



OFFICE OF THE SECRETARY
TO THE SANGGUNIANG PANLUNGSOD

CITIZEN'S CHARTER

2022 (1st Edition)



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Mandate:

The Office of the City Secretary which was created pursuant to Commonwealth Act No. 502, as amended by Republic Act 537 (the Revised Charter of Quezon City), in relation to Republic Act No. 7160, otherwise known as the “Local Government Code of 1991” is the Secretary to the City Council, the Board of Tax Appeals, and such other boards and committees that may be created thereafter. It is a vital component in local legislation. It provides administrative, secretarial and/or legislative services and technical support to Quezon City Council in the performance of the latter’s legislative functions, as the deliberative and policy-making body of City Government.

Vision:

The Office of the Secretary to the Sangguniang Panlungsod (City Secretary) envisions itself to be the indispensable arm of the legislative branch of the Quezon City Government in the delivery of quality legislations that is responsive to the needs of the general public.

Mission:

We are committed to be a dynamic and reliable office geared towards upholding the principles of legislative process by carefully adapting innovative systems in promoting good governance.

Service Pledge:

We, at the Office of the Secretary to the Sangguniang Panlungsod of Quezon City, do hereby swear and pledge to;

O –ffer an enduring sense of duty to the City Council, the City Government and to the public.

S –erve the City Council, City Government and the public with promptness, efficiency, integrity, competence, loyalty, and utmost courtesy, with the end in view of achieving our vision and fulfilling the mission that we swear to be upheld.

S –upport with utmost diligence and integrity the Quezon City Council in the performance of the latter’s legislative functions, as the deliberative and policy-making body of the City Government

P –erform to the best of our ability and faithfully discharge the duties of our office guided by the primacy of public interest over personal interest



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**Certify Subdivision Plan, Deeds of Donations and other
Records on file**

**Certify and Authenticate Legislative Documents of the
Quezon City Council**

Issuance of Certificate of Appearance



1. CERTIFY SUBDIVISION PLAN, DEEDS OF DONATIONS AND OTHER RECORDS ON FILE

A certified copy is issued to affirm that it is a copy of a record on file in the Office.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Normal Health Protocol				
1. Temperature Screening	1. Provide the Temperature Scanner/ Thermometer upon entering	None	3-5 Seconds	
2. Must fill out the Health Declaration Form	2. Provide Health Declaration form	None	1-3 minutes	
3. Wearing of Facemask, Physical Distancing, hand hygiene and respiratory etiquette must be observed	3. Provide alcohol/ hand sanitizer.	None	10-15 seconds	



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request			Records Section	
1. Present the Letter Request	1. Receive the required document.		Less than 1 minute	<i>Admin Asst.</i>
2. Fill out the request form and submit the same.	2. Receive the filled-out form from the client.		1-2 minutes	<i>Admin Asst.</i>
	2.1 Retrieval and review of the document/s requested.			<i>Records Officer</i>
	2.2 Reproduction of document/s needed to be certified.		30 minutes	<i>Admin Asst.</i>
	2.3 Preparation of Order of Payment		1 minute	<i>Admin Asst.</i>
3. Get Order of Payment 3.1 Pay the Necessary fees at the Treasurer's Miscellaneous Cashier	3. Issue Order of Payment	Certified true copy of any document ,- PHP 50/ Page certification fees - PHP 50	1 minute	<i>Admin Asst.</i>



4. Presentation of Official Receipt	4. Checking of Official Receipt 4.1 Certifying of Document/s		5 minutes	<i>Admin Asst.</i> <i>Records Officer</i>
5. Receive the document/s requested	5. Releasing of document/s		1 minute	<i>Admin Asst.</i>



2. Certify and Authenticate Legislative Documents of the Quezon City Council

A certified copy is issued to affirm that it is a copy of a legislative measure on file in the Office.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Normal Health Protocol				
1. Temperature Screening	1. Provide the Temperature Scanner/ Thermometer upon entering	None	3-5 Seconds	
2. Must fill out the Health Declaration Form	2. Provide Health Declaration form	None	1-3 minutes	
3. Wearing of Facemask, Physical Distancing, hand hygiene and respiratory etiquette must be observed	3. Provide alcohol/ hand sanitizer.	None	10-15 seconds	



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request			Archives Section	
1. Present the Letter Request	1. Receive the required document.		1 minute	<i>Admin Asst.</i>
2. Fill out the request form and submit the same.	2. Receive the filled-up form from the client		1 minute	<i>Admin Asst.</i>
	2.1 Database searching. If found, retrieval and review of documents. <i>(for the hard copy request without CTC it may be send thru email)</i>		10-15 minutes	<i>Admin Asst.</i>
	2.2 Preparation of Order of Payment		1 minute	<i>Admin Asst.</i>



<p>3. Get Order of Payment</p> <p>3.1 Pay the Necessary fees at the Treasurer's Miscellaneous Cashier</p>	<p>3. Issue Order of Payment</p>	<p>Certified true copy of document,- PHP50/ page</p>	<p>1 minute</p>	<p><i>Admin Asst.</i></p>
<p>4. Presentation of Official Receipt</p>	<p>4. Checking of Official Receipt</p>		<p>1 minute</p>	<p><i>Admin Asst.</i></p>
<p>5. The requesting party will present and leave his/her valid ID before photocopying the document.</p> <p>5.1 Requesting party will return the document and present its photocopy for certification.</p>	<p>5. Desk officer will keep the ID until the document is returned.</p> <p>5.1 Desk officer will get the returned document and certify the client's photocopy and write the OR no. on it.</p>		<p>1 minute</p> <p>2 minutes</p>	<p><i>Admin Asst.</i></p> <p><i>Records Officer Librarian</i></p>



3. ISSUANCE OF CERTIFICATE OF APPEARANCE

The Certificate of Appearance is issued to individuals who have either researched in the office of the Secretary to the Sangguniang Panlungsod or have observed the City Council while in session.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Normal Health Protocol				
1. Temperature Screening	1. Provide the Temperature Scanner/ Thermometer upon entering	None	3-5 Seconds	
2. Must Fill out the Health Declaration Form	2. Provide Health Declaration form	None	1-3 minutes	
3. Wearing of Facemask, Physical Distancing, hand hygiene and respiratory etiquette must be observed	3. Provide alcohol/ hand sanitizer.	None	10-15 seconds	



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request			Archives Section	
1. Secure business travel authority	1. Receive the required document.	None	1 minute	<i>Admin Asst.</i>
2. Present valid ID	2. Retrieval of Documents and detailed presentation of data. 2.1 Encoding of Certification of appearance upon request with the submission of valid ID.	None	15 minutes	<i>Admin Asst.</i>
3. Receive the certificate of Appearance	3. Releasing of Certificate of Appearance to received by the requesting party with signature	None	1 minute	<i>Admin Asst.</i> <i>Records Officer</i> <i>Librarian</i>



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out the Feedback Form at receiving area and drop it in the drop box.</p> <p>Telephone number: 8988-4242 loc. 8312 Email: citysec@quezoncity.gov.ph and John.AlferosIII@quezoncity.gov.ph</p> <p>Provide the informations as stated in the form:</p> <ul style="list-style-type: none"> - name of employee/s - service/s provided - feedback/s or comment/s
How feedbacks are processed	<p>Feedback/s sent through email or by dropbox will be reviewed for assessment and those requiring action.</p> <p>Assigned personnel will try to reach out the client for the acknowledgement receipt and the response shall be relayed within 1-3 days.</p>
How to file a complaint	<p>Fill out the Feedback Form at receiving area and drop it in the drop box.</p> <p>Letter addressed to the City Secretary which may be filed directly through walk-in or through email at citysec@quezoncity.gov.ph and John.AlferosIII@quezoncity.gov.ph</p> <p>Provide the following informations:</p> <ul style="list-style-type: none"> - name of employee or person being complained - incident - evidence (if any)



<p>How complaints are processed</p>	<p>Assigned personnel will reach the client through email or phone call to properly address the complaint.</p> <p>Appropriate action takes place after reviewing the complaint/s for 1-3 days.</p> <p>Coordination and communication of the complainant is highly needed until appropriate action was rendered.</p> <p>Inquiries and/or follow-ups may be done through telephone no. 8988-4242 loc. 8334 / 8336.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>Contact Center ng Bayan (CCB) Civil Service Commission 0908-881-6565 email@contactcenterngbayan.gov.ph 1-6565 www.contactcenterngbayan.gov.ph</p> <p>Presidential Complaints Center (PCC), Office of the President 8888</p> <p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8478-5043</p>



LIST OF DIVISIONS		
Divisions	Address	Contact Information
Administrative Division	Ground Floor, Legislative Building, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 8312 remedios.asprer@quezoncity.gov.ph admin.citysec@quezoncity.gov.ph
Legislative Division	Ground Floor, Legislative Building, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 8314 jesus.manglicmot@quezoncity.gov.ph legislative.citysec@quezoncity.gov.ph
Journal and Minutes Division	Ground Floor, Legislative Building, Quezon City Hall, Diliman, Quezon City	8988-4242 loc. 8335 jannet.bullalayao@quezoncity.gov.ph journalminutes.citysec@quezoncity.gov.ph