



Administrative Division External Services



A. 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 (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may Avail		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of concern with attachment from the general public 2. Letter response to the end-user		Department of Engineering 8 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 Letter request or communication to Records Section or send e-mail to engineering@quezoncity.gov.ph	1. Receive and stamp the documents by the Records Section, Administrative Division 1.1. Provide the client with the reference number 1.2. Encode communications for dissemination to the concerned division	None	1 day	<i>Receiving Clerk/Central Communications Unit Records Section, Administrative Division</i>
2. Obtain receiving copy	2. Forward communications to respective divisions for appropriate action	None		<i>Assigned Staff Records Section, Administrative Division</i>
	3. Forward communications to the Records Section, Administrative Division 3.1. Release documents to different divisions, utility, contractor, barangay, and other concerned agencies as instructed	None	3 days	<i>Respective division concerned</i> <i>Liaison Aide Records Section, Administrative Division</i>
TOTAL		None	4 days	



B. ISSUANCE OF CERTIFIED PHOTOCOPIES

To provide clients with certified photocopies of documents.

Office/Division		Records Section, Administrative Division		
Classification		Simple		
Type of Transaction		G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may Avail		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of concern with attachment from the general public		Department of Engineering 8 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. Communications from the end-user, complaints request	1. Receive request and forward to the concerned division	None	3 days	<i>Receiving / Releasing Clerk</i> Records Section, Administrative Division
	2. Route to Administrative Division Head for specific instruction.	None		<i>Respective division concerned</i> <i>Assigned Staff</i> Records Section, Administrative Division
	3. Forward to Records Section 3.1. Check the Storage/Archive Room 3.2. Stamp with Certified Photocopy to be signed by the Head of the Records Section 3.3. Issue Order of Payment	None	1 day	<i>Admin Staff</i> Administrative Division
2. Certified true copy of previous documents needed.	4. Order of Payment to be paid at the City Treasurer's Office 4.1. Filing of the photocopy of the receipt from the City Treasurer's Office	₱50.00 /page for the 1 st copy and ₱5.00 /page for the		<i>City Treasurer</i> City Treasurer's Office <i>Releasing Clerk</i> Records Section, Administrative Division