



**QUEZON CITY LOCAL GOVERNMENT**

**CITIZEN'S CHARTER**  
2022 (1<sup>st</sup> Edition)



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## **I. Mandate:**

Republic Act No. 7160, as amended, and its Implementing Rules and Regulations.

## **II. Vision:**

To sustain Quezon City as Quality Community – a progressive and peaceful, clean and orderly place, conducive and hospitable to living, employment, and business.

## **III. Mission:**

To provide quality service, making Quezon City an ideal community where people live, work and do business in a hospitable, progressive and peaceful environment.

## **IV. Service Pledge:**

We commit to:

- Provide quality service with integrity and dedication through competent, efficient and caring employees;
- Promote transparency and accountability in all our transactions in the delivery of public service;
- Implement simplified and re-engineered processes in lessening unnecessary documentary requirements;
- Give equal attention to our transacting clients within the City Hall Compound and at our satellite offices at all times, prior to the opening and closing of official office hours and even during lunch breaks.



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