LOANS (CITY PAID EMPLOYEES)
12. MUST BE ENROLLED IN LBP IACCESS/LBP MOBILE APP**

| | |
|--|--|
| Office of Division: | Schools Division Office – Administrative Services |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government Employee |
| Who may avail: | National Employees – SDO proper, Elementary & Secondary |
| CHECKLIST REQUIREMENTS | WHERE TO SECURE |
| 1. Certified Photocopy of I.D. | SDO-QC-DepEd I.D. |
| 2. Certified photocopy of Payslip | SDO-QC |
| 3. Latest summary of Leave Credits (VL & SL) at least 30 days | Non-Teaching Unit |
| 4. Certificate of no pending case or filed Administrative Case. (should secure MTC, RTC & City Prosecutors Clearances) | Non-Teaching Personnel, email to SDO-QC Legal Section at : Depedqclegalsection@gmail.com |
| 5. USB OR CD | |
| > must be 18-63 years old within the term of the loan | |

| > no pending application for retirement or not due for retirement w/in the term | | | | |
|--|---|-----------------|-----------------|---------------------------|
| > net monthly take home pay should be P5, 000.00 | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| PERSONAL FILING | | | | |
| 12.1 Prepare whitelist hard copy & softcopy to be placed in USB or CD | Submit to Admin Services all documentary requirements | NONE | 4 hours | Lilibeth Ambat (ADAS-III) |
| 12.2 Have payslip, valid I.D, and whitelist signed by the ff: a) the one who prepared (LMA) b) City Asst. Dept. Head III c) SDS | | NONE | 2 hours | |
| 12.3 Indorse/transmit to LBP- 2 hours QC Hall | | NONE | 2 hours | |
| | TOTAL | NONE | 1 day | |

PRIVATE LENDING INSTITUTIONS (PLI'S) LOANS
13. CITIBANK, EASTWEAST BANK, BDO ETC.

| | |
|-----------------------------|---|
| Office or Division: | Schools Division Office – Administrative Services |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government Employee |

| | | | | |
|--|---|--|------------------------|---------------------------|
| Who may avail: | | National Employees – SDO proper, Elementary & Secondary | | |
| CHECKLIST REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Payslip | | Payroll Unit or School | | |
| 2. Statement of Account | | Get stoppage form, fill out needed information, attached a copy of certificate of full payment | | |
| 3. Certificate of full payment | | | | |
| 4. Stoppage Form | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| * FOR ELECTRONIC FILING ONLY | | | | |
| 1. Secure payslip at school through school clerk | 13.1 Check information if true and correct using payroll abstract | NONE | 8 hours | 1. Ruth Ilupa (AO-II) |
| 2. Request SOA from previous PLI either personally or through the assistance of the loan officer | 13.2 Verify if no undeducted obligations and incoming deductions by coordinating with other lending company or agency | | 8 hours | |
| 3. Get stoppage form | 13.3 Verify if eligible or not to avail loan from PLI | | 8 hours | |

| | | | | |
|--|--|-------------|-----------------|-------------------------------|
| 4. Fill out needed information | 13.4 Create accommodation or non-accommodation letter and send to client and PLI through email | | 8 hours | |
| 5. Attached a copy of certificate of full payment | 13.5 Check information if true and correct by coordinating with the PLI who issued the SOA | | 8 hours | |
| 6. Secure a copy of duly signed stoppage form from payroll | 13.6 Check information if true and correct by coordinating with the PLI who issued the certificate of full payment | | 8 hours | 2. Catherine Vargas (ADAS-II) |
| | 13.7 Check information if true and correct by coordinating with payroll | | 8 hours | |
| | TOTAL | NONE | 3-7 days | |

14. PAG IBIG LOANS

| | |
|-------------------------------|---|
| Office or Division: | Schools Division Office – Administrative Services |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government Employee |
| Who may avail: | National Employees – SDO proper, Elementary & Secondary |
| CHECKLIST REQUIREMENTS | WHERE TO SECURE |

| 1. Pag-Ibig Loan Form | download at Pag-Ibig website | | | |
|--|--|-----------------|-----------------|-------------------------------------|
| 2. Valid I.D. | LTO-Driver's License ; GSIS-UMID card; SDO-QC-DepEd I.D. | | | |
| 3. Payslip | Payroll Unit or School | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| * PERSONAL FILING | | | | |
| Duly accomplish the form | 14.1 Check if the informations are true and correct | NONE | 30 minutes | 1. Remedios Rosemarie Rosal (AO-II) |
| Sign the form with two (2) witnesses | 14.2 Counter check if there are other existing loans | | 1 hour | |
| Let the Principal sign the form | | | 2 minutes | |
| Bring the form together with other required documents in the administrative office for signature | 14.3 Sign the form | | | |
| Bring the signed form together with other required documents to Pag Ibig Office | 14.4 Prepare and print authorization form | | 20 minutes | |

| | | | | |
|--|--------------|-------------|------------------------------|--|
| | TOTAL | NONE | 1 hour and 52 minutes | |
|--|--------------|-------------|------------------------------|--|

15. PROVIDENT LOANS

| | | | | |
|---|----------------------|---|------------------------|---------------------------|
| Office of Division: | | Schools Division Office – Administrative Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government Employee | | |
| Who may avail: | | National Employees – SDO proper, Elementary & Secondary | | |
| CHECKLIST REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Loan Application Form (LAF) | | Downloadable form through SDO, QC website. Hardcopy available at Administrative Services Office | | |
| 2. Certified true copy of Pay slips of Borrower & co-maker (by principal) | | Payroll Unit or School | | |
| 3. Request Letter | | Personal Document | | |
| CLIENT STEPS¹ | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| * PERSONAL FILING | | | | |

| | | | | |
|---|--|-------------|--------------|-------------------------------------|
| 1. Fill out (LAF) through handwritten form and submit the same with complete documentary requirements | 15.1 Check information if true and correct using payroll abstract, verify if no undeducted obligations and incoming deductions by coordinating with other lending company or agencies (i.e. GSIS, PAGIBIG) | NONE | 4 hours | 1. Cristina Buce (Office Aide) |
| 2. For emergency purposes, must be signed by ASDS Engr. Marc Voltaire Padilla | 15.2 Verify NTHP if eligible (NTHP) not to avail Provident loan | | 1 hour | |
| 3. Bring and show the original payslip of borrower & co-maker for authentication | 15.3 Check and correct Application form and other requirements completely sign with original hand written of Borrower and Co-Borrower, | | 3 hours | 2. Geraldine Serafica (Office Aide) |
| 4. Payslips must be free from undeducted obligations | | | | |
| 5. Bring all documents to the Administrative Office for Assessment and proper indorsement | | | | |
| | TOTAL | NONE | 1 day | |

PAYROLL SERVICES UNIT

1. Automatic Payroll Deduction System (Private Lending Institutions)

Private Lending Institutions (PLI) who are in the APDS will submit their billings in queue to be deducted from the salary of the borrower for the corresponding month.

| | |
|----------------------------|-----------------------|
| Office or Division: | Payroll Services Unit |
|----------------------------|-----------------------|

| | | | | |
|--|---|-----------------------------|------------------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2B - Government To Business Entity | | | |
| Who may avail: | All, Private Lending Institutions (PLI) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. CD (Billing txt file) (1 copy) 2. Sworn Certification (1 copy) 3. Authority to Deduct (1 copy) 4. Disclosure Statement (1 copy) 5. Promissory Note (1 copy) 6. Email printout from Verifier (1 copy) | | For checklist 1-6: from PLI | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the requirements at the Payroll Services Unit | 1. Billing Handlers will receive the requirements from PLI's on or before the end of the previous month of the effectivity date | None | 5 minutes | <ul style="list-style-type: none"> · PLI · Richard P. Alfajora, ADAS III (Elem.) · Eloisa Amor V. Galigao, ADAS II (Secondary, SHS, SDO proper) |
| 2. Fill-out the logbook for queuing | 2. Check the documents submitted | None | 5 minutes | <ul style="list-style-type: none"> · PLI · Richard P. Alfajora, ADAS III (Elem.) · Eloisa Amor V. Galigao, ADAS II (Secondary, SHS, SDO proper) |

| | | | | |
|--|---|------|------------|---|
| | 3. Check the billing txt file from CD for any error (text alignment, etc.) versus the documents submitted | None | 5 minutes | <ul style="list-style-type: none"> · Richard P. Alfajora, ADAS III (Elem.) · Eloisa Amor V. Galigao, ADAS II (Secondary, SHS, SDO proper) |
| | 4. Consolidate billing txt files of all PLI's | None | 2 hours | <ul style="list-style-type: none"> · Richard P. Alfajora, ADAS III (Elem.) · Eloisa Amor V. Galigao, ADAS II (Secondary, SHS, SDO proper) |
| | 5. Prepare the upload list for upload queuing | None | 45 minutes | <ul style="list-style-type: none"> · Richard P. Alfajora, ADAS III (Elem.) · Eloisa Amor V. Galigao, ADAS II (Secondary, SHS, SDO proper) |
| | 6. Upload the billing files by the Encoder in charge | None | 2 hours | <ul style="list-style-type: none"> · Anna Liezl C. Manarang, ADAS III (Elem) · Alrhod Bezaleel P. Rona, ADAS III (Secondary, SHS, SDO proper) |
| | 7. Check the ADDED, DELETED, and ERROR LIST from payroll system | None | 2 hours | <ul style="list-style-type: none"> · Anna Liezl C. Manarang, ADAS III (Elem) · Alrhod Bezaleel P. Rona, ADAS III (Secondary, SHS, SDO proper) |

| | | | | |
|--------------|---|-------------|--------------------------|---|
| | 8. File and safe keep the billing documents | None | 3 hours | <ul style="list-style-type: none"> · Richard P. Alfajora, ADAS III (Elem.) · Eloisa Amor V. Galigao, ADAS II (Secondary, SHS, SDO proper) |
| TOTAL | | None | 1 day and 2 hours | |

2. Manual Billings (GSIS, PLI and Pagibig)

These are requests for salary deduction and/or stoppage for loans, insurances, savings that can be done manually.

| | | | | | |
|--|---|------------------------|-------------------------------|---------------------------|--|
| Office or Division: | Payroll Services Unit (PSU) | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2G - Government to Government Employee | | | | |
| Who may avail: | All | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| 1. Stop/Deduct Request Form (1 copy) | | | PSU | | |
| 2. Photocopy of latest payslip (1 copy) | | | PSU, School, Requesting party | | |
| 3. Certificate of Full Payment or Request for Stoppage from the PLI/GFI (for manual stoppage) (1 copy) | | | Concerned PLI | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |

| | | | | |
|--|--|-------------|-------------------|---|
| <p>1. Fill-out the stop/deduct request form</p> | <p>1. Receive the request form and attachment on or before 5th day of the effectivity month</p> | <p>None</p> | <p>5 minutes</p> | <ul style="list-style-type: none"> · Requesting party · Richard P. Alfajora, ADAS III (Elem.) · Eloisa Amor V. Galigao, ADAS II (Secondary, SHS, SDO proper) |
| <p>2. Submit the requirements at the Payroll Services Unit</p> | <p>2. Check and verify the submitted documents</p> | <p>None</p> | <p>30 minutes</p> | <ul style="list-style-type: none"> · Richard P. Alfajora, ADAS III (Elem.) · Eloisa Amor V. Galigao, ADAS II (Secondary, SHS, SDO proper) |
| | <p>3. Non –compliant: respond with the checklist of the requirements and give appropriate advice and request client to acknowledge receipt of response/action taken.</p> | <p>None</p> | <p>5 minutes</p> | <ul style="list-style-type: none"> · Richard P. Alfajora, ADAS III (Elem.) · Eloisa Amor V. Galigao, ADAS II (Secondary, SHS, SDO proper) |

| | | | | |
|--------------|---|-------------|-------------------------------|--|
| | 4. If complete and valid: print emailed documents for consolidation | None | 5 minutes | · Richard P. Alfajora, ADAS III (Elem.) · Eloisa Amor V. Galigao, ADAS II (Secondary, SHS, SDO proper) |
| | 5. Consolidation of all requests for action of the Encoder | None | 1 hour | · Richard P. Alfajora, ADAS III (Elem.) · Eloisa Amor V. Galigao, ADAS II (Secondary, SHS, SDO proper) |
| | 6. Encoder will effect corresponding requests to the payroll system | None | 2 hours | · Anna Liezl C. Manarang, ADAS III (Elem) · Alrhod Bezaleel P. Rona , ADAS III (Secondary, SHS, SDO proper) |
| | 7. File and safe-keep the requests | None | 2 hours | · Richard P. Alfajora, ADAS III (Elem.) · Eloisa Amor V. Galigao, ADAS II (Secondary, SHS, SDO proper) |
| TOTAL | | None | 5 hours and 35 minutes | |

3. Supplementary Payroll

Supplementary payroll is for those who are not yet included in the regular payroll (payroll system) because the employees have no attested appointment (newly hired) or no fund yet

and for those who are inactivated from the regular payroll due to late submission of required supporting documents.

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division: | Payroll Services Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government Employee | | | |
| Who may avail: | ALL | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| First Salary 1. Form 48 (DTR)/IWAR (2 copies) 2. Advanced Copy of Appointment (2 copies) 3. Assumption of Duty (2 copies) 4. Oath of Office (2 copies) 5. Personal Data Sheet (2 copies) 6. LBP Account Number (2 copies) 7. Philhealth (MDR) (2 copies) 8. Pag-ibig (MDF) (2 copies) 9. BP/GSIS Number (2 copies) 10. TIN (BIR) (2 copies) | | · Requesting Party | | |
| Regular Salary 1. Form 48 (DTR)/IWAR (2 copies) | | · Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|--|-------------|-------------------|---|
| <p>1. Submit all the required documents not later than every 2nd working day of the succeeding month</p> | <p>1. Receive complete documents</p> | <p>None</p> | <p>5 minutes</p> | <ul style="list-style-type: none"> · Alma F. Mauricio (Newly Hired Elementary) · Charmie O. Bautista (Newly Hired Senior High School, Non IUs) · Eloisa Amor V. Galigao (Newly Hired Division Office, Inactivated) |
| | <p>2. Check and verify documents</p> | <p>None</p> | <p>5 minutes</p> | <p>Alma F. Mauricio (Newly Hired Elementary)</p> <ul style="list-style-type: none"> · Charmie O. Bautista (Newly Hired Senior High School, Non IUs) · Eloisa Amor V. Galigao (Newly Hired Division Office, Inactivated) |
| | <p>3. Compute salaries, other compensations and deductions</p> | <p>None</p> | <p>20 minutes</p> | <ul style="list-style-type: none"> · Alma F. Mauricio (Newly Hired Elementary) · Charmie O. Bautista (Newly Hired Senior High School, Non IUs) · Eloisa Amor V. Galigao (Newly Hired Division Office, Inactivated) |

| | | | | |
|--|--|------|--------------|---|
| | 4. Prepare payroll within 2 working days | None | Within 1 day | <ul style="list-style-type: none"> · Alma F. Mauricio (Newly Hired Elementary) · Charmie O. Bautista (Newly Hired Senior High School, Non IUs) · Eloisa Amor V. Galigao (Newly Hired Division Office, Inactivated) |
| | 5. Prepare disbursement vouchers for every remittance | None | 5 minutes | <ul style="list-style-type: none"> · Alma F. Mauricio (Newly Hired Elementary) · Charmie O. Bautista (Newly Hired Senior High School, Non IUs) · Eloisa Amor V. Galigao (Newly Hired Division Office, Inactivated) |
| | | | | <ul style="list-style-type: none"> · Eloisa Amor V. Galigao (Newly Hired Division Office, Inactivated) |
| | 6. Control/Record and release all outgoing payrolls, remittance lists and other supporting documents | None | 5 minutes | <ul style="list-style-type: none"> · Alma F. Mauricio (Newly Hired Elementary) · Charmie O. Bautista (Newly Hired Senior High School, Non IUs) · Eloisa Amor V. Galigao (Newly Hired Division Office, Inactivated) |

| | | | |
|--------------|-------------|-----------------------------|--|
| TOTAL | None | 1 day and 40 minutes | |
|--------------|-------------|-----------------------------|--|

4. Special Payroll for Local Allowances

This is a special payroll for those who are not yet included in the regular payroll (payroll system) because the employees have no attested appointment yet (newly hired) and for those who are inactivated from the regular payroll due to late submission of required supporting documents.

| | | | |
|---|---|---------------------------|--|
| Office or Division: | Payroll Services Unit (PSU) | | |
| Classification: | Simple | | |
| Type of Transaction: | G2G - Government to Government Employee | | |
| Who may avail: | All | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| Supplemental Allowance For those who are newly hired: 1. Request for Special Payroll 2. Approved/Attested Appointment 3. Assumption of Duty or First Day of Service 4. Form 48 (DTR)/IWAR 5. LBP Account Number | | · Requesting Party/Person | |
| For those who are inactivated from the system due to late submission of requirements: 1. Request for Special Payroll 2. Form 48 (DTR)/IWAR | | · Requesting Party/Person | |

| Rice Allowance (For Newly Hired and Inactivated) 1. Request for Special Payroll 2. Certificate of Entitlement | | | · Requesting Party/Person | |
|---|---|-----------------|---------------------------|--|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all the required documents not later than every 5th working day of the month | 1. Receive complete documents | None | 5 minutes | · Requesting Party/Person · Francisco P. Sagnip, Jr. (CD 1,2,5, SDO,SHS) · Raissa Anne R. Mabulis (CD 3,4,6) · Allan M. Herminigildo, ADA VI (Permanent Counterpart) |
| | 2. Check/Verify the submitted documents | None | 10 minutes | · Francisco P. Sagnip, Jr. (CD 1,2,5, SDO,SHS) · Raissa Anne R. Mabulis (CD 3,4,6) · Allan M. Herminigildo, ADA VI (Permanent Counterpart) |

| | | | | |
|--|--|------|--------------|--|
| | 3. Prepare payroll within 2 working days | None | Within 1 day | · Francisco P. Sagnip, Jr. (CD 1,2,5, SDO,SHS) |
| | | | | · Raissa Anne R. Mabulis (CD 3,4,6) · Allan M. Herminigildo, ADA VI (Permanent Counterpart) |
| | 4. Forward payroll to the Human Resource Section for the signature in the Attendance Report of the Personnel Officer | | | · HR (Teaching, Non-Teaching) |
| | 5. Forward payroll from Human Resource Section to the Office of the Assistant Schools Division Superintendent (ASDS) for signature | | | · ASDS Office |
| | 6. Return the duly signed payroll to the Personnel In Charge of Allowance for rechecking | None | 5 minutes | · Francisco P. Sagnip, Jr. (CD 1,2,5, SDO,SHS) · Raissa Anne R. Mabulis (CD 3,4,6) |

| | | | | |
|--|---|-------------|----------------------------------|--|
| | 7. Submit payroll to Quezon City Local Government for audit and processing of payment | None | Within 1 hour | · Joel B. Fuentes · Brett Keiner V. Bigay |
| TOTAL: | | None | 1 day, 1 hour, 20 minutes | |
| *Red shades indicate as action to be taken by other Unit/Section | | | | |

5. Division Clearance

Division Clearance is one of the requirements when applying for retirement, resignation or transfer out. This is to ensure that the requesting employee has no financial accountability before allowing him/her to permanently leave the office.

| | | | |
|--|---|------------------------|--|
| Office or Division: | Payroll Services Unit | | |
| Classification: | Simple | | |
| Type of Transaction: | G2G - Government to Government Employee | | |
| Who may avail: | All | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Division Clearance | · Requesting Party/Person | | |
| 2. Certification of Provident Fund Loan from NCR | · It can be requested via on line at rpsuncr-frontline@deped.gov.ph | | |
| 3. Request Form | · PSU | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------------------------------|--|-----------------|-----------------|--|
| 1. Fill-out request form | 1. Receive complete documents | None | 2 minutes | <ul style="list-style-type: none"> · Charisa M. Yanoc, ADAS III (Verifier for Elementary Schools, D.O. & Insular Personnel) · Santos D. Duerme, ADAS III (Verifier for Secondary Schools, SHS) |
| 2. Submit all the required documents | 2. Check/Verify the status from the master file (mastfile) | None | 5 minutes | <ul style="list-style-type: none"> · Charisa M. Yanoc, ADAS III (Verifier for Elementary Schools, D.O. & Insular Personnel) |
| | | | | <ul style="list-style-type: none"> · Santos D. Duerme, ADAS III (Verifier for Secondary Schools, SHS) |

| | | | | |
|--|--|-------------|-------------------------------------|--|
| <p>3. Pay the required fees at the Cash Unit by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment 3.1 Return to Payroll Unit for the processing and release of Clearance or Certification</p> | <p>3. <i>If with overpayment,</i> issue overpayment computation. Accounting Section will issue Order of Payment and then proceed to Cash Unit for payment.</p> <p>3.1 Once the OR was presented, the Certification of Last Payment will be issued and Division Clearance will be signed <i>*In the situation that the requesting party cannot paid the overpayment immediately, the Certification of Last Payment can be issued but he/she will not be cleared until such time payment has been made</i></p> | <p>None</p> | <p>10 minutes</p> <p>10 minutes</p> | <ul style="list-style-type: none"> · Charisa M. Yanoc, ADAS III (Verifier for Elementary Schools, D.O. & Insular Personnel) · Santos D. Duerme, ADAS III (Verifier for Secondary Schools, SHS) · Roselyn B. Sencil, Admin. Officer IV (signatory) |
|--|--|-------------|-------------------------------------|--|

| | | | | |
|--|--|------|------------|--|
| | 4. <i>If no overpayment,</i> issue Certification of Last Payment and sign Division Clearance | None | 10 minutes | <ul style="list-style-type: none"> · Charisa M. Yanoc, ADAS III (Verifier for Elementary Schools, D.O. & Insular Personnel) · Santos D. Duerme, ADAS III (Verifier for |
|--|--|------|------------|--|

| | | | | |
|--|--|--|--|--|
| | | | | Secondary Schools, SHS) <ul style="list-style-type: none"> · Roselyn B. Sencil, Admin. Officer IV (signatory) |
|--|--|--|--|--|

| | | | | |
|--|---|------|------------|--|
| | 5. <i>If underpayment,</i> issue Certification of Last Payment with a note that the remaining salary will be prepared as supplementary payroll upon submission of DTR/IWAR/SO of approved sick leave with pay for the corresponding unclaimed period; sign Division Clearance | None | 10 minutes | <ul style="list-style-type: none"> · Charisa M. Yanoc, ADAS III (Verifier for Elementary Schools, D.O. & Insular Personnel) · Santos D. Duerme, ADAS III (Verifier for Secondary Schools, SHS) · Roselyn B. Sencil, Admin. Officer IV (signatory) |
|--|---|------|------------|--|

| | | | | |
|--|---|-------------|-------------------|--|
| | 6. Release the Division Clearance and Certificate of Last Payment | None | 2 minutes | · Charisa M. Yanoc, ADAS III (Verifier for Elementary Schools, D.O. & Insular Personnel) · Santos D. Duerme, ADAS III (Verifier for Secondary Schools, SHS) |
| TOTAL: | | None | 49 minutes | |
| *Red shades indicate as action to be taken by other Unit/Section | | | | |

PROPERTY AND SUPPLY SECTION

1. Submission of Request for Quotation

Procurement Unit uses the Philippine Government Electronic Procurement System (PhilGEPS) as the primary portal to publish and collect Request for Quotations (RFQs) in procurement of goods, services and infrastructure projects.

| | | |
|----------------------------------|------------------------------|------------------------|
| Office or Division: | Property and Supply Section | |
| Classification: | Complex | |
| Type of Transaction: | G2B - Government to Business | |
| Who may avail: | Suppliers | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |

| 1. Valid DTI Certificate/SEC Registration 2. Valid Mayor's Permit (current) 3. Valid Tax Clearance (current) 4. Valid Certificate of PhilGEPS Registration (Platinum Membership) (current) 5. Latest Audited Financial Statement 6. Valid PCAB License (for Infra. Projects) | | | Supplier | |
|---|---|----------------|-----------------------|---|
| CLIENT STEPS | AGENCY ACTION | FEES TO BEPAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit proposal/ quotation in response to the posted RFQs (Personally, or via on-line) | 1. Received and collect proposals/quotations from interested suppliers | | | BAC Secretariat · Alfea O. Julian · Liza Galan · Joyce Mahinay · Rico Magalang Officer In-Charge Procurement Unit |
| | 2. Open and check the submitted and collected proposals/ quotations in reference to the posted procurement opportunities. Preparation of Abstract of Quotations | None | Steps 1-4 6-7 days | · Bids and Awards Committee (SDO-BAC) and Procurement Unit · Rico Magalang Officer In-Charge Procurement Unit |
| | 3. Notify the Suppliers with the Lowest Calculated Quotation | | | BAC Secretariat · Alfea O. Julian · Liza Galan |
| | and Responsive Officer thru BAC Resolution and Award | | | · Rico Magalang Officer In-Charge Procurement Unit |

| | | | | |
|--------------|---|-------------|-----------------|--|
| | 4. Issuance of Purchased Order/Contract | | | BAC Secretariat · Alfea O. Julian · Rico Magalang Officer In-Charge Procurement Unit |
| TOTAL | | None | 6-7 days | |

2. Invitation to Bid

Procurement Unit uses the Philippine Government Electronic Procurement System (PhilGEPS) as the primary portal to publish Procurement Opportunities such as Invitation to Bid for the procurement of goods, services and infrastructure projects.

| | | | | | |
|--|------------------------------|------------------------|------------------------|---------------------------|--|
| Office or Division: | Property and Supply Section | | | | |
| Classification: | Highly Technical | | | | |
| Type of Transaction: | G2B - Government to Business | | | | |
| Who may avail: | Suppliers | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| As provided for in the Standard Philippine Bidding Documents and the corresponding Invitation to Bid | | | Supplier | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |

| | | | | |
|---|---|--|---|--|
| 1. Submission of Letter of Intent to Participate and the Document Request List (DRL) generated from the PhilGEPS website and secure Bidding Documents | 1. Receive the Letter of Intent /DRL and issue Order of Payment for the corresponding Bidding Documents | Standard Rates provided on the Guidelines on the Sale of Bidding Documents | From the date of Posting up the date of Opening of Bids | BAC Secretariat · Alfea O. Julian · Liza Galan · Rico Magalang Officer In-Charge Procurement Unit |
| 2. Attend the Pre Bidding Conference for Questions and Clarifications regarding the project. | 2. Conduct of Pre Bidding Conference and Issuance of necessary Supplementary Bid Bulletin | | Steps 1-8 (27 days) | Bids and Awards Committee (SDO BAC) |
| 3. Submit the Bidding Documents on or before the Deadline set by the Committee | 3. Submission and Opening of Bids | | | Bids and Awards Committee (SDO BAC) |
| 4. Submission of Post Qualification Requirements | 4. Bid Evaluation and Post-Qualification | | | Bids and Awards Committee (SDO BAC, TWG) |
| | 5. Issuance of Notice of Award | | | Bids and Awards Committee (SDO BAC) |
| 5. Posting of Performance Bond | 6. Preparation of Contract or Purchase Order | | | Bids and Awards Committee (SDO BAC) |

| | | | | |
|--------------|----------------------------------|--|---|-------------------------------------|
| | 7. Issuance of Notice to Proceed | | | Bids and Awards Committee (SDO BAC) |
| | 8. Delivery and Monitoring | | Subject to the prescribed delivery period | |
| TOTAL | | | 27 days | |

3. Division Clearance / Property Clearance

Division Clearance is issued to ensure no property accountabilities for transferring, retiring, resigning officials and employees of the Division, while the Property Clearance is a requirement for School Principals and School Property Custodians during turn-over of school buildings and other properties.

| | | | |
|----------------------------------|---------------------------------|------------------------|--|
| Office or Division: | Property and Supply Unit | | |
| Classification: | Simple | | |
| Type of Transaction: | G2G - Government to Government | | |
| Who may avail: | Suppliers of Goods and Services | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |

| <p><u>Division Clearance</u></p> <ol style="list-style-type: none"> 1. School Clearance (3 copies) 2. Division Clearance (3 copies) <p><u>Property Clearance</u></p> <p><i>For Textbooks and Equipment Losses (3 copies)</i></p> <ol style="list-style-type: none"> 1. Monthly Sales Report of Textbooks/Equipment 2. Report of Losses as of School Year <i>For Turn Over of School Principals (3 copies)</i> 1. School Inventory Report 2. Issued Property Acknowledgement Receipt / Inventory Custodian Slip 3. Property Transfer Report 4. Condition of Vehicle 5. Clearance and Financial Report signed by the Administrative Services Section | | <p>Requesting Party</p> <p>School Property Custodian</p> | | |
|---|--|--|-----------------|--|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Prepare documents | 1. Receive required documents and endorse request to in-charge personnel | | | · Maribel Vinluan (Receiving) |
| 2. Submit required documents | 2. Verify and check for property accountability | None | Steps 1-4 | · Menen B. Almonte (Books and Property Losses) |

| | | | | |
|---|---|--|-----------------|---|
| <p>3. Pay the amount by showing the Order of Payment at the Cash Unit of the Division for National Fund properties; City Treasurer's Office for</p> | <p>3. If with Property accountability, issue Order of Payment and proceed to payment</p> | | <p>1-2 days</p> | <p>· Menen B. Almonte (Books and Property Losses)</p> |
|---|---|--|-----------------|---|

| | | | | |
|--|---|--------------------|------------------------|---|
| <p>SEF/City Fund properties *Make sure to secure Official Receipt that will be issued upon payment 3.1 Return to Property and Supply Section for the processing and release of Clearance</p> | | | | |
| | <p>4. Once Official Receipt is presented, Property Clearance will be issued and Division Clearance will be signed</p> | | | <p>· Elizabeth A. Martin · Laurice M. Velasco (Officer-In Charge Inventory Unit) · James L. Lambengco (Signatory)</p> |
| TOTAL | | <p>None</p> | <p>1 -2days</p> | |

3. Requisition of Supplies and Equipment

Division Section Heads and School Heads may request for additional supplies and equipment based on the availability of goods.

| | | | | |
|---|--|---|-----------------------------|---|
| Office or Division: | | Property and Supply Section | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G - Government to Government Employee | | |
| Who may avail: | | All | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Requisition Slip | | | Property and Supply Section | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-out the Requisition Slip form | 1. Receive the Requisition Slip form | None | Steps 1-7 1-2 days | <ul style="list-style-type: none"> · Ronald Allan P. Infante (Supplies) · Arnel V. Mangaring (Equipment) |
| 2. Submit accomplished Requisition Slip | 2. Check for availability | | | <ul style="list-style-type: none"> · Ronald Allan P. Infante (Supplies) · Arnel V. Mangaring (Equipment) |
| | 2.1 Submit requests to Property and Supply Section Head for approval | | | <ul style="list-style-type: none"> · Archie Paolo H. Recio (Officer In Charge Warehouse and Distribution Unit) · James L. Lambengco (Signatory) |

| | | | | |
|---|--|-------------|-----------------|---|
| 3. Sign issued receipts | 3. If available, prepare request and print receipts | | | <ul style="list-style-type: none"> · Ronald Allan P. Infante (Supplies) · Arnel V. Mangaring (Equipment) |
| 4. Receive and check issued supplies /equipment | 4. Release supplies/equipment and make sure all issued receipts are signed by the Accountable Officer | | | <ul style="list-style-type: none"> · Ronald Allan P. Infante (Supplies) · Arnel V. Mangaring (Equipment) · Archie Paolo H. Recio (Officer In Charge - Warehouse and Distribution Unit) · James L. Lambengco (Signatory) |
| | 5. File and safe keep the signed receipts | | | <ul style="list-style-type: none"> · Ronald Allan P. Infante (Supplies) · Arnel V. Mangaring (Equipment) |
| | 6. If not available, advise requesting unit to prepare purchase request and submit to Procurement and Acquisition Unit | | | <ul style="list-style-type: none"> · Ronald Allan P. Infante (Supplies) · Arnel V. Mangaring (Equipment) |
| TOTAL | | None | 1-2 days | |

4. Request for Inspection of Unserviceable Properties

To properly appraise and dispose unserviceable properties, Property and Supply Section must inspect the submitted inventory report of unserviceable properties before

| | | | | |
|---|--|---|------------------------|----------------------------------|
| Office or Division: | Property and Supply Section (PSS) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government Employee | | | |
| Who may avail: | ALL | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Inventory and Inspection Report of Unserviceable Properties (IIRUP) - 4 copies 2. Property Return Slip – 4 copies 3. Report of Waste Material – 4 copies 4. Photos of the property for disposal | | · Accountable Officer / Property and Supply Section | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit required documents | 1. Receive required documents and endorse to personnel in-charge | | | · Maribel N. Vinluan (Receiving) |
| 2. Submit additional documents if needed | 2. Check and verify documents | | | · Victor Quiday |

| | | | | |
|--|---|-------------|----------------------------------|---|
| <p>3. Prepare and organize properties for disposal at school in preparation for the inspection</p> | <p>3. Schedule Inspection</p> | <p>None</p> | <p>Steps 1-6 5 – 10 days</p> | <ul style="list-style-type: none"> · Cecilia A. Pascua (Officer In Charge – Disposal Unit) |
| | <p>4. Visit requesting school to evaluate and prepare recommendation based on the inspection report</p> | | | <ul style="list-style-type: none"> · Victor Quiday · Jorge B. Coronado · Cecilia A. Pascua (Officer In Charge – Disposal Unit) · COA Representative |
| | <p>5. Submit recommendation to the Head of Agency for approval</p> | | | <ul style="list-style-type: none"> · Victor Quiday · Jorge B. Coronado · Cecilia A. Pascua (Officer In- Charge – Disposal Unit) · COA Representative · James L. Lambengco (Section Head, Property Section) · Schools Division Superintendent (Signatory) |

| | | | | |
|---|---|-------------|------------------|---|
| <p>4. Submit approved recommendation to General Services Department of the Local Government Office for SEF/City Funded goods or equipment</p> | <p>6. National Fund: Submit the approved recommendation to: Disposal Committee for appraisal ;</p> <p>SEF/City Fund: Provide a copy of the approved recommendation to the requesting school</p> <p>*Disposal Committee will decide the appropriate mode of disposal</p> | | | <p>· Victor Quiday · Cecilia A. Pascua (Officer In- Charge – Disposal Unit)</p> |
| TOTAL | | None | 5-10 days | |

RECORDS SECTION

1. Issuance of Requested Documents (Non-Certified True Copy)

Issuance of Requested Documents is provided to active and in-active teaching and in-active non-teaching personnel who have misplaced or lost their documents. The non-CTC document copy is issued to authorized requesting person if document secured in the Records Section is not originated / created by the Agency. The said document can be issued if requested by the owner himself and or authorized person.

| | | |
|---|--|--|
| Office or Division: | Records Section | |
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | General Public | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| 1. Requisition slip (1 Copy) | Records Unit | |
| 2. Valid ID (Original ID and 1 Photocopy) | Requesting person and/or Authorized Person | |

| 3. Authorization Letter (1 Copy) | | Requesting person | | |
|--|---|-------------------|-------------------|---|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up the requisition slip form | 1. Provide client the requisition slip form | None | 5 minutes | Henry Colambot / Gerald Perez Administrative Staff (Records) |
| 2. Submit the accomplished requisition slip with valid ID or authorization letter of the owner of the document | 2. Receive the form and search the requested document | None | 5 minutes | Henry Colambot / Gerald Perez Administrative Staff (Records) |
| 3. Receive the requested document | 3. Prepare, print and give the document to the client | None | 30 minutes | Henry Colambot / Gerald Perez Administrative Staff (Records) |
| TOTAL: | | None | 40 minutes | |

2. Issuance of Requested Documents (Certified True Copy and Photocopy of Documents)

CTC document copy is issued to authorized requesting person if document secured in the Records Section is originated / created by the Agency. The said document can be issued if requested by the owner himself and or authorized person. Issuance of Requested Documents is provided to active and in-active teaching and in-active non-teaching personnel whose documents were misplaced, lost, burned, eaten by termites or beyond recovery due to wear and tear to be used for appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer and for other legal purposes

| | |
|----------------------------|-----------------|
| Office or Division: | Records Section |
| Classification: | Simple |

| | | | | |
|--|---|--|------------------------|---|
| Type of Transaction: | | G2C – Government to Citizen | | |
| Who may avail: | | General Public | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Requisition slip (1 Copy) | | Records Unit | | |
| 2. Valid ID (Original ID and 1 Photocopy) | | Requesting person and/or Authorized Person | | |
| 3. Authorization Letter (1 Copy) | | Requesting person | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up the requisition slip form | 1. Provide client the requisition slip form | None | 5 minutes | Henry Colambot / Gerald Perez Administrative Staff (Records) |
| 2. Submit the accomplished requisition slip with valid ID or authorization letter of the owner of the document | 2. Receive the form and search the requested document | None | 5 minutes | Henry Colambot / Gerald Perez Administrative Staff (Records) |

| | | | | |
|-----------------------------------|--|-------------|-----------------------------|---|
| 3. Receive the requested document | 3.1 Prepare, print and give the document to the client | None | 30 minutes | Henry Colambot / Gerald Perez Administrative Staff (Records) Florence A. Arellano Records Officer III |
| | 3.2 Once the document is obtained, Records Officer will review and verify the document and certify true copy | None | 15 minutes | |
| | 3.3 Release the Document to the client | None | 10 Minutes | |
| TOTAL: | | None | 1 Hour and 5 minutes | |

3. Certification, Authentication, Verification of Reconstructed Diploma and Academic School Records

Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd.

| | |
|----------------------------------|-----------------------------|
| Office or Division: | Records Sec |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Former and Present Students |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |

| | | | | |
|---|---|-------------------------------|-------------------------------|----------------------------------|
| <p>High School/Elementary Graduates:</p> <ol style="list-style-type: none"> 1. Indorsement 2. Reconstructed Diploma 3. PSA Birth Certificate Copy (1 Original and 2 photocopies) 4. List of Graduates certified correct by authorized official (1 original and 2 photocopies) 5. Valid ID 6. Authorization Letter (If the requesting party is not the record owner) (1 original copy) 7. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy) <p>Additional Requirement for Undergraduates:</p> <ol style="list-style-type: none"> 8. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the | <p>School Attended School Attended</p> <p>Client</p> <p>School Attended</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Requesting Person and/or Authorized Person Requesting Person</p> <p>Requesting Person</p> <p>School Attended</p> | | | |
| <p>CLIENT STEPS</p> | <p>AGENCY ACTION</p> | <p>FEES TO BE PAID</p> | <p>PROCESSING TIME</p> | <p>PERSON RESPONSIBLE</p> |

| | | | | |
|---|---|------------|--|--------------------------------|
| 1. Submit required documents | 1. Receive and check all supporting documents of the client. Verify if | None | 10 minutes | Noel Sulib |
| | authenticated by school principal | None | 10 minutes | Administrative Staff (Records) |
| | 1. Encode the return indorsement and attached the reconstructed diploma and other supporting documents | None | 20 minutes | Noel Sulib |
| | 2. Forward to the Administrative Section for AO V initial in the reconstructed diploma and signature in the indorsement | None | 20 minutes | Administrative Staff (records) |
| 3. Forward to the OSDS for signature of reconstructed diploma | None | 20 minutes | Designated Releasing & Receiving Staff AO V Designated Releasing & Receiving Staff SDS | |

| | | | | |
|-----------------------------------|---------------------------------------|-------------|-----------------------------|--|
| 2. Receive the requested document | 2. Release the document to the client | None | 5 minutes | Noel Sulib Administrative Staff (Records) |
| TOTAL: | | None | 1-hour and 5 minutes | |

4. Receiving and Releasing of Incoming and Outgoing Communication

The procedure of proper receiving and releasing of communications.

| | | | | |
|----------------------------------|--|------------------------|------------------------|---------------------------|
| Office or Division: | Records Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2B – Government to Private G2G – Government to Government | | | |
| Who may avail: | DepEd Employee | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Official Communication | | | Records Section | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|--|-------------|------------------|--|
| <p>1. Submit official communications to the Records Receiving Area</p> | <p>1. 1 Receives, reads, sorts, stamp RECEIVED with date, initial, Document Tracking Number, logs and routes communication to the Head of Office or Office concerned by the authority of the Head of Office. (Incoming hard and electronic copy)</p> | <p>None</p> | <p>5 minutes</p> | <p>Jefrey I. Bitanga / Mary Jean Adlawan Administrative Staff (Records)</p> |
| | <p>1. 2 Notates on the communication and routes communication to the Action Unit / Individual for action</p> | <p>None</p> | <p>5 minutes</p> | <p>SDS / ASDS / ADA III / Division Chiefs / Section or Unit Heads</p> |
| | <p>1.3 Acts on the communication and forwards to ASDS In Charge for initial</p> | <p>None</p> | <p>5 minutes</p> | <p>Action Unit / Individual concerned</p> |

| | | | | |
|---------------|--|-------------|-------------------|---|
| | 1.4 Forwards to SDS for approval | None | 5 minutes | ASDS Staff |
| | 1.5 Approves communication and forwards approved communication to the Records Section for release | None | 5 minutes | SDS SDS Staff |
| | 1.6 Receives, reads, stamp RELEASED with date, time, initial, Document Tracking Number, logs, scans, renames, saves and emails to all recipient (outgoing) | None | 5 minutes | Charlon Avila / May Ann Ubay Releasing personnel |
| TOTAL: | | None | 30 minutes | |

SCHOOL GOVERNANCE AND OPERATION DIVISION

1. Human Resource Development

Submission of Reports (GAD Plan and Budget/ Accomplishment Report and INSETS Report)

| | | | | |
|----------------------------------|---|---|------------------------|---------------------------|
| Office or Division: | | Human Resource Development | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen | | |
| Who may avail: | | Teachers and Non-teaching Personnel of the Division | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. None | | HRD | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. | 1. 1.1. Receive from client submitted copy of the report | None | 10 minutes | Records Unit Personnel |
| | 1.2. Route the report to SGOD HRD | None | 1 day | Records Section |
| | 1.3. Receive, process, and do appropriate actions such as comments, provision of TA/Inputs to the document, and affix signature for recognition of the report | None | 30mins | SEPS |

| | | | | |
|--|---|-------------|-----------------------------------|-----------------|
| | 1.4. Record the general Title of the document and essential details | None | 10 mins | Clerk |
| | 1.5. Course through the document to the respective authorized signatories for further review and approval | None | 10 mins | Clerk |
| 2. Indorse back to school the approved report/document | 2.1 Prepare indorsement communication to send back the report to the respective school | None | 10 mins | |
| 2.2 Course through the document to the school | | None | 10 mins | Records Officer |
| TOTAL: | | None | 1 day and 1 hr and 20 mins | |

2. Planning Unit

Request for Basic Education Data (External Stakeholder)

Includes copy of official enrolment, Master list of schools, performance indicators. Data requests from school districts, public and private schools must be officially communicated through proper channels indicating the purpose of such requests.

| | | | |
|---|-------------------------------|------------------------|--|
| Office or Division: | Planning Unit | | |
| Classification: | Simple | | |
| Type of Transaction: | G2C – Government to Citizen | | |
| Who may avail: | External/ School Stakeholders | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Letter request addressed to SDS (1 Original Copy, 1 Photocopy) | | Client | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|------------------------------------|------------------------|
| 1. Submit Letter request addressed to the SDS to Records Office or via email sdo.quezoncity@deped.gov.ph ; cc: planning@depedqc.ph | 1.1. Receive the letter request from the client and forward it to the SDS | None | 10 minutes | Records Unit Personnel |
| | 1.2. Refer letter request to Chief, SGOD | None | 4 hours | SDS |
| | 1.3. Refer the Letter request to Planning Office | None | 5 minutes | Chief, SGOD |
| | 1.4. Make the necessary action undertaken to the said letter request | None | 3 days | Staff/Planning Officer |
| | 1.5. Prepare the transmittal letter and attachments to be signed by SDS for hardcopy reply | None | 20 minutes | Staff/Planning Officer |
| | 1.6 Receive signed report and forward to Records Section | None | 15 minutes | Staff/Planning Officer |
| 2. Receive the necessary documents | 2.1 Release the documents to the End User | None | 2 minutes | Records Officer |
| TOTAL | | None | 3 days, 4 hours, 52 minutes | |

3. Research Unit

Request for Permit to Conduct Study

Includes request to conduct study – thesis, dissertation, and other commissioned research – involving teaching, teaching-related, and nonteaching personnel of the Division and schools in Quezon City and other researchers from other institutions

| | | | | |
|---|--|------------------------|------------------------|---------------------------|
| Office or Division: | Research | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Schools and Other Educational Institutions (Internal and External Stakeholders) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter request address to SDS signed by the requesting party and research adviser (1 Original Copy, 1 Photocopy) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Letter request address to Records Office | 1.1. Receive the letter request to conduct study from the client and forward it to the SDS | None | 10 minutes | Records Unit Personnel |
| | 1.2. Refer letter request to conduct study to Chief, SGOD | None | 4 hours | SDS |
| | 1.3. Refer the letter request to conduct study to Senior Education Program Specialist | None | 10 minutes | Chief, SGOD |
| | 1.4. Review and evaluate the letter request to conduct study | None | 3 working days | SEPS |

| | | | | |
|------------------------------------|--|-------------|---|---------------------------|
| | 1.5. Prepare the approval and indorsement letter for initial signature of the SEPS | None | 4 hours | Research Staff/Clerk |
| | 1.6 Release the approval and indorsement letter for signature of the Chair of the Schools division Research Committee (SDRC) | None | 10 minutes | Research Staff/Clerk |
| | 1.7 Sign the approval and indorsement letter | None | 30 minutes | Chair, SDRC (ASDS Office) |
| | 1.7 Release the signed approval and indorsement letter to the Records Section | | 10 minutes | Clerk/Staff (ASDS Office) |
| 2. Receive the necessary documents | 2.1 Release the documents to the End User | None | 10 minutes | Records Officer |
| TOTAL | | None | 4 working days, 1 hour, 20 minutes | |

Request for Review and Approval of Non-BERF Research and Innovation Proposals

Includes request to review and to approve Non-BERF research and innovation proposals of teaching, teaching-related, and non-teaching personnel of the Division and schools in Quezon City.

| | |
|----------------------------------|--|
| Office or Division: | Research |
| Classification: | Technical |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Schools (Teaching/Teaching-Related/Non-Teaching) |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| 1. Research or Innovation Project proposal with proper indorsement from the school head (1 Original Copy, 1 Photocopy) | | Client | | |
|--|--|-----------------|-----------------|------------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Letter request address to Records Office | 1.1. Receive the Research or Innovation Project proposal from the school and forward it to the SDS | None | 10 minutes | Records Unit Personnel |
| | 1.2. Refer the Research or Innovation Project proposal to Chief, SGOD | None | 4 hours | SDS |
| | 1.3. Refer the Research or Innovation Project proposal to Senior Education Program Specialist | None | 10 minutes | Chief, SGOD |
| | 1.4. Review and evaluate the Research or Innovation Project proposal | None | 10 working days | SEPS |
| | 1.5. Prepare the approval with comments and suggestions and the indorsement letter with initial signature of the SEPS | None | 4 hours | SEPS |
| | 1.6 Release the approval and indorsement letter for signature of the Chair of the Schools division Research Committee (SDRC) | None | 10 minutes | Research Staff/Clerk |

| | | | | |
|------------------------------------|---|-------------|--|---------------------------|
| | 1.7 Sign the approval and indorsement letter | None | 30 minutes | Chair, SDRC (ASDS Office) |
| | 1.7 Release the signed approval and indorsement letter to the Records Section | None | 10 minutes | Clerk/Staff (ASDS Office) |
| 2. Receive the necessary documents | 2.1 Release the documents to the End User | None | 10 minutes | Records Officer |
| TOTAL | | None | 11 working days, 1 hour, 20 minutes | |

Request for Issuance of Certificate of Completion for the Completed Non-BERF Research and Innovation

Includes request for issuance of Certificate of Completion for the Completed Non-BERF Research and Innovation of teaching, teachingrelated, and non-teaching personnel of the Division and schools in Quezon City.

| | | | | |
|--|--|------------------------|------------------------|---------------------------|
| Office or Division: | Research | | | |
| Classification: | Technical | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Schools (Teaching/Teaching-Related/Non-Teaching) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Ring-bound copies of Completed Research or Innovation Project with proper indorsement from the school head (1 Original Copy, 1 Photocopy) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|---|------|-----------------|---------------------------|
| 1. Submit Letter request address to Records Office | 1.1. Receive the ringbound copies of Completed Research or Innovation Project from the school and forward it to the SDS | None | 10 minutes | Records Unit Personnel |
| | 1.2. Refer the ringbound copies of Completed Research or Innovation Project to Chief, SGOD | None | 4 hours | SDS |
| | 1.3. Refer the ringbound copies of Completed Research or Innovation Project to Senior Education Program Specialist | None | 10 minutes | Chief, SGOD |
| | 1.4. Review and evaluate the ringbound copies of Completed Research or Innovation Project | None | 10 working days | SEPS |
| | 1.5. Prepare the certificate of completion and the indorsement letter with initial signature of the SEPS | None | 4 hours | SEPS |
| | 1.6 Release the certificate of completion and the indorsement letter for signature of the Chair of the Schools division Research Committee (SDRC) | None | 10 minutes | Research Staff/Clerk |
| | 1.7 Sign the approval and indorsement letter | None | 30 minutes | Chair, SDRC (ASDS Office) |

| | | | | |
|------------------------------------|---|-------------|--|---------------------------|
| | 1.7 Release the signed approval and indorsement letter to the Records Section | None | 10 minutes | Clerk/Staff (ASDS Office) |
| 2. Receive the necessary documents | 2.1 Release the documents to the End User | None | 10 minutes | Records Officer |
| TOTAL | | None | 11 working days, 1 hour, 20 minutes | |

4. School Management, Monitoring, and Evaluation

Includes request for application for permit to operate and recognition of private schools, issuance of Special Order, National Assessment, and Quality Management System.

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division: | School Management Monitoring and Evaluation (SMME) | | | |
| Classification: | Operational Processes | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Internal and External Stakeholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. School Compliance to quality standards (Public and Private Schools) DO.88, s.2010, DO.40,s.2014, DO.51,s.2015 | | Public and Private Schools | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter intent address to RD, through SDS or send via email: monitoring.evaluation@deped.qc.ph | 1.1. Receive from records unit | 1.1. none (Public) 1.2. P2,020.00/course (Private schools only) | 10 minutes | Records Unit Personnel |
| | 1.2. Route the communication to SGOD -M&E | None | 30 mins | Records Section |

| | 1.3. Create shared folder to school applicant for uploading of documents | None | 30 mins | SEPS / EPS II / M&E staff |
|--|--|---|------------------------|----------------------------|
| | 1.4. Check and review completeness of documents uploaded online | None | 1 - 2 days | SEPS / EPS II / M&E staff |
| | 1.5. Prepare schedule for the Virtual Inspection Process (VIP) | None | 30 mins | EPS II / M&E staff |
| | 1.6. Conduct VIP as scheduled | none | 45 mins | VIP Team |
| | 1.7. Prepare indorsement to the Regional Office | none | 30 mins | SEPS / EPS II / Admin Aide |
| | 1.8. Review and approval of the Regional Director | none | 1-3 days | QAD-EPS / RD |
| | TOTAL | P2,020 / course (Private only) | 5 - 7 days | |
| 2. Issuance of Special Order (SO) to Grade 12 Graduates in Private Schools (SO system V.1) DO.10s,2018 | | Private Schools Implementing SHS | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 2. Submit letter intent address s to SDS or send via email: monitoring.evaluation@depedqc.ph | 2.1 Receive from records unit | None | 10 minutes | Records Unit Personnel |
| | 2.2. Route the communication to SGOD -M&E | None | 30 mins | Records Section |

| | 2.3. Check and review learners in LIS system if completer | None | 2 days | Planning staff |
|--|--|-------------------------------|------------------------|---------------------------|
| | 2.4. Apply QR code scanner in all documents submitted | none | 30 mins | SEPS / EPS II / M&E staff |
| | 2.5. Prepare communication for the issuance of SO, signed by SDS | none | 45 mins | M&E staff |
| | 2.6. Release to requesting school SO Number | none | 30 mins | Records |
| | Total | none | 2-3 days | |
| 3. National Assessments (PEPT / PVT) – Orig. SF9 SF10, Birth certificate (PSA), 2pcs ID pictures(identical) | | Test takers applicants | | |
| CLIENT STEPS | AGENCY ACTION | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 3. Submit indors ement letter addres s to SDS or send via email: monito ring.evaluation@depdqg.ph | 3.1. Receive from records unit | None | 10 minutes | Records Unit Personnel |
| | 3.2. Route the communication to SGOD -M&E | None | 30 mins | Records |
| | 3.3. Check and review document submitted | P 50.00 – Regular Schedule | 30 mins | SEPS / EPS II / M&E staff |
| | 3.4. Forward to RO as recommended by SDS | none | 1 day | / M&E staff |
| | 3.5. Schedule of Exam. From BEA | P200.00 | 1 day | CO - BEA |
| | 3.6. Release of COR from BEA | none | 2- 3 weeks | CO - BEA |

| TOTAL | | P50.00- Regular and P200.00 Walk-in | Max. of 3 weeks and 3 days | |
|--|---|--|---------------------------------------|----------------------------|
| 4. Quality Management System (SBM Validation / QAME) | | Public Schools and SDO proponents | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 4a. Submit SBM Selfassessment tool address to SDS or send via email: monitoring.evaluation@dep.edqc.ph | 4.1. Receive from records unit | None | 10 minutes | Records Unit Personnel |
| | 4.2. Route the communication to SGOD -M&E | None | 30 mins | Records |
| | 4.3. Check and review assessment tool | none | 30 mins | SEPS / EPS II / M&E staff |
| | 4.4 Encode results of scores | none | 15 mins | M&E staff |
| | 4.5. Virtual Validation and TA | none | 45 mins | SBM Validators |
| | 4.6. Notify school for field validation | none | 30 mins | EPS II / M&E staff |
| | 4.7. Actual Field Validation | none | Half day | SBM field validators |
| | 4.8. Prepare summary results | none | 2 days | SBM TWG |
| | 4.9. Recognition of SBM level of practice | none | 1 day | Top Management and SBM TWG |
| | TOTAL | None | 7 days | |

| | | | | |
|--|---|-------------|-----------------|-----------------------|
| 4b. Submit matrix of program on Learning and Development for Quality Assurance, Monitoring and Evaluation (QAME) or via email: monitoring.evaluation@dep.edqc.ph | 4b.1. Review and check the content of program | None | 10 minutes | SEPS / EPS II |
| | 4b.2. Create online evaluation | none | 30 mins | SEPS / EPS II |
| | 4b.3. Monitor and evaluate programs | none | 1-3 days | SEPS / EPS II |
| | 4b.4 Conduct post evaluation / debriefing on the results of responses | none | 45 mins | Proponent / TWG/ SEPS |
| | 4b.5. Generate results of responses for recommendation | none | 1 hour | SEPS / EPS II |
| TOTAL | | None | 2-3 days | |

5. Social Mobilization and Networking Section

Request for Partnership (Brigada Eskwela/Adopt-A- School, Senior High School, Other Special Programs/ Projects)

| | |
|----------------------------------|--|
| Office or Division: | Social Mobilization and Networking Section |
| Classification: | |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | External Stakeholder |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |

| 1. Letter of intent for Partnership (Project Brief/Proposal) addressed to SDS (1 Original Copy, 1 Photocopy) | | Client | | |
|--|--|-----------------|-----------------|---|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Letter of Intent for Partnership to Records Unit. | 1.1. Receive the letter of intent for partnership from the client and have it forwarded to the OSDS. | None | 10 minutes | Records Unit Personnel |
| | 1.2. Refer letter of intent for partnership to the Chief, SGOD. | None | 4 hours | OSDS |
| | 1.3. Refer the Letter of Intent for Partnership to SEPS (SocMob). | None | 10 minutes | Chief, SGOD |
| | 1.4. Reviews the letter of intent for partnership. | None | 2 days | SEPS/EPS II (SocMob) |
| | 1.5. Set schedule and meet with the partnership proponent | None | 3 hours | SEPS/EPS II (SocMob) |
| | 1.6 If aligned with DepED policies/priorities, prepares the MOU/MOA Deed of Donation/Deed of Acceptance or sponsorship for review of the Legal Section. If not aligned, sends an official reply to the requesting party. | None | 3 days | SEPS/EPS II (SocMob) and Legal Officer |
| | 1.7 Signs MOU/MOA, Deed of Donation/Acceptance | None | 30 mins. | SDS, official representative of the partnership proponent |

| | | | | |
|------------------------------------|--|-------------|------------------------|-----------------|
| | 1.8 Releases the approved MOU/MOA, or Deed of Donation/Acceptance. | None | 5 mins. | Records Unit. |
| 2. Receive the necessary documents | 2.1 Releases the document to the requesting party. | None | 5 minutes | Records Officer |
| TOTAL | | None | 5 days, 8 hours | |

6. Medical Section

Services for medical examination for students, teachers, and non-teaching personnel

| | | | | |
|----------------------------------|---|------------------------|------------------------|---------------------------|
| Office or Division: | Health & Nutrition Section (MEDICAL SECTION) | | | |
| Classification: | | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Teachers & Non-Teaching Personnel of the Division | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Please refer to Agency Action | | School | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|--|-------------|---|---|
| <p>1. Newly hired and promoted Teachers & Non-Teaching Personnel</p> | <p>Medical Examination of teachers & NTP by Medical Officer on Duty after submission of required lab result 1. Laboratory results: a. Urinalysis b. chest x-ray c. complete blood count d. drug exam (shabu & marijuana) 2. Psychological or Psychiatric Exams 3. Blood pressure monitoring (to be done at the Medical Clinic) 4. Physical Examination & medical examination (to be done at the Medical Clinic) 5. CS Form 211</p> | <p>None</p> | <p>15 minutes</p> | <p>Nurse on Duty Medical Officer on Duty</p> |
| <p>2. Annual Physical Examination of Teachers and Non-Teaching Personnel</p> <p>*Due to Covid-19 Pandemic, no face to face Examination done for SY 2020- 2021 instead, online examination of teachers & nonteaching personnel was implemented.</p> | <p>Physical Examination of teachers & NTP by Medical Officer on Duty after submission of required lab results.</p> <p>1. Laboratory results: a. Urinalysis b. chest x-ray 2. Blood pressure monitoring (to be done at the Medical Clinic) 3. Physical Examination & medical examination (to be done at the Medical Clinic) 4. Form 86</p> | <p>none</p> | <p>10 minutes if physically fit to work</p> | <p>Nurse on Duty Medical Officer on Duty</p> |

| | | | | |
|--|---|-------------|---|--|
| <p>3.Application for Maternity Leave/Sick Leave/Sick Leave prior to Retirement of teachers & nonteaching personnel</p> | <p>Signing & approval of the following forms with endorsement from the principal 1. CS Form 41 2. CS Form 6</p> | <p>none</p> | <p>10 minutes (if documents are complete)</p> | <p>Nurse on Duty Medical Officer on Duty</p> |
| <p>4.Reinstatement from Maternity Leave/Sick Leave/ COVID Leave</p> | <p>Evaluation of the following documents and physical examination of teachers and NTP. 1.General Form 6 2. Birth certificate for Maternity Leave. 3. Medical certificate from Attending Physician that personnel is fit to work for sick leave 4.Histopathology examination/operative technique and Clinical abstract for</p> | <p>none</p> | <p>10 minutes (if physically fit to work)</p> | <p>Nurse on Duty Medical Officer on Duty</p> |
| <p>5.Medical Certificate for GSIS Claims for COVID cases</p> | <p>1. Report to nurse in charge per district for COVID 19 master list log in 2. Get GSIS disability compensation from Administrative Section 3. Present documents to nurse on duty for evaluation 4. Medical Officer on duty accomplished forms advise teacher or NTP to submit all documents to Personnel Section</p> | <p>none</p> | <p>20 minutes</p> | <p>Nurse on Duty Medical Officer on Duty</p> |

7. Dental Section

Services for dental examination for students, teachers, and non-teaching personnel.

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|---|---|--|--------------------|
| <ul style="list-style-type: none"> Dental Schedule Logbook Slip Form 86 Dental Record Form Teacher's Clearance Form Athletes Dental Health Record | | <ul style="list-style-type: none"> Teachers and NTP ES and HS Athletes Students and Learners | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>1. Teacher/NTP must sign on the Dental Schedule Logbook and will be given a Clinic Appointment Slip by Clerk.</p> <p>2. Teacher/NTP must come on the scheduled day of appointment.</p> <p>3. Patient must have their BP taken at the Medical Section.</p> <p>4. Dental Treatment/Procedure is done on the patient.</p> <p>5. Patient must sign on the Dental Treatment Logbook.</p> | TOOTH EXTRACTION/ SIMPLE SURGICAL PROCEDURES | None | Approximately 1 hour on case to case basis | Dentist |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|---|--------------------------------|---|----------------------------------|
| <p>1. Teacher/NTP must sign on the Dental Schedule Logbook and will be given a Clinic Appointment Slip by Clerk.</p> <p>2. Teacher/NTP must come on the scheduled day of appointment.</p> <p>3. Patient must have their BP taken at the Medical Section</p> <p>4. Dental Treatment/Procedure is done on the patient.</p> <p>5. Patient must sign on the Dental Treatment Logbook</p> | <p>RESTORATIVE TREATMENT/ DENTAL FILLINGS</p> | <p>None</p> | <p>Approximately 1 hour on case to case basis</p> | <p>Dentist</p> |
| <p>CLIENT STEPS</p> | <p>AGENCY ACTION</p> | <p>FEEES TO BE PAID</p> | <p>PROCESSING TIME</p> | <p>PERSON RESPONSIBLE</p> |

| <p>1. Teacher/N TP must sign on the Dental Schedule Logbook and will be given a Clinic Appointment Slip by Clerk.</p> <p>2. Teacher/N TP must come on the scheduled day of appointment.</p> <p>3. Patient must have their BP taken at the Medical Section.</p> <p>4. Dental Treatment/ Procedure is done on the patient.</p> <p>5. Patient must sign on the Dental Treatment Logbook</p> | <p>ORAL PROPHYLAXIS</p> | <p>None</p> | <p>30 min. to 1 hour on case to case basis</p> | <p>Dentist</p> |
|--|---|-----------------------------------|--|--------------------------------------|
| <p>CLIENT STEPS</p> | <p>AGENCY ACTION</p> | <p>FEES TO BE PAID</p> | <p>PROCESSING TIME</p> | <p>PERSON RESPONSIBLE</p> |
| | <p>ORAL EXAMINATION OF ATHLETES</p> <p>1. Dental Staff visit the School.</p> <p>2. Coordinate with the Clinic Teacher.</p> <p>3. Perform Oral Examination on the Athlete.</p> | <p>None</p> | <p>10 minutes per athlete.</p> | <p>Dentist</p> |

8. Education Facilities Section

Request for school facilities inspection and technical assistance services to ensure structurally safe buildings, grounds for the Division Office, schools, and learning centers to maintain a healthy and conducive learning environment.

| | | | | |
|--|--|------------------------|------------------------|---|
| Office or Division: | Education Facilities Section | | | |
| Classification: | | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | External/ School Stakeholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of Request, List, Narrative Report | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receive incoming communications & queries related to Education Facilities Section | 1.1. Evaluation of the said communication letters | None | 10 minutes | |
| | 1.2. Endorsement of the evaluated letter | None | 1-2 days | DepEd Central Office, DepEd NCR, DPWH QC District Offices, QC LGU |
| | 1.3. Waiting for the response for the particular request & action to be taken | None | 1-10 days | DepEd Central Office, DepEd NCR, DPWH QC District Offices, QC LGU |
| | 1.4. For Inspection and Validation. | None | 1 day | |
| 2.Prepare Priority List for Quezon City | 2.1. Coordination/ Follow up for the approved list of projects to be implemented | None | 1-15 days | DepEd Central Office, DepEd NCR |
| | 2.2. For Inspection and Validation | None | 1 day | |

| | | | | |
|---------------------------------|--|-------------|----------|--|
| | 2.3. Preparation of Program of Works (POW) | None | 5 days | |
| | 2.4. Submission to DepEd – Central Office | None | 1 day | DepEd Central Office |
| 3.Render Technical Assistance | 3.1 Monitoring/ Validation and Inspection | None | 1 day | |
| | 3.2 Copy Furnished of Report | None | 1-3 days | SDO, School Heads & DepEd Central Office |
| 4. Other tasks/given by the SDO | 4.1 Submission of the relative documents | None | 1-5 days | SDO |
| | TOTAL | None | | |

CLIMATE CHANGE AND ENVIRONMENTAL SUSTAINABILITY DEPARTMENT

1. GENERAL INQUIRIES, REQUESTS FOR MEETINGS AND ORIENTATIONS AND OTHER COMMUNICATIONS

| | | | | |
|---|--|--|--|---|
| OFFICE OR DIVISION: | | CLIMATE CHANGE AND ENVIRONMENTAL SUSTAINABILITY DEPARTMENT | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2C, G2G | | |
| WHO MAY AVAIL: | | All | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| <p>For Physical receiving of Letter of Request, Communications: 2 copies, 1 for client, 1 for Department</p> <p>For emails, please send to: epwmd@quezoncity.gov.ph</p> | | | Letters and Communications to be provided by the requesting party | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>For physical receiving at the Office:</p> <ol style="list-style-type: none"> Client must Log in at the receiving area for contact details and will be checked for temperature. File requests at the Receiving Desk of the Department | <ol style="list-style-type: none"> Safety and Health Officer will check the temperature and take contact details of the client Receive the Document of the client and stamp receive the document and give feedback as to when they can follow-up | None | <p style="text-align: center;">2 minutes</p> <p style="text-align: center;">1 minute</p> | <p style="text-align: center;">Safety and Health Officer</p> <p style="text-align: center;">Receiving Clerk</p> |

| | | | | |
|--|---|--|-------------------|---|
| <p>For requests/communications sent thru email:</p> <p>1. Client will send letter/communication thru email</p> | <p>3. Receiving Clerk to route document to the Office of the Head for instructions</p> | | <p>2 minutes</p> | <p>Receiving Clerk</p> |
| | <p>4. Office of the Head to give instructions to the concerned Division/Section</p> | | <p>10 minutes</p> | <p>Department Head/ Assistant Department Head</p> |
| | <p>5. Division/Section to coordinate with requesting party</p> | | <p>1 day</p> | <p>Division/Section Chief</p> |
| | <p>1. Office of the Head will acknowledge email upon receipt and will give feedback as to when they can follow up</p> | | <p>2 minutes</p> | <p>Receiving Clerk of the Office of the Head</p> |
| | <p>2. Receiving Clerk to route document to the Office of the Head for instructions</p> | | | |
| | <p>3. Office of the Head to give instructions to the concerned Division/Section</p> | | <p>2 minutes</p> | <p>Receiving Clerk of the Office of the Head</p> |
| | <p>4. Division/Section to coordinate with requesting party</p> | | <p>10 minutes</p> | <p>Department Head/ Assistant Department Head</p> |
| | | | <p>1 day</p> | <p>Division/Section Chief</p> |

*For simple transactions.

For complex transactions – not more than 7 days
For Highly technical – not more than 20 days

TYPES OF TRANSACTIONS

| | |
|-----------------------------|--|
| SIMPLE | All transactions that are not classified as complex and highly technical |
| COMPLEX TRANSACTIONS | Evaluation of proposals, comments on proposed bills, ordinances/resolutions, drafting of PPAs, Technical data and information and other similar documents. |
| HIGHLY TECHNICAL | Formulation of Plans, Conduct of Feasibility Studies and other similar undertakings |

HOUSING COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT

External Services

1. SOCIALIZED HOUSING UNIT AND SOCIALIZED CONDOMINIUM UNIT

This is a program wherein the Quezon City Government initiates construction of socialized housing/condominium projects and makes the constructed units available for application to its qualified residents through a housing loan scheme with a maximum loanable amount of Seven Hundred Fifty Thousand Pesos (P 750,000.00 at PAG-IBIG Fund and Four Hundred Fifty Thousand (P450,000.00) at the Social Housing Finance Corporation.

| | | |
|--|---|------------------------|
| Office or Division: | Direct Sale Section under Housing and Resettlement Division | |
| Classification: | Highly Technical Transaction | |
| Type of Transaction: | G2C – Government to Citizen;G2G –Government to Government | |
| Who may avail: | Qualified informal settler families, government employees and other Quezon City residents | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1.1 original and 1 photocopy]) Proof of Income - Anyone of the following : Certificate of Employment and Compensation, Certificate of Engagement, Pay slip, ITR | Employer of Client, BIR | |
| 2.1 original and 1 photocopy-Birth certificate If married, 1 original, 1 photocopy-Marriage Contract and Birth Certificate of the spouse. | PSA | |
| 3.1 photocopy Valid ID (preferably QCitizen ID) and company ID with signature, 1X1 photo (4pcs.) If married, (1 photocopy) Valid ID (preferably QCitizen ID) of the spouse; 1x1 photo (4 pcs.) | Client (applicant),BIR, Post Office, DFA, PSA, SSS | |
| 4.1 Original copy and 1 photocopy Proof of Billing | Client to secure from Meralco, Maynilad ,PLDT and others | |
| 5. 1 Original Copy and 1 photocopy Barangay Clearance | Barangay Hall | |
| 6. 1 Original Copy and 1 photocopy Certificate of No Property | City Assessor's Office | |
| 7. Family Photos 3R - size (2 pcs.) | Client (Applicant) | |

| 8. 1 original and 1 photocopy of NBI Clearance | | NBI | | |
|--|--|---|-----------------|--|
| 1. 1 photocopy BIR TIN ID | | BIR | | |
| 2. Recommendation from HCDRD Development Officer , if Informal Settler Family (ISF) | | Housing and Resettlement Division/Community Development Section-HCDRD | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The applicant shall submit all the requirements to the Direct Sale Section of the Housing, Community Development and Resettlement Department (HCDRD) for pre-evaluation | 1.Receive application with attached requirements. | None | 10 minutes | <i>Administrative Aide IV</i> |
| | 1.1Screen and Pre evaluate application and submitted requirements | None | 3 days | <i>Administrative Aide IV Housing and Homesite Regulation Officer II Direct Sale Section</i> |
| 2. The applicant shall attend the orientation /seminar | 3.Conduct orientation / seminar. | None | 1 day | <i>Section Head, Housing and Homesite Regulation Officer IV Direct Sale Section</i> |
| 3. The applicant shall sign in loan documents on the scheduled date. | 3.Facilitate the signing of beneficiary loan documents and assistin the encoding of needed information in other documents, forms or pleadings. | None | 3 days | <i>Section Head, Administrative Aide IV Direct Sale Section</i> |
| 4. After the signing of loan documents and other requirements, the applicant will be informed that these documents will be re-evaluated at HCDRD for submission to financing agency. | 4.Review application and loan documents and submit to *PAG-IBIG Fund/SHFC. | None | 2 days | <i>Section Head, Administrative Aide IV Direct Sale Section</i> |

| | | | | |
|---|------------------------------|-------------|---|--|
| | Total | None | 9 days 0 hour 10 minutes | |
| <i>(*The approval of the loan application at PAG-IBIG Fund is usually 30 days more or less upon submission of the complete requirements from HCDRD)</i> | | | | |
| Socialized Housing Unit at Socialized Condominium Unit | Highly Technical Transaction | | | |

2. ISSUANCE OF CLEARANCE FOR ELECTRIFICATION PROGRAM (Clearance for Socialized Housing Basic Utilities Services)

To help the informal settler families (ISFs) and qualified program beneficiaries secure clearance in lieu of Transfer of Certificate of Title (TCT) as proof of ownership as per requirement of the utility companies.

| | | | |
|--|---|------------------------|--|
| Office or Division: | Basic Utilities and Other Services Section under Support Services Division | | |
| Classification: | Simple Transaction | | |
| Type of Transaction: | G2C – Government to Citizen | | |
| Who may avail: | Quezon City Informal Settlers, Community Mortgage Program, Direct Purchase/Buying (private property HOA), Gawad Kalinga Project, Q.C. Direct Sale Program, NGHCP, NHA and Quezon City Socialized Housing Program Beneficiaries, Quezon City Resettlement. | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Application letter/request for electrification clearance. | Client/Sample letter is available at HCDRD | | |
| 2. 1 Original and 1 Photocopy Barangay Clearance for MERALCO/electrical connection application | Barangay Hall | | |
| 3. 1 Original and 1 Photocopy Valid ID of applicant (preferably QC Citizen ID) | BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG | | |
| 4. If beneficiary of Community Mortgage Program (CMP), Direct Sale, National Housing Authority (NHA), National Government Center Housing Project (NGCHP), and Gawad Kalinga (GK), submit any the following: <ul style="list-style-type: none"> a. Social Housing Finance Corporation (SHFC) / National Home Mortgage Finance Corporation (NHMFC) validated payment receipt b. Certificate of Award c. Lease Purchase Agreement (LPA) d. Contract/Agreement | Client , Implementing Agency/ies of the Housing Programs (SHFC,NHA,NGCHP,GK) | | |
| 5. Notarized Undertaking – for those who are not lot owners | secure form from HCDRD | | |

| 6. MERALCO bill (for reconnection of meter with same name) | | Client | | |
|---|---|-----------------|-----------------------------------|---|
| 7. MERALCO bill & waiver (for reconnection of meter and transfer of service name) | | Client | | |
| 8. If thru representative: Submit the following; <ul style="list-style-type: none"> ➤ Authorization from applicant ➤ 1 original (to be presented only) and 1 photocopy-Valid ID of applicant and representative (preferably QC Citizen ID) | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The applicant must submit a request letter to HCDRD to secure MERALCO/Electrical Certification/ Clearance. | 1.Receive the request and give them application form and list of requirements. | None | 3 minutes | <i>Administrative Aide VI</i> |
| 2. The applicant must submit the accomplished application form and required documents to the personnel in-charge. | 2.Check and validate submitted documents and process clearance required for electric connection at MERALCO. | None | 3 days | <i>Section Chief/ H and HRO II Administrative Aide VI</i> Basic Utilities and Servicing Section Support Services Division |
| 3. The applicant will return on the scheduled day (due date) to get the MERALCO and Electrical certification/ clearance from HCDRD. (processing period at HCDRD – maximum :3 days) | 3.Release Meralco and Electrical Certification / Clearance | None | 5 minutes | <i>Section Chief/H and HRO II Administrative Aide VI/Encoder</i> Basic Utilities and Servicing Section Support Services Division |
| | Total | | 3 days, 0 hour and minutes | |
| Issuance Of Clearance For Electrification Program (Clearance For Socialized Housing Basic Utilities Services) | Simple Transaction | | | |

3. ISSUANCE OF CLEARANCE FOR WATER CONNECTION PROGRAM (Clearance for Socialized Housing Basic Utilities Services)

To help the informal settler families (ISFs) and qualified program beneficiaries to secure clearance in lieu of Transfer of Certificate of Title (TCT) as proof of ownership as per requirement of the utility companies.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | Basic Utilities and Servicing Section under Support Services Division | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Quezon City Informal Settlers, Community Mortgage Program, Direct Purchase/Buying (private property HOA), Gawad Kalinga Project, Q.C. Direct Sale Program, NGHCP, NHA and Quezon City Socialized Housing Program Beneficiaries, Quezon City Resettlement. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Application letter/request for clearance for water connection | Client/Sample letter is available at HCDRD | | | |
| 2. 1 Original and 1 photocopy Barangay Clearance for water connection application | Barangay | | | |
| 3. 1 Original and 1 photocopy Valid ID of applicant (preferably QC Citizen ID) | Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG) | | | |
| 4. If beneficiary of Community Mortgage Program (CMP), Direct Sale, National Housing Authority (NHA), National Government Center Housing Project (NGCHP), and Gawad Kalinga (GK), submit any the following: a. Social Housing Finance Corporation (SHFC) / National Home Mortgage Finance Corporation (NHMFC) validated payment receipt b. Certificate of Award c. Lease Purchase Agreement (LPA) d. Contract/Agreement | Client , Implementing Agency/ies of the Housing Programs (SHFC,NHA,NGCHP,GK) | | | |
| 5. Notarized Undertaking – for those who are not lot owners | secure form from HCDRD | | | |
| 6. If thru representative: Submit the following; ➤ Authorization from applicant ➤ 1 Original (to be presented only 1 photocopy - Valid ID of representative (preferably QC Citizen ID) | Client (Applicant) (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG) | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|------|--|---|
| 1. The applicant must submit a request letter addressed to HCDRD to secure water (MWSI/MWC) clearance. | 1.Receive the request and give them application form and list of requirements. | None | 3 minutes | <i>Administrative Aide VI</i> |
| 2. The applicant must submit the accomplished application form and required documents to the personnel in-charge. | 2.Check and validate submitted documents and process clearance required for (MWSI/MWC) clearance | None | 3 days | <i>Section Chief/ H and HRO II Administrative Aide VI Basic Utilities and Servicing Section Support Services Division</i> |
| 3. The applicant will return on the scheduled day (due date) to get the certification for MWSI/MWC Clearance at HCDRD. (Within 1-3 days maximum processing period at HCDRD. | 3. Release MWSI/MWC) clearance | None | 5 minutes | <i>Section Chief/ H and HRO II Administrative Aide VI Basic Utilities and Servicing Section Support Services Division</i> |
| | Total | | 3 days 0 hour 8 minutes | |
| Issuance Of Clearance For Water Connection Program (Clearance For Socialized Housing Basic Utilities Services) | Simple Transaction | | | |

4. LOT ACQUISITION THROUGH THE COMMUNITY MORTGAGE PROGRAM

The Quezon City Government as mobilizer/originator through HCDRD implements Community Mortgage Program (CMP). A financing program of the Social Housing Finance Corporation (SHFC) which assists legally organized associations of underprivileged and homeless citizens to purchase and develop a tract of land under the concept of community ownership.

| | | |
|--|---|------------------------|
| Office or Division: | Community Mortgage Program Section under Housing and Resettlement Division (HRD) | |
| Classification: | Qualified for Multi-Stage Processing | |
| Type of Transaction: | G2C – Government to Citizen ; G2G –Government to Government | |
| Who may avail: | Community Associations (CA) of informal settler families; Landowners (LO) of private properties; Individual Client for Socialized Housing | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| For Landowners: | | |
| Letter Request addressed to HCDRD Department Head (1 original,1 photocopy) | Client | |
| 1CTC and 2 photocopies of Certified True Copy of Title/s | Registry of Deeds | |
| 1 CTC and 2 photocopies of two (2) titles back | Registry of Deeds | |
| 1 CTC and 2 photocopies of Tax Declaration | City Assessor's Office | |
| 1 CTC and 2 photocopies of two (2) trace back of current Tax Declaration | City Assessor's Office | |
| 1 Original and 2 photocopies of Updated Tax Clearance / Tax Receipts | City Treasurer's Office (CTO) | |
| 1 Blueprint Copy and 2 photocopies -Vicinity Map / lot plan signed by Geodetic Engineer | Geodetic Engineer | |
| 1 Original and 2 photocopies - Proof of road right-of-way | Quezon City Engineering Department | |
| 1 Original and 2 photocopies -Special Power of Attorney (SPA) for landowners represented by their Attorney-in-Fact | Client | |
| Two (2) valid Government issued IDs and BIR issued Tax Identification Number (TIN) of the registered owner/s (2 photocopies) | Client | |
| For Community Associations (CA): | | |
| 1 Original and 2 photocopies of Letter of Intent to Buy (the property) addressed to the HCDRD Department | Community Association | |
| 1 CTC and 2 photocopies of HOA Registration from the Department of Human Settlements and Urban Development (DHSUD) / Housing and Land Use Regulatory Board (HLURB) Registration, Articles of Incorporation and By-Laws | DHSUD(HLURB) | |
| 2 Original and 1 photocopy of the Secretary's Certificate authorizing the CA President to represent the Homeowners Association in the Community Mortgage Program | Community Association | |
| 2 Original and 1 photocopy Masterlist of Beneficiaries with lot assignment | Community Association | |
| 2 Blueprint Copies of the Subdivision plan duly | Geodetic Engineer | |

| signed by the Geodetic Engineer | | | | |
|---|--|---------------------------------------|-----------------|---|
| 2 photocopies of the passbook/Bank Account in the name of the CA with savings equivalent to three (3) months advance amortizations and one (1) year Mortgage Redemption Insurance (MRI) | | Community Association | | |
| 1 certified true copy, 2 photocopies)BIR Certificate of Registration | | BIR | | |
| Individual Client for Socialized Housing: | | | | |
| 1 original and 2 photocopies- Proof of Income | | Client | | |
| 1 Original and 2 photocopies -Marriage Contract if married | | Philippine Statistics Authority (PSA) | | |
| 1 CTC and 2 photocopies -Birth Certificate | | Philippine Statistics Authority (PSA) | | |
| 1 Original and 2 photocopies - Barangay Clearance | | Barangay Hall | | |
| 2 photocopies-Two (2) valid Government issued IDs with 3 specimen signatures | | Client | | |
| May submit requirement and follow up through email at email address: HCDRD@quezoncity.gov.ph | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter of intent/application letter with the requirements attached to HCDRD. | 1. Receive letter request from client and provide checklist of requirements. | None | 5 minutes | <i>Receiving Clerk</i> Administrative Division |
| | 1.1 Validate submitted documents and attachments. | None | 1 day | <i>Receiving Clerk</i> Administrative Division |
| | 1.2 Transmit to the Assistant Department Head for review. | None | 5 minutes | <i>Assistant Department Head /</i> Office of the Assistant Department Head |
| | 1.3 Receive documents for proper disposition. | None | 1 day | <i>Department Head</i> Office of the Dept. Head |
| | 1.4. Evaluate application and validate submitted documents | None | 2 days | <i>Project Coordinator</i> Community Mortgage Program Section |

| | | | | |
|--|--|------|--------|--|
| 2. Wait for the result of site inspection and the recommendation of HCDRD. | 2. Conduct site inspection and prepare recommendation. | None | 1 day | <i>Project Coordinator Community Mortgage Program Section</i> |
| 3. Attend CMP Orientation | 3. Conduct CMP Orientation | None | 1 day | <i>Project Coordinator Community Mortgage Program Section</i> |
| 4. The CA will negotiate with the property owner as regards intention to buy the property through CMP. | 4. The negotiation between lot owner and the community association shall be under the guidance of HCDRD. | None | 5 days | <i>Division Head Section Head CMP Project Coordinator Community Mortgage Program Section</i> |
| 5. Submit all required documents to HCDRD | 5. Prepare all necessary documents for CMP project enrolment. | None | 7 days | <i>Project Coordinator Community Mortgage Program Section</i> |
| | 5.1 File for CMP project enrollment and forward documents to Social Housing Finance Corporation (SHFC). | None | 1 day | <i>Project Coordinator Community Mortgage Program Section</i> |
| 6. The CA and the program beneficiaries will comply with all the requirements and sign needed loan documents required by SHFC through HCDRD. | 6. Give feedback to client with attached report and findings from SHFC. | None | 7 days | <i>Section Head Project Coordinator Community Mortgage Program Section</i> |
| | 6.1 Check compliance with the findings of SHFC | None | 7 days | <i>Section Head Project Coordinator Community Mortgage Program Section</i> |
| | 6.2 Prepare and assist in signing required loan documents. | None | 7 days | <i>Project Coordinator Community Mortgage Program Section</i> |
| | 6.3 Submit complete loan documents to the SHFC. | None | 7 days | <i>Project Coordinator Community Mortgage Program Section</i> |
| | | | | <i>Project Coordinator</i> |

| | | | | |
|--|--|------|--------------------------------------|--|
| | 6.4 Follow-up and comply with SHFC findings. | None | 1 day | Community Mortgage Program Section |
| | | None | 3 days | <i>Project Coordinator</i> Community Mortgage Program Section |
| 7. The landowner and CA will execute Deed of Absolute Sale (DOAS). | 7. Prepare and assist in signing of DOAS. | None | 1 day | <i>Project Coordinator</i> Community Mortgage Program Section |
| | 7.1 Submit DOAS and other documents to SHFC. | None | 1 day | <i>Project Coordinator</i> Community Mortgage Program Section |
| 8. Attend CMP post take-out orientation on their monthly amortization payment. <i>After transfer of title in the name of HOA and after release of loan proceeds in favor of the owner.</i> | 8. Guide and remind the program beneficiaries to attend the post take out orientation. . | None | 1 day | <i>Project Coordinator</i> Community Mortgage Program Section |
| | TOTAL: | None | 47 days, 0 Hour(s), 10 minutes | |
| Lot Acquisition Through Community Mortgage Program | Qualified for Multi-Stage Processing | | | |

5. DIRECT PURCHASE OF LAND FOR DISTRIBUTION TO INFORMAL SETTLER FAMILIES/ACTUAL OCCUPANTS

The Quezon City Government has been actively pursuing the Direct Purchase approach, wherein the City buys the properties occupied by Informal Settler Families (ISFs) directly from the landowner/s with the intention of eventually providing land tenure to the actual occupants.

| | | |
|---|---|-------------------------------|
| Office or Division: | Community Mortgage Program under Housing and Resettlement Division | |
| Classification: | Qualified for Multi-Stage Processing | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | Landowners (LO) of private properties; Individual Client for Socialized Housing | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1 original, 1 photocopy- Letter of Intent to Sell | | Landowner (LO) |
| 1 CTC and 2 photocopies of Certified True Copy of titles. | | Registry of Deeds (RD) |
| 1 CTC and 2 photocopies of the Certified True Copy of the current Tax Declaration | | City Assessor's Office |
| 1 Original and 2 photocopies of the Updated Tax Clearance/Tax Receipts | | City Treasurer's Office (CTO) |

| 1 Blueprint Copy of the Vicinity Map/lot plan duly signed by the Geodetic Engineer | | Geodetic Engineer/Landowner (LO) | | |
|--|---|----------------------------------|-----------------|--|
| 2 Original Copy and 2 photocopies Notarized Special Power of Attorney (SPA) for landowner/s who are represented by their Attorney-in-Fact | | Landowner (LO) | | |
| 2 photocopies-Two (2) valid Government issued IDs and BIR issued Tax Identification Number (TIN) of the registered owner/s of the property | | Landowner (LO) | | |
| May submit requirement and follow up through email at email address: HCDRD@quezoncity.gov.ph | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter of intent to sell addressed to the City Mayor. | 1. Receive the transmitted letter of intent. | None | 5 minutes | <i>Receiving Clerk</i> Administrative Division |
| | 1.1 Receive the required documents. | None | 1 day | <i>Receiving Clerk</i> Administrative Division |
| | 1.2 Transmit to the Assistant Department Head for review. | None | 5 minutes | <i>Assistant Department Head /</i> Office of the Assistant Department Head |
| | 1.3 Receive documents for proper disposition. | None | 1 day | <i>Department Head</i> Office of the Dept. Head |
| | 1.4 Evaluate letter and validate submitted documents | None | 2 days | <i>Personnel-in-Charge</i> Community Mortgage Program Section |
| 2. The landowner should know the actions to be undertaken in response to his letter of intent to sell. | HCDRD will undertake the following: 2. Conduct site inspection and prepare recommendation | None | 2 days | <i>Personnel-in-Charge</i> Community Mortgage Program Section |
| | 2.1 Make a recommendation to the City Council to authorize the City Mayor to purchase the property. | None | 7 days | <i>Department Head</i> Office of the Department Head Assistant <i>Department Head</i> Office of the Assistant |

| | | | | |
|--|--|-------------|---|--|
| | 2.2 Prepare request for the property's appraisal report from the City Appraisal Committee | None | 1 day | <i>Department Head</i> <i>Personnel-in-Charge</i> Community Mortgage Program Section |
| 3. Execute Deed of Absolute Sale (DOAS) between landowner and the QC Government. | 3. Facilitate the execution of DOAS. | None | 1 day | <i>Project Coordinator</i> Community Mortgage Program Section |
| 4. The land owner should follow up and know the procedures to be undertaken by HCDRD, | 4. Prepare documents and apply for a Certificate Authorizing Registration (CAR) at Bureau of Internal Revenue (BIR). | None | 3 days | <i>Project Coordinator</i> Community Mortgage Program Section |
| | 4.1 Request for the transfer of the registered name of the title to the Quezon City Government at the Registry of Deeds. | None | 3 days | <i>Project Coordinator</i> Community Mortgage Program Section |
| 5. The landowner will proceed to the City Treasurer's Office upon completion of the process to claim payment for the property. | 5. Provide information with regard to requirement for claiming the payment for property. | None | 10 minutes | <i>Project Coordinator</i> Community Mortgage Program Section |
| | TOTAL: | None | 21 days, 0 Hour(s), 20 minutes | |
| Lot Acquisition Through Direct Purchase Program | Qualified for Multi-Stage Processing | | | |

6. RENTAL HOUSING PROGRAM

The City Government's Rental Housing Program shall be made available exclusively to the underprivileged, homeless, and Informal Settler Families (ISFs) who cannot afford economic or low-cost housing. The term of lease shall be renewable every three (3) years commencing from the perfection of "*Kasunduan ng Pagpapaupa*," which shall govern the contract. The lease period shall not exceed twenty-five (25) years. The monthly rental fee shall be Eight Hundred Pesos (Php 800.00) to be paid by the Beneficiary on the date provided in the "*Kasunduan ng Pagpapaupa*." The monthly rental fee shall correspondingly increase every three (3) years, at a rate to be determined by the Local Housing Board (LHB). The increase in the rental fee shall be based on the accessibility of the housing unit, subject to review and consideration for appropriate amendments and revision.

If it shall be proven that the financial capacity and the socio-economic profile of the Beneficiary renders it difficult for him/her to pay the monthly rental, the same shall be given at a discounted rate. In this case, **to be entitled to the discounted rate**, the Beneficiary concerned shall be required to undergo a screening process upon submission of the required documents.

| | | |
|--|---|------------------------|
| Office or Division: | Housing and Resettlement Division | |
| Classification: | Qualified for Multi-stage processing | |
| Type of Transaction: | G2C –Government to Citizen | |
| Who may avail: | underprivileged, homeless, and Informal Settler Families (ISFs) | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Application Form to be provided by the Housing, Community Development and Resettlement Department (HCDRD) containing the names and photos of the Applicant and all members of his/her household | HCDRD | |
| 2. 1 Original and 1 photocopy-Proof of income (pay slips, etc.) | Company of the client | |
| 3. 1 Original and 1 photocopy Certificate of Employment and Compensation of formal income earners /Affidavit of Income-for non formal income earners, ex. Vendors and others | Company of the client; Client | |
| 4. 1 Original and 1 photocopy-Valid Government issued I.D. (preferably QCitizen ID) | Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG) | |
| 5. 1 Original and 1 photocopy Barangay Certificate of Residency | Barangay | |
| Requirements to be entitled to the discounted rate after the screening process. | | |
| 1.1 Original and 1 photocopy-Notarized Certificate of Employment and Compensation | Employer of Client | |
| 2.1 Original and 1 photocopy Latest one month pay slip | Employer of Client | |
| a. Original and 1 photocopy Certificate of Indigency | Barangay | |
| 4.1 Original and 1 photocopy- | HCDRD | |

| Case Study Report | | | | |
|--|---|------------------|---|---|
| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The duly accomplished Application Form, together with all the aforementioned requirements, shall be submitted to the HCDRD. | 1. Receive the application form and requirements (containing the names and photos of the Applicant and all the members of his/her household) | none | 15 minutes | <i>Receiving Clerk Administrative Aide</i> |
| | 1.1 Evaluate documents submitted to check if complete (and applicant is qualified for the rental housing program.) | none | 2 days | <i>Project Coordinator Section/Division Housing and Resettlement Division</i> |
| 2. After two (2) days) the applicant will follow up the result of review of submitted documents to HCDRD to check if complete. The applicant should also know if he/she is qualified for the rental housing project. | 2. Inform the applicant if documents submitted are complete. The applicant shall be advised to submit other requirements which are not attached in the submitted documents. | None | 15 minutes | <i>Project Coordinator Section/Division Housing and Resettlement Division</i> |
| 3. The applicant will wait for the result of the qualification process. | 3. The HCDRD will initiate start of the qualification process through BSAC. | None | 90 days | <i>Beneficiary Selection and Arbitration Committee.</i> |
| | Total | | <i>92 days 0 hour 15 minutes.</i> | |
| *An Applicant may be assigned to the appropriate socialized housing project of the City Government, if any, or to a waitlist. An Applicant assigned to a waitlist shall be stacked according to priority level and chronological order of application. | | | | |
| Rental Housing Program | Qualified for Multi-stage processing | | | |

7. DIRECT-SALE PROGRAM

A program that aims to help Informal Settler Families (ISFs) acquire the lot wherein their house structures are built by directly purchasing the land owned by the Quezon City Government.

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|--|---|---|------------------------|---|
| Office or Division: | Direct Sale Section under Housing and Resettlement Division | | | |
| Classification: | Highly Technical Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen;G2G-Government to Government | | | |
| Who may avail: | ISFs/Beneficiaries of Socialized Housing Projects under Direct Sale Scheme-Lot Only | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Requirements for the association: | | | | |
| 1. Application letter with attached form | | HCDRD, or can be downloaded from QC Govt. website. | | |
| 2.DHSUD, HOA Registration with list of members. | | DHSUD (formerly HLURB) | | |
| Requirements for individual beneficiaries: | | | | |
| 1. HOA Membership/ Clearance | | Community Association | | |
| 2. 1 original Barangay Clearance | | Barangay | | |
| 3. 1 original Certified True Copy from PSA or from Civil Registry - Birth Certificate of Beneficiary | | PSA | | |
| 4. 1 CTC of Marriage Contract (if married) | | from PSA or Civil Registry | | |
| 5. 1 photocopy Valid Identification (government-issued ID) - with 3 specimen signatures | | Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG) | | |
| 6. 1 Original Copy - Certificate of Employment and compensation/ Affidavit of Income | | Employer/Applicant | | |
| 7. If Overseas Filipino Worker (OFW) Contract of Service and Special Power of Attorney (SPA) (Executed with the appropriate Consulate Office)- original copy | | Client | | |
| 8. Certification of No Property | | City Assessor's Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The concerned community association of the said lot will write to the Housing Community Development and Resettlement Department (HCDRD) stating their intention to purchase the lot wherein their houses are built. | 1. Receive request with attached requirements and forward to the Office of the Department Head. | None | 10 minutes | <i>Receiving Clerk/s</i> HCDRD |
| | 1.1 Review documents submitted. | None | 2 days | <i>Department Head</i> HCDRD |
| | 1.2 Prepare Contract to Sell (CTS) 1.3 Conduct an ocular inspection. | None | 3 days | <i>Division Head</i> Housing and Resettlement Division |

| | | | | |
|---|---|--------------|--|--|
| | 1.4 Make a recommendation to the Quezon City Council for an ordinance authorizing the Mayor to acquire the said lot/property. | None | 2 days | <i>Section Head</i> Direct Sale Section |
| | | None | 2 days | <i>Housing and Homesite Regulatory Officer II</i> Direct Sale Section |
| | | | | <i>Housing and Homesite Regulatory Officer II</i> Direct Sale Section |
| 2. The Community Association and HCDRD will select the beneficiary. | 2.Facilitate and guide the CA in the selection of program beneficiary. | None | 3 days | <i>Division Head</i> Housing and Resettlement Division |
| | | | | <i>Section Head</i> Direct Sale Section |
| 3. The concerned Community Association will write to the City Appraisal Committee for the appraised value of the lot and also to the City Council for approval of the Subdivision plan. | 3.Request the CA to provide a copy of the appraisal report and the approved ordinance. | None | 1 day | <i>Section Head</i> Direct Sale Section |
| 4. The Community Association through the Private Surveyor will submit subdivision plan to DENR for approval. | 4.Request for a copy of approved subdivision plan | None | 1 day | |
| 5. The program beneficiary will sign in contract agreement upon compliance with all the requirements. | 5.Facilitate the signing of contract agreement. | None | 2 days | |
| | | Total | 16 days 0 hour 10 minutes | |
| Direct-Sale Program | Highly Technical Transaction | | | |

Other Services

1. ACCREDITATION OF COMMUNITY MORTGAGE PROGRAM (CMP) MOBILIZERS / ORIGINATORS

The Department evaluates requirements submitted by applicants and issues a Certificate of Accreditation as CMP Mobilizer/Originator operating within Quezon City to qualified applicants.

| | | | | |
|---|---|--|-------------------|---------------|
| Office or Division: | Community Mortgage Program under Housing and Resettlement Division | | | |
| Classification: | Highly Technical Transaction | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | CMP Mobilizers/Originators operating in Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Application letter addressed to the Head of HCDRD (1 original) | | Applicant | | |
| Accomplished CMP Mobilizer's Information Sheet (1 original) | | HCDRD – Housing and Resettlement Division/Community Mortgage Program Section | | |
| Accomplished Project Basic Information Sheet (1 original) | | HCDRD – Housing and Resettlement Division/Community Mortgage Program Section | | |
| Certificate of Registration from Securities and Exchange Commission (SEC) / Cooperative Development Authority (CDA) / Department of Human Settlements and Urban Development (DHSUD) (1 photocopy) | | SEC / CDA / DHSUD(formerly HLURB) | | |
| Organization's Profile/History (1 original) | | Applicant | | |
| Business Permit (1 photocopy) | | <i>Quezon City Business Permits and Licensing Department (BPLD)</i> | | |
| Certificate of Accreditation from SHFC (1 photocopy) | | Social Housing Finance Corporation (SHFC) | | |
| NBI Clearance of the head of the organization (1 original) | | National Bureau of Investigation (NBI) | | |
| Organization's latest Financial Statement (1 original) | | Applicant | | |
| Memorandum of Agreement (MOA) with the landowner and/or with the beneficiary association of on-going CMP projects (1 photocopy per project) | | Applicant | | |
| Certificate of Accreditation as Non-Governmental Organization (NGO) / People's Organization (PO) / Civil Society Organization (CSO) operating in Quezon City (1 photocopy) | | Quezon City Council | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE | PROCESSING | PERSON |

| | | PAID | TIME | RESPONSIBLE |
|---|---|--|---|---|
| 1. Applicant shall submit written request to HCDRD for accreditation as CMP Mobilizer | 1. Accept application letter and attached requirements if complete | None | 15 minutes | <i>Receiving Staff</i> HCDRD Receiving Area <i>Receiving Staff</i> Office of the Department Head |
| | 1.1 Review application and validate submitted documents | None | 4 days | <i>Personnel-in-Charge</i> <i>Section Head</i> Community Mortgage Program Section |
| | 1.2 Conduct ocular inspection/ investigation and prepare report / recommendation | None | 14 days | <i>Personnel-in-Charge</i> <i>Section Head</i> Community Mortgage Program Section |
| | 1.3 Register the name of applicant in the Book of Registry of accredited private originators / mobilizers | None | 1 day | <i>Personnel-in-Charge</i> <i>Section Head</i> Community Mortgage Program Section <i>Division Head</i> Housing and Resettlement Division |
| 2. Applicant to secure Order of Payment from the HCDRD to post bond at the Quezon City Treasurer's Office (CTO) | 2. Issue Order of Payment for the posting of bond | None <i>(Minimum of Php 5,000 per project to be deposited to CTO)</i> | 1 day | <i>Accounts Officer</i> Accounts Management and Monitoring Section |
| | 2.1 Issue Certificate of Accreditation as CMP Mobilizer / Originator in QC for approved applications | None | 45 minutes | <i>Division Head</i> Housing and Resettlement Division <i>Assistant Department Head</i> Office of the Assistant Department Head <i>Department Head</i> Office of the Department Head |
| | TOTAL | None | 20 days 1 hour 0 minutes | |
| Community Mortgage Program under Housing and Resettlement Division | Highly Technical Transaction | | | |

2. BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT - Amortization Payment

The Department through Accounts Management and Monitoring Section issues order of payment to beneficiaries of Socialized Housing Program who will pay their monthly amortizations.

| | | | | |
|---|---|--|------------------------|---|
| Office or Division: | Accounts Management and Monitoring Section under Support Services Division | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Quezon City Socialized Housing Program Beneficiaries | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Contract to Sell (2 photocopy) | | HCDRD –Housing and Resettlement Division/Direct Sale Section | | |
| Official Receipt (original and photocopy) | | City Treasurer’s Office | | |
| Title and/or Technical Description (2 photocopy) | | HCDRD –Housing and Resettlement Division/Direct Sale Section | | |
| Letter Request (1 original) | | Client | | |
| Valid ID Government Issued Identification Card | | BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG | | |
| NBI Clearance (1 original) | | NBI | | |
| Authorization Letter (if necessary) (1 original) | | Client | | |
| Special Power of Attorney(SPA) (if necessary) (1 original) | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for order of payment at Accounts Management and Monitoring Section. | 1.Issue Order of Payment | None | 5 minutes | <i>Housing and Homesite Regulatory Officer II</i> Accounts Management and Monitoring Section |
| 2.Present Official Receipt of Payment from City Treasurer’s Office to Accounts Management and Monitoring Section. | 2.Record /(Entry) to the individual ledger on payment made on a particular program. | None | 5 minutes | <i>H&HRO II</i> Accounts Management and Monitoring Section |

| | | | | |
|-----------------------------|---------------------------|------|------------|--|
| | TOTAL | None | 10 minutes | |
| Amortization Payment | Simple Transaction | | | |

3. BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT – ISSUANCE OF CERTIFICATE OF FULL PAYMENT

The Department through the Accounts Management and Monitoring Section issues certificate of full payment to fully paid beneficiaries of Socialized Housing Program.

| | | | | |
|--|---|---|------------------------|--|
| Office or Division: | Accounts Management and Monitoring Section under Support Services Division | | | |
| Classification: | Simple transaction | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Quezon City Socialized Housing Program Beneficiaries | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Valid ID (Any Government Issued ID) Original Copy | | BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG | | |
| Authorization Letter (if necessary) (1 original) | | Beneficiary | | |
| Special Power of Attorney (if necessary) 1 original) | | Beneficiary | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter requesting for a certification of full payment to Accounts Management and Monitoring Section. | 1. Release Certification of Full Payment. | None | 10 minutes | <i>H&HRO II</i> Accounts Management and Monitoring Section. |
| | TOTAL: | None | 10 minutes | |
| Issuance Of Certificate Of Full Payment | Simple transaction | | | |

4. BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT – REQUEST FOR INDIVIDUAL ACCOUNT BALANCES / STATEMENT OF ACCOUNT

The Department through Accounts Management and Monitoring Section issues/releases Individual Ledger Account to beneficiaries of Socialized Housing Program.

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | Accounts Management and Monitoring Section under Support Services Division | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Quezon City Socialized Housing Program Beneficiaries | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Valid ID (Any Government Issued ID) Original Copy | | BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG | | |
| Authorization Letter (if necessary) (1 original) | | Beneficiary | | |
| Special Power of Attorney (if necessary) 1 original) | | Beneficiary | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Request for individual ledger account at Accounts Management and Monitoring Section. | 1.Release/Issue Individual Ledger Account | None | 10 minutes | <i>H&HRO II</i> Accounts Management and Monitoring Section |
| | TOTAL | None | 10 minutes | |
| Request For Individual Account Balances / Statement Of Account) | Simple Transaction | | | |

5. CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES –REQUEST FOR CENSUS-SURVEY/ VALIDATION

The HCDRD is mandated to conduct census survey in the community of urban poor in all districts of the City to determine the exact location and number of the informal settler families (ISFs) occupying different areas in every barangay and to gather vital information/ data relative to their living condition as well as to prepare and consolidate records of their socio-economic profile.

HCDRD acts on the request for census-survey /validation of specific area with ISFs.

| | |
|----------------------------|--|
| Office or Division: | Census –Survey Section under Census and Planning Division |
| Classification: | Qualified for Multi-Stage Processing |

| | | | | |
|---|--|------------------------|------------------------|--|
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | ISFs / Association / Institutions / Landowner (s) / Government Agency | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request (1 original copy) | | Client (Applicant) | | |
| Land Title (1 certified true copy) | | Register of Deeds | | |
| Vicinity map/location map (1 certified true copy) | | Client | | |
| Tax Declaration (1 certified true copy) | | City Assessor's Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter request for Census-Survey to Census Survey Section . | 1.Receive letter request for census and checks if required documents are attached. | None | 5 minutes | <i>Section Head</i> Census and Planning Division |
| 2. Attend meeting for pre-investigation guided by the Census Team. | 2. Conduct investigation and ocular inspection. | None | 10 days | <i>Census Team</i> Census and Planning Division |
| | 2.1 Write a letter to Brgy. Captain for the conduct Census Survey | None | 2 days | <i>Census Team Leader/Section Chief</i> Census and Planning Division |
| 3. Attend briefing for the schedule of actual census guided by the Census Team. | 3. Conduct actual Census Survey | None | 1 day | <i>Census Team</i> Census and Planning Division |
| | 3.1 Evaluate accomplished Forms (protocol) | None | 5 days | <i>Section Head</i> Census and Planning Division |
| | 3.2Encode ISFs Data after census conducted. | None | 1 day | <i>Encoders</i> Census and Planning Division |
| | 3.3 Plotting and finalization of structural Map | None | 1 day | <i>Census Mapper</i> Census and Planning Division |
| 4. Secure copy of masterlist from Census and Planning Division. | 4. Provide copy of Masterlist. | None | 5 days | <i>Dept. Head, Assistant Department Head</i> HCDRD <i>Section Head/Division Head</i> |

| | | | | |
|---|---|------|------------------------------------|------------------------------|
| | | | | Census and Planning Division |
| | TOTAL: | None | 25days, 0 Hour(s), 5 minutes | |
| Request for Census Survey/Validation | Qualified for Multi-Stage Processing | | | |

6. CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES -REQUEST FOR STRUCTURAL MAPPING

The HCDRD is mandated to conduct census survey in the community of urban poor in all districts of the City to determine the exact location and number of the informal settler families (ISFs) occupying different areas in every barangay and to gather vital information/ data relative to their living condition as well as to prepare and consolidate records of their socio-economic profile.

The HCDRD processes request for a copy of the structural map.

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | Census –Survey Section under Census and Planning Division | | | |
| Classification: | Complex Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | ISFs / Association / Institutions / Landowner (s) / Government Agency | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request (1 original copy) | | Client (Applicant) | | |
| Land Title (1 certified true copy) | | Register of Deeds | | |
| Vicinity map/location map (1 certified true copy) | | Client | | |
| Tax Declaration (1 certified true copy) | | City Assessor's Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter request for structural mapping with attached requirements to Census Survey Section. | 1. Receive letter request and check if required documents are attached. | None | 3 minutes | <i>Section Head Census Survey Section</i> |
| 2. Followup for validated/verified copy of structural map of the area concerned at Census Survey Section. | 2. Release copy of structural map | None | 5 days | <i>Section Head Division Head Census Survey Section</i> |

| | | | | |
|---------------------------------------|----------------------------|------|------------------------------------|--|
| | TOTAL | None | 5 days, 0 Hour(s), 3 minutes | |
| Request For Structural Mapping | Complex Transaction | | | |

7. CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES –REQUEST FOR ISSUANCE OF CENSUS MASTERLIST –(ASSOCIATION/INSTITUTIONS/ LANDOWNER(S)/GOVERNMENT)

The HCDRD is mandated to conduct census survey in the community of urban poor in all districts of the City to determine the exact location and number of the informal settler families (ISFs) occupying different areas in every barangay and to gather vital information/ data relative to their living condition as well as to prepare and consolidate records of their socio-economic profile.

HCDRD processes request for a copy of masterlist.

| | | | | |
|--|---|------------------------|-------------------------------------|--|
| Office or Division: | Census –Survey Section under Census and Planning Division | | | |
| Classification: | Highly Technical Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen ;G2G-Government to Government | | | |
| Who may avail: | ISFs / Association / Institutions / Landowner (s) / Government Agency | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request (1 original copy) | | Client (Applicant) | | |
| Land Title (1 certified true copy) | | Register of Deeds | | |
| Vicinity map/location map (1 certified true copy) | | Client | | |
| Tax Declaration (1 certified true copy) | | City Assessor’s Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter request from Association / Institution / Landowner(s) / Government for issuance of a copy of a masterlist to HCDRD. | 1.Receive letter request and validate records of requesting party | None | 3 minutes | <i>Assistant Department Head / Division Head / Section Head Census Survey Section</i> |
| 2. Follow up request and receives the result of verification from Census Survey Section. | 2.Report validation result as per client request | None | 10 days | <i>Assistant Department Head / Division Head / Section Head Census and Planning Division</i> |
| | TOTAL | None | 10 days, 0 Hour(s), 3 minutes | |
| Request For Issuance Of Census Masterlist – (Association/Institutions / Landowner(S)/Governme | Highly Technical Transaction | | | |

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| nt) | |
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8. CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES –REQUEST FOR ISSUANCE OF INDIVIDUAL CENSUS CERTIFICATE

The HCDRD is mandated to conduct census survey in the community of urban poor in all districts of the City to determine the exact location and number of the informal settler families (ISFs) occupying different areas in every barangay and to gather vital information/ data relative to their living condition as well as to prepare and consolidate records of their socio-economic profile. The HCDRD processes request for individual census certificate.

| | | | | |
|---|---|-------------------------|-----------------------------------|--|
| Office or Division: | Census –Survey Section under Census and Planning Division | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Informal Settler Families in Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request (1 original copy) | | Client | | |
| Census Tag | | Client/ISF (Individual) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter requesting for issuance of individual census certificate to Census Survey Section. | 1. Receive letter request with attached census tag. | None | 3 minutes | <i>Section Head Census Survey Section</i> |
| 2. Get the requested copy of individual census certificate from Census Survey Section. | 2. Release copy of individual census certificate after record verification. | None | 1 day | <i>Department Head Assistant Department Head Division Head Section Head Census and Planning Division</i> |
| | TOTAL: | None | 1 day, 0 Hour(s), 3 minutes | |
| Request For Issuance Of Individual Census Certificate) | Simple Transaction | | | |

9. ISSUANCE OF CLEARANCE / CERTIFICATION FOR TAX EXEMPTION PURPOSES OF LOTS INVOLVING SOCIALIZED HOUSING/OCCUPIED BY INFORMAL SETTLER FAMILIES (ISF) – Subject Property is already identified as fully occupied by Informal Settlers

Issues or releases certification/s to landowners indicating that their property/ies is/are fully occupied by ISFs as a requirement for exemption from the imposition of idle land tax.

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | Office of the Department Head | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Landowners whose property is fully occupied by ISFs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request (1 original copy) | | Land owner | | |
| Title (1 photocopy) | | Land owner (copy from Register of Deeds) | | |
| Tax Declaration (1 photocopy) | | Land owner (copy from City Assessor's Office) | | |
| Vicinity Map / Location Plan (1 photocopy) | | Land owner | | |
| Tax Map (From City Assessor's Office) (1 original copy) | | Land owner (copy from City Assessor's Office) | | |
| Memorandum of Agreement (If Property is intended for Community Mortgage Program (CMP) or other similar Socialized Housing Project) (1 photocopy) | | Land owner | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Land owner submits letter request with attached requirements to HCDRD. | 1.Receive letter request with complete documentary requirements. 1.2 Documents duly reviewed and signed. | None | 5 minutes | <i>Receiving Officer</i> Office of the Department Head |
| | | None | 2 days | <i>Assistant Department Head</i> Department HCDRD |
| 2.Get the requested copy of certification from the Releasing Officer , Office of the Department Head. | 2.Release copy of certification. | None | 5 minutes | <i>Releasing Officer</i> Office of the Department Head |
| | TOTAL: | None | 2 Days 0 Hour(s), | |

| | | | | |
|---|---------------------------|--|------------|--|
| | | | 10 minutes | |
| Issuance Of Clearance / Certification For Tax Exemption Purposes Of Lots Involving Socialized Housing/Occupied By Informal Settler Families (ISF) –Subject Property Is Already Identified As Fully Occupied By Informal Settlers | Simple Transaction | | | |

10. ISSUANCE OF CLEARANCE / CERTIFICATION FOR TAX EXEMPTION PURPOSES OF LOTS INVOLVING SOCIALIZED HOUSING/OCCUPIED BY INFORMAL SETTLER FAMILIES (ISF)– Subject Property needs Site Inspection/Verification

Issues or releases certification/s to landowners indicating that their property/ies is/are fully occupied by ISFs as a requirement for exemption from the imposition of idle land tax.

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division: | Office of the Department Head | | | |
| Classification: | Complex Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Landowners whose property is fully occupied by ISF’s | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request (1 original copy) | | Land owner | | |
| Title (1 photocopy) | | Land owner (copy from Register of Deeds) | | |
| Tax Declaration (1 photocopy) | | Land owner (copy from City Assessor’s Office) | | |
| Vicinity Map / Location Plan (1 photocopy) | | Land owner | | |
| Tax Map (1 original copy) | | Land owner (copy from City Assessor’s Office) | | |
| Memorandum of Agreement (If Property is intended for Community Mortgage Program (CMP) or other similar Socialized Housing Project) (1 photocopy) | | Land owner | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|---|------|-------------------------------------|--|
| 1.Landowner submits letter request and requirements | 1. Receive letter request and checks if required documents are attached | None | 5 minutes | <i>Receiving Officer Office of the Department Head</i> |
| | 1.1 Conduct verification /site inspection of the subject property whether or not the subject property is fully occupied by Informal Settlers <ul style="list-style-type: none"> • If identified, shall issue a certification • If not, a letter reply will be provided for the client's information | None | 5 days | <i>Housing and Homesite Regulation Officer II Technical Section Census and Planning Division</i> |
| | 1.2 Documents duly reviewed and signed. | None | 2 days | <i>Assistant Department Head Department HCDRD</i> |
| 2.Get the requested copy of certification from Releasing Officer , Office of the Department Head | 2.Release copy of certification | None | 5 minutes | <i>Releasing Officer Office of the Department Head</i> |
| | TOTAL: | None | 7 days, 0 Hour(s), 10 minutes | |
| Issuance Of Clearance / Certification For Tax Exemption Purposes Of Lots Involving Socialized Housing/Occupied By Informal Settler Families (ISF)–Subject Property Needs Site Inspection/Verification | Complex Transaction | | | |

11. PROVIDE ASSISTANCE TO COMMUNITY ASSOCIATIONS/INDIVIDUAL, LANDOWNER OR OTHER SECTORS OF SOCIETY / GOVERNMENT INSTITUTIONS IN ACCORDANCE WITH R.A. 7279

The HCDRD through the Community Development Section initiates the set-up of community organizations in the depressed/blighted areas to bring greater social awareness and participation. Likewise, the section provides assistance to an individual, community associations, landowners or other sectors of society, act on their requests and queries in accordance with Republic Act 7279.

| | | | | |
|---|---|------------------------|------------------------|--|
| Office or Division: | Community Development Section under Housing and Resettlement Division | | | |
| Classification: | Qualified for Multi-Stage Processing | | | |
| Type of Transaction: | G2C - Government to Citizen ; G2G - Government to Government | | | |
| Who may avail: | Clients whose concerns are within the mandate / jurisdiction of this Department | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request letter with complete personal circumstances, address and contact number with attached documents | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter request with attached documents to Community Development Section. | 1.Receive Letter Request | None | <i>5 minutes</i> | <i>Community Development Officer Community Development Section</i> |
| 2.Report to Community Development Officer for further case review | 2.Conduct Preliminary Investigation | None | 2 days | <i>Community Development Officer Community Development Section</i> |
| | 2.1 Conduct Ocular Inspection | None | 1 day | <i>Community Development Officer Community Development Section</i> |
| | 2.2 Prepare invitations to concerned parties for a meeting subject to confirmation 2.3 Conduct meetings with concerned parties | None | 2 days | <i>Community Development Officer Community Development Section</i> |
| | 2.4 Review and analyze the situation | None | 3 days | <i>Community Development. Officer</i> |

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| | | None | 2 days | Community Development Section <i>Section Head Community Development Officer Community Development Section</i> |
| 3. Attend consultation and arbitration meetings at the area or HCDRD Conference Room. | 3. Prepare Reports and Recommendations based on the submitted investigation report. | None | 10 days | <i>Section Head / Community Development Officer Community Development Section</i> |
| 4. Attend final meeting for the preparation of final report at the area | 4. Submit Final Report of Action Taken | None | 5 days | <i>Section Head/ Community Development Officer Community Development Section</i> |
| | TOTAL: | None | 26 days, 0 Hour(s), 5 minutes | |
| Provide Assistance to Community Associations/Individual, Landowner or Other Sectors of Society/Government Institutions in accordance with RA 7279. | Qualified for Multi-Stage Processing | | | |

12. RECEIVE COMPLAINTS/REPORTS AND PROVIDE APPROPRIATE ACTION IN ACCORDANCE WITH IRR PURSUANT TO ORDINANCE NO. SP-2444-SERIES OF 2015 AND LOCAL GOVERNMENT CODE OF 1991.

The Department acts on the complaints or reports relative to non-compliance with City Ordinance SP-2444 Series of 2015 either by personal delivery or through e-mail.

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|-----------------------------|--|
| Office or Division: | Legal Support Group under the Office of the Department Head |
| Classification: | Highly Technical Transaction |
| Type of Transaction: | G2C - Government to Citizen |

| | | | | |
|---|--|--|------------------------|---|
| Who may avail: | (As per Section 5 Rule III- Implementing Rules and Regulations Pursuant to Ordinance No. SP -2444 Series of 2015) <u>At the Instance of any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner's Association.</u> | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Complaint/ report (either by personal delivery or through email at email address: HCDRD@quezoncity.gov.ph) (1 original copy) | | Client | | |
| Documentary Evidence (1 original copy) | | Client | | |
| Investigation Report duly signed by authorized and/or concerned HOA officer (1 original copy) | | HOA of Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner's Association-submits complaint/ report. | 1.Accepts the complaint/report and makes preliminary assessment/ verification thereof. | None | 5 days | <i>HCDRD Committee (IRR pursuant to Ordinance SP – 2444 Series of 2015) HCDRD Legal Support Group HCDRD</i> |
| | 1.1 Submits to the City Legal Department the complaint and all relevant documents thereto, together with the preliminary findings, for resolution and/ or appropriate legal action/s. (copy furnished the parties concerned) | None | 1 day | |
| | TOTAL: | None | 6 days | |
| Receive Complaints/Reports and provide appropriate action in accordance with IRR Pursuant to Ordinance No. SP-2444 Series of 2015 and Local Government Code of 1991. | | Service is covered under City Ordinance SP-2444 Series of 2015 and Local Government Code of 1991. | | |

13. RELOCATION AND RESETTLEMENT PROGRAM

The program that relocates and resettles persons and other informal settler families (ISFs) living in danger areas. The HCDRD shall, prior to relocation, ensure the availability of a relocation or resettlement site that is compliant with the requirement of existing laws.

| | |
|-----------------------------|--|
| Office or Division: | Community Development Section under Housing and Resettlement Division |
| Classification: | Qualified for Multi-Stage Processing |
| Type of Transaction: | G2C - Government to Citizen ; G2G- Government to Government |
| Who may avail: | Informal Settler Families in Quezon City |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|---|---|------------------------|---|
| Letter request (1 original copy) | | Client | | |
| Valid ID (Any Government Issued Identification Card) 1 photocopy (to present original copy) | | BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG | | |
| Investigation Report and Other Required Documents (1 original copy) | | HCDRD-Community Development Section | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Submit letter request with attached requirements to Community Development Section. | 1. Receive letter request and checks attached requirements. | None | 5 minutes | <i>Community Development Officer Community Development Section</i> |
| 2.Attend consultation meetings / Social Preparation at the site or at Barangay. | 2.Assigned Development Officer initiates series of meetings and dialogues in compliance with Republic Act 7279. | None | 5 days | <i>Community Development Officer Community Development Section</i> |
| 3.Submit the list of relocation requirements to HCDRD front desk | 3.Submit Report from Development Officer assigned based on the investigation report submitted. | None | 10 days | <i>Community Development Officer Community Development Section</i> |
| 4.Attend pre-relocation seminar at the site or at Barangay. | 4. Conduct pre-relocation seminar at the site or at Barangay. | None | 1 day | <i>Community Development Officer Community Development Section</i> |
| | 4.1Endorse the list and requirements for pre-qualification of data to NHA | None | 10 days | <i>Department Head Assistant Department Head HCDRD Section Head Community Devt. Section</i> |

| | | | | |
|---|--|------|-------------------------------------|--|
| 5. Attend orientation and receive schedule of actual relocation at the area or HCDRD Conference Room. | 5. Guide the client and implement the selection of beneficiaries as per NHA qualification. | None | 10 days | Community Development Officer Community Development Section |
| | TOTAL: | None | 36 days, 0 Hour(s), 5 minutes | |
| Relocation and Resettlement Program | Service is covered under RA 7279; Qualified for Multi-stage processing. | | | |

Internal Services

1. ACCEPTING APPLICATIONS FOR AVAILABLE POSITIONS

The Department through the Administrative Division accepts applications for available vacant positions in accordance with existing rules and regulations of the government.

| | | | | |
|---|---|---------------------------------|------------------------|---------------------------|
| Office or Division: | Administrative Division | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Applicants for vacant position, HCDRD Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Applicants for available positions | | | | |
| Accomplished Personal Data Sheet (PDS) | | Client (Applicant) | | |
| Certificates of Relevant Trainings | | Agency that conducts training | | |
| Diploma | | Universities/ Colleges/ Schools | | |
| Transcript of Record | | Universities/ Colleges/ Schools | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|------|-----------------------------------|--|
| 1. Submit application with requirements. | <p>1. Evaluate applicant's documents.</p> <p>1.1 Undergo examination and interview.</p> <p>1.2 Prepare recommendation and endorsement to the Assistant Department Head/Department Head for final assessment.</p> | None | 1 hour | <p><i>Administrative Officer</i> V Administrative Division</p> <p><i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division</p> <p><i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division</p> |
| 2. Follow up results of examinations and assessment. | <p>2. Inform applicant/s status of application.</p> <p>2.1 Forward considered application/s to the Human Resource and Management Department for approval of the City Mayor.</p> | None | 15 minutes | <p><i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division</p> <p><i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division</p> |
| | TOTAL: | None | 2 days; 3 hours; 15 minutes | |
| Accepting Applications For Available Positions | Simple Transaction | | | |

2. ACCEPTING APPLICATIONS FOR LEAVE

The Department through its Administrative Division accepts application for leave submitted by employees with necessary attachments relative to reasons for filing.

| | | | | |
|--|---|-------------------------------|------------------------|--|
| Office or Division: | Administrative Division | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | HCDRD Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Vacation Leave: Accomplished Leave Form | | HCDRD Administrative Division | | |
| Sick Leave: Accomplished Leave Form (medical certificate if needed) | | HCDRD Administrative Division | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit accomplished application for leave with requirements. | 1. Accept accomplished application for leave with the requirements. | None | 5 minutes | <i>Administrative Assistant Administrative Officer V Administrative Division</i> |
| | 1.1 Transmit to the Office of the Assistant Department Head and Department Head for approval. | None | 15 minutes | <i>Administrative Officer V Chief Administrative Officer Administrative Division</i> |
| | 1.2 Attach approved leave application in attendance monitoring report. | None | 2 minutes | <i>Administrative Assistant Administrative Officer V</i> |
| | TOTAL: | None | 22 minutes | |
| Accepting Applications For Leave | Simple Transaction | | | |

3. ACCEPTING APPLICATIONS FOR RETIREMENT

The Department through its Administrative Division shall accept the requirements to process retirement benefits of employees in accordance with existing rules and regulations of the government.

| | | | | |
|--------------------------------------|-----------------------|---|------------------------|---------------------------|
| Office or Division: | | Administrative Division | | |
| Classification: | | Simple Transaction | | |
| Type of Transaction: | | G2G - Government to Government | | |
| Who may avail: | | HCDRD Retirable Employees | | |
| Checklist of Requirements | | Where to Secure | | |
| General Clearance | | HCDRD Administrative Division and other concerned offices | | |
| Office Clearance | | HCDRD Administrative Division | | |
| Certificate of No Pending Case | | City Legal Department | | |
| RTC/MTC/Prosecutor's Clearance | | RTC/MTC/City Prosecutor's Office | | |
| Letter Application for retirement | | Client (Applicant) | | |
| Certification of Leave Credits | | HCDRD Administrative Division | | |
| Accomplished GSIS Form | | GSIS. Human Resource Management Department, HCDRD Administrative Division | | |
| Service Record | | Human Resource Management Department | | |
| Declaration of Pendency/Non-Pendency | | Human Resource Management Department, HCDRD Administrative Division | | |
| 4 ID Picture/ 2 Valid IDs | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|---|------|---------------------------------|--|
| 1. Submit application with requirements to the HCDRD Administrative Division. | 1. Evaluate and verify submitted documents. 1.1 Submit complete documents to the Human Resource Management Department for further evaluation. and for transmittal to GSIS. | | 1 hour 30 minutes | <i>Administrative Officer V</i> Administrative Division <i>Administrative Staff</i> Administrative Division |
| | TOTAL: | None | 0 day; 1 hour; 30 minutes | |
| Accepting Applications for Retirement | The service is covered by RA 10154 and Resolution No. 1302242. | | | |

4. ACCEPTING APPLICATIONS FOR TERMINAL LEAVE

The Department through the Administrative Division accepts application for Terminal Leave of employees who separates from government service by resignation or retirement.

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|-----------------------------------|--|
| Office or Division: | Administrative Division |
| Classification: | Simple Transaction |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | Retirable /Resigned/HCDRD Employees(Separated from Office) |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| General Clearance | HCDRD Administrative Division and other concerned offices |
| Office Clearance | HCDRD Administrative Division |
| Certificate of No Pending Case | City Legal Department |
| RTC/MTC/Prosecutor's Clearance | RTC/MTC/City Prosecutor's Office |
| Letter Application for retirement | Client (Applicant) |

| Certification of Leave Credits | HCDRD Administrative Division | | | |
|--|--|-----------------|--------------------------------|--|
| Accomplished GSIS Form | GSIS. Human Resource Management Department, HCDRD Administrative Division | | | |
| Service Record | Human Resource Management Department | | | |
| Declaration of Pendency/Non-Pendency | Human Resource Management Department, HCDRD Administrative Division | | | |
| ID Picture/Two Valid IDs | HCDRD Employee | | | |
| GSIS Clearance | GSIS | | | |
| Statement of Assets ,Liabilities and Networth | HCDRD Employee | | | |
| Birth Certificate | PSA | | | |
| Ombudsman Clearance | Office of the Ombudsman | | | |
| Affidavit of Undertaking | HCDRD Employee | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Submit application with requirements. | 1. Accept application with complete requirements. | None | 1 hour | <i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division |
| | 1.1 Transmit to Human Resource Management Department for appropriate action. | None | 30 minutes | <i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division |
| | TOTAL: | None | 0 day; 1 hour; 30minutes | |
| Accepting Applications For Terminal Leave | Simple Transaction | | | |

5. ISSUANCE OF CERTIFICATIONS NEEDED BY EMPLOYEES

The Department's workforce request for certifications with regard to employment, employment and compensation, attendance, office clearance and others.

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|----------------------------|---|
| Office or Division: | Human Resource and Central Records Section under Administrative Division |
| Classification: | Simple Transaction |

| | | | | |
|--|--|---------------------------|---------------------------------|--|
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | HCDRD Employees and other government offices | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Employees | | | | |
| None | | N/A | | |
| Other government Offices | | | | |
| Written Request | | From the requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for needed certification from the Administrative Division | 1. Give the log book to the client. | None | 5 minutes | <i>Administrative Staff</i> Administrative Division |
| | 1.1 Prepare the needed certification. | None | 15 minutes | <i>Administrative Staff</i> Administrative Division |
| 2. Receive requested certification from Administrative Division. | 2. Release the certification. | None | 10 minutes | <i>Chief Administrative Officer</i> <i>Administrative Officer</i> V Administrative Division |
| | TOTAL: | None | 0day; 0 hour ; 30 minutes | |
| Issuance Of Certifications Needed By Employees | Simple Transaction | | | |

6. ISSUANCE OF FORMS

The HCDRD employees request for forms to be accomplished relative to itineraries of fieldworkers, applications for leave, renewal of identification cards and others.

| | |
|----------------------------|---|
| Office or Division: | Human Resource and Central Records Section under Administrative Division |
| Classification: | Simple Transaction |

| | | | | |
|------------------------------------|---------------------------------|------------------------|--------------------------------|--|
| Type of Transaction: | G2G- Government to Government | | | |
| Who may avail: | HCDRD Employees. | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| None | | | N/A | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for a specific form/s. | 1. Give log book to the client. | None | 2 minutes | <i>Administrative Staff</i> Human Resource and Management Section/ Budget and Supplies Section |
| 2. Wait for the release of form/s. | 2. Issue requested forms. | None | 1 minute | <i>Administrative Staff</i> Human Resource and Management Section/ Budget and Supplies Section |
| | TOTAL: | None | 0 day; 0 hour; 4 minutes | |
| Issuance of Forms | Simple Transaction | | | |

7. RELEASE COPY OR CERTIFIED TRUE COPY OF DOCUMENT/S

The Department through the Administrative Division attends to the request of the employees or other clients for issuance of a certified true copy of a document.

| | | | | |
|---|--|------------------------|------------------------|--|
| Office or Division: | Human Resource and Central Records Section under Administrative Division | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | HCDRD Employees and other government offices. | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| None | | | N/A | |
| In some cases client has a copy of a document which needs to be certified as a true copy. | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for a certified true copy of document at Administrative Division. | 1. Give log book to the client. | None | 5 minutes | <i>Administrative Staff</i> Administrative Division |
| | 1.1. Check, and verify with the | None | 15 minutes | <i>Administrative Staff</i> Administrative Division |
| | | | 3 minutes | |

| | | | | |
|---|---|------|---------------------------------|--|
| | original copy on file. 1.2Certify document as a true copy. | None | | <i>Administrative Officer</i> V <i>Chief Administrative Officer</i> Administrative Division |
| 2. Wait for the release of a certified true copy of document. | 2. Release certified true copy of document. | None | 5 minutes | <i>Administrative Staff</i> Administrative Division |
| | TOTAL: | None | 0 day; 0 hour; 28 minutes | |
| Release Copy Or Certified True Copy Of Document/S | Simple Transaction | | | |

8. SUPPORT WORKFORCE BY PROVIDING AVAILABLE SUPPLIES

The Department through the Administrative Division provides the needed supplies of the workforce in the performance of day to day work assignments and activities.

| | | | | |
|----------------------------------|--|---------------------------|------------------------|---|
| Office or Division: | Administrative Division | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | HCDRD Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| List of Needed Supplies | | Employee/Section Assigned | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request for supplies. | 1. Give Supplies Record Folder to reflect supplies needed. | None | 5 minutes | <i>Supply Officer</i> Budget and Supply Section |
| | 1.1 Check availability of requested supplies and prepare for release upon approval of the Division Head. | None | 15 minutes | <i>Supply Officer</i> <i>Chief Administrative Officer</i> Budget and Supply Section |
| 2. Receive requested supplies | 2. Record names of recipient and the quantity of the | None | 2 minutes | <i>Supply Officer</i> Budget and Supply Section |

| | | | | |
|---|---------------------------|------|---------------------------------|--|
| | released supplies. | | | |
| | TOTAL: | None | 0 day; 0 hour; 22 minutes | |
| Support Workforce By Providing Available Supplies. | Simple Transaction | | | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|---------------------------------------|---|
| How to send feedback | Please see below / attached |
| How feedbacks are processed | Please see below / attached |
| How to file a complaint | Please see below / attached |
| How complaints are processed | Please see below / attached |
| Contact Information of CCB, PCC, ARTA | 1-6565 8888 (02) 84785091, 84785091, 84785099 |

Client Feedback Form **(PANANAW O PUNA)**

Please let us know how we have served you. You may use this for compliments, or suggestions for improvement of services. Simply check the corresponding box.
(Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi upang mapabuti pa ang serbisyo. Maaaring i-tsek lamang ang kahong naaayon.)

Suggest (Mungkahi) Com (Papuri) Compl (Reklamo)

Person/Unit Concerned or Involved: _____
Mga tao/tanggapan na may kaalaman sa serbisyo, papuri, reklamo o mungkahi

Facts of details surrounding the incident:
(Kaganapan o detalyeng binabalot sa pangyayari)

Recommendation(s) Suggestion(s)/Desired Action from our Office
Rekomendasyon/Mungkahi/Nais na aksyon mula sa aming tanggapan.)

Name: (Optional) _____ Office/Agency _____
Pangalan _____ Tanggapan/Ahensya _____

*You can send through email HCDRD@quezoncity.gov.ph or send directly to the Office with address at **3rd Floor Civic Center Building C, Quezon City Hall**, You can also drop accomplish form in suggestion/complaints

COMPLAINTS

Please indicate details of complaints/comments

Name of Client _____

Contact Number _____

Redress Mechanism

A complaint against an officer or an employee after due investigation shall be given due course and the complaint must be in writing and sworn to by the complainant. The complaint which shall contain the following details may be filed anytime at the Office of the Department Head.

1. Full Name and Address of the Complainant
2. Full Name and Address of the person complained of as well as his position and office of employment (section or division to which he / she belongs)
3. A narration of the relevant and material facts, which shows the acts or omissions allegedly committed by the civil servant.
4. Certified true copies of documentary evidence and affidavits of his witnesses, if any, and in the absence of any one of the aforementioned requirements, the complaint shall be dismissed.

The complaint shall be in accordance with the uniform rules on administrative cases in the civil service.

HUMAN RESOURCES MANAGEMENT DEPARTMENT

EMPLOYEE WELFARE DIVISION INTERNAL SERVICES

1. PAYROLL PREPARATION (REGULAR PAYROLL)

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Complex | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | Those who are employed (Permanent and Contractual) in QCG | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Letter Request / Transmittal / (Certification as to entitlement) • Attendance report with DTR, approved leave, if any (Perm) • Accomplishment report (COS) • Request For Diskette preparation | | Departments / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits required documentary | Checks and records as to completion and forwards to Payroll | None | 10 minutes | Receiving Clerk |
| | Check Verifications forwarded to payroll | | | Payroll Unit |
| | Prepares Payroll | | 3 hours | |
| | Records and release prepared payrolls summary/bank remittance | | | Payroll Unit |
| | | | | Counter 1 Clerk |
| | Signs prepared Bank remittance / Diskette for approval | | 15 Mins | HR Head |
| | Releases documents | | | Payroll unit |
| TOTAL: | | None | 4 hours, | |

2. Payroll preparation for COS AND PERMANENT for BONUS/BENEFITS

| | | | | |
|---|--|---|------------------------|----------------------------|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Complex | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | Those who are employed (Permanent and Contractual) in QCG | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Letter Request / Transmittal • Certification of entitlement • Approved Leave if any (<i>for Perm</i>) | | Departments / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits requirement | Receives and checks as to completeness | None | 1 hour | Counter / Receiving Clerks |
| | Check Verifications forwarded to payroll | None | 1 hour | Payroll Unit |
| | Prepares Requested payroll together with OBR and mandatory docs. | None | 2 days | HRMO III |
| | Releases and records Approved Bonuses/Benefits | None | | Payroll Unit |
| TOTAL: | | None | 2 days, | |

3. PAYROLL PREPARATION (First Salary/Salary Differential) Special Payroll

| | | | | |
|--|--|---|--|--|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Complex | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | Those who are employed (Permanent and Contractual) in QCG | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Letter request for First Salary and salary Differential • Attendance Report (2 copies) • Appointment (certified Xerox copy) • DTR, approved Leave (if any) • PDF • CSC Transmittal with stamp of receipt • Oath of office • Certification of Assumption of Duty | | Departments / Offices | | |

| <ul style="list-style-type: none"> Duties & Functions (contractual only) Accomplishment Report (COS only) | | | | |
|---|---|-----------------|-------------------|--------------------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits documentary requirements | Receives and checks submitted document as to completeness | None | 10-30 minutes | Counter I / Admin Aide / Staff |
| | Prepares payroll together with OBR and mandatory docs | None | 1 day | HRMO III |
| | Records and releases Signed Special Payroll | None | | Payroll Clerk |
| TOTAL: | | None | 1 day, 30 minutes | |

4. PAYROLL PREPARATION (Longevity and Loyalty Benefits) Special Payroll

| Office or Division | Employee Welfare Division | | | |
|--|--|-----------------|-----------------|--------------------------------|
| Classification | Complex | | | |
| Type of Transaction | Internal | | | |
| Who May Avail | Those who are employed (Permanent and Contractual) in QCG | | | |
| Checklist of Requirements: | Where to Secure | | | |
| <ul style="list-style-type: none"> Letter Request for Longevity / Loyalty/ SR & LWOP (2 Copies) Latest service record including COS Latest certification of leave without pay | Departments / Offices | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the following requirements | Receives and checks submitted requirements as to completeness. | None | 1 hour | Counter 1 / Admin Aide / Staff |
| | Prepares Special Payrolls for approval | None | 1 hour | Payroll Unit / HRMO III |
| | Approves Processed Longevity / Loyalty | None | 1 day | HRMD Head |
| 2. Received the Special payroll. | Releases and records the Special Payroll. | None | | Payroll Unit |
| TOTAL: | | None | 1 day | |

5. PAYROLL preparation for RATA

| | | | | |
|---|--|--|-------------------------|---------------------------------|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Complex | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | City Officials who are entitled to RATA in QCG | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Letter request for Dept/Office Head/Asst. Dept Head/Div. Chiefs Attendance Report Certification as to entitlement to RATA | | Departments / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits required documents | Checks and records documents submitted | None | 10 minutes - 15 minutes | Counter 1 clerk |
| | Prepares Payroll | None | 2 hours | Admin Asst Staff / Payroll Unit |
| | Signs prepared payroll | None | 5 minutes | HRMD Head |
| | Releases payroll | None | | Payroll Clerk |
| TOTAL: | | None | 2 hours, | |

7. Preparation for Contractual and Permanent TAX WITHELD (ITR)

| | | | | |
|--|----------------------|---|------------------------|---------------------------|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | Those who are employed (Permanent and Contractual) in QCG | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Request letter for ITR | | Departments / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|----------------------------------|---|------|---------------|--------------------------|
| 1. Submits Request letter | Receives, checks and records the request | None | 1 hour | Payroll Unit |
| | Processing of Income Tax Withheld (ITRs) for signature of HRMD Head | None | 1 day | Payroll Unit/Admin Staff |
| 2. Receive the TaxWithheld (ITR) | Released and records ITR | None | | Payroll Unit |
| TOTAL: | | None | 1 day, 1 hour | |

6. PAYROLL Preparation to Process Vouchers for the following Concerned Offices

| | |
|--|---|
| Office or Division | Employee Welfare Division |
| Classification | Simple |
| Type of Transaction | G2G |
| Who may avail: | Where to Secure |
| Those employed in following offices: A. Senior Citizen Volunteers B. Hazard Pay C. Salaries of DECS contractual – D. Overtime Pay E. Philhealth Capitation – F. Training Fees / Travelling Fees G. Riverways Clearing Operations H. Community Health Workers | DEPARTMENTS / OFFICES - Social Services DevtDept (SSDD) - QCHD / NDH/ RMBH / SSDD - DCS (Division of City School) - Departments / Offices - QCHD - Departments / Offices - EPWMD - QCHD |
| Checklist of Requirements: | |

| <ul style="list-style-type: none"> Request letter Payroll / vouchers Certified photo-copy of signed Authority for Hazard Pay/OT/TA Accomplishment Report /DTR (for overtime pay) Copy of contract and Accomplishment Report (for Senior Citizen Volunteers / RCOP volunteers / Community Health Workers) Copy of Certificate of Completion (for Trainings/ Seminars) | | | | |
|--|---|-----------------|-----------------|------------------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits all documentary requirements | Receives and checks requirements as to completeness | None | 10-15 minutes | Administrative Support Staff |
| | Signs payroll / vouchers | None | 5-10 minutes | Assistant HRMD |
| | Releases signed payrolls/vouchers | None | 5-10 minutes | Administrative Support Staff |
| TOTAL: | | None | 35 minutes | |

7. LOAN DEDUCTION AND DELETION (FOR PERMANENT EMPLOYEES ONLY)

| Office or Division | Employee Welfare Division | | | |
|--|--|-----------------|-----------------|--------------------|
| Classification | Simple | | | |
| Type of Transaction | G2G | | | |
| Who May Avail | Those who are employed (Permanent only) in QCG | | | |
| Checklist of Requirements: | Where to Secure | | | |
| <ul style="list-style-type: none"> Request letter | Dept / Office | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|-------------------------------|---|------|---------|------------------------------|
| 1. Submit the Request letter. | To be checked and recorded as to completeness | None | 1 hour | Payroll Unit |
| | Verifies and Updates Loans of Employee | None | 1 hour | HRMO III |
| | for approval of the HRMD Head /HRMO V. | None | | Asst Dept Head/ HRMD Head |
| TOTAL: | | None | 2 hours | |

8. PROCESSING OF LEAVE APPLICATION for VACATION LEAVE/SICK LEAVE

| | | | | |
|--|--|--|------------------------|----------------------------------|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | Those who are employed (Permanent only) in QCG | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Letter request approved and endorsed signed by Dept Head • VLeave application & Leave card • Sick Leave (Medical Certificate / Medical Abstract) | | Departments / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits Leave application documentary requirements | Receives documents as to completeness | None | 5-10 minutes | Receiving Clerk |
| | Processes Leave Application/ recomputes leave credits Assesses, validates, checks and affixes | None | 1-5 hours | HRMA/ HRMO Asst. HRMD Officer |

| | | | | |
|---------------|--------------------------------|------|----------------|-----------------|
| | signature on leave application | | | |
| | Signs leave application/s | None | 30 minutes | HRMD Head |
| 2. Releases | Releases approved leave | None | 5-10 minutes | Releasing Clerk |
| TOTAL: | | None | 1 day, 2 hours | |

9. PROCESSING OF LEAVE APPLICATION FOR TRAVEL ABROAD

| | | | | |
|--|--|--|------------------------|------------------------------|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | Those who are employed (Permanent only) in QCG | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Letter Indorsement/Approved by Head of employee • VLeave application and Leave Card • Office and General clearance (1 month and above) • Office clearance only if less than 1 month | | Departments / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submits requests Vleave application | Receives leave application and complete requirements | None | 5-10 minutes | Receiving Clerk |
| | Process/recomputes leave application Assess, validates, computation, initials and signs | None | 1-5hours | HRMA / HRMOAsst.HRMD Officer |
| | Signs the application | None | 10-20 minutes | HRMDHead |

| | | | | |
|-------------------------|---|------|----------|-----------------|
| | Releases approved leave signed by the HRMD Head and; Prepares Authority to Travel Abroad | | | HRMA / HRMO |
| | forwarded for signed by the City Mayor | | 1-2 days | City Mayor |
| Receives approved leave | Releases approved leave signed by the City Mayor | None | | Releasing Clerk |
| TOTAL: | | None | 3 days | |

10. PROCESSING OF LEAVE APPLICATION FOR 50% MONETIZATION OF LEAVE CREDITS

| | | | | |
|---|--|--|------------------------|--------------------------------|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | Those who are employed (Permanent only) in QCG | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Letter Indorsement approved by Head -(State purpose of availment) • Leave application and Leave card • Waiver of those who will not avail the 10 days monetization for the fiscal year • Medical Certificate/Medical Abstract (for medical purpose) • Advise of Allotment | | Departments / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submits requests leave application | Receives leave application and complete requirements | None | 5-10 minutes | Receiving Clerk |
| | Process/recomputes Assess, and validates, initials and signs | None | 1-8hours | HRMA /HRMO11 Asst.HRMD Officer |
| | Signs the application | None | 10-20 minutes | HRMDHead |

| | | | | |
|-------------------------|---|------|----------|-----------------|
| | Releases approved leave signed by the HRMD Head to be signed by OCM | None | 1-2 days | City Mayor |
| Receives approved leave | Releases approved leave signed by the City Mayor | None | | Releasing Clerk |
| TOTAL: | | None | 3 days | |

11. PROCESSING OF LEAVE APPLICATION FOR TERMINAL LEAVE

| | | | | |
|---|--|--|-------------------------------|----------------------------------|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Complex | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | Those who are QCG employees (Permanent only) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Letter Request • Leave application & Leave card • GSIS Clearance • Office Clearance • General Clearance • Certificate of No pending Administrative Case (Legal) • Service Record | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits requests leave application | Receives leave application and complete requirements | None | 5-10 minutes | Receiving Clerk |
| | Process/recomputes leave application Assess, validates, computation, initials and signs | None None | 1-8hours 20 minutes to 1hr | HRMA / HRMO Asst.HRMD Officer |

| | | | | |
|----------------------------|--|------|---------------|-----------------|
| | Signs the application | None | 10-20 minutes | HRMDHead |
| | Releases approved leave signed by the HRMD Head to be signed by the City Mayor | None | 1-2 days | City Mayor |
| 2. Receives approved leave | Releases approved leave signed by the City Mayor | None | | Releasing Clerk |
| TOTAL: | | None | 3 days | |

12. PROCESSING OF LEAVE APPLICATION FOR: REHABILITATION LEAVE MAGNA CARTA FOR WOMEN (RA 9710) AND MATERNITY AND PATERNITY LEAVE

| | | | | |
|--|--|--|------------------------|---------------------------|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Complex | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | Those who are QCG employees (Permanent only) | | |
| Checklist of Requirements: | | Where to Secure | | |
| | | Dept / Office | | |
| <ul style="list-style-type: none"> • Letter Request approve by Head • Leave application and Leave card • Medical Certificate/Medical Abstract from OB -GYNE (for Maternity leave) • Birth Certificate • Marriage Contract • Affidavit of Singleness (for Unmarried Women) • Incident Report from the Office concern (Requirement for Rehabilitation Leave) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit leave application | Receives communication and leave application | None | 5-10 minutes | Receiving Clerk |
| | Process/recomputes | None | 1-8hours | HRMA / HRMO |

| | | | | |
|----------------------------------|---|------|-------------------|-----------------|
| | leave application Assess, validations, computation, initials and signs | None | 20 minutes to 1hr | Asst. HRMD Head |
| | Sign the leave application | None | 10-20 minutes | HRMD Head |
| 2. Received approved leave | Release the approved leave | None | | Releasing Clerk |
| TOTAL: | | None | 1 day | |

13. PROCESS FOR APPLICATION FOR RETIREMENT

| | | | | |
|---|--|---|-------------------------|---------------------------|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Complex | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | Those who are 65years old for retirement (Permanent only) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Letter Application for Retirement • Application for survivorship for deceased employee • Office/Dept., &Gen. Clearances | | Departments / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit requirements | Receives the application | None | 5 minutes to 10 minutes | Receiving Clerk |
| | Checks/assess' attachments, prepares service record & communication | None | 1 hour - 2 hours | HRMO / Asst. HRMD Head |
| | Signs the application for retirement, service record and communication | None | 5 minutes to 10 minutes | HRMD Head |
| 2. Receives application | Releases the application | None | | Liaison Officer |
| TOTAL: | | None | 2 hours | |

14. GSIS LOAN APPLICATION VIA ELECTRONIC ONLINE

| | | | | |
|---|--|--|-------------------------|---|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | Those who are QCG employees (Permanent only) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Must have applied for Consolidated, Policy or Emergency Loan in GSIS Kiosk; • Affidavit; and • Indorsement from the Office/Dept. of employee applying for loan. | | Departments / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Must submit the affidavit duly notarized and indorsed by the Office/Dept. | Receive the documents. Verify the net take home of the employee, must not be lower than P 4,000.00 | None | 10-15 minutes | Receiving Clerk Admin. Support Staff |
| | Access the GSIS Authorized Officer Website | None | 15 minutes - 20 minutes | Agency Authorized |
| | Approve loan for qualified applicant | None | | Agency Authorized Officer |
| TOTAL: | | None | 35 minutes | |

PERSONNEL ACTION DIVISION EXTERNAL SERVICES

1. HIRING / PROMOTION OF PLANTILLA PERSONNEL

A merit and promotion plan based principally on the merits of the aspirants and thereby establish a career system where good people are brought into the service and in pursuance of their performance are moved up until reaching the highest ranking position.

| | |
|---|--|
| Office or Division | Personnel Action Division |
| Classification | Complex |
| Type of Transaction | G2G |
| Who May Avail | Recommendation Letter from the Department / Office Heads for Appointment / Promotion of their respective Personnel |
| Checklist of Requirements: | Where to Secure |
| For Applicants and/or recommendees: a. Duly filled-up Personnel Data Sheet (PDS) together with the following attachments: b. Diploma and Transcript of Records - for first and second level positions; c. PSA copy of Birth Certificate and Marriage Certificate for Original Appointment; d. Affidavit of No Relation to the Appointing Authority; e. Form 138 or Certification from school for positions requiring completion of elementary and high school course; f. Authenticated Copy of Eligibility - for positions requiring license or eligibility; g. Training Certificates - for positions requiring training; h. Certificate of Employment - for positions requiring work experience; i. Performance Rating (at least Very Satisfactory (4-4.99) Rating in the last rating period; j. NBI Clearance; k. CSC Form 211 (Medical Certificate); and l. Matrix Comparative data of all pre-screened qualified contenders within the office whose names are not included in the promotional line-up submitted to the HRMD | Departments / Offices |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|---|--|
| 1. Office / Department requests for the City Mayor's authority to fill up vacancies | | None | | |
| | A. If granted, requests publication of vacancies | None | 10 minutes | HRMO |
| | B. Requires office / department the submission of applicants / contenders | None | 3 working days | HRMO |
| 2. Office / Department submit required documents | | None | | Admin Officer / HRMO of office concerned |
| | A. Receives, checks the documents submitted | | 5 - 6 hours (depends on the number of applicants) | HRMA / HRMO |
| | B. Evaluates paper qualification and prepares the Comparative Assessment Forms | | | |
| | C. Schedules the date of PSB (for approval by the Chairman and the number members) and approves the agenda of the positions to be screened | | | HRMD Head |
| | Acts as secretariat during the PSB En Banc Screening of Contenders | | 1 day | HRMO |

| | | | | |
|---|---|--|--|-------------|
| | Prepares Appointment/s for City Mayor's signature | | | HRMO & HRMA |
| | Once Appointment/s is/are signed, requests Certificate of Funding from the City Accounting Department | | 1 day | HRMO & HRMA |
| | Preparation of additional requirements for CSC attestation (Oath of Office, Certificate of Assumption & PDF distribute to the respective Offices/ Departments | | 5-30 minutes (depends on the number of applicants) | |
| 3. Offices/ Departments should submit the duly signed docs for CSC requirements | | | 3 working days | |
| | Transmits Appointment/s & supporting docs to CSC for attestation | | 5 minutes | HRMO & HRMA |
| | Attested Appointment/s are received from CSC and transmitted to concerned Departments | | 1 hour | |

| | | | | |
|---------------|--|------|----------|--|
| | For appointments requiring additional supporting documents / justification, concerned department is requested to comply and once the needed documents are submitted, the same are transmitted to CSC | | | |
| | For disapproved appointments, MR is prepared / drafted for City Mayor's signature and once signed concerned DepT is requested to file signed MR with CSC attaching therein the required documents. | | | |
| TOTAL: | | None | 3-5 days | |

2. RENEWAL OF CONSULTANCY/ CONTRACT OF SERVICE (COS) UNDER EXECUTIVE BRANCH AND DIVISION OF CITY SCHOOLS (SEF FUNDED)

| | |
|---|---|
| Office or Division | Personnel Action Division |
| Classification | Complex |
| Type of Transaction | G2G |
| Who May Avail | Contractual employees Under Executive Branch and Division of City Schools (DCS) SEF Funds |
| Checklist of Requirements: | Where to Secure |
| <ul style="list-style-type: none"> • Recommendation Letter from the Department/ Office / Task Force Units Heads for Renewal • Duly filled-up (PDS); • Contractual Appraisal Form; • Panunumpa and Actual Duties | Departments / Offices |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------------------|---------------------|
| 1. Submit request for renewal of consultant/cos | Receives, records as to completeness | None | | Receiving Clerk |
| | Reviews and checks the docs | None | | HRMO |
| | forwards the docs to Budget dept for Certification for availability of funds | None | One (1) to (2) working days | City Budget Officer |
| | forwards the documents to the City Mayor, for | | One (1) to (2) working days | City Mayor |
| 2. Receives the documents | Informs and Releases Certified Copy of approved to dept./office | | | HRMA |
| TOTAL: | | None | 4 days | |

3. ISSUANCE AND RENEWAL OF CONSULTANCY CONTACTS / CONTRACT OF SERVICE (COS)/JOB ORDER CONTRACT UNDER THE LEGISLATIVE BRANCH

| | | | | |
|---|--|------------------------|------------------------|---------------------------|
| Office or Division | Personnel Action Division | | | |
| Classification | Complex | | | |
| Type of Transaction | G2G | | | |
| Who May Avail | Contractual employees Under Legislative Branch and Vice-Mayor, City Councilor, Secretary to the Sanggunian | | | |
| Checklist of Requirements: | Where to Secure | | | |
| <ul style="list-style-type: none"> Recommendation/Indorsement Contract of COS and Job Order/Consultants with Duties and Functions, PDS and Oath of Office | Dept / Office | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|--|---|------|---------------|------------------------------------|
| 1. Staff/liaison officer submits Indorsement letter together with required attachments | Receives, reviews and checks the documents submitted as to completeness | None | 20-30 minutes | Clerk/HRMA |
| | Supervisor affixes initials in the Contract Signs Contract on the space provided for purpose notation | None | 5 minutes | Assistant HRMD Officer HRMDHead |
| 2. Liaison Officer (Legislative branch) | Return contracts to the Liaison and forwards budget with officials signature | None | 5-10 minutes | Clerk |
| | Return contracts to Liaison Officer funded by Budget Officer to be sign by the Vice Mayor | None | 5-10 minutes | Liaison Officer |
| TOTAL: | | None | 1 hour | |

4. JOB APPLICATION

| | | | | |
|--|----------------------|--------------------------------------|------------------------|---------------------------|
| Office or Division | | Personnel Action Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2C | | |
| Who May Avail | | Walk-in Applicant/Application Letter | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Letter of Application Personal Data Sheet with Picture/Resume/Biodata | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|------|------------|-----------------|
| 1. Submit the requirements to the receiving | Receives, records | None | 5 minutes | Receiving Clerk |
| | Evaluates and Indorses the letter of the applicant to department/office where his/her qualifications is suited | None | 5minutes | HRMO |
| | Inform thru email that application has been sent thru Caliber Apps | None | 5 minutes | HRMA |
| TOTAL: | | None | 10 minutes | |

5. ISSUANCE OF AUTHORITY TO TRANSFER

| | | | | |
|--|---|---|------------------------|---------------------------|
| Office or Division | | Personnel Action Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QC Employee who transfer to any Local/National Agency | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Office Clearance • General Clearance • Certification of No Pending Case (from the City Legal Dept.) • Request letter • Assumption of duty (from Accepting Agency)* • CTC Appointment papers (from Accepting Agency) * | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request letter together w/ clearances & indorsement | Receive request and checks documents as to completeness | None | 5 minutes | Receiving/Releasing Clerk |

| | | | | |
|---------------------------------|---|--------------|-------------------|---------------------------|
| | Record and hand over to HRMO | None | 30 minutes | Receiving/Releasing Clerk |
| | Prepare Authority to Transfer and forward to Office of the City Mayor | None | 3 days | HRMO III |
| | Record/Check/Sign | None None | 2 hours 1 hour | HRMO V HRMD Head |
| | Sign | None | 3 days | City Mayor |
| 2. Receive the Original copy of | File receiving copy employee's 201 file | None | 5 minutes | HRMO III |
| TOTAL: | | None | 6 days, | |

6. CHANGE OF NAME AND MARTIAL STATUS

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office or Division | | Personnel Action Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All female QC employees who are married | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> 3 certified Photocopy of marriage contracts (NSO copy) Request letter Indorsement letter (by Office/Dept. Head of the employee concern) | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the marriage contract (3 copi | Receive request with | None | 5 minutes | Receiving/Releasing Clerk |
| | Record and hand over to assigned personnel | None | 30 minutes | Receiving/Releasing Clerk |

| | | | | |
|---------------|---|------|-----------|----------|
| | Request retrieval of 201 file for proper notation of the changes and prepare Indorsement letter to CTO/ COA | None | 3 days | HRMO IV |
| | Record/Check/ | None | 2 hours | HRMO V |
| | Sign | None | 1 hour | HRMD |
| | Update PMIS record of the employee concern | None | 5 minutes | HRMO III |
| TOTAL: | | None | 3 days | |

7. ISSUANCE OF NOTICE OF TERMINATION/ ORDER OF SEPARATION

| Office or Division | | Personnel Action Division | | |
|--|--|-------------------------------|-----------------|---------------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Employees who are on AWOL | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Office/Department Heads Recommendation for Dropping from the Rolls | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Office/Department Head Concern | Receives Office/Dept. recommendation letter | None | 1 hour | Receiving/Releasing Clerk |
| | Records and forward assigned HRMD | None | 30 minutes | Receiving/Releasing Clerk |
| | Prepare Notice/Order of Separation and forwards OCMayor | None | 1 day | HRMO III |
| | Record/Check/Initial Sign | None | 2 hours | HRMO V HRMD Head |
| | Sign | None | 3 days | City Mayor |
| | Mail the original notice to employee concern. Inform and furnish(photocopy of | None | 1 day | HRMO III |

| | | | | |
|---------------|--|------|----------------|----------|
| | the signed notice) office/dept. concern | | | |
| | File original copy to 201. Inform and furnish (photocopy of the return card) office/dept. concern | None | 1 day | HRMO III |
| | Check/Initial | None | 1 hour | HRMO V |
| | Sign | None | 1 day | HRMD |
| TOTAL: | | None | 6 days, 5hours | |

*Mails returned with postmarked "addressee unknown, moved out, in complete address" step 8-10 service provider follows.

8. ISSUANCE OF ACCEPTANCE OF RESIGNATION

| | | | | |
|--|--|--|------------------------|----------------------------|
| Office or Division | | Personnel Action Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QC Employees who opt to sever employment for personal reasons, i.e. health, family, employment (local or abroad) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Resignation letter of employee Indorsement from the Head of Department / Office | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter with Clearances | Receives, records and checks docs | None | 5 hour | Receiving /Releasing Clerk |
| | Assigns the letter to HRMO | None | 30 minutes | HRMDHead |
| | Prepares Acceptance of Resignation and forwards to OCM | None | | HRMO |
| | Sign | | | HRMD |
| | Sign by City Mayor | None | 3 days | City Mayor |
| | Informs and releases the signed Resignation to concerned Department/Office | None | 5minutes | HRMO |
| | File the photocopy to employees 120F | None | | Records Clerk |
| TOTAL: | | None | 3 days, | |

9. ISSUANCE OF SERVICE RECORD / CERTIFICATE OF EMPLOYMENT (COE)

| Office or Division | | Personnel Action Division | | |
|--|---|---|-----------------|---------------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All Permanent, Co-Terminus and Contract to Service (Active or In-Active) QC Employees | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Resignation letter of employee • Indorsement from the Head of Department / Office | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-up request form | Receives filled-up request forms | None | 5 minutes | Receiving/Releasing Clerk |
| | Retrieval of 201 or 120 files and hand them over to assigned HRMD staff | None | 30 minutes | Records Personnel |
| | Prepare Service Record | None | 2 hours | HRMO |
| | Prepare SR/Certificate of Employment (COE) | None | 45 minutes | |
| | Checks/Initials | None | 1 day | HRMO V |
| | Signs | None | 1 day | HRMD-Head |
| 2. Pay to the CTO cashier fees | Issue order of payment | *P20.00 per page | 30 minutes | Receiving/Releasing Clerk |
| 3. Present Receipt | Record OR # and releases SR/COE thru Email or Messenger | | 5 minutes | Receiving/Releasing Clerk |
| TOTAL: | | *P20.00 per page | 2 days | |

*Service Record requested for Longevity pay, GSIS and Loyalty shall be forwarded to Employee Welfare Division for computation of leave without pay.

**Secretary's Fees according to QC Revenue Code 1993, Article 37

10. PREPARATION OF NOSA

| Office or Division | | Personnel Action Division | | |
|---|--|----------------------------------|-------------------------|--------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QC Permanent / Regular Employees | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> NOSA Form / Plantilla / Salary schedule | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receive the letter request/ Indorsement | Preparation of NOSA | None | 30 minutes per employee | HRMO's |
| | Checking of the prepared NOSA | None | 25 minutes | HRMO III |
| | Recording | None | 5 minutes | HRMO III |
| | For HRMD's Signature | None | 2 days | HRMDHead |
| | Releasing of signed NOSA to office concerned | None | 3 hours | HRMO III |
| | Receiving of certified NOSA for GSIS, Payroll and 201 file | None | 4 hours | HRMO III |
| | Filing | None | 1 hour | HRMO III |
| TOTAL: | | None | 3 days, 1 hour | |

11. UPDATE FOR TAX EXEMPTION / ISSUANCE OF TIN NUMBER

| Office or Division | | Personnel Action Division | | |
|---|---|------------------------------|-----------------|--------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All QC Employees (Permanent) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Duly Accomplished 2305 / 1905 / 1902 PSA Birth Cert of dependent | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit 2305 / 1905 / 1902 | Checks & receives 2305 / 1905 (complete attachment) | None | 25 minutes | Receiving Clerk |
| | Updates employees dependent to BIR | None | 10 minutes | Receiving Clerk |
| | Files to 201 Electronic E-registration for TIN | None | 5 minutes | Records Custodian |

| | | | |
|---------------|------|------------|--|
| TOTAL: | None | 40 minutes | |
|---------------|------|------------|--|

TRAINING DIVISION INTERNAL SERVICES

1. REQUEST FOR ATTENDANCE IN SEMINAR / TRAINING (OFFICIALBUSINESS / OFFICIAL TIME)

Standard Operating Procedures:

1. Written requests for authority to conduct / attend trainings / seminars must be submitted to the HRMD in duplicate and at least one (1) week prior to the activity. The CHRD shall not entertain requests for trainings / seminars that have already been conducted.
2. The HRMD will review the request and prepare the authority to be initialed by the Head and signed by the City Mayor.
3. The Office of the City Mayor shall have the HRMD receive the signed authority, which HRMD will forward to the department / office of the employee concerned.
4. The employee shall furnish the HRMD a copy of the signed authority and all the attachments / invitations immediately upon receipt thereof.

On Official Time

An employee shall be authorized to attend a training / seminar ON OFFICIAL TIME when it does not entail any cost to the Quezon City Government, except the payment of his / her salary during that period.

On Official Business

An employee shall be considered ON OFFICIAL BUSINESS if he / she has been authorized to incur expenses such as seminar / registration fee, transportation / accommodation fees (if any), per diem, etc. to be charged against the Training Fund of the Quezon City Government

| | | | | |
|---|--|--------------------------------------|------------------------|---------------------------|
| Office or Division | | Training Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All QC Employees (Permanent and COS) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Letter request from the Office / Department Head • Invitation from Sponsoring agency | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Requesting Office / Department | Receives request & verify to attend on Official time or On | None | 5 minutes | Counter I Clerk |

| | | | | |
|---------------|---|------|------------|---------------------|
| | Official Busin | | | |
| | | | | |
| | Recommends to City Mayor for | None | 10 minutes | HRMD Head |
| | Records signed Authority and releases to the requesting office. | None | 10 minutes | HRMD Training Staff |
| TOTAL: | | None | 1 hour, | |

2. REQUEST FOR AUTHORITY TO CONDUCT TRAINING

Conducts trainings and HR development interventions, aimed at improving and broadening the skills of functionaries, raising morale and preparing them for higher duties and responsibilities.

| | | | | |
|---|---|--------------------------------------|------------------------|---------------------------|
| Office or Division | | Training Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All QC Employees (Permanent and COS) | | |
| Checklist of Requirements: | | Where to Secure | | |
| Letter request from the Office / Department Head indicating venue, inclusive dates & list of participants | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Requesting Office / Department | Receives request for conduct of trainings/ workshops/ capability building seminars. | None | 3-5 minutes | Receiving Clerk |
| | Recommends to City Mayor approval of request | None | | HRMD Head |
| | Signed Authority is forwarded to department concerned | None | | HRMO |
| | Preparation of Logistic (for in-house training) a. Request for AA (Advise of Allotment / Work Financial Plan | None | 1 - 3 days | HRMO |
| | b. Preparation of PR and other documents | None | 2 days | Procurement |

| | | | | |
|---------------|---|------|---------------------|--|
| | <p>required by Procurement Office for bidding purposes.</p> <p>c. Approval of the Bid and Notice of Award</p> <p>d. Preparation of logistics like</p> <ul style="list-style-type: none"> - Training kits (with hand-outs, IDs, attendance sheet...etc. | | 2 week | |
| | <ul style="list-style-type: none"> - Menu preparation, rooming lists - Orientation of participants (schedule of activities, departure - Training proper - Post training report | None | 2 - 3 days 1 day | |
| TOTAL: | | None | 18 days | |

3. APPLICATION FOR ON-THE-JOB TRAINING (OJT)

| | | | | |
|--|---|--|------------------------|------------------------------|
| Office or Division | | Training Division | | |
| Classification | | Complex | | |
| Type of Transaction | | G2C | | |
| Who May Avail | | Students from local Colleges / Universities who requires OJT | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Recommendation Letter from the School for accommodation of students. • Resume of the student. | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request for OJT | Receives and checks the documents submitted | None | 1 minute | Administrative Support Staff |
| | Prepare endorsement for possible office assignment. | None | 10 minutes | Administrative Support Staff |
| 2. Receive the endorsement and proceed to the | Release the endorsement | None | 1 minute | Administrative Support Staff |

| | | | | |
|---------------------------------------|---|------|--------------------|------------------------------|
| office assignment | | | | |
| 3. Upon acceptance to specific office | Prepares ID and Certificate of Completion at the end of the OJT hours | None | 1 hour | Administrative Support Staff |
| TOTAL: | | None | 1 hour, 12 minutes | |

4. REQUEST FOR ISSUANCE OF ID

| | | | | |
|---|----------------------|---|------------------------|------------------------------|
| Office or Division | | Training Division | | |
| Classification | | Complex | | |
| Type of Transaction | | G2C | | |
| Who May Avail | | <ul style="list-style-type: none"> All Quezon City Hall employees On the Job Trainees | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Application form Photocopy of Job Order / Contract for new employees Affidavit of Loss for lost IDs Letter Request | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits document | Checks and Encodes | None | 2 - 3 minutes | Admin Staff |
| | Release the ID | None | 1 minute | Administrative Support Staff |
| TOTAL: | | None | 8 minutes | |

5. REQUEST FOR OFFICIAL TRAVEL AUTHORITY

| | | | | |
|---|----------------------|------------------------------|------------------------|---------------------------|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All QC Employees (Permanent) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> -Letter request for Foreign Travel (indicating inclusive date/s of travel and place/s of destination) - Invitation from Sponsoring Agency or Organizer Authority to Attend sign | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|-------------------|--|------|-------------------|----------------|
| Submits documents | Receives and logs-in complete documents | None | 5 minutes | Receiving Unit |
| | Prepares travel authority if activity is on official business / official time Prepares travel authority | None | 1 hour | HRMD Staff |
| | Recommends to City Mayor approval of Travel Authority | None | 5 Minutes | Head - HRMD |
| | Receives signed Travel Authority from Office of the Mayor | None | 5 minutes | Receiving Unit |
| | Releases Signed Authority and retains photo copy for file | None | 5 minutes | HRMD Staff |
| TOTAL: | | None | 1 hour,20 minutes | |

6. REQUEST FOR LANDBANK ATM

| | | | | |
|--|--|------------------------------|------------------------|------------------------------|
| Office or Division | | Employee Welfare Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All QC Employees (Permanent) | | |
| Checklist of Requirements: | | Where to Secure | | |
| • Letter request / Letter endorsement | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request for ATM | Receives and checks the documents | None | 1 minute | Administrative Support Staff |
| 2. For Perm employees | Prepare EDCF | None | 10 minutes | Administrative Support Staff |
| For COS | Release the endorsement for HRMD Signature | None | 1 minute | HRMD Head |
| 3. Upon acceptance proceed to Landbank | | None | | |
| TOTAL: | | None | 12 minutes | |

PROCEDURE FOR FILING OF FEEDBACK / COMPLAINTS

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office or Division | | Training Division | | |
| / Classification | | Complex | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | Those who are employed (Permanent and Contractual) in QCG | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Duly accomplished feedback/ complaint forms | | Departments / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Files duly accomplished complaint / feedback form | Receives and verifies complaint letter | None | 10 minutes | Officer of the Day |
| | Reports and informs the Office of the details of his/her complaint | None | 5-10 minutes | Asst. Dept head |
| | Addresses the complaint and Interviews employee concerned on the complaint/ prepares formal letter complaint on Employee concerned | None | 5-10 minutes | HRMO / HRMD |
| | Mails the report on action taken of the concerned division/ unit to the client | | | Senior Admin |
| TOTAL: | | None | 35 minutes | |

INTERNAL AUDIT SERVICE

Internal Audit Service Internal Services

1. Compliance Audit

Compliance audit is the evaluation of the degree of compliance with laws, regulations, managerial policies, and operating procedures in the LGU, including compliance with accountability measures, ethical standards, and contractual obligations (1.9.1 *Compliance Audit, Department of Budget, and Management (DBM) Internal Audit Manual for Local Government Units (LGUs) (2016), p. 10*).

| | | | | |
|--|---|--------------------------------|------------------------|------------------------------------|
| Office or Division: | Internal Audit Services | | | |
| Classification: | Simple, Complex or Highly Technical (may vary per Project) | | | |
| Type of Transaction: | G2G – Government-to-Government | | | |
| Who may avail: | Executive Branch of the Quezon City Government | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Endorsement Letter/Written Instructions from the City Mayor to conduct audit. | | Office of the City Mayor (OCM) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Endorsement Letter/Written Instructions from the City Mayor to the IAS Office. | 1.0. Receive the Endorsement Letter/Written Instructions and forward to the Head of IAS | None | 5 Minutes | <i>Internal Audit Staff</i> IAS |
| | 1.1. Evaluation if the audit request is under the scope of IAS | None | 3 Hours, 30 Minutes | <i>Head</i> IAS |
| | 1.2. If the audit request is: 1.2.1. Not under the scope of IAS: 1.2.1.1. Preparation of letter stating the basis why the audit | None | 4 Hours | <i>Internal Audit Staff</i> IAS |

| | | | | |
|--|---|------|---|--------------------------|
| | request is declined and submit to the Head of IAS for review and approval. | | | |
| | 1.2.1.2. Review and approval of the letter | | | |
| | 1.2.1.3. Submit the letter to the requesting party and copy furnished to the City Mayor | | 4 Hours | Head IAS |
| | | | 25 Minutes | Internal Audit Staff IAS |
| | 1.2.2. Under the scope of IAS: | | | |
| | 1.2.2.1. Assignment and discussion of the Project to the IAS staff | | 4 Hours | Head IAS |
| | 1.3. Conduct of Compliance Audit | None | 2 or 13 Days (depending on the nature of the Project) | Internal Audit Staff IAS |
| | 1.4. Draft audit report and submit to the Head of IAS for review and approval | None | 2or 3 Days (depending on the nature of the Project) | Internal Audit Staff IAS |
| | 1.5. Review and approval of audit report | None | 2or 3 Days (depending on the nature of the Project) | Head IAS |
| | 1.6. Submit audit report to the requesting party and copy furnished to the City Mayor | None | 25 minutes | Internal Audit Staff IAS |
| | Total: | – | If Project is: Not under the scope of IAS: • 1 Day, | |

| | | | |
|--|--|--|--|
| | | 4 Hours | |
| | | Under the scope of IAS (depending on the nature of the Project): | |
| | | <ul style="list-style-type: none"> • 7 Days, or • 20Days | |

2. Management Audit

Management audit is a separate evaluation of the effectiveness of internal controls adapted in the operating and support services units/systems to determine whether they achieve the control objectives over a period of time or as of a specific date.

This includes the determination of the degree of compliance with laws, regulations, managerial policies, accountability measures, ethical standards, and contractual obligations covering specific timeframes. It is a review and appraisal of the systems and processes, organizational and staffing structures, operations and management practices, records, reports, and performance standards of the agencies/units covered (*1.9.2 Management Audit, DBM Internal Audit Manual for LGUs (2016), p. 10*).

| | | | | |
|--|---|--------------------------------|------------------------|------------------------------------|
| Office or Division: | Internal Audit Services | | | |
| Classification: | Simple, Complex or Highly Technical (may vary per Project) | | | |
| Type of Transaction: | G2G – Government-to-Government | | | |
| Who may avail: | Executive Branch of the Quezon City Government | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Endorsement Letter/Written Instructions from the City Mayor to conduct audit. | | Office of the City Mayor (OCM) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Endorsement Letter/Written Instructions from the City Mayor to the IAS Office. | 1.0. Receive the Endorsement Letter/Written Instructions and forward to the Head of IAS | None | 5 Minutes | <i>Internal Audit Staff</i> IAS |
| | 1.1. Evaluation if the audit request is under the scope of IAS | None | 3 Hours, 30 Minutes | <i>Head</i> IAS |

| | | | | |
|---|---|--|------------------------------------|------------------------------------|
| | 1.2. If the audit request is: | | | |
| | 1.2.1. Not under the scope of IAS: | | | |
| | 1.2.1.1. Preparation of letter stating the basis why the audit request is declined and submit to the Head of IAS for review and approval. | None | 4 Hours | <i>Internal Audit Staff</i> IAS |
| | 1.2.1.2. Review and approval of the letter | | 4 Hours | <i>Head</i> IAS |
| | 1.2.1.3. Submit the letter to the requesting party and copy furnished to the City Mayor | | 25 Minutes | <i>Internal Audit Staff</i> IAS |
| 1.2.2. Under the scope of IAS: | | | | |
| 1.2.2.1. Assignment and discussion of the Project to the IAS staff | | 4 Hours | <i>Head</i> IAS | |
| 1.3. Conduct of Management Audit | None | 2 or 13 Days (depending on the nature of the Project) | <i>Internal Audit Staff</i> IAS | |
| 1.4. Draft audit report and submit to the Head of IAS for review and approval | None | 2 or 3 Days (depending on the nature of the Project) | <i>Internal Audit Staff</i> IAS | |
| 1.5. Review and approval of audit report | None | 2 or 3 Days (depending on the nature of the Project) | <i>Head</i> IAS | |

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|--|---|------|---|---------------------------------|
| | 1.6. Submit audit report to the requesting party and copy furnished to the City Mayor | None | 25 Minutes | <i>Internal Audit Staff IAS</i> |
| | Total: | – | If Project is: Not under the scope of IAS: <ul style="list-style-type: none"> • 1 Day, 4 Hours Under the scope of IAS (depending on the nature of the Project): <ul style="list-style-type: none"> • 7 Days, or • 20 Days | |

3. Operations Audit

Operations audit is a separate evaluation of the outcome, output, process, and input to determine whether government operations, programs, and projects are effective, efficient, ethical, and economical, including compliance with laws, regulations, managerial policies, accountability measures, and contractual obligations. Operations audit of organizations, programs, and projects involves an evaluation of whether or not performance targets and expected results were achieved (1.9.3 *Operations Audit, DBM Internal Audit Manual for LGUs (2016), p. 10*).

| | | | | |
|--|---|--------------------------------|------------------------|---------------------------------|
| Office or Division: | Internal Audit Services | | | |
| Classification: | Simple, Complex or Highly Technical (may vary per Project) | | | |
| Type of Transaction: | G2G – Government-to-Government | | | |
| Who may avail: | Executive Branch of the Quezon City Government | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Endorsement Letter/Written Instructions from the City Mayor to conduct audit. | | Office of the City Mayor (OCM) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Endorsement Letter/Written Instructions from the City Mayor to the IAS Office. | 1.0. Receive the Endorsement Letter/Written Instructions and forward to the Head of IAS | None | 5 Minutes | <i>Internal Audit Staff IAS</i> |
| | 1.1. Evaluation if the audit request is under the scope | None | 3 Hours, 30 Minutes | <i>Head IAS</i> |

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| of IAS | | | |
| 1.2. If the audit request is: | | | |
| 1.2.1. Not under the scope of IAS: | | | |
| 1.2.1.1. Preparation of letter stating the basis why the audit request is declined and submit to the Head of IAS for review and approval. | None | 4 Hours | <i>Internal Audit Staff</i> IAS |
| 1.2.1.2. Review and approval of the letter | | | |
| 1.2.1.3. Submit the letter to the requesting party and copy furnished to the City Mayor | | 4Hours | <i>Head</i> IAS |
| | | 25 Minutes | <i>Internal Audit Staff</i> IAS |
| 1.2.2. Under the scope of IAS: | | | |
| 1.2.2.1. Assignment and discussion of the Project to the IAS staff | | 4 Hours | <i>Head</i> IAS |
| 1.3. Conduct of Operations Audit | None | 2 or 13 Days (depending on the nature of the Project) | <i>Internal Audit Staff</i> IAS |
| 1.4. Draft audit report and submit to the Head of IAS for review and approval | None | 2 or 3 Days (depending on the nature of the Project) | <i>Internal Audit Staff</i> IAS |
| 1.5. Review and approval of audit report | None | 2 or 3 Days (depending on the nature of the Project) | <i>Head</i> IAS |

| | | | | |
|---------------|---|------|---|------------------------------------|
| | 1.6. Submit audit report to the requesting party and copy furnished to the City Mayor | None | 25 Minutes | <i>Internal Audit Staff</i> IAS |
| Total: | | - | If Project is: Not under the scope of IAS: <ul style="list-style-type: none"> • 1 Day, 4 Hours Under the scope of IAS (depending on the nature of the Project): <ul style="list-style-type: none"> • 7 Days, or • 20 Days | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|--|
| How to send feedback | Contact us at 8988-4242 local 1203 or send a feedback letter to: IAS Office, 4th Floor High Rise Building, Quezon City Hall, Diliman, Quezon City |
| How feedbacks are processed | <ol style="list-style-type: none"> 1. The internal audit staff will record the following information for the feedbacks received: Name Department/Office Date Feedback 2. The internal audit staff will discuss the feedback to the Head of IAS 3. Evaluation of feedback by the Head of IAS 4. Feedback requiring answers will be responded within three (3) working days. |
| How to file a complaint | Send a letter of complaint to: IAS Office, 4th Floor High Rise Building, Quezon City Hall, Diliman, Quezon City |
| How complaints are processed | <ol style="list-style-type: none"> 1. The complaint will be evaluated by the Head of IAS and will be discussed to the internal audit staff 2. The internal audit staff will create a report after the investigation and shall submit it to the Head of IAS for appropriate action. |

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| | <p>3. The response will be given to the complainant within seven (7) working days after the receipt of the complaint.</p> |
| <p>Contact Information of CCB, PCC, ARTA</p> | <p>CCB: Website: www.contactcenterngbayan.gov.ph</p> <p>PCC: Email: pcc@malacanang.gov.ph Telefax No.: +63(2)-87368621 Telephone Nos.: +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621</p> <p>ARTA: Email: complaints@arta.gov.ph Telephone Nos.: 8478-5091 8478-5093 8478-5099</p> |

INVESTMENT AFFAIRS OFFICE

1. Process for Unsolicited Proposal

| | | |
|---|------------------------------|--|
| Office or Division: | Investment Affairs Office | |
| Classification | Complex | |
| Type of Transaction | G2B - Government to Business | |
| Who may Avail: | Private Sector Proponent | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| Cover Letter | Proponent's End | |
| Proposal | Proponent's End | |
| Company Profile | Proponent's End | |
| Affidavit of Disclosure of No Relationship | Proponent's End | |
| Tax Clearance | BIR | |
| Sworn Statement of Acceptance of Bid Conditions | Proponent's End | |
| Draft Contract | Proponent's End | |
| BIR Registration Certificate | BIR | |
| Experience or Track Record | Proponent's End | |
| Qualified Key Personnel | Proponent's End | |
| Proof of Financial Capability | Proponent's End | |
| Feasibility Study | Proponent's End | |
| Other Documents | Proponent's End | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|------------------------|------------------------|---------------------------|
| 1. Submit the Requirements. | The Office will check if the submitted requirements are authentic and complete. | N/A | 15 Minutes | PPP-Selection Committee |
| 2. Initial Evaluation of the proposal and eligibility of the Proponent | PPP-Selection Committee shall check the completeness of the proposal and determination of the eligibility of the PSP | N/A | 30 Calendar Days | PPP-Selection Committee |
| 3. Evaluation of the Proposal | PPP-Selection Committee shall evaluate the proposal and advise whether it accepts or rejects the proposal. | N/A | 120 Calendar Days | PPP-Selection Committee |
| 4. Original Proponent (OP) Status | PPP-Selection Committee shall either issue a certificate of acceptance or non-acceptance of the proposal. | N/A | 30 Calendar Days | PPP-Selection Committee |
| 5. Detailed Negotiation | Negotiation of the Technical and Financial Aspects | N/A | 80 Calendar Days | PPP-Selection Committee |
| 6. Swiss Challenge | Quezon City will publicize an invitation to comparative proposals to compete with the Original Proponent | N/A | 60 Working Days | PPP-Selection Committee |
| 7. Contract Signing and Notice of Award | <p>The PPP-Selection Committee will submit a detailed evaluation/assessment report on its decision regarding the evaluation of the bids</p> <p>The City Mayor shall sign the contract and the PPP-Selection Committee will issue the Notice of Award</p> <p>All Unsuccessful Proponents shall be informed in writing of the decision of the PPP-Selection Committee to award to the winning Project Proponent.</p> | N/A | 11 Calendar Days | PPP-Selection Committee |

| | | | | |
|--|--|-----|---|--------------------------|
| 8. Submission of Security for Construction works, Operations, Proof of Commitment, and other documents | Failure to submit the requirements within the prescribed period will result in confiscation of the bid security. | TBD | Within 20 Calendar Days | N/A |
| 9. Post-Award Conference | A conference will be held to ensure that the City and the Proponent have a clear and mutual understanding of terms and conditions of the PPP Contract, and to determine the responsibilities of parties. | N/A | 5 Working Days | PPP-Regulatory Authority |
| 10. . Execution of PPP Agreement | The Office will assist with the implementation of the project. | N/A | N/A | Technical Working Group |
| TOTAL | | | 356 Calendar Days and 15 Minutes | |

2. Process for Solicited Proposal

| | | |
|--|------------------------------|------------------------|
| Office or Division: | Investment Affairs Office | |
| Classification | Complex | |
| Type of Transaction | G2B - Government to Business | |
| Who may Avail: | Private Sector Proponent | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Cover Letter | | Proponent's End |
| Proposal | | Proponent's End |
| Company Profile | | Proponent's End |
| Affidavit of Disclosure of No Relationship | | Proponent's End |

| Tax Clearance | | BIR | | |
|---|---|-----------------|------------------|-------------------------|
| Sworn Statement of Acceptance of Bid Conditions | | Proponent's End | | |
| Draft Contract | | Proponent's End | | |
| BIR Registration Certificate | | BIR | | |
| Experience or Track Record | | Proponent's End | | |
| Qualified Key Personnel | | Proponent's End | | |
| Proof of Financial Capability | | Proponent's End | | |
| Other Documents | | Proponent's End | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Invitation to pre-qualify and to bid | Quezon City LGU will publicize an invitation to pre-qualify and bid for a specific project. In the invitation it will include instructions and the tender documents needed. | N/A | 21 Calendar Days | PPP-Selection Committee |
| 2. Preparation of Tender Documents | The City will allot prospective bidders adequate time from the last date of publication to prepare their respective pre-qualification documents. | N/A | 30 Calendar Days | N/A |
| 3. Submission of Tender Documents | The Office will receive the Tender Documents | TBD | 10 Minutes | PPP-Selection Committee |
| 4. Pre-qualification of PSPs | The Office will check the eligibility of the documents and determine if they are "Pre-qualified and Disqualified." | N/A | 7 Calendar Days | PPP-Selection Committee |
| 5. Submission of Bid | The Office will receive the two envelopes containing the Technical and Financial Proposals | N/A | 10 Minutes | PPP-Selection Committee |

| | | | | |
|--|--|-----|-------------------------|-------------------------|
| 6. Opening and Evaluation of Technical Proposal | <p>The bid will be publicly opened at the time, date, and place specified in the bidding documents. Consequently, the Technical Proposal will be evaluated by the PPP-Selection Committee.</p> <p>If the Technical Proposal is disqualified, the Financial Proposal (Second Envelope) will not be opened</p> | N/A | Within 20 Calendar Days | PPP-Selection Committee |
| 7. Opening and Evaluation of Financial Proposal | <p>The bid will be publicly opened at the time, date, and place specified in the bidding documents. Consequently, the Financial Proposal will be evaluated by the PPP-Selection Committee.</p> | N/A | 15 Calendar Days | PPP-Selection Committee |
| 8. Contract Signing and Notice of Award | <p>The PPP-Selection Committee will submit a detailed evaluation/assessment report on its decision regarding the evaluation of the bids</p> <p>The City Mayor shall sign the contract and the PPP-Selection Committee will issue the Notice of Award</p> <p>All Unsuccessful Proponents shall be informed in writing of the decision of the PPP-Selection Committee to award the project to the winning Project Proponent.</p> | N/A | 11 Calendar Days | PPP-Selection Committee |
| 9. Submission of Security for Construction works, Operations, Proof of Commitment, and other documents | <p>Failure to submit the requirements within the prescribed period will result in confiscation of the bid security.</p> | TBD | Within 20 Calendar Days | PPP-Selection Committee |

| | | | | |
|--------------------------------|--|-----|---|--------------------------|
| 10. Post-Award Conference | A conference will be held to ensure that the City and the Proponent have a clear and mutual understanding of terms and conditions of the PPP Contract, and to determine the responsibilities of parties. | N/A | 5 Working Days | PPP-Regulatory Authority |
| 11. Execution of PPP Agreement | The Office will assist with the implementation of the project. | N/A | N/A | Technical Working Group |
| TOTAL | | | 129 Calendar Days and 20 Minutes | |

QC KABAHAGI CENTER FOR CHILDREN WITH DISABILITIES

1. QUEZON CITY UNIFIED ID PROCESSING

QCitizen Card will provide the city government a complete and accurate database of its residents. A definite number of every sector in its population will be determined that will make the city's services be allocated to them better. Since the QCitizen ID is prerequisite to all services, QC Kabahagi Center assists Children with Disabilities and their families secure this to facilitate service delivery.

| | | | | |
|--|--|------------------------|---|---------------------------|
| Office or Division: | Admin Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen and G2G - Government to Government | | | |
| Who may avail: | Children with disability residents of Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Barangay clearance or any other government-issued ID | | | Barangay LGU or concerned government agency | |
| 2 pcs. 2X2 I.D. picture / Signature | | | Applicant | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| FOR NEW APPLICANT APPARENT DISABILITY (WALK-IN) | | | | |
| 1. Fill-Up the Manual registration of QC ID Application. | 1.1. Provide the QC ID Application Form 1.2 Review submitted documents | None | 15 minutes | Admin Unit Personnel |
| 2. Submit the required documents to admin staff personnel for initial evaluation | 2.1. Forward Complete documents to evaluator 2.2 Evaluate and verify submitted documents 2.3 Approved documents will | None | 30 minutes | Admin Unit Personnel |

| | | | | |
|--|---|------|-----------|-------------------------|
| | endorse to registration to QC ID and start processing the request | | | |
| 3. Wait to be called for the processing and approved QC ID | 3.1. Check the information 3.2 Issue the claim form | None | 5 minutes | Admin Unit Personnel |

2. Persons with Disability Registration (Children with disabilities)

The PWD Registration and Issuance of PWD ID are intended to persons with disabilities who are certified residents of Quezon City. Pursuant to Republic Act No. 9442 as an amendment to Republic Act 7277, otherwise known as the Magna Carta for persons with disability.

| | | | | |
|---|---|------------------------|---|---------------------------|
| Office or Division: | Admin Unit | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | Children with disability residents of Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Certificate of Disability | | | Qualified doctor | |
| Barangay clearance or any other government-issued ID | | | Barangay LGU or concerned government agency | |
| 2 pcs. 2X2 I.D. picture / Signature | | | Applicant | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| FOR NEW APPLICANT APPARENT DISABILITY | | | | |
| 1. Fill-Up the Philippine Registry Form (PRPWD) and QC ID Application for PWD | 1.1. Provide the PWD (PRFPWD) Form and QC ID Application form 1.2 Review submitted documents | None | 15 minutes | Admin Unit Personnel |
| 2. Wait to be called for processed and approved the application | 2.1 Forward Complete documents to admin staff 2.2 Evaluate and verify submitted documents 2.3 Encoding to qc e-services | None | 30 minutes | Admin Unit Personnel |
| 3. Wait to be called for processed and approved the application | 3.1 Coordinated to PDAO to attach the PWD ID No. 3.2. Check the information | None | 15 minutes | Admin Unit Personnel |

| FOR RENEWAL | | | | |
|--|---|------|------------|----------------------|
| 1. If Renewal Present old PWD ID | 1.1 Provide form and review submitted documents 1.2 Endorse to admin staff | None | 5 minutes | Admin Unit Personnel |
| 2. Submit the required documents to admin personnel staff | 2.1 Verify Submitted documents 2.2 Encoding to qce-service 2.3 Endorse to Approving Officer | None | 30 minutes | Admin Unit Personnel |
| 3. Wait to be called for processed and approved the application | 3.1. Check the information | None | 15 minutes | Admin Unit Personnel |
| FOR NON-APPARENT DISABILITY | | | | |
| 1. Fill-up / submit PRPWD form and QC ID Application form and other requirements | 1.1 Provide the requirements and review submitted documents 1.2. Verify Submitted documents. | None | 30 minutes | Admin Unit Personnel |
| 2. Wait to be called for a processed and approved application. | 2.1 Verify submitted documents 2.2 Encoding to qc e-services 2.3 Endorse to Approving Officer | None | 30 minutes | Admin Unit Personnel |

3. THERAPY AND REHABILITATION SERVICES FOR CHILDREN WITH DISABILITIES

Occupational Therapy, Physical Therapy, and Speech Therapy services are provided upon referral of a Developmental Pediatrician or Rehabilitation Physician. If the child is without a diagnosis, consultation is made with the resident Developmental Pediatrician or Rehabilitation Physician for appropriate referral to rehabilitation services.

| Office or Division: | Health Unit | | |
|---|--|--|--|
| Classification: | Complex | | |
| Type of Transaction: | G2C Government-to-citizen | | |
| Who may avail: | Children with Disabilities residing in Quezon City | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| Referral Form or assessment of doctor within the last 6 months (1 copy) | | Referring Rehabilitation Physician or Developmental Pediatrician | |

| Quezon City Unified ID | | Online through Information and Technology Development Dept (ITDD) or Online and Walk-in through Kabahagi Center | | |
|---|--|---|---|---|
| Barangay Indigency for Medical Assistance | | Barangay Hall | | |
| 2 x 2 Photo of Child (1 copy) | | Any establishment | | |
| QC Kabahagi Application Form | | QC Kabahagi Center for Children with Disabilities | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Attend an interview for social worker screening. | 1. Review the information in the application form 2. Determine if client is within inclusion criteria for rehabilitation services in Kabahagi or to refer to other institution 3. Provide feedback for schedule of therapy/doctor consultation or referral to another agency | None | 30 minutes | Social Worker |
| 2. Coordinating with the schedule of the patient for dev ped/ rehab doctor evaluation | Inform the patient about the schedule, time duration and communication with devped | none | 10 minutes | Health Unit Personnel (OT, PT, SLP) |
| 3. Developmental pediatrician / rehab medicine assessment of the patient | Assessment of the patient's skills and determining baseline developmental levels | none | 1 hour | Developmental pediatrician/ rehabilitation medicine |
| 4. Coordinating/ Scheduling of patient/ decking for therapy services 4.1. orientation to the therapy process in the center 4.2 signing conforme sheet/ informed consent | Inform the patient about the schedule, time duration and communication with assigned therapist (PT/OT/SP) | none | 10 minutes 1 hour 3 minutes | Health Unit Personnel (OT, PT, SLP) Health Unit Head Health Unit Head |
| 5. PT/OT/SP Therapy Intervention Process of patients | Establish baseline level of function for patients and goal setting with parents | | | PT/OT/SP staff |

| | | | | |
|--|--|------|---------|--|
| 5.1 PT/OT/ SP evaluation of patients | Provide appropriate techniques and parent training and education | none | 1 hour | |
| 5.2 PT/OT/SP intervention of patents | Re-evaluate if outcomes and goals were met | | 7 hours | |
| 5.3 PT/OT/SP Re- evaluation of patients | | | 1 hour | |

4. ASSISTANCE FOR EMPLOYMENT, LIVELIHOOD, EDUCATION AND OTHER MEDICAL SERVICES

Aside from the free therapy services that are being provided, the Kabahagi Center for Children with disabilities is partnered with other Agencies/Institution/Department to give them specific services that they need through income-generating and training programs and educational assistance.

| | | | | |
|--|--|--|------------------------|---------------------------|
| Office or Division: | | ADMIN/HEALTH/EDUCATION/LIVELIHOOD UNIT | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen G2G – Government to Government | | |
| Who may avail: | | Children with Disabilities and their families who have received services in Kabahagi Center | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Recommendation Sheet (Education and Livelihood Services) | | Social Worker from Kabahagi | | |
| Referral Sheet (Health) | | Developmental Pedia from Kabahagi Admin Unit Rehabilitation Physician from Kabahagi Health Unit | | |
| Assent Form Consent Form | | Admin Unit | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the necessary documents required by the relevant office. | Receive and check the submitted documents. | None | 5 minutes | Admin Unit Personnel |
| 2. Wait for the feedback form. | Line up for the recommended services | None | 5 minutes | Admin Unit Personnel |

| | | | | |
|--|--|------|-----------|----------------------|
| 3. Wait for the message/call from the Kabahagi Health/Education/Livelihood Personnel Unit regarding the application. | Coordinate with a partner department/agency regarding the Services to be provided. | None | 5 minutes | Admin Unit Personnel |
| 4. Attend to the indicated schedule and location of event or activity | Ensure presence of Kabahagi client, provide assistance as necessary and document event | None | 30minutes | Admin Unit Personnel |

5. SERVICE-LEARNING AFFILIATION

Students of affiliated Higher Education Institutions are sent to QC Kabahagi Center to observe and learn about practices of their profession in the community setting.

| | | | | |
|----------------------------------|---|---|------------------------|---------------------------|
| Office or Division: | | Admin and Health Unit | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | Government-to-Citizen (G2C) Government-to-Government (G2G) | | |
| Who may avail: | | Trainees from Affiliated Institutions | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Endorsement Letter | | Affiliating institution | | |
| Memorandum of Agreement | | Affiliating institution | | |
| Medical Clearance Requirements | | Medical Trainee from Affiliated Institution | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Letter of Intent | 1.1. Receive submitted documents 1.2. Secure approval from Mayor's Office | None | 10 mins | Admin Unit Personnel |
| 2. Submit MOA | 2.1. Seek feedback from Legal Department of Mayor's Office 2.2 Facilitate Signing of MOA | None | 15 mins | Admin Unit Personnel |
| 3. Submit Letter of endorsement | 3.1 Receive submitted document 3.2 Prepare clients for decking | None | 15mins | Admin Unit Personnel |

| | | | | |
|--|--|------|------------|----------------------|
| 4. Report for General Orientation | Facilitate general orientation and give lectures on assessment tools and | None | 20 minutes | Health Unit |
| 5. In-service training on use of forms and documentation | Instructs service learners on use of forms and documentation | None | 2 hours | PT/OT/SP supervisors |
| 6. Feedback sessions for service learners | Provides appropriate feedback regarding performance and in provision of therapy services | None | 1 hour | PT/OT/SP supervisors |
| 7. Organizing community related activities 7.1 Submit proposal for the activity 7.2 Plan and execute the community activity 7.3 Activity evaluation | Service learners organize seminars capacity building activities and psychoeducation as supervised by the staff | None | 2 hours | PT/OT/SP supervisors |
| 8. Writing reflection papers | Service learners reflect on their experience with their clients, families, and peers | None | 4 hours | PT/OT/SP supervisors |
| 9. Submit evaluation at the end of rotation | Facilitate evaluation forms | None | 3 minutes | Health Unit |

6. ISSUANCE OF RECORDS

The developmental pediatrician/ rehabilitation medicine assessment report is issued by the doctor upon assessment. It contains the diagnosis of the child as well as the functional outcomes and recommendations. Medical certificate is issued by the center if patients request it, which can be used to avail financial assistance and for other purposes like vaccination etc. The doctor signs the certificate. Therapy progress report is given to the parent at the end of every batch. It contains the information on the interventions given and the improvements and goals that were attained to the course of therapy

| | |
|-----------------------------|---------------------------|
| Office or Division: | HEALTH UNIT |
| Classification: | Simple |
| Type of Transaction: | G2C Government-to-Citizen |

| | | | | |
|---|---|---|--|---------------------------|
| Who may avail: | | Parents of Children with Disabilities | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| A. Parents: 1. Request form for Assessment, Therapy Progress Report 2. QCPWD ID of the Client | | 1. Health Unit Personnel 2. Guardian of the Client | | |
| B. Authorized Representative: 1. Authorization Letter 2. Request form for Assessment, Therapy Progress Report 3. Copy of Government issued ID of the parent/s 4. Copy of the QCPWD ID of the Client 5. Copy of Government issued ID of authorized representative | | 1. Health Unit Personnel 2. Guardian of the Client 3. Government Agencies | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out the request form and attach the other requirements | 1.1. Receive the properly filled out request form for Medical Certificate, Assessment or Therapy Progress Report. 1.2. Check the availability of Client files and information. 1.3 Prepare and print the requested document . 1.4. Photocopy certified true copy of the original documents | None | 5 minutes 5 minutes 5 minutes 5 minutes | Health Unit Personnel |
| 2. Sign the receiving copy of the requested document/s. | Release the signed and stamped requested document/s. | None | 5 minutes | Health Unit Personnel |

FEEDBACK AND COMPLAINTS MECHANISM

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|--|
| How to send feedback | Clients may fill up the Customer Service Survey Form in-person found at the reception area and drop it in the designated Suggestion Box or fill up this form online through a google form. |
| How feedbacks are processed | Every Friday, the assigned personnel will open the drop box and consolidate the feedback form. Feedbacks requiring response are forwarded to the Administrative Unit to specify the proper division/personnel to take appropriate action. For inquiries and follow-ups, clients may contact Tel. No. 87101810 |
| How to file a complaint | Complaints can be filed through walk-in or through e- mail. EmailAddress: qckabahagictnerforcwd@quezoncity.gov.ph |

| | |
|---------------------------------------|--|
| How complaints are processed | <p>Receiving staff will open emails on a daily basis and forward printed copy of the complaint/s to the Office Head; upon evaluation, the Office Head will forward the complaint to the proper division/staff for appropriate action.</p> <p>The complainant shall be informed of the action through a letter which may be sent through contact information given/sent by the complainant.</p> |
| Contact Information of ARTA, PCC, CCB | <p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p> |

LOCAL ECONOMIC INVESTMENT PROMOTIONS OFFICE

LEIPO commits to the following services:

a. Operations

1. Formulate annual and medium-term plans for Medium and Large Enterprises (MLE) development;
2. Prepare investment opportunity profiles, including but not limited to industry profiles, project profiles, and viability/feasibility studies;
3. Identify support investment activities, such as but not limited to trade agreements with other LGUs for sourcing of raw materials; cooperation agreements with other government entities to facilitate investor transactions; and Public-Private Partnership (PPP) arrangements;
4. Monitor the performance of investments;
5. Coordinate and monitor policies, programs and activities relative to MLEs of all national and local government agencies;
6. Continuously review the local investment climate and incentives program in order to recommend improvements;
7. Provide advisory and other support services to new investors to facilitate their investments;
8. Provide advisory and other support services to established investors to promote investment retention and/or investment expansion;
9. Prepare presentations and materials for QC-EDIB when meeting with MLEs;
10. Advise qualified investors on the preparation of their applications for incentives packages.

b. Promotions and Marketing

1. Promote and market the city as an attractive investment/business destination;
2. Identify key investment opportunities from among those provided by the Operations unit to be highlighted in promotions and marketing efforts;
3. Disseminate information about such to potential investors through: trade missions, trade fairs and exhibits, fora/seminars, briefings/orientations, etc.;
4. Prepare investment promotion materials (i.e. presentations of industry and project profiles; competitive analyses vis a vis other LGUs; competitive advantages of Quezon City; other general business information);
5. Develop and implement retention/expansion strategies for existing investors.

c. Support Services

1. Establish and maintain a database of investment opportunities and investors;
2. Operate an online information assistance desk;
3. Recommend and/or implement improvements in systems and processes towards simplification or improved productivity;
4. Coordinate access to skilled, City-based manpower resources