2/F Legislative Wing Building Quezon City Hall Diliman, Quezon City Trunkline No. 8988-4242 Loc. 8205



CITIZEN'S CHARTER

Office Hours: Monday to Friday, 8:00 – 5:00 Email Address: OVM@quezoncity.gov.ph/

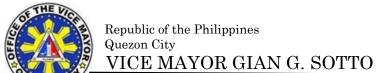
gian.sotto@quezoncity.gov.ph

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 Requ		Where to secure:				
Original copy of the with the receiving co	attachments (If any), he 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.g ov.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	



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	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.	Coordinates the request for status Gives a copy of the endorsement/agen da to the requesting party 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.

Office or division:		Office of the Vice Mayor				
Classification:		Simple				
Type of Classificat	ion:	G2C, G2G				
Who may avail:		Individuals, Businesses, government offices				
Checklist of Re	quirements:	Where to secure:				
Request letter with a receiving copy return	` -	y), with the	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.g ov.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		