



CITIZEN'S CHARTER

CY 2023
(3rd Edition)

I. MANDATE

PARKS AND PLAZAS MANAGEMENT OFFICE is tasked to develop, administer, and manage the City Hall Complex Garden, Rizal Triangle Park, Marikit Park, Volunteers Park and other city landmarks.

Beautification Program Office - is mandated to enhance the aesthetic appeal and livability of our community by implementing sustainable beautification initiatives. We strive to create a visually pleasing environment that instills pride among residents, attracts visitors, and promotes a sense of well-being and harmony.

Parks Maintenance Section - Our mandate is to ensure the preservation, enhancement, and maintenance of parks and recreational spaces for the enjoyment and well-being of our community. We strive to create and maintain clean, safe, and beautiful parks that promote a sense of community pride and provide opportunities for relaxation, recreation, and connection with nature.

Nursery - Our mandate is to create a supportive and long-lasting environment for the growth and reproduction of ornamental plants. We strive to be a dependable source for ornamental plants.

II. MISSION

Beautification Program Office - Our mission is to plan, execute, and manage comprehensive beautification projects that prioritize sustainable practices, community involvement, and innovation. We aim to create and maintain clean, green spaces that inspire and uplift residents, while promoting environmental stewardship.

Parks Maintenance Section - Our mission is to diligently and responsibly maintain parks and recreational areas, ensuring their long-term sustainability and usability. We are committed to providing high-quality park maintenance services that prioritize cleanliness, safety, and environmental stewardship. Through effective planning, efficient operations, and continuous improvement, we aim to create and maintain parks that enrich the lives of our residents and visitors.

Nursery - Our mission is to establish a premier nursery for ornamental plants that serves as a reliable source of high-quality materials for new projects and a trusted provider of replacements during maintenance

III. VISION

Beautification Program Office - To become a leader in beautification efforts, transforming our community into a vibrant and picturesque place that embodies the perfect blend of nature, art, and functionality.

Parks Maintenance Section - Our vision is to be recognized as a leading parks maintenance section that sets the standard for excellence in park management and maintenance. We aspire to create vibrant and inviting parks that inspire community engagement, foster a sense of well-being, and promote environmental sustainability. By integrating innovative practices and engaging with our stakeholders, we strive to continuously enhance our parks to meet the evolving needs and desires of our diverse community.

Nursery - Our mission is to establish a premier nursery for ornamental plants that serves as a reliable source of high-quality materials for new projects and a trusted provider of replacements during maintenance

IV. SERVICE PLEDGE

Beautification Program Office - At Beautification Program Office, we are committed to providing top-quality office beautification services to enhance the aesthetics and create a pleasant environment.

Parks Maintenance Section

1. **Quality Maintenance:** We pledge to consistently deliver top-quality maintenance services for our parks and recreational areas. This includes regular inspections, prompt repairs, and proactive upkeep to ensure that our parks remain clean, well-maintained, and safe for all visitors.

2. **Environmental Stewardship:** We are committed to environmentally sustainable practices in our park maintenance activities. We will minimize our ecological footprint, promote biodiversity, and employ eco-friendly techniques to conserve resources and protect the natural beauty of our parks.

3. **Community Engagement:** We value community input and will actively seek the opinions, ideas, and feedback of residents, park users, and stakeholders. We will engage in transparent and inclusive decision-making processes to ensure that our parks meet the needs and desires of the community they serve.

4. **Continuous Improvement:** We are committed to continuously improving our park maintenance practices. Through ongoing evaluation, research, and innovation, we will strive to implement new technologies and best practices that enhance the quality, efficiency, and sustainability of our park maintenance operations.

Nursery - At our nursery for ornamental plants, we take pride in providing exceptional service. Our service pledge outlines our commitment to ensuring satisfaction and delivering high-quality products.

V. List of Services

Beautification Program Office

* **Management of Parks and Landmarks**

* **Logistical support group** for burial aid and other events and activities of other government offices, city departments, 17 barangays, and non-governmental organizations

Special Events Support: - Setting up and dismantling event infrastructure (e.g., stages, canopies, tables and chairs)

- Assisting with garbage during events
- Coordinating logistics and security for events
- Ensuring proper maintenance and cleanup post-event

* **Provide aesthetic services** in significant holidays and events

Park Maintenance Section

- * **Park Maintenance:**
 - Lawn mowing and trimming
 - Lawn mowing and trimming
 - Tree pruning and maintenance
 - Planting and maintaining flowerbeds
 - Playground equipment inspection and repairs
 - Sidewalk and pathway maintenance
- * **Facility Maintenance:**
 - Cleaning and sanitizing public restrooms
 - Cleaning and sanitizing public restrooms
 - Monitoring and maintaining lighting systems
 - Painting and repainting park facilities
 - Inspecting and repairing fences, gates, and signs
 - Monitoring and maintaining security systems

***Park Amenities:**

- Maintaining benches and seating areas
- Cleaning and maintaining park water features (e.g., ponds, fountains)

Nursery

- * **Plant:** Nursery have a wide variety of ornamental plants including flowering plants, trees, shrubs, and decorative foliage plants.
- * **Plant Propagation:** Nursery specialize in propagating ornamental plants through various methods such as seed sowing, division, grafting, and tissue culture.
- * **Plant Consultation:** Nursery provide expert advice and guidance on selecting the right ornamental plants for specific garden conditions, considering factors like sunlight, soil type, and climate.
- * **Landscaping Design:** Nursery have landscape designers who assist in planning and designing their gardens, suggesting suitable ornamental plants and creating visually appealing layouts.
- * **Garden Installation:** Nursery may offer garden installation services where they help set up gardens by planting and arranging ornamental plants according to the design plan.
- * **Plant Maintenance:** Nursery may provide maintenance services to ensure the health and vitality of ornamental plants, including pruning, fertilizing, pest control, and general care.
- * **Plant Identification:** Nursery often have knowledge who can identify different ornamental plant species and provide information on their characteristics, care requirements, and uses.

PROCESSING AND RELEASING OF CANOPIES, TABLES, CHAIRS AND ETC.

Office/Division:	PPMO Beautification Program					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen & G2G – Government to Government					
Who may avail:	Constituents					
Processing Time:	Within the day, Subject to the availability of canopy, chairs, tables and etc.					
ABOUT THE SERVICE		CHECKLIST REQUIREMENTS			WHERE TO SECURE	
For constituents who wish to borrow canopy, chair, table, etc. to be used for funeral services, events and activities.		<ol style="list-style-type: none"> 1. Request letter coming from respective barangay 2. Barangay Affairs Office ACTION SLIP 3. Valid ID-e.g. Voter's ID, UMID, PRC, Passport, Driver's License and OSCA ID 			Respective barangay Barangay Affairs Office(BAO) Client	
Step	Applicant/Clients	Service Provider	Processing Time	Person in charge	Fees	Form
1	Secure request letter from respective barangay	Issuance of request letter		Barangay Captain/ Barangay Secretary	NONE	Request Letter
2	Go to Barangay Affairs Office	Issuance of Action Slip		BAO-Barangay Coordinator	NONE	BAO Action Slip
3	Proceed to PPMO/Beautification Program Office, bring Action slip together with the letter from respective barangay	Validation and Evaluation of request	1-2 minutes	Head of Office or Administrative Assistant IV	NONE	Approved Request

4	Fill up Undertaking and bring valid ID	Receive, check for the completeness of requirements and Encode Information	1-3 minutes	Receiving Clerk Administrative Aide VI	NONE	Undertaking
5	WAIT	Prepare/ Release items to be barrowed. E.g. Canopies, etc.		Administrative Aide I,II,III	NONE	Release Form
Total Time: 10 minutes (maximum)				<u>AVAILABILITY OF SERVICE:</u> MONDAY TO SATURDAY 8:00 AM to 5:00 PM		