



OFFICE OF THE SECRETARY TO THE  
SANGGUNIANG PANLUNGSOD

# ***CITIZEN'S CHARTER***

2024, 1ST EDITION

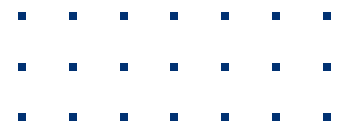




# Table of Contents

Mandate, Vision and Mission	1
Organizational Chart	2
Service Pledge	3
Frontline Services	5
<ul style="list-style-type: none"><li>• Issuance of Certificate of Appearance</li><li>• Photocopy / CTC of QC Ordinances, Resolutions, and other Legislative Documents</li><li>• Photocopy / CTC of Other Records on File</li></ul>	
Contact Us	11

# Mandate Vision and Mission



## Mandate

The Office of the Secretary to the Sangguniang Panlungsod (OSSP), established under Commonwealth Act No. 502 and subsequently amended by Republic Act 537 (the Revised Charter of Quezon City), operates in accordance with Republic Act No. 7160, also known as the “Local Government Code of 1991”. OSSP serves as the Secretary to the City Council, the Board of Tax Appeals, and any other boards and committees that may be established thereafter. It plays a vital role in local legislation by providing administrative, secretarial, and legislative services, as well as technical support, to the Quezon City Council, the deliberative and policy-making body of the City Government.



## Vision

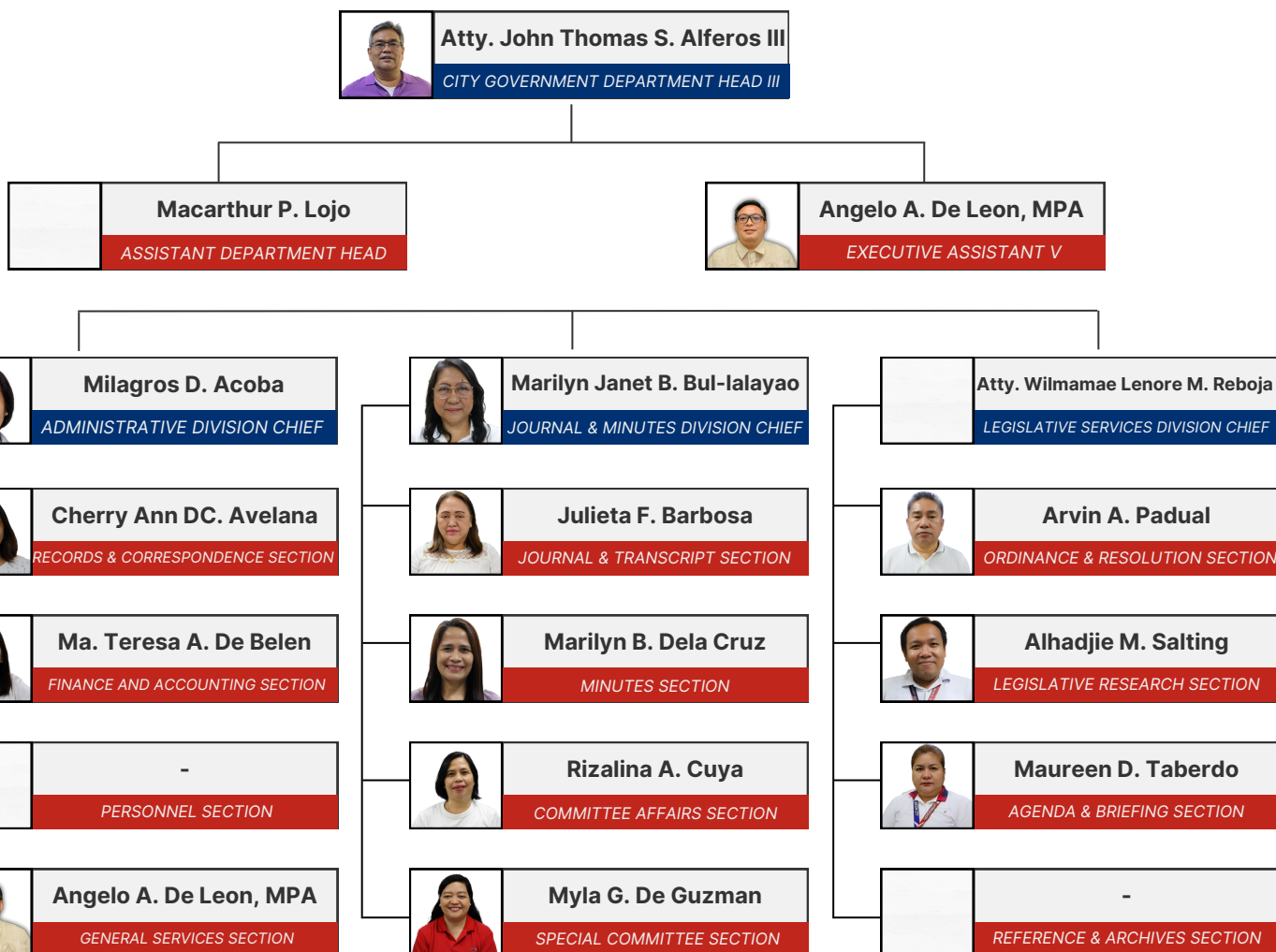
OSSP envisions itself as the indispensable arm of the legislative branch of the Quezon City Government in the delivery of quality legislation that is responsive to the needs of the general public.



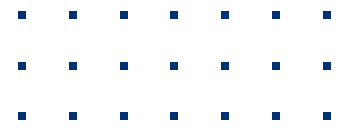
## Mission

OSSP is committed to be a dynamic and reliable office geared towards upholding the principles of the legislative process by carefully adapting innovative systems to promote good governance.

# OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD ORGANIZATIONAL CHART



# Service Pledge



As Secretary to the City Council of Quezon City, OSSP pledges to uphold the following commitments to the citizens it serves:

## 1 Accesibility

---

To maintain open lines of communication, ensuring not only with the QCitizens but with the public as a whole, who can easily reach Office for inquiries, feedback, and assistance. Everyone is assured to be treated with impartiality and fairness, regardless of status, gender, ethnicity, religion, political affiliation or any other similar factors/personal circumstances.

## 2 Timeliness

---

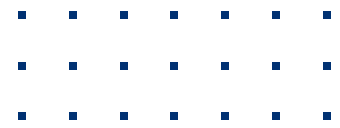
To process requests, documents, and applications promptly and efficiently, striving to minimize waiting times and unnecessary delay. OSSP time is always ahead of time.

## 3 Trasparency

---

To operate with transparency, by providing clear and accurate information regarding procedures, requirements, and proceedings of the Sangguniang Panlungsod.

# Service Pledge



As Secretary to the City Council of Quezon City, OSSP pledges to uphold the following commitments to the citizens it serves:

## 4 Accountability

---

To adhere to the time-honored principle of PUBLIC OFFICE IS PUBLIC TRUST. As Public Office, OSSP takes responsibility for its actions and decisions, and in entrusting duties to responsible focal persons committed to addressing concerns and rectifying mistakes in a timely and effective manner.

## 5 Professionalism

---

To process requests, documents, and applications promptly and efficiently, striving to minimize waiting times and unnecessary delay. OSSP time is always ahead of time.

## 6 Continuous Improvement

---

To continuously improve its services, processes, and systems to successfully meet the evolving needs and expectations of the public.

*Through this service pledge, OSSP reaffirms its commitment to serve the people of Quezon City with integrity, excellence, and dedication.*



# ***FRONTLINE SERVICES***



# ISSUANCE OF CERTIFICATE OF APPEARANCE

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

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod (OSSP)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Anyone			
CHECKLIST REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"><li>Valid ID</li><li>Business Travel Authority (Gov't Emp.)</li></ul>		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally request for Certificate/s of Appearance and submit requirements for validation.	1. Receive and scan the submitted requirements, and upload it in the OSSP QC document tracking system.	N/A	3 minutes	Admin. Asst. II  (Jane M.)
	2. Prepare the Certificate/s of Appearance; print copy/ies as requested and include a receiving copy.		2 minutes	Admin. Asst. II  (Jane M.)
2. Wait for the release of the certificate/s.	3. Certify the copy/ies through City Secretary's signature.		2 minutes	Division Chief – Legislative Service Division  (Wilmamae R.)
3. Receive the requested copy/ies and sign on the receiving copy.	4. Release the requested copy/ies and obtain acknowledgment of receipt by having the requestor sign the receiving copy.		1 minute	Admin. Asst. II  (Jane M.)
TOTAL PROCESSING TIME			8 minutes	

# PHOTOCOPY / CTC OF QC ORDINANCES, RESOLUTIONS, AND OTHER LEGISLATIVE DOCUMENTS

Copy of legislative documents like the City Ordinances, Resolutions, Implementing Rules & Regulations, Notice of Committee Hearings, Committee Reports, Session Minutes / Journals, are available to the public and can be requested in person or online. For official use, the Office can reproduce Certified True Copies (CTC) of the abovementioned documents.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod (OSSP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Anyone			
<b>CHECKLIST REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Ordinance /Resolution Number</li> <li>Significant Keywords/Subjects/Category</li> <li>PO / PR number</li> <li>Author / Co-author</li> <li>Date / Year of enactment/adoption</li> </ul> <p>For Official Government Requests:</p> <ul style="list-style-type: none"> <li>Request Letter signed by Department Head</li> </ul> <p><i>(For requests with pages &gt; 10, provide either Email Add. or Flash Drive)</i></p>		Information can be inquired online for additional supporting details.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request copy/ies (or CTC) of legislative document/s.  <i>(Can be requested via email or phone call, except CTC)</i>	1. Receive the request and search the Database.	For CTC requests:  P50.00/page	2 minutes	Admin. Asst. II  (Jane M.)
2. For regular copy (non-CTC), proceed to #7.	2. Retrieve, review, and reproduce the document/s.  For regular copy (non-CTC), proceed to #6.		2 minutes	Admin. Asst. II  (Jane M.)

# PHOTOCOPY / CTC OF QC ORDINANCES, RESOLUTIONS, AND OTHER LEGISLATIVE DOCUMENTS

Copy of legislative documents like the City Ordinances, Resolutions, Implementing Rules & Regulations, Notice of Committee Hearings, Committee Reports, Session Minutes / Journals, are available to the public and can be requested in person or online. For official use, the Office can reproduce Certified True Copies (CTC) of the abovementioned documents.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Get the Order of Payment.	3. Issue the Order of Payment.	P50.00/ page	3 minutes	Admin. Asst. II (Jane M.)
4. Proceed to the Treasurer's Office and pay at the Miscellaneous Cashier; Secure the Official Receipt.				
5. Return to OSSP and present the Official Receipt.	4. Check Official Receipt and record in logbook.		1 minute	Admin. Asst. II (Jane M.)
6. Wait for the release of the requested copy/ies.	5. Certify /Authenticate photocopy/ies of the document/s.		3 minutes	Division Chief – Legislative Service Division (Wilmamae R.)
7. Receive the copy/ies of the document/s.	6. Release the requested copy/ies.		1 minute	Admin. Asst. II (Jane M.)
<b>TOTAL PROCESSING TIME</b>			For Regular Copies: <b>5 minutes</b> For Certified Copies: <b>12 minutes</b>	

# PHOTOCOPY / CTC OF OTHER RECORDS ON FILE

Copy of other records on file like Subdivision Plans, Deed of Donations, Memorandum of Agreements, Annual Budget, Personnel Schedule, NGOs / POs, Barangay Ordinances / Resolutions / Executive Orders / Complaints, are available to the public and can be requested in person or online. For official use, the Office can reproduce Certified True Copies (CTC) of the abovementioned documents.

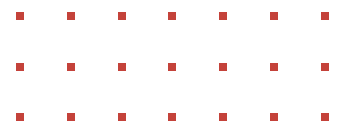
<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod (OSSP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Anyone			
<b>CHECKLIST REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Ordinance /Resolution Number</li> <li>Location / Address</li> <li>Year / Date</li> <li>Other pertinent details</li> </ul> <p>For Official Government Requests:</p> <ul style="list-style-type: none"> <li>Request Letter signed by Department Head</li> </ul>		Information can be inquired online for additional supporting details.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for copy/ies (or CTC) of other records on file.  (Can be requested via email or phone call, unless CTC or large-format print-outs)	1. Receive the request and search the Database.	For CTC requests:  Php50.00/page	3 minutes	Admin. Asst. II  (Jane M.)
2. Wait for further instructions.  (For blueprints/plans, look for large-format printing services within the compound)  For regular copy (non-CTC), proceed to #7.	2. Retrieve, review, and reproduce the document/s.  (For blueprints/plans, escort requestor and locate photocopying services within the city hall compound)  For regular copy (non-CTC), proceed to #6.		3 minutes  (12 minutes)	Admin. Asst. II  (Jane M.)

# PHOTOCOPY / CTC OF OTHER RECORDS ON FILE

Copy of other records on file like Subdivision Plans, Deed of Donations, Memorandum of Agreements, Annual Budget, Personnel Schedule, NGOs / POs, Barangay Ordinances / Resolutions / Executive Orders / Complaints, are available to the public and can be requested in person or online. For official use, the Office can reproduce Certified True Copies (CTC) of the abovementioned documents.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Get the Order of Payment.	3. Issue the Order of Payment.	P50.00/page	3 minutes	Admin. Asst. II (Jane M.)
4. Proceed to the Treasurer's Office and pay at the Miscellaneous Cashier; Secure the Official Receipt.				
5. Return to OSSP and present the Official Receipt.	4. Check Official Receipt and record in logbook.		1 minute	Admin. Asst. II (Jane M.)
6. Wait for the release of the requested copy/ies.	5. Certify /Authenticate photocopy/ies of the document/s.		3 minutes	Division Chief – Legislative Service Division (Wilmamae R.)
7. Receive the copy/ies of the document/s.	6. Release the requested copy/ies.		1 minute	Admin. Asst. II (Jane M.)
<b>TOTAL PROCESSING TIME</b>			For Regular Copies: <b>7 minutes</b> For Certified Copies: <b>23 minutes</b>	

# Contact Information



8988-4242 local 8336



[citysec@quezoncity.gov.ph](mailto:citysec@quezoncity.gov.ph)



Ground Floor, Legislative Wing, Quezon City Hall



Quezon City - Office of the Secretary to the Sangguniang Panlungsod

