



CITY SPORTS AND YOUTH DEVELOPMENT
OLONGAPO CITY



CITIZEN'S CHARTER

2023 (1st Edition)



I. Mandate

1987 PHILIPPINE CONSTITUTION

Article II

Declaration of Principles and State Policies Section 13. The State recognizes the vital role of the youth in nation-building and shall promote and protect the physical, moral, spiritual, intellectual and social well-being. It shall inculcate in the youth patriotism and nationalism, and encourage their involvement in public and civic affairs. Section 17. The State shall give priority to education, science and technology, arts, culture, and sports to foster patriotism and nationalism, accelerate social progress, and promote total human liberation and development. Article XIV, Section 19 “(1) The State shall promote physical education and encourage sports programs, league competitions, and amateur sports, including training for international competition, to foster self-discipline, teamwork, and excellence for the development of a healthy and alert citizenry. (2) All education institutions shall undertake regular sports activities throughout the country in cooperation with athletic clubs and other sectors.”

II. Vision

to create interest and preparations for high level sports development. These programs intend to provide opportunities and appropriate training or educational intervention essential for establishing long term growth. Grassroots sports programs are aimed at developing Olongapo City youth who possesses the qualities and abilities as well as physiological-psychological potentials to become high caliber athletes who can compete at the world stage.

III. Mission

Our MISSION is to run a consistent and suitable sports and youth development program providing an opportunity and competitive sporting activities while contributing to uplift social commitment

IV. Service Pledge

The office of the City Sports & Youth Development commits to: serve the youth of our community efficiently, promptly and engage them in different activity and programs to further develop our youth in Sports, Education, Health and Governance.



LIST OF SERVICES

City Sports and Youth Development Office

External Services

1. Request for Awards, Incentives & Commendation
2. Request for use of the Swimming Pool / Oval Track / Pavilion



1. Request for Awards, Incentives & Commendation

Office/Division:	City Sports and Youth Development			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Athletes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requester		
Certificate of Achievement		Tournament Organizer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Letter of Request and the required supporting documents	1.1 Receive, check and record the documents 1.2 Make a cover letter and forward the request to the Mayor's Office for approval 1.3 Make payroll 1.4 Notify requester for release	None	2 weeks	City Sports Office



2. Request for use of Swimming Pool / Oval Track / Pavilion

Office/Division:	City Sports and Youth Development					
Classification:	Complex					
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government					
Who may avail:	Citizen, Business, Government					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID			PROCESSING TIME	PERSON RESPONSIBLE
Letter of Request address to the Mayor's Office	CSYD	Swimming Pool Entrance Fee			1 week	
		Item	Duration	Amount		
		Adult/Children	Maximum of 3 Hours	50.00		
		Adult/Children	Whole day	100.00		
		Below 12 years old		50.00		
		EVENTS (Birthdays, Weddings, Team Building, Sporting Event etc.)				
		Item	Duration	Amount		
		Use of Pavilion	Whole Day	3,000		
		<ul style="list-style-type: none"> Free entrance Maximum of 20 pax Free use of tables & Chairs Use of electricity & water 				
		Exclusive use of Pavilion and Pool	Whole Day	10,000		
		<ul style="list-style-type: none"> Free entrance maximum of 100 guests Free use of tables & chairs Use of electricity & water 				
		Use of Oval and Field	Day time 8 hours	16,000		
			Per Hour	3,000		
Field Lights	Per Hour	2,500				
Ingress	Per Hour	1,500				
Egress	Per Hour	1,500				



		*No Fees for Ingress and Egress if within the rented hours				
		Football Field/Oval Track area only	Per Hour	500.00		

		LOCKER RENTAL/USAGE FEE ETC.				
		Item	Duration	Amount		
		Locker Rental	Whole Day	10.00		
		Lost Key		25.00		



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Fill out distributed client feedback form and drop it at the drop box located in front of the office of the City Sports Office.</p> <p>In case there is a complaint against the City Sports employee, client may write a letter of complaint address to the OIC of the office.</p>
How feedbacks are processed?	The front desk person of the office shall monitor feedback forms every Friday of the week for recording and appropriate action.
How to file a complaint?	Client may submit a letter of complaint to the Officer-in-Charge with all applicable supporting evidences via email at csydo.olongapo@gmail.com
How complaints are processed?	The City Sports Office Front Desk Personnel shall record the complaints and endorse to Officer-in-Charge for comment. If the necessary information provided is complete and the complaint has merit, appropriate action shall be initiated and endorsed to the Grievance Committee, if applicable. The concerned party shall be notified on the progress of the complaint.
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

Office	Address	Contact Information