



CITIZEN’S CHARTER

Office Hours: Monday to Friday, 8:00 – 5:00

Email Address: OVM@quezoncity.gov.ph/ legis.ovm@quezoncity.gov.ph

Landline No.: 8988-4242 Loc.8205 / 8206

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		
Category:		Internal Service		
Classification:		Simple		
Type of Classification:		G2B, G2C, G2G		
Who may avail:		All		
Checklist of Requirements: Original copy of the documents with attachments (if any), with the receiving copy returned to the person (1) Original Copy			Where to secure: Applicant/ Client	
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	Receiving of documents and returning the receiving copy to the requesting party	None	2 minute/s	Receiving Officer



OVM@quezoncity.gov.ph or legis.ovm@quezoncity.gov.ph	Recording the document	None	5 minute/s	Receiving Officer
	Forwarding to the Legislative Division	None	2 minute/s	Receiving Officer
	Assessment of the Legislative Division	None	1 hour/s	Legislative Staff
	Drafting of an endorsement/transmittal	None	1 hour/s	Legislative Staff
	Endorsement of the same to the City Secretary of the proper committees for inclusion in the Agenda or other appropriate action	None	1 day/s	Legislative Division
Total Processing Time:			1 day/s, 2 hour/s, 9 minute/s	
Total Processing Fee:		Total Standard Fee: None		

Request for review/sponsorship of a proposed City Council Measure

Accommodating draft proposed resolution/ordinance to council committees or other offices for review/sponsorship.

Office or division:	Office of the Vice Mayor
Category:	External Service
Classification:	Simple