



PARKS & PLAZA MAINTENANCE SECTION



CITIZEN'S CHARTER
2023 (3rd Edition)



- **I MANDATE:**
Parks & Plazas Management Office, a City Government office operating under the mandate of the Office of the City Mayor. Its operation is to manage the improvement, Control and maintain the Public Parks, Plazas as well as the City Nursery of the City of Olongapo.

- **II VISION:**
Parks & Plazas Management office is to be on top of work service, to inspire others while workers are actively partnering & continually go beyond our initiatives to meet development & decision-making.

- **III MISSION:**
Parks & Plazas Management office is to equip our personnel with quality services while practicing honesty, integrity & provide quality of work service.

- **IV SERVICE PLEDGE:**
 1. Commit to work with integrity, honesty and initiate good service of work to inspire other government employees.
 2. Sacrifice in doing service and not the government service being sacrificed.
(Sakripisyo sa trabaho, hindi dapat ang trabaho sa gobyerno ang nasasakripisyo.)



LIST OF SERVICES

External Services

- Receiving requests of Park's usage.

Feedback and complaint Mechanism





External Services





1. Receiving of Request of Park's usage.

The Parks & Plazas Management Office administer the usage of its facilities as requested by citizen, group, organization or even City functions as requested thru letter submitted to the office of the City mayor.

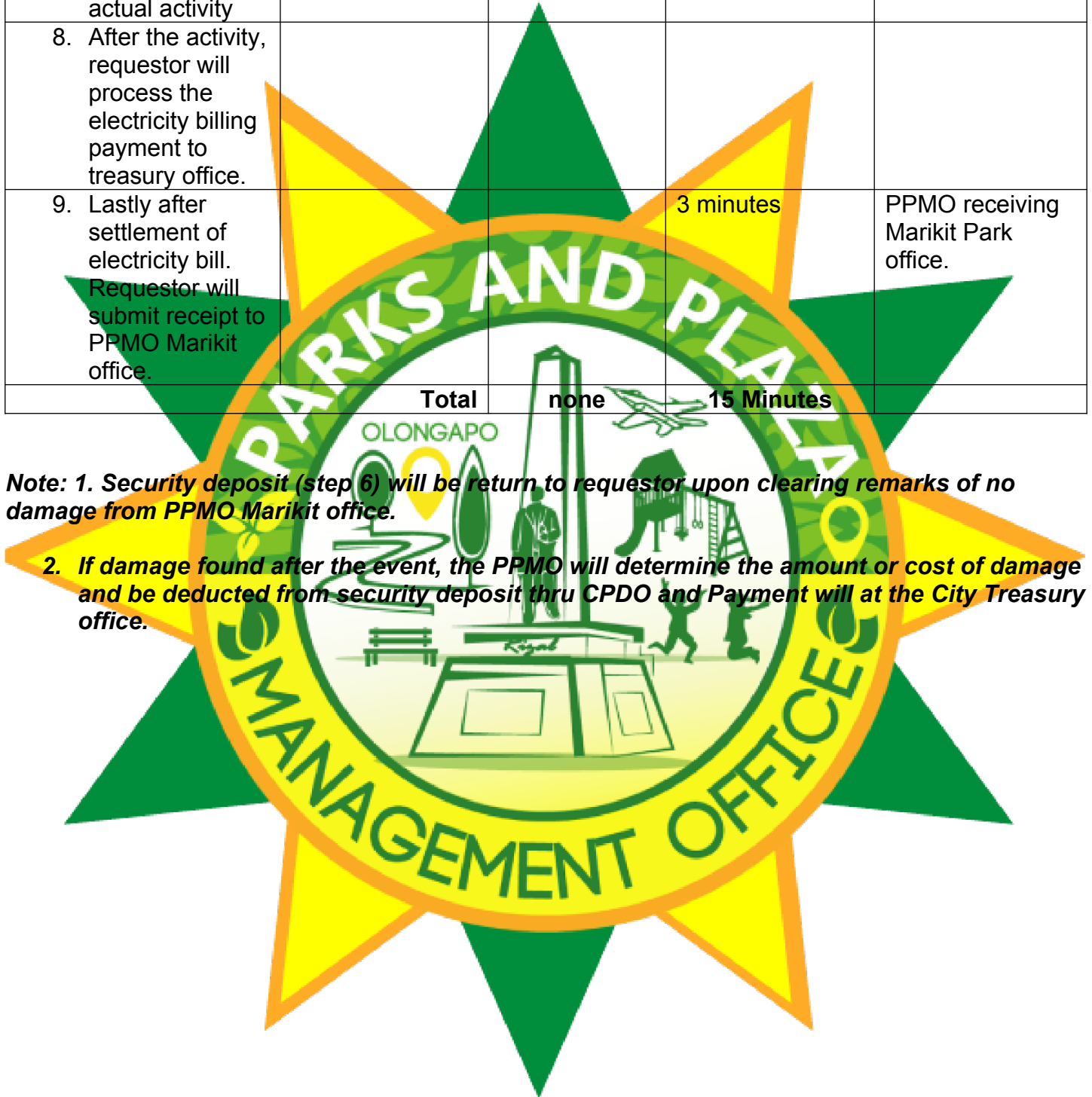
Office / Division:	Parks & Plazas Management Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request (1 original, 1 photocopy)		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the office of the City mayor	1. Receive letter	None		Mayor's office receiving staff
2. Fill-in action slip thru front desk of Mayor's office	Receive action slip.	none		Mayor's office receiving staff
3. Secure a receiving letter from the Mayor's office marked received.	Receive a letter from requestor with approved marked from the mayor's office.	none	3 Minutes	PPMO Receiving clerk at Marikit Park office
4. Letter with action slip with be submitted to PPMO office for comment			3 Minutes	PPMO receiving clerk at Marikit Park office
5. After office comment, letter will be sent back to Mayor's office for permit issuance.			3 Minutes	PPMO head of office for comment
6. Upon securing permit proceed to CPDO for issuance of acknowledgment receipt after				

payment of security deposit				
7. Proceed back to PPMO office to submit acknowledgment receipt prior to actual activity			3 Minutes	PPMO receiving clerk at Marikit Park office
8. After the activity, requestor will process the electricity billing payment to treasury office.				
9. Lastly after settlement of electricity bill. Requestor will submit receipt to PPMO Marikit office.			3 minutes	PPMO receiving Marikit Park office.
	Total	none	15 Minutes	

Note: 1. Security deposit (step 6) will be return to requestor upon clearing remarks of no damage from PPMO Marikit office.

2. If damage found after the event, the PPMO will determine the amount or cost of damage and be deducted from security deposit thru CPDO and Payment will at the City Treasury office.





FEEDBACK/COMPLAINT/ SUGGESTIONS MECHANISM

How to send a feedback?

Fill out the client prepared PPMO office form and give it to the office clerk at PPMO Marikit Park Office.

How Feedback's are processed?

The PPMO Marikit Office is open to consider different feedbacks, complaint, suggestions at all times or be scheduled on the availability of the PPMO Supervising Head.

If other concerned feedback addressed to other government office it will be forwarded after received to the designated office and answer will be relayed back to the citizen.