



CITIZEN'S CHARTER

Office Hours: Monday to Friday, 8:00 – 5:00
Email Address: OVM@quezoncity.gov.ph/
gian.sotto@quezoncity.gov.ph
Landline No.: 8988-4242 Loc.8205

Matters that require City Council Action

Accommodating Complaints, Notices, Request 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:			Where to secure:	
Original copy of the documents with attachments (If any), with the receiving copy returned to the person			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 of the proper committees for inclusion in the Agenda or other appropriate action	None	24 Hours	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/agenda to the requesting party 3. Note if other appropriate action should be taken 	None	60 minutes	Legislative Division
Total		None	27 hours, 9 minutes	

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.

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Classification:		Simple		
Type of Classification:		G2C, G2G		
Who may avail:		Individuals, Businesses, government offices		
Checklist of Requirements:			Where to secure:	
Request letter with attachments (If any), with the receiving copy returned to the person			From the requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Drop off Request Letter to the Receiving Section of the Office of the Vice Mayor of 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