



OFFICE OF THE SECRETARY  
TO THE SANGGUNIANG PANLUNGSOD

CITIZEN'S CHARTER  
2024 (1<sup>st</sup> Edition)



## I. **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.

## II. **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.

## III. **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.

## IV. **Service Pledge:**

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

1. **Accessibility:** 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. **Transparency:** To operate with transparency, by providing clear and accurate information regarding procedures, requirements, and proceedings of the Sangguniang Panlungsod.
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 observe professionalism, courtesy, and respect in all interactions with the public, maintaining the dignity of our Office and the people it serves.
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.



List of Services

	Page Number
<b>Frontline Services</b>	
Issuance of Certificate of Appearance	5
Issuance of A Copy/Copies QC Ordinances, Resolutions, and other Legislative Documents	7
Issuance of Certified True Copy/Copies of QC Ordinances, Resolutions, and other Legislative Documents	9
Issuance of A Copy/Copies of Other Records on File	12
Issuance of Certified True Copy/Copies of Other Records on File	14



## **OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD**

### **FRONTLINE SERVICES**

- Issuance of Certificate of Appearance
- Issuance of A Copy/ies QC Ordinances, Resolutions, and other Legislative Documents
- Issuance of Certified True Copy/ies of QC Ordinances, Resolutions, and other Legislative Documents
- Issuance of A Copy/ies of Other Records on File
- Issuance of Certified True Copy/ies of Other Records on File




# FRONTLINE SERVICES

## 1. ISSUANCE OF CERTIFICATE OF APPEARANCE

The Certificate of Appearance is issued to an individual who has conducted research in the Office of the Secretary to the Sangguniang Panlungsod (OSSP), observed the City Council while in session, and/or conducted benchmarking activity.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod (OSSP)			
Category:	External Service			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
Operating Hours:	8:00 AM – 5:00 PM			
CHECKLIST REQUIREMENT		WHERE TO SECURE		
<b>For Standard Requirement</b> <ul style="list-style-type: none"><li>Business Travel Authority (Gov’t Emp.) (1) Original Copy</li></ul>		<b>Agency - Division:</b> Office of the City Mayor - N/A		
<ul style="list-style-type: none"><li>Valid ID</li></ul>				
Any valid government ID such as but not limited to:				
<ul style="list-style-type: none"><li>✓ Agency/Office ID</li><li>✓ School ID (for Students)</li><li>✓ National ID</li><li>✓ Philippine Passport from Department of Foreign Affairs (DFA)</li><li>✓ SSS ID or SSS UMID Card from Social Security System (SSS)</li><li>✓ Driver's License from Land Transportation Office (LTO)</li><li>PRC ID from Professional Regulatory Commission (PRC)</li></ul>				
Remarks: The client must present the physical copy of their valid ID upon requesting of the document.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally request the Certificate(s) of Appearance on Window 1 in the receiving lobby and provide the said requirements for validation.  <b>Location:</b> Records and Correspondence Section (Lobby)	1.1. Receive and scan the submitted requirements, and upload it in the OSSP-QC document tracking system.	None	3 minutes	<b>Supervising Administrative Officer (Records Officer IV);</b> Records and Correspondence Section



2. Wait for the release of the certificate/s in the receiving lobby of the office.  <b>Location:</b> Records and Correspondence Section (Lobby)	2.1. Prepare the Certificate/s of Appearance; print copy/ies as requested and include a receiving copy.		2 minutes	 <b>Administrative Assistant II (Clerk IV);</b> Reference and Archives Section
	2.2. Certify the copy/ies through City Secretary's signature.	None	2 minutes	<b>City Government Department Head III (City Council Secretary);</b> Office of the Secretary of the Sangguniang Panlungsod  <b>Executive Assistant V;</b> Office of the Secretary of the Sangguniang Panlungsod  <b>Local Legislative Staff Officer VI;</b> Reference and Archives Section
3. Receive the requested copy/ies in the Window 1 of the lobby and sign on the receiving copy.  <b>Location:</b> Records and Correspondence Section (Lobby)	3.1. Release the requested copy/ies and obtain acknowledgment of receipt by having the requestor sign the receiving copy.		1 minute	<b>Administrative Assistant II (Clerk IV);</b> Reference and Archives Section
<b>General Remarks</b> The issuance of the Certificate of Appearance is only given to the client/participant who individuals who have conducted research in the Office of the Secretary to the Sangguniang Panlungsod, observed the City Council while in session, and conducted benchmarking activity. The said document cannot be claimed by a representative.				
<b>TOTAL PROCESSING TIME</b>			<b>8 minutes</b>	
<b>TOTAL PROCESSING FEE</b>			<b>None</b>	



2. **ISSUANCE OF A COPY/IES 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.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod (OSSP)			
Category:	External Service			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
Operating Hours:	8:00 AM – 5:00 PM			
CHECKLIST REQUIREMENT		WHERE TO SECURE		
For Standard Requirement <ul style="list-style-type: none"><li>Request Letter (1) Original Copy</li></ul>		Agency - Division: Department Head of Origin Department - N/A		
Remarks: The Request Letter signed by the respective Department Head/Requester should also contain the following information: <ul style="list-style-type: none"><li>✓ Ordinance/Resolution Number</li><li>✓ Significant Keywords/Subjects/Category</li><li>✓ Proposed Ordinance/Proposed Resolution Number</li><li>✓ Date/Year of Enactment/Adoption</li></ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally request the Certificate(s) of Appearance on Window 1 and ask for a copy of the request form in the receiving lobby and provide the said requirements for validation.  Location: Records and Correspondence Section (Lobby)	1.1. Receive the request and search the Database.	None	2 minutes	Supervising Administrative Officer (Records Officer VI); Records and Correspondence Section
	1.2. Retrieve the document file from the database.		1 minute	Administrative Assistant II (Clerk IV); Reference and Archives Section



2. Receive the copy of the requested document/s.  <b>Location:</b> Records and Correspondence Section (Lobby)	2.1. Release the requested copy/ies.	None	1 minute	<b>Supervising Administrative Officer (Records Officer VI);</b> Records and Correspondence Section  <b>Administrative Assistant II (Clerk IV);</b> Reference and Archives Section
<b>General Remarks</b> For walk-in clients with a request not exceeding 10 pages, kindly fill-out a request form on Window 1 in the lobby. They can also provide an Email Address or a USB Flash Drive.				
<b>TOTAL PROCESSING TIME</b>		<b>4 minutes</b>		
<b>TOTAL PROCESSING FEE</b>		<b>None</b>		





3. ISSUANCE OF A CERTIFIED TRUE COPY/IES OF QC ORDINANCES, RESOLUTIONS, AND OTHER LEGISLATIVE DOCUMENTS

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

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod (OSSP)			
Category:	External Service			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
Operating Hours:	8:00 AM – 5:00 PM			
Statute:	Revenue Code of 2012 under Article 37 - Secretary's Fees, Section 160: Imposition of Fees			
CHECKLIST REQUIREMENT		WHERE TO SECURE		
For Standard Requirement <ul style="list-style-type: none"><li>Request Letter</li><li>(1) Original Copy</li></ul>		Agency - Division: Department Head of Origin Department - N/A		
Remarks: The Request Letter signed by the respective Department Head/Requester should also contain the following information: <ul style="list-style-type: none"><li>✓ Ordinance/Resolution Number</li><li>✓ Significant Keywords/Subjects/Category</li><li>✓ Proposed Ordinance/Proposed Resolution Number</li><li>✓ Date/Year of Enactment/Adoption</li></ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally request the Certified True Copy (CTC) of the document/s on Window 1 in the receiving lobby and provide the said requirements upon request.  Location: Records and Correspondence Section (Lobby)	1.1. Receive the request.	None	2 minutes	Supervising Administrative Officer (Records Officer VI); Records and Correspondence Section
	1.2. Retrieve, review, and reproduce the document/s.		1 minute	Administrative Assistant II (Clerk IV); Reference and Archives Section
2. Get the order of payment from Window 1.  Location: Records and Correspondence Section (Lobby)	2.1. Issue the Order of Payment.		2 minutes	Administrative Assistant II (Clerk IV); Reference and Archives Section



<p>3. Proceed to the Treasurer's Office and pay at the Miscellaneous Cashier.</p> <p><b>Location:</b> City Treasurer's Office (Ground Floor, Annex Building)</p> <p><b>Notes/Instruction:</b> <i>Secure the Official Receipt.</i></p> <p><i>The Secretary's Fees (Php 50.00) will be applied accordingly per requested page.</i></p>	<p>3.1. Issue the Order of Payment.</p>	<p><b>Standard Fees</b> Breakdown: Secretary's Fees: PHP 50</p> <p>Total: PHP 50</p>	<p>3 minutes</p>	<p><b>Administrative Assistant II (Clerk IV);</b> Records and Correspondence Section</p>
<p>4. Return to the OSSP and present the Official Receipt.</p> <p><b>Location:</b> Records and Correspondence Section (Window 1)</p>	<p>4.1. Verify the Original Receipt and record it in the logbook.</p>	<p>None</p>	<p>1 minute</p>	<p><b>Administrative Assistant II (Clerk IV);</b> Records and Correspondence Section</p>
<p>5. Wait for the release of the requested document/s</p> <p><b>Location:</b> Records and Correspondence Section (Lobby)</p>	<p>5.1. Authenticate copy of the document/s.</p>		<p>3 minutes</p>	<p><b>City Government Department Head III (City Council Secretary);</b> Office of the Secretary of the Sangguniang Panlungsod</p> <p><b>Executive Assistant V;</b> Office of the Secretary of the Sangguniang Panlungsod</p> <p><b>Local Legislative Staff Officer VI;</b> Reference and Archives Section</p>



6. Receive the copy of the document/s.  <b>Location:</b> Records and Correspondence Section (Lobby)	6.1. Release the requested copy of the document/s.		1 minute	<b>Administrative Assistant II (Clerk IV);</b> Reference and Archives Section
<b>General Remarks</b> For walk-in clients with a request not exceeding 10 pages, kindly fill-out a request form on Window 1 in the lobby. They can also provide an Email Address or a USB Flash Drive.				
<b>TOTAL PROCESSING TIME</b>		<b>13 minutes</b>		
<b>TOTAL PROCESSING FEE</b>		<b>+ PHP 50</b>		



4. ISSUANCE OF A COPY/IES 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 / Complaints, are available to the public and can be requested in person or online.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod (OSSP)			
Category:	External Service			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
Operating Hours:	8:00 AM – 5:00 PM			
CHECKLIST REQUIREMENT		WHERE TO SECURE		
<b>For Standard Requirement</b> <ul style="list-style-type: none"><li>Request Letter (1) Original Copy</li></ul>		Applicant/Client  <b>Agency - Division:</b> Department Head of Origin Department - N/A		
<i>Remarks: The Request Letter signed by the respective Department Head/Requester should also contain the following information:</i> <ul style="list-style-type: none"><li>✓ Ordinance/Resolution Number</li><li>✓ Significant Keywords/Subjects/Category</li><li>✓ Proposed Ordinance/Proposed Resolution Number</li><li>✓ Date/Year of Enactment/Adoption</li></ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for copy/ies (or CTC) of other records on file.  <b>Location:</b> Records and Corresponding Section (Lobby)  <b>Notes/Instruction:</b> <i>Can be requested via email or phone call, unless CTC or large-format print-outs</i>	1.1. Receive the request and search the Database.	None	3 minutes	<b>Records Officer IV;</b> Records and Correspondence Section
	1.2. Search the request in the Database.		3 minutes	<b>Administrative Assistant II (Clerk IV);</b> Reference and Archives Section



<p>2. Wait for further instructions.</p> <p><b>Location:</b> Records and Correspondence Section (Lobby)</p> <p><b>Notes/Instruction:</b> <i>For blueprints/plans, look for large-format printing services within the compound</i></p>	<p>2.1. Retrieve, review, and reproduce the document/s.</p>		<p>12 minutes</p>	<p><b>Administrative Assistant II (Clerk IV);</b> Reference and Archives Section</p>
<p><i>Remarks: Considering that process may take longer than expected due to circumstances beyond the control of the department such as the queuing in the photocopier, 30 minutes should be considered as reasonable time.</i></p>				
<p>3. Receive the copy/ies of the document/s.</p> <p><b>Location:</b> Records and Correspondence Section (Lobby)</p>	<p>3.1. Release the requested copy/ies.</p>	<p>None</p>	<p>1 minute</p>	<p><b>Administrative Assistant II (Clerk IV);</b> Reference and Archives Section</p>
<p><b>General Remarks</b> For walk-in clients with a request not exceeding 10 pages, kindly fill-out a request form on Window 1 in the lobby. They can also provide an Email Adress or a USB Flash Drive.</p>				
<p><b>TOTAL PROCESSING TIME</b></p>		<p><b>19 minutes</b></p>		
<p><b>TOTAL PROCESSING FEE</b></p>		<p><b>None</b></p>		



5. ISSUANCE OF CERTIFIED TRUE COPY/IES 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.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod (OSSP)			
Category:	External Service			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
Operating Hours:	8:00 AM – 5:00 PM			
Statute:	Revenue Code of 2012 under Article 37 - Secretary's Fees, Section 160: Imposition of Fees			
CHECKLIST REQUIREMENT		WHERE TO SECURE		
<b>For Standard Requirement</b> <ul style="list-style-type: none"><li>Request Letter</li><li>(1) Original Copy</li></ul>		Applicant/Client  <b>Agency - Division:</b> Department Head of Origin Department - N/A		
<i>Remarks: The Request Letter signed by the respective Department Head/Requester should also contain the following information:</i>  <ul style="list-style-type: none"><li>✓ Ordinance/Resolution Number</li><li>✓ Significant Keywords/Subjects/Category</li><li>✓ Proposed Ordinance/Proposed Resolution Number</li><li>✓ Date/Year of Enactment/Adoption</li></ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for copy/ies (or CTC) of other records on file.  <b>Location:</b> Records and Correspondence Section (Lobby)  <b>Notes/Instruction:</b> Can be requested via email or phone call, unless CTC or large-format print-outs	1.1. Receive the request.	None	3 minutes	<b>Records Officer IV;</b> Records and Correspondence Section
	1.2. Search the request in the Database.		3 minutes	<b>Administrative Assistant II (Clerk IV);</b> Reference and Archives Section



<p>2. Wait for further instructions.</p> <p><b>Location:</b> Records and Correspondence Section (Lobby)</p> <p><b>Notes/Instruction:</b> <i>For blueprints/plans, look for large-format printing services within the compound.</i></p> <p><i>As per ARTA , declare realistic TIME, for blueprints/plans copying, 30minutes will be a reasonable time taking into consideration circumstances beyond the department's control. (Queing)</i></p>	<p>2.1. Retrieve, review, and reproduce the document/s.</p>	<p>None</p>	<p>12 minutes</p>	<p>Administrative Assistant II Clerk IV; <b>Reference and Archies Section</b></p>		
<p>3. Proceed to the Treasurer's Office and pay at the Miscellaneous Cashier.</p> <p><b>Location:</b> City Treasurer's Office (Ground Floor, Annex Building)</p> <p><b>Notes/Instruction:</b> <i>Secure the Official Receipt.</i></p> <p><i>The Secretary's Fees (Php 50.00) will be applied accordingly per requested page.</i></p>	<p>3.1. Issue the Order of Payment.</p>	<table><tr><td><b>Standard Fees Breakdown:</b> Secretary's Fees: PHP 50</td></tr><tr><td>Total: PHP 50</td></tr></table>	<b>Standard Fees Breakdown:</b> Secretary's Fees: PHP 50	Total: PHP 50	<p>3 minutes</p>	<p><b>Administrative Assistant II (Clerk IV);</b> Records and Correspondence Section</p>
<b>Standard Fees Breakdown:</b> Secretary's Fees: PHP 50						
Total: PHP 50						
<p>4. Return to the OSSP and present the Official Receipt.</p> <p><b>Location:</b> Records and Correspondence Section (Window 1)</p>	<p>4.1. Verify the Original Receipt and record it in the logbook.</p>	<p>None</p>	<p>1 minute</p>	<p><b>Administrative Assistant II (Clerk IV);</b> Records and Correspondence Section</p>		



5. Wait for the release of the requested document/s  <b>Location:</b> Records and Correspondence Section (Lobby)	5.1. Authenticate copy of the document/s.		3 minutes	<b>City Government Department Head III (City Council Secretary);</b> Office of the Secretary of the Sangguniang Panlungsod  <b>Executive Assistant V;</b> Office of the Secretary of the Sangguniang Panlungsod  <b>Local Legislative Staff Officer VI;</b> Reference and Archives Section
6. Receive the copy of the document/s.  <b>Location:</b> Records and Correspondence Section (Lobby)	6.1. Release the requested copy of the document/s.		1 minute	<b>Administrative Assistant II (Clerk IV);</b> Reference and Archives Section
<b>General Remarks</b> For walk-in clients with requests exceeding 10 pages, please fill out the request form in the lobby and provide either a USB flash drive or an email address to receive the requested document.				
<b>TOTAL PROCESSING TIME</b>			<b>19 minutes</b>	
<b>TOTAL PROCESSING FEE</b>			<b>None</b>	