

CITIZENS CHARTER

1. Mandate

The City Real Estate Management and Control Office (CREMCO) was created by Ordinance No. SP-2872, S-2019. Section 2 thereof mandates CREMCO to perform the following functions with integrity, competency, effectivity, efficiency and productivity.

- 1.1. In coordination with the City General Services Department, initiate the conduct of a comprehensive inventory of all real properties or the City Government, record systematically the values of lands, building and improvements owned by the City inclusive of its physical conditions; reconcile the same with the records of the Accounting Department; and submit Annual Report with the Commission on Audit and Office of the City Mayor; inclusive of real properties owned by the party subject of relative agreement.
- 1.2. Facilitate and process the acquisitions and recoveries of real properties by way of purchases, donations, forfeitures, expropriations, exchanges, assignments and other forms of conveyances in favor or the City Government.
- 1.3. File petitions in Court, upon instruction of the City Legal Department, for all real estate cases inclusive of judicial reconstitutions, recovery of possessions, cancellations of titles for properties forfeited by the City issuance of new owner's duplicate of title, etc.
- 1.4. Prepare and facilitate the approval of plans and technical descriptions needed for partitions, subdivisions resurveys, or consolidations of real properties as documentary support issuance of titles necessary for acquisitions and disposal of properties for roads, infrastructures and housing projects of the City Government.
- 1.5. Secure and consolidate all supporting documents necessary for judicial and administrative processing of ownership in favor of the City Government for all modes of acquisitions and dispositions or real properties of the City.
- 1.6. Formulate legal instruments and agreements for acquisitions, utilizations or dispositions City's real properties and those properties owned by the other party subject of agreement to be indorsed to the City Council for the City Mayor's authority to sign the aforesaid instruments or agreements; or approval of pertinent ordinances.
- 1.7. Take the responsibility and accountability of all City real properties such as agreements, instruments and other pertinent records related to city's real properties.
- 1.8. Evaluate, render opinion and professional advice or objection as the case maybe, and proper recommendations with the City Council and Executive Officers for legislative and executive measures affecting real properties owned or will be owned by the City Government.

- 1.9. Provide legal and technical assistance with HCDRD and CPDO in identifying lands suitable for infrastructures and housing projects.
- 1.10. Provide information with the executive departments of offices and barangays relative to inventory of properties which are needed in planning, development, utilizations and insurance of facilities.
- 1.11. Prepare and formulate proposed policies, procedures or programs to be submitted to the City Mayor or the City Council in case maybe affecting properties of the City;
- 1.12. Exercise such other powers and perform such other duties and functions as maybe prescribed by law or ordinance.

2. Vision

Founded on the principles of good governance and industry-desired values, CREMCO is to be the primary source of credible, reliable, readily available and easily accessible information on City-owned real properties for various offices, departments and agencies of Quezon City Government.

3. Mission

CREMCO strives to efficiently and effectively make and keep an inventory of, manage and transfer City-owned real properties by practicing strong work ethics, applying and improving technical and professional skills and using current technology.

4. Services

4.1. Response to queries

Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Quezon City Constituents			
Checklist of Requirements:	Letter request			
Where to secure:	Not Applicable			
Client steps	Agency Action	Fees	Processing time	Person Responsible
Submit request letter including supporting documents	Receive Letter request	None	3 mins.	Receiving Clerk
	Create reference number, scan and save the request letter including the supporting documents to the GDrive	None	30 mins.	Administrative Assistant 1 (Reproductive Machine Operator)
	Refer to the SOOV	None	5 mins.	Special Operations Officer II

	Study the letter request and assign letter.	None	30 mins	SOOV
	Research and draft reply	None	10 days	Assigned lawyer
	Review and finalize draft	None	1 day	Assigned Lawyer, SOOV
	Review and consider final draft	None	1 day	OIC
	Redraft and finalize	None	1 day	Assigned Lawyer, SOOV
	Note finalized reply	None	1 day	OIC
	Release of the reply letter	None	1 day	Administrative Aide III

4.2. Disposition/Acquisition of properties

Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Quezon City Constituents			
Checklist of Requirements:	None			
Where to secure:	Not Applicable			
Client steps	Agency Action	Fees	Processing time	Person Responsible
Furnish letter request	Receive Letter request	None	5 mins.	Receiving Clerk
	Create reference number, scan and save the request letter including the supporting documents to the GDrive	None	30 mins.	Administrative Assistant 1 (Reproductive Machine Operator)
	Interview the client if present	None	5 mins.	Receiving Clerk
	Refer to the SOOV	None	5 mins.	Special Operations Officer II
	Study and assign letter.	None	30 mins	SOOV
	Draft Indorsement Letter to Appraisal Committee and concerned departments such as CPDD, HCDRD MDAD, LEIPO and PDAD	None	2 hours	Assigned lawyer

	Review response of Appraisal Committee and concerned departments	None	30 mins	SOOV
	Draft Report and recommendation to OCA	None	5 days	SOOV
	Acceptance/Denial of recommendation. If denied, finalize response to client.	None	5 days	OCA
	If accepted, recommendation considered by Management Committee. If denied, finalize response to client.	None	5 days	Management Committee
	If accepted, draft Ordinance for approval of City Council	None	30 days	SOOV
	If approved by City Council, finalize and execute implementing documents	None	30 days	SOOV