



Republic of the Philippines  
**QUEZON CITY COUNCIL**

Quezon City  
19<sup>th</sup> City Council

PR19CC-856

72<sup>nd</sup> Regular Session

RESOLUTION NO. SP- **6559**, S-2015

*A RESOLUTION URGING THE CITY MAYOR, HONORABLE HERBERT M. BAUTISTA, TO ISSUE AN UPDATED AND UNIFORM CITIZEN'S CHARTER FOR ALL DEPARTMENTS AND OFFICES OF THE CITY GOVERNMENT TO BE MADE AVAILABLE TO THE PUBLIC AS MANDATED BY REPUBLIC ACT NO. 9485, ALSO KNOWN AS THE ANTI-RED TAPE ACT (ARTA) OF 2007.*

*Introduced by Councilor ANDRES JOSE G. YLLANA JR.*

*Co-Introduced by Councilors Anthony Peter D. Crisologo, Ricardo T. Belmonte, Jr., Dorothy A. Delarmente, Lena Marie P. Juico, Victor V. Ferrer, Jr., Alexis R. Herrera, Precious Hipolito Castelo, Voltaire Godofredo L. Liban III, Roderick M. Paulate, Ranulfo Z. Ludovica, Ramon P. Medalla, Estrella C. Valmocina, Allan Benedict S. Reyes, Gian Carlo G. Sotto, Franz S. Pumaren, Eufemio C. Lagumbay, Jose Mario Don S. De Leon, Jaime F. Borres, Jesus Manuel C. Suntay, Marvin C. Rillo, Vincent DG. Belmonte, Raquel S. Malañgen, Jessica Castelo Daza, Bayani V. Hipol, Jose A. Visaya, Julianne Alyson Rae V. Medalla, Godofredo T. Liban II, Allan Butch T. Francisco, Karl Edgar C. Castelo, Candy A. Medina, Diorella Maria G. Sotto, Marivic Co-Pilar, Rogelio "Roger" P. Juan, Melencio "Bobby" T. Castelo, Jr. and Donato C. Matias.*

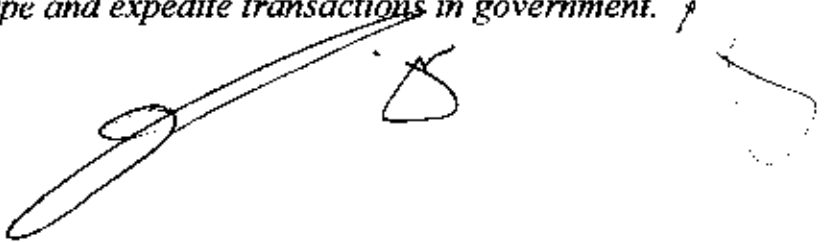
*WHEREAS, the Quezon City Government in its aim to promote integrity, accountability, proper management as well as graft and corruption prevention, recognizes the importance of crafting its own Citizen's Charter to maintain honesty and responsibility among its public officials and employees;*

*WHEREAS, as defined by law, a citizen's charter is an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services provided by the government to its citizens. It describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that they may expect for that service;*

WHEREAS, Section 6 of Republic Act No. 9485 provides that all government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or local government or district units shall set up their respective service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino, or in the local dialect, that detail: (a) The procedure to obtain a particular service; (b) The person/s responsible for each step; (c) the maximum time to conclude the process; (d) The document/s to be presented by the customer, if necessary; and (f) The procedure for filing complaints;

WHEREAS, the following thirty five (35) departments and offices of the Quezon City Government are mandated that their respective Citizen's Charters are made available to the general public: Administrative Management Office; Barangay Operations Center; Board of Assessment Appeals; Business Permits and Licensing Office; City Accounting Department; City Assessor's Office; City Budget Department; City Civil Registry Department; City General Services Department; City Health Department; City Personnel Office; City Planning and Development Office; City Treasurer's Office; Community Relations Office; Department of Public Order And Safety; Department of the Building Official; Engineering Department; Environmental Protection and Waste Management Department; General Procurement Office; Housing, Community Development and Resettlement Department; Liquor Licensing And Regulatory Board; Market Development and Administration Department; Novaliches District Center (NDC); Parks Development and Administration Department; Public Affairs and Information Services Office; Public Assistance and Legal Affairs Office; Public Employment Service Office; Quezon City Public Library and Information Center; Quezon City Tourism Department; Radio Communications Service Office; Social Services Development Department; City Fire District; City Police Clearance Section; Amoranto Sports Complex and Quezon Memorial Circle;

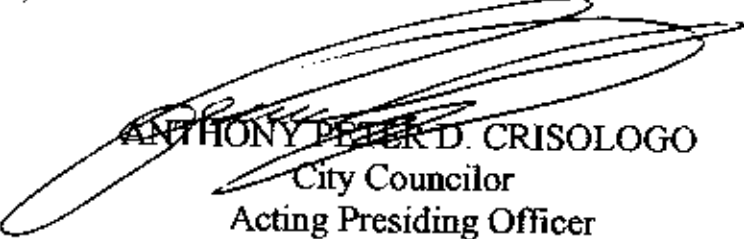
WHEREAS, it is imperative for the Quezon City Government to issue an updated and uniform Citizen's Charter to maintain honesty and responsibility among its public officials and employees, and to take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government. /




NOW, THEREFORE,

BE IT RESOLVED BY THE CITY COUNCIL OF QUEZON CITY IN REGULAR SESSION ASSEMBLED, to urge, as it does hereby urge, the City Mayor, Honorable Herbert M. Bautista to issue an updated and uniform Citizen's Charter for all departments and offices of the City Government to be made available to the public as mandated by Republic Act No. 9485, also known as the Anti-Red Tape Act (ARTA) of 2007.

ADOPTED: September 14, 2015.


  
ANTHONY PETER D. CRISOLOGO  
City Councilor  
Acting Presiding Officer

ATTESTED:

  
Atty. JOHN THOMAS S. ALFEROS III  
City Gov't. Asst. Dept. Head III

CERTIFICATION

This is to certify that this Resolution was APPROVED by the City Council on Second Reading on September 14, 2015 and was CONFIRMED on September 21, 2015.

  
Atty. JOHN THOMAS S. ALFEROS III  
City Gov't. Asst. Dept. Head III 