



National Parks Development Committee

CITIZEN'S CHARTER HANDBOOK (2020 2nd Edition)



National Parks Development Committee

CITIZEN'S CHARTER

2020 (2nd Edition) revised

I. Mandate

The National Parks Development Committee is mandated by Executive Order Nos. 30 and 69 to develop, preserve and manage Rizal and Paco Parks in Manila and other parks that may be assigned to NPDC.

II. Vision

It shall be the lead agency that will provide fully-developed and well-maintained parks for the Filipinos' wholesome recreation and socio-cultural education which will contribute towards the enrichment of national identity and heritage in partnership with concerned communities and Non-Government Organization (NGOs).

III. Mission

- Provide the general public with access to and enjoyment of an open park
- Showcase national heritage
- Develop new parks
- Develop a conducive business climate consonant to the preservation of historical significance
- Ensure viability of NPDC's financial position in support of its goals and objectives.
- Establish inter-agency linkages to achieve the agency's thrusts and programs

IV. Service Pledge

We are committed to:

1. Nurture and maintain world-class parks
2. Promote Filipino family values and patriotism to national heritage, arts and culture
3. Develop and preserve peaceful, secured and safe parks and
4. Create an enriching and satisfying experience for the general public

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Park Permit Section - Cultural and Public Affairs Division

External Services

1. Park Permit Issuance for FOC Activities

Issuance of Park Permit for Free-of-Charge Activities such as but not limited to School Projects, Photo Shoot for Portfolio/Personal Purposes, Practice of Sports, and Simple Gathering with no setup

Office or Division:	Park Permit Section - Cultural and Public Affairs Division (CPAD)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public, Government Agencies and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid I.D. (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, School, Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Fill out the FOC Request Form	1. Discuss with the client the details of his/her activity	None	15 minutes	<i>Margaux Vanessa T. Decripito</i> Head, Park Permit Section, Cultural and Public Affairs Division <i>Rosalie C. Abaño</i> Clerk, Park Permit Section, Cultural and Public Affairs Division
2. Present a valid I.D.	2. Secure a photocopy of the client's valid ID.	None	5 minutes	<i>Margaux Vanessa T. Decripito</i> Head, Park Permit Section, Cultural and Public Affairs Division <i>Rosalie C. Abaño</i> Clerk, Park Permit Section, Cultural and Public Affairs Division

	2.1. Issuance of the approved FOC Request Form	None	1 minute	<p><i>Margaux Vanessa T. Decripito</i> Head, Park Permit Section, Cultural and Public Affairs Division</p> <p><i>Rosalie C. Abaño</i> Clerk, Park Permit Section, Cultural and Public Affairs Division</p>
3. Receive the approved FOC Request Form.				
TOTAL:		None	21 minutes	

2. Park Permit Issuance for Small Activities

Issuance of Park Permit for Small Activities such as but not limited to personal photo shoots, special occasion photography, use of fountain, and small-scale/back pack commercial shoots and non-commercial shoots.

Office or Division:	Park Permit Section - Cultural and Public Affairs Division (CPAD)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public, Government Agencies and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid I.D. (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, School, Company		
Concept/Storyboard/Script for Photo/Video Shoot (1 photocopy)		Client/Organizer		
Permit/Clearance to Use Drone (if applicable) – (1 photocopy)		MPD Intelligence Division Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the application form for small activities.	1. Discuss with the client the details of his/her activity.	None	10 minutes	<i>Rosalie C. Abaño Clerk, Park Permit Section, Cultural and Public Affairs Division</i>
2. Present a valid I.D.	2. Provide assessment for the client's activity.	None	5 minutes	<i>Margaux Vanessa T. Decripito Head, Park Permit Section, Cultural and Public Affairs Division</i>
	2.1. Review the assessment	None	5 minutes	<i>Ron Jayson R. Cruz Chief Accountant, Accounting Section, Finance Division</i>

3. Pay corresponding fee based on the assessment.	3. Receive the payment and issue an official receipt.	Based on assessment	5 minutes	<p><i>Maria Rizza B. Anas</i> <i>OIC-Cash Section,</i> <i>Administrative Division</i></p> <p><i>Eduardo P. Quijano</i> <i>Collecting Officer-Cash Section,</i> <i>Administrative Division</i></p>
4. Receive the official receipt.		None	1 minute	
5. Submit a copy of the official receipt.	5. Prepare permit and secure a photocopy of the official receipt and client's valid ID.	None	15 minutes	<p><i>Rosalie C. Abaño</i> <i>Clerk, Park Permit Section,</i> <i>Cultural and Public Affairs Division</i></p>
	5.1 Sign the permit. For assessed fee A. Below 5,000.00 B. 5,000.00 and Above	None	A. 5 minutes B. 1 day	<p>A. <i>Margaux Vanessa T. Decripito</i> <i>Head, Park Permit Section,</i> <i>Cultural and Public Affairs Division</i></p> <p>B. <i>Cecille L. Romero</i> <i>Executive Director,</i> <i>Office of the Executive Director</i></p>
6. Receive and sign the 'conforme' portion of the permit.	6. Provide the client with the approved original copy of the permit and have a receiving copy.	None	5 minutes	<p><i>Rosalie C. Abaño</i> <i>Clerk, Park Permit Section,</i> <i>Cultural and Public Affairs Division</i></p>

TOTAL:	Based on assessment	1 day, 51 minutes	
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Fees to be paid	
Type of Fee	Amount
Use of Fountain	PHP 500
Special Occasion Shoot (Pre-nuptial, Pre-debut, Wedding, Birthday, Anniversary, Etc.) Other Non-Commercial Photo/Video Shoot with setup	PHP 2,000/4 hours PHP 500 for every succeeding hour
Commercial Photo/Video Shoot (Small-scale/Backpack Shoot only)	PHP 5,000/4 hours PHP 1,000 for every succeeding hour
Video Shoot for TV/Films (Large-scale setup)	PHP 20,000/4 hours PHP 5,000 for every succeeding hour PHP 10,000 Cash Bond (refundable)
Electricity Tapping Fee	Based on actual electrical consumption (to be computed by Park Operations Division)
Common Use of Services and Amenities (overtime services of manpower in-charge of monitoring and cleaning maintenance)	Based on manpower requirement of the activity

3. Park Permit Issuance for Receptions, Parties, and Other Intimate Gatherings

Issuance of Park Permit for Receptions such as Wedding, Birthday, Anniversary, Christmas Parties, and Other Intimate Gatherings

Office or Division:	Park Permit Section - Cultural and Public Affairs Division (CPAD)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public, Government Agencies and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid I.D. (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, School, Company		
Catering Contract (1 photocopy)		Chosen Caterer of the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Inquire on the availability and corresponding fees of venue/facility to be used.	1. Give info on the availability, terms, and conditions.	None	15 minutes	<i>Rosalie C. Abaño Clerk, Park Permit Section, Cultural and Public Affairs Division</i>
2. Fill-out application form (for reservation only). Fill-out application form and submit a copy of the catering contract (for full payment).	2. Evaluate details of the application and ensure that client conform to the terms and condition.	None	15 minutes	<i>Rosalie C. Abaño Clerk, Park Permit Section, Cultural and Public Affairs Division</i>
	2.1. Assess charges (Reservation or Full Payment)	None	30 minutes	<i>Margaux Vanessa T. Decripito Head, Park Permit Section, Cultural and Public Affairs Division</i>
	2.3. Review the assessment	None	10 minutes	<i>Ron Jayson R. Cruz Chief Accountant, Accounting Section, Finance Division</i>

3. Pay corresponding fee based on the assessment.	3. Receive the payment and issue an official receipt.	Based on assessment	5 minutes	<p><i>Maria Rizza B. Anas</i> <i>OIC-Cash Section,</i> <i>Administrative Division</i></p> <p><i>Eduardo P. Quijano</i> <i>Collecting Officer-</i> <i>Cash Section,</i> <i>Administrative Division</i></p>
4. Receive the official receipt.		None	1 minute	
5. Submit a copy of the official receipt.	5. Secure a photocopy of the official receipt and client's valid ID.	None	10 minutes	<p><i>Rosalie C. Abaño</i> <i>Clerk, Park Permit Section,</i> <i>Cultural and Public Affairs Division</i></p>
	5.1. Record the reserved booking on the logbook upon payment of reservation fee.	None	5 minutes	
	5.2. Prepare permit upon full payment.	None	15 minutes	
	5.3. Review and forward the permit to the Office of the Executive Director for approval.	None	5 minutes	<p><i>Margaux Vanessa T. Decripito</i> <i>Head, Park Permit Section,</i> <i>Cultural and Public Affairs Division</i></p>
	5.4. Sign the permit.	None	1 day	<p><i>Cecille L. Romero</i> <i>Executive Director,</i> <i>Office of the Executive Director</i></p>
6. Receive and sign the conforme portion of the permit.	6. Notify the client upon receipt of the approved permit.	None	1 minute	<p><i>Rosalie C. Abaño</i> <i>Clerk, Park Permit Section,</i> <i>Cultural and Public Affairs Division</i></p>
	6.1. Provide the client with the approved	None	5 minutes	

	original copy of the permit and have a receiving copy.			
TOTAL:		Based on assessment	1 day, 1 hour, 57 minutes	

Venue	Time	Fees to be Paid		
		Basic charge	Ingress/Egress	Cash bond (Refundable)
Quirino Grandstand Bleachers	6:00AM-6:00PM	Php 30,000/4 hours Php 7,500/additional hr. Minimum of 4 hours	Php 10,000/day	Php 10,000
	6:00PM-6:00AM	Php 36,000/4hours Php 9,000/additional hr. Minimum of 4 hours	Php 10,000/day	Php 10,000
Quirino Grandstand VIP Lounge (Center)		Php 3,750/hour Minimum of 4 hours		Php 10,000
Quirino Grandstand VIP Lounge (North and South Wing)		Php 2,250/hour Minimum of 4 hours		Php 10,000
Parade Ground		Php 10,500/hour Minimum of 1 hour	Php 10,000/day	Php 10,000
Burnham Green (Elevated Area)		Php 75,000/4 hours Php15,000/additional hr. Minimum 4 hours	Php 10,000/day	Php 50,000
Package for Quirino Grandstand (Quirino Grandstand and Bleachers, Burnham Green, and	6:00AM-6:00 PM	Php 112,500/4 hours Php 22,500/additional hr. Minimum of 4 hours	Php 10,000/day	Php 100,000
	6:00PM-6:00AM	Php 135,000/4 hours Php 27,000/additional hr. Minimum of 4 hours	Php 10,000/day	Php 100,000

Parade Ground)				
Chinese Whole Garden	6:00AM-6:00PM	Php 50,000/4 hours Php12,500/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
	6:00PM-6:00AM	Php 60,000/4 hours Php 15,000/additional hr. Minimum of 4 hours	Php 1,000/hour	
Japanese Whole Garden	6:00AM-6:00PM	Php 16,000/4 hours Php 3,000/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
	6:00PM-6:00AM	Php 18,000/4 hours Php 3,500/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
Kanlungan ng Sining	6:00AM-6:00PM	Php 16,000/4 hours Php3,000/additional hr.	Php 1,000/hour	Php 10,000
	6:00PM-6:00AM	Php 18,000/4 hours Php 3,500/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
Open Air Auditorium		Php 22,500/4 hours Php4,500/additional hr. Minimum of 4 hours Rehearsal Fee: Php 2,250/hr Minimum of 1 hour	Php 1,000/hour	Php 10,000
Binhi ng Kalayaan Whole Garden	6:00AM-6:00PM	Php 50,000/4 hours Php12,500/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
	6:00PM-6:00AM	Php 60,000/4 hours Php 15,000/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
Binhi ng Kalayaan Building	6:00AM-6:00PM	Php 20,000/4 hours Php 5,000/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
	6:00PM-6:00AM	Php 25,000/4 hours Php 6,250/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
Lapu Lapu Area	6:00AM-6:00PM	Php 14,000/2 hours Php 6,000/additional hr. Minimum of 2 hours	Php 10,000/day	Php 10,000

	6:00PM-6:00AM	Php 16,800/2 hours Php 7,200/additional hr. Minimum of 2 hours	Php 10,000/day	Php 10,000
Paco Park Garden	6:00AM-6:00PM	Php 16,000/4 hours Php 2,700/additional hr. Minimum of 4 hours	Php 10,000/day	Php 10,000
	6:00PM-6:00AM	Php 18,000/4 hours Php 3,600/additional hr. Minimum of 4 hours	Php 10,000/day	Php 10,000
Paco Park Lounge		Php 5,000/4 hours Php 1,250/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
Paco Park Enclosed Gardens (Osorio 1,2 and 3)		Php 10,000/4 hours Php 2,500/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
Catering Fee: Accredited Caterer Non-Accredited Caterer			15% of the Catering Contract 20% of the Catering Contract	
Electricity Tapping Fee			Based on actual electrical consumption (to be computed by Park Operations Division)	
Common Use of Services and Amenities (overtime services of manpower in-charge of monitoring and cleaning maintenance)			Based on manpower requirement of the activity	

4. Park Permit Issuance for Big Events and Other Complex/Highly Technical Requests

Issuance of Park Permit for Big Events such as but not limited to fun runs, religious gatherings, concerts, national/international events, organizational events of government agencies and non-government organizations, and other complex/highly technical requests such as shoots with large-scale setup which would require thorough evaluation prior to approval

Office or Division:	Park Permit Section - Cultural and Public Affairs Division (CPAD)			
Classification:	Complex/Highly Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public, Government Agencies and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid I.D. (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, School, Company		
Catering Contract (1 photocopy)		Chosen Caterer of the Client		
Event Layout/Plan (1 photocopy)		Client/Organizer		
Concept/Storyboard/Script (Photo/Video Shoot) – (1 photocopy)		Client/Organizer		
Security and Safety Plan (1 photocopy)		Client/Organizer		
Permit/Clearance to Use Drone (if applicable) – (1 photocopy)		MPD Intelligence Division Unit		
Firecrackers/Fireworks Display Permit (if applicable) – (1 photocopy)		PNP Firearms & Explosive Office		
Permit for Road Closure / Traffic Assistance (if applicable) – (1 photocopy)		Manila Police District Traffic Enforcement Unit / Manila Traffic and Parking Bureau / Metropolitan Manila Development Authority (MMDA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent specifying the complete details of the event.	1. Give information on the availability, terms, and conditions.	None	30 minutes	<i>Margaux Vanessa T. Decripito</i> Head, Park Permit Section, Cultural and Public Affairs Division
	1.1. Record the schedule on the logbook.			
	1.2. Evaluate details of the request and prepare	None	5 days (Depending on the	

	Permit Section Approval Request Form.		complexity of the request)	<i>Rosalie C. Abaño Clerk, Park Permit Section, Cultural and Public Affairs Division</i>
	1.3. Submit Permit Section Approval Request (PSAR) Form to the Executive Director.	None	2 days (Depending on the complexity of the request)	
	1.4. Upon receipt of approved PSAR, the client will be notified to fill out an application form and submit the complete requirements.	None	10 minutes	
2. Fill-out application form (for reservation only). Fill-out application form with the complete requirements (for full payment).	2. Evaluate details of the application and ensure that client conform to the terms and condition.	None	15 minutes	<i>Margaux Vanessa T. Decripito Head, Park Permit Section, Cultural and Public Affairs Division</i> <i>Rosalie C. Abaño Clerk, Park Permit Section, Cultural and Public Affairs Division</i>
	2.1. Assess charges (Reservation or Full Payment)	None	30 minutes	<i>Margaux Vanessa T. Decripito Head, Park Permit Section, Cultural and Public Affairs Division</i>
	2.2. Review the assessment	None	10 minutes	<i>Ron Jayson R. Cruz Chief Accountant, Accounting Section, Finance Division</i>
3. Pay corresponding fee based on the assessment.	3. Receive the payment and issue an official receipt.	Based on assessment	5 minutes	<i>Maria Rizza B. Anas OIC-Cash Section, Administrative Division</i> <i>Eduardo P. Quijano Collecting Officer- Cash Section,</i>

				Administrative Division
4. Receive the official receipt.		None	1 minute	
5. Submit a copy of the official receipt.	5. Secure a photocopy of the official receipt and client's valid ID.	None	10 minutes	<i>Rosalie C. Abaño Clerk, Park Permit Section, Cultural and Public Affairs Division</i>
	5.1. Record the reserved booking on the logbook upon payment of reservation fee.	None	5 minutes	
	5.2. Prepare permit upon full payment.	None	15 minutes	
	5.3. Review and forward the permit to the Office of the Executive Director for approval.	None	5 minutes	<i>Margaux Vanessa T. Decripito Head, Park Permit Section, Cultural and Public Affairs Division</i>
	5.4. Sign the permit.	None	1 day	<i>Cecille L. Romero Executive Director, Office of the Executive Director</i>
6. Receive and sign the conforme portion of the permit.	6. Notify the client upon receipt of the approved permit.	None	1 minute	<i>Rosalie C. Abaño Clerk, Park Permit Section, Cultural and Public Affairs Division</i>
	6.1. Provide the client with the approved original copy of the permit and have a receiving copy.	None	5 minutes	
TOTAL:		Based on assessment	8 days Evaluation of the Request: 7 days Permit Issuance: 1 day (after the settlement of full payment)	

		and submission of complete requirements)	
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Venue	Time	Fees to be Paid		
		Basic charge	Ingress/Egress	Cash bond (Refundable)
Quirino Grandstand Bleachers	6:00AM- 6:00PM	Php 30,000/4 hours Php 7,500/additional hr. Minimum of 4 hours	Php 10,000/day	Php 10,000
	6:00PM- 6:00AM	Php 36,000/4hours Php 9,000/additional hr. Minimum of 4 hours	Php 10,000/day	Php 10,000
Quirino Grandstand VIP Lounge (Center)		Php 3,750/hour Minimum of 4 hours		Php 10,000
Quirino Grandstand VIP Lounge (North and South Wing)		Php 2,250/hour Minimum of 4 hours		Php 10,000
Parade Ground		Php 10,500/hour Minimum of 1 hour	Php 10,000/day	Php 10,000
Burnham Green (Elevated Area)		Php 75,000/4 hours Php15,000/additional hr. Minimum 4 hours	Php 10,000/day	Php 50,000
Package for Quirino Grandstand (Quirino Grandstand Bleachers, Burnham Green, and Parade Ground)	6:00AM- 6:00 PM	Php 112,500/4 hours Php 22,500/additional hr. Minimum of 4 hours	Php 10,000/day	Php 100,000
	6:00PM- 6:00AM	Php 135,000/4 hours Php 27,000/additional hr. Minimum of 4 hours	Php 10,000/day	Php 100,000

Chinese Whole Garden	6:00AM-6:00PM	Php 50,000/4 hours Php12,500/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
	6:00PM-6:00AM	Php 60,000/4 hours Php 15,000/additional hr. Minimum of 4 hours	Php 1,000/hour	
Japanese Whole Garden	6:00AM-6:00PM	Php 16,000/4 hours Php3,000/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
	6:00PM-6:00AM	Php 18,000/4 hours Php 3,500/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
Kanlungan ng Sining	6:00AM-6:00PM	Php 16,000/4 hours Php3,000/additional hr.	Php 1,000/hour	Php 10,000
	6:00PM-6:00AM	Php 18,000/4 hours Php 3,500/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
Open Air Auditorium		Php 22,500/4 hours Php4,500/additional hr. Minimum of 4 hours Rehearsal Fee: Php 2,250/hr Minimum of 1 hour	Php 1,000/hour	Php 10,000
Binhi ng Kalayaan Whole Garden	6:00AM-6:00PM	Php 50,000/4 hours Php12,500/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
	6:00PM-6:00AM	Php 60,000/4 hours Php 15,000/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
Binhi ng Kalayaan Building	6:00AM-6:00PM	Php 20,000/4 hours Php 5,000/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
	6:00PM-6:00AM	Php 25,000/4 hours Php 6,250/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
Lapu Lapu Area	6:00AM-6:00PM	Php 14,000/2 hours Php 6,000/additional hr. Minimum of 2 hours	Php 10,000/day	Php 10,000
	6:00PM-6:00AM	Php 16,800/2 hours Php 7,200/additional hr.	Php 10,000/day	Php 10,000

		Minimum of 2 hours		
Paco Park Garden	6:00AM-6:00PM	Php 16,000/4 hours Php 2,700/additional hr. Minimum of 4 hours	Php 10,000/day	Php 10,000
	6:00PM-6:00AM	Php 18,000/4 hours Php 3,600/additional hr. Minimum of 4 hours	Php 10,000/day	Php 10,000
Paco Park Lounge		Php 5,000/4 hours Php 1,250/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
Paco Park Enclosed Gardens (Osorio 1,2 and 3)		Php 10,000/4 hours Php 2,500/additional hr. Minimum of 4 hours	Php 1,000/hour	Php 10,000
Electricity Tapping Fee			Based on actual electrical consumption (to be computed by Park Operations Division)	
Common Use of Services and Amenities (overtime services of manpower in-charge of monitoring and cleaning maintenance)			Based on manpower requirement of the activity	

5. Processing of Refund

Processing of refund of cash bond after the event including fees for the use of facilities in cases of cancellation

Office or Division:	Park Permit Section - Cultural and Public Affairs Division (CPAD)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public, Government Agencies and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for Refund (1 original)		Client/Organizer		
Official Receipt of Payment (1 original)				
Notarized Authorization Letter and Photocopy of ID of Authorized Representative (Applicable for companies and organizations) – (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit a letter of request of refund with the original receipt of payment.	1. Receive request.	None	10 minutes	<i>Rosalie C. Abaña Clerk, Park Permit Section, Cultural and Public Affairs Division</i>
	1.1. For request for cash bond refund, notify the client if there are damages to park properties and extension of hours resulted from the event.	None	1 day	<i>Rosalie C. Abaña Clerk, Park Permit Section, Cultural and Public Affairs Division</i>
	1.2. Prepare request for transfer/ refund to be approved by the Head of the Park Permit Section.	None	15 minutes	<i>Rosalie C. Abaña Clerk, Park Permit Section, Cultural and Public Affairs Division</i>

	1.3. Approve the request for transfer / refund.	None	15 minutes	<i>Margaux Vanessa T. Decripito Head, Park Permit Section, Cultural and Public Affairs Division</i>
	1.4. Forward the documents to the Accounting Section for processing.	None	5 minutes	<i>Rosalie C. Abaño Clerk, Park Permit Section, Cultural and Public Affairs Division</i>
	1.5. Prepare the disbursement voucher and will endorse the voucher to the Park Permit Section for approval of payment.	None	3 hours	<i>Ron Jayson R. Cruz Chief Accountant, Accounting Section, Finance Division</i>
	1.6. Approve and endorse the signed voucher to the Cash Section.	None	15 minutes	<i>Margaux Vanessa T. Decripito Head, Park Permit Section, Cultural and Public Affairs Division</i>
	1.7. Prepare the check to be signed and approved by authorized signatories and will inform the Park Permit Section if the check is available for pick-up.	None	1 day	<i>Maria Rizza B. Anas OIC-Cash Section, Administrative Division</i>
	1.8. Inform the client that his/ her check is available for pickup.	None	1 minute	<i>Rosalie C. Abaño Clerk, Park Permit Section, Cultural and Public Affairs Division</i>
	1.9. Release the check to the client.	None	3 minutes	<i>Maria Rizza B. Anas</i>

				<i>OIC-Cash Section, Administrative Division</i>
2. Receive the check and acknowledge/sign the disbursement voucher.		None	2 minutes	
TOTAL:		None	2 days, 4 hours, 6 minutes	

6. Processing of Application for the Educational Guided Tour at the Light and Sound Complex

Office or Division:	Cultural and Public Affairs Division (CPAD)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public, Government Agencies and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submit request addressed to the Executive Director through the Cultural & Public Affairs Division (CPAD).	1. Check the availability of requested schedule. If available, the schedule will be confirmed. *Requests for free-of-charge shall be forwarded to the Office of the Executive Director for approval.	None	1 day	<p><i>Margaux Vanessa T. Decripito</i> Creative Arts Specialist II, Cultural and Public Affairs Division</p> <p><i>May Ann T. Peacita</i> Media Production Specialist I, Cultural and Public Affairs Division</p>
	1.1. Forward the approved request to the Area Manager of Light and Sound Complex.			
	1.2. Record the scheduled tour at the Light and Sound Complex calendar.			<p><i>Villamor M. Paredes</i> Area Manager, Cultural and Public Affairs Division</p> <p><i>Virgilio T. Pariña</i> Assistant Area Manage,</p>

				Cultural and Public Affairs Division
2. Pay corresponding fee at the Light and Sound Complex.	2.1. Receive payment.	Daily Guided Tour: Php 10.00 for Students	10 minutes	<i>Joselito V. Malveda</i> <i>Moises S. Vicencio</i> <i>Alberto C. Puno</i>
	2.2. Issue ticket receipt	Php 20.00 for the General Public Evening Presentation: Php 50.00		<i>Authorized Cash Clerks, Cash Section, Administrative Division</i>
3. Receive ticket receipt.			1 minute	
4. Enter the facility.			1 minute	
TOTAL:			1 day, 22 minutes	

Fees to be paid	
Daily Guided Tour	PHP 10 – Students PHP 20 – General Public
Evening Presentation	PHP 50 – General Public

Cash Section- Administrative Division External Services

1.Receiving of Payment

Collection of payment through the Collecting Office

Office or Division:	Cash Section - Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public, Government Agencies and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Permit Section		
Order of Payment		Bids and Awards Committee (BAC)		
Billing		Accounting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Present the Assessment Form/ Order of Payment/ Billing	1. Evaluate the requirement	None	1 minute	<i>Maria Rizza B. Anas</i> OIC-Cash Section, Administrative Division <i>Eduardo P. Quijano</i> Collecting Officer- Cash Section, Administrative Division
2.Pays the necessary fees and charges.	2.1. Receive payment. 2.2. Issue Official receipt	Depends on the assessed fees and charges	1 minute	<i>Maria Rizza B. Anas</i> OIC-Cash Section, Administrative Division <i>Eduardo P. Quijano</i> Collecting Officer- Cash Section, Administrative Division
3.Receives Official Receipt		None	1 minute	<i>Maria Rizza B. Anas</i> OIC-Cash Section, Administrative Division

				<i>Eduardo P. Quijano Collecting Officer- Cash Section, Administrative Division</i>
TOTAL:		None	3 Minutes	

2. Disbursement of Checks/Cash

Releasing of payments to various payees thru Check or Cash.

Office or Division:	Cash Section - Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public, Government Agencies and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Notarized authorization letter to claim check or cash. Valid ID of the person authorizing the pick-up and of the authorized representative 		<ol style="list-style-type: none"> Client/ Company BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, School, Company 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Present ID for proper Identification	<ol style="list-style-type: none"> Validates the Authorization Letter and IDs 1.1. Issues check/cash to the client 	None	1 minute	<i>Maria Rizza B. Anas OIC-Cash Section, Administrative Division</i>
2. For Check: Receives Check, Signs Disbursement Voucher and Issues Official Receipt	<ol style="list-style-type: none"> Receive signed Disbursement Voucher and Official Receipt 2.1. Issue a copy of Disbursement Voucher and BIR Form 2307 and 2306 (if applicable) 	None	2 minutes	<i>Maria Rizza B. Anas OIC-Cash Section, Administrative Division</i>
For Cash: Receives Cash, Signs Disbursement Voucher or Payroll				
3. Receives a copy of Disbursement Voucher and BIR Form 2307 and 2306		None	1 minute	<i>Maria Rizza B. Anas OIC-Cash Section, Administrative Division</i>
TOTAL:		None	4 minutes	

3. Disbursement thru LDDAP-ADA

Releasing of payments to various payees thru Bank Transfer

Office or Division:	Cash Section - Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public, Government Agencies and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Receives payment thru Bank Transfer	1. Inform the client that a fund transfer has been made and make a request for the acknowledgment/signing of Disbursement Voucher and Issuance of Official Receipt.	None	For Landbank of the Philippines (LBP) Accounts: 1 day from the online approval (For Non-LBP Accounts: 3-5 working days from the submission of LDDAP-ADA to LBP)	<i>Maria Rizza B. Anas</i> OIC-Cash Section, Administrative Division
2. Signs Disbursement Voucher and Issues Official Receipt	2.1. Receive signed Disbursement Voucher and Official Receipt	None	2 minutes	<i>Maria Rizza B. Anas</i> OIC-Cash Section, Administrative Division
	2.2. Issue copy of Disbursement Voucher and BIR Form 2307 and 2306	None	1 minute	<i>Maria Rizza B. Anas</i> OIC-Cash Section, Administrative Division

3. Receives a copy of Disbursement Voucher and BIR Form 2307 and 2306		None	1 minute	<i>Maria Rizza B. Anas OIC-Cash Section, Administrative Division</i>
TOTAL:		None	1 Day	

Human Resources Section - Administrative Division

Internal Services

1. Preparation of Payroll for the Payment of Overtime of Employees

Payment of Rendered Overtime Services

Office or Division:	Human Resources Section - Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Agency Regular Employees and Job Order Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Overtime Request		Timekeeping Unit		
Summary of Rendered Overtime Services		Timekeeping Unit		
Accomplishment Report		Human Resource Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Renders Overtime based on the Overtime Request.	1. Computes Total Overtime Services Rendered	None	2 days	<i>Robert F. Purugganan, Jr.</i> Collecting Officer, Timekeeping Unit, HR – Administrative Division <i>Herbert G. Esquibal</i> Administrative Aide VI Payroll Unit, HR – Administrative Division
2. Submits Accomplishment Report	2. Receives Accomplishment Report	None	1 day	<i>Herbert G. Esquibal</i> Administrative Aide VI Payroll Unit, HR – Administrative Division <i>Rosemarie S. Malig</i> Administrative Aide IV Payroll Unit, HR – Administrative Division

				<i>Rica Pantalunan Administrative . Assistant, HR Section, Administrative Division</i>
	2.2.Prepare Payroll of Summary for Overtime	None	2 days	<i>Herbert G. Esquibal Administrative Aide VI Payroll Unit, HR – Administrative Division</i> <i>Rosemarie S. Malig Administrative Aide IV Payroll Unit, HR – Administrative Division</i>
	2.3 Submits Payroll and necessary attachments to Accounting for the preparation of voucher.	None	1 day	<i>Herbert G. Esquibal Administrative Aide VI Payroll Unit, HR – Administrative Division</i> <i>Editha Ortiz Administrative Assistant II Accounting Section, Finance Division</i>
TOTAL:		None	6 days	

2. Preparation of Payroll for the Salaries for the Services Rendered of the Regular Employees and Job-Order Personnel

This covers processing of Monthly Salary for Regular and Job Order Personnel.

Office or Division:	Human Resources Section - Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Agency Regular Employees and Job Order Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Daily Time Record		Timekeeping Unit		
Accomplishment Report		Human Resource Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished DTR and Accomplishment Report from Timekeeping Unit	1.1. Submits duly accomplished DTR and Accomplishment Report from Timekeeping Unit	None	1 day	<i>Herbert G. Esquibal</i> Administrative Aide VI Payroll Unit, HR – Administrative Division <i>Rosemarie S. Malig</i> Administrative Aide IV Payroll Unit, HR – Administrative Division
	1.2. Compute for tardiness and LWOP	None	1 day	<i>Robert F. Purugganan, Jr.</i> Collecting Officer I Timekeeping Unit, HR – Administrative Division <i>Rosemarie S. Malig</i> Administrative Aide IV Payroll Unit, HR – Administrative Division

	1.3. Encodes Mandatory Benefits and Loans	None	1 day	<i>Herbert G. Esquibal</i> <i>Administrative Aide VI</i> <i>Payroll Unit, HR – Administrative Division</i> <i>Rosemarie S. Malig</i> <i>Administrative Aide IV</i> <i>Payroll Unit, HR – Administrative Division</i>
	1.4. Finalization of Payroll and Summary of Remittances	None	1 day	<i>Herbert G. Esquibal</i> <i>Administrative Aide VI</i> <i>Payroll Unit, HR – Administrative Division</i>
	1.5. Submit Payroll and Summary of Remittances to Finance Division	None	1 day	<i>Herbert G. Esquibal</i> <i>Administrative Aide VI</i> <i>Payroll Unit, HR – Administrative Division</i> <i>Editha Ortiz</i> <i>Administrative Assistant II</i> <i>Accounting Section,</i> <i>Finance Division</i>
	1.6. Preparation of Payslips	None	1 day	<i>Herbert G. Esquibal</i> <i>Administrative Aide VI</i> <i>Payroll Unit, HR – Administrative Division</i>
2.	Receives Salary and payslip every 15 th and 30 th day of the month			
TOTAL:		None	6 days	

3. Preparation of Payroll for the Mandatory Benefits

This covers processing of payroll of mandatory benefits as per released guidelines of Department of Budget and Management and by the instruction of the Chief, Finance Division.

Office or Division:	Human Resources Section - Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	G2G, G2B			
Who may avail:	Agency Regular Employees and Job Order Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preparation Payroll for the Mandatory Benefits		Payroll Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits DBM/CSC Circulars and the NPDC Internal guidelines	1.1. Check guidelines/circulars from DBM, CSC and by the Instruction of Finance Division	None	1 day	<i>Herbert G. Esquibal</i> <i>Administrative Aide VI</i> <i>Payroll Unit, HR – Administrative Division</i> <i>Rosemarie S. Malig</i> <i>Administrative Aide IV</i> <i>Payroll Unit, HR – Administrative Division</i> <i>Heherson M. Martinez</i> <i>Chief,</i> <i>Finance Division</i>
	1.2. Computes benefit based on the guidelines for regular employees	None	1 day	<i>Herbert G. Esquibal</i> <i>Administrative Aide VI</i> <i>Payroll Unit, HR – Administrative Division</i> <i>Rosemarie S. Malig</i> <i>Administrative Aide IV</i>

				<i>Payroll Unit, HR – Administrative Division</i>
	1.3. Prepare Payroll Summary	None	1 day	<i>Herbert G. Esquibal Administrative Aide VI Payroll Unit, HR – Administrative Division Rosemarie S. Malig Administrative Aide IV Payroll Unit, HR – Administrative Division</i>
	1.4. Submit Payroll Summary to Finance Division for preparation of Voucher.	None	1 day	<i>Herbert G. Esquibal Administrative Aide VI Payroll Unit, HR – Administrative Division Editha Ortiz Administrative Assistant II Accounting Section, Finance Division</i>
TOTAL:		None	4 days	

4. Issuance of Service Records

To ensure the availability of Service Records to existing and separated NPDC personnel.

Office or Division:	Human Resources Section (Records and Indexing Unit) - Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Agency Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Records Request Form		Records & Indexing Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a Service Records Request Form	1. Provides the employee with the Service Records Request Form	None	3 minutes	<i>Alfonso A. Marfa</i> Administrative Aide IV Records and Indexing Unit, HR – Administrative Division
2. Fill up the Service Records Request Form and submits it to the Records and Indexing Unit	2. Receives the filled-out Service Records Request Form.	None	1 minute	<i>Alfonso A. Marfa</i> Administrative Aide IV Records and Indexing Unit, HR – Administrative Division
	2.1. Verifies the Service Records Request of the employee.	None	10 Minutes	<i>Jeoffa U. Acmat</i> Administrative Aide VI Records and Indexing Unit Head, HR – Administrative Division
	2.2. Checks and updates the record of the requestor for the issuance of his/her Service Record	None	1 Hour	<i>Jeoffa U. Acmat</i> Administrative Aide VI Records and Indexing Unit Head, HR – Administrative Division

	2.3. Endorse the Service Record of the employee to the Chief of the Administrative Division for approval	None	2 Minutes	<i>Jeoffa U. Acmat Administrative Aide VI Records and Indexing Unit Head, HR – Administrative Division</i>
	2.4. Approval of the Chief of the Administrative Division	None	15 Minutes	<i>Mariel Paula S. Sugatan OIC, Administrative Division</i>
	2.5. Receives the Approved Service Record of the Employee	None	1 Minute	<i>Jeoffa U. Acmat Administrative Aide VI Records and Indexing Unit Head, HR – Administrative Division</i>
	2.6. Releases the Requested Service Record	None	3 Minutes	<i>Jeoffa U. Acmat Administrative Aide VI Records and Indexing Unit Head, HR – Administrative Division</i> <i>Alfonso A. Marfa Administrative Aide IV Records and Indexing Unit, HR – Administrative Division</i>
3. Receives the requested Service Record				
	TOTAL:	None	1 hour, 35 minutes	

5. Terminal Leave Application Process

To ensure that the terminal leave claim of retiree is receive in timely manner.

Office or Division:	Human Resources Section (Welfare Unit) - Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Retirees of NPDC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Application of Leave Form "Form 6"		Welfare Unit		
Letter of Intent to retire				
Statement of Liabilities and Net worth (SALN)				
Accountabilities Clearance		Welfare Unit		
Fiscal Clearance (1 Original)		Office of the City Prosecutor, Manila City Hall		
Service Record		Records Section		
Barangay Clearance				
Ombudsman Clearance (1 Original)		Office of the Ombudsman		
Marriage Contract if married (1 Original)		Philippine Statistics Authority		
Bank Account (1 Photocopy of ATM)				
Birth Certificate (1 Original)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished application for leave with recommending approval by the immediate supervisor with all the necessary requirements.	1. Receive duly accomplished leave form and check for completeness of all the necessary requirements.	None	10 minutes	<i>Alicia D. Galope</i> <i>Administrative Aide VI,</i> <i>Welfare Unit, HR</i> <i>– Administrative Division</i>
	1.1. Evaluates and computes leave credits. Prepare the necessary Documents: A. Certification of Leave Credits; B. Certification of Actual Employment; C. Certification of Leave without Pay;	None	1 day	<i>Catherine A. Guadalupe</i> <i>Administrative Assistant III,</i> <i>Welfare Unit, HR</i> <i>– Administrative Division</i>

	D. Endorsement Letter to the Head of Agency; E. Summary of Appointment of Leave and computation. F. Photocopy of Leave Card G. Letter to Department of Budget and Management for Release of Budget			
	1.2. Request to Records Unit the following documents: A. Notice of Salary Adjustment B. Notice of Step Increment C. Original Appointment.	None	1 day	<i>Jeeffa U. Acmat</i> <i>Administrative Aide VI</i> <i>Records and Indexing Unit Head,</i> <i>HR – Administrative Division</i>
	1.3. Submit all the requirements for signature	None	1 day	<i>Nina Immaculada Abigail Siopongco</i> <i>OIC, Human Resource Section,</i> <i>Administrative Division</i> <i>Mariel Paula S. Sugatan</i> <i>OIC,</i> <i>Administrative Division</i> <i>Cecille L. Romero</i> <i>Executive Director, Office of the Executive Director</i>
	1.4. Submit to Finance Division for preparation of Disbursement Voucher	None	1 day	<i>Ron Jayson R. Cruz</i> <i>Chief Accountant,</i> <i>Accounting Section,</i> <i>Finance Division</i>
	TOTAL:	None	4 days, 10 minutes	

6. Leave Application Process

Availment of Leave: Vacation, Sick etc.

Office or Division:	Human Resources Section (Welfare Unit) - Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	NPDC Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Application of Leave Form "Form 6"		Welfare Section		
Medical Certificate (if more than 5 days)		Government Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished application for leave with recommending approval by the immediate supervisor	1. Receive, verify and posting in leave card	None	10 minutes	<i>Alicia D. Galope</i> Administrative Aide VI, Welfare Unit, HR – Administrative Division <i>Catherine A. Guadalupe</i> Administrative Assistant III, Welfare Unit, HR – Administrative Division
	1.1. Review and certify Leave Balances	None	5 minutes	<i>Nina Immaculada Abigail Siopongco</i> OIC, Human Resource Section, Administrative Division
	1.2. Record and forward to the Division Chief concerned or Head of agency	None	5 minutes	<i>Alicia D. Galope</i> Administrative Aide VI, Welfare Unit, HR – Administrative Division

				<p>For Administrative Division: <i>Mariel Paula S. Sugatan</i> OIC, Administrative Division</p> <p>For Planning and Management Division : <i>Eduardo C. Villalon Jr.</i> Chief, Planning and Management Division</p> <p>For Finance Division: <i>Heherson M. Martinez</i> Chief, Finance Division</p> <p>For Cultural and Public Affairs Division : <i>Virginia V. Arnold</i> Chief, Cultural and Public Affairs Division</p> <p>For Operations Division: <i>Rosalina P. Tenepere</i> Chief, Operations Division</p> <p><i>Cecille L. Romero</i> Executive Director, Office of the Executive Director</p>
	1.3. Signs approves/ disapproves application for leave	None	2 minutes	
	1.4. Encoding to the HRIS System, furnish Original copy of approve/ disapproved leave to	None	10 minutes	<i>Catherine A. Guadalupe</i> Administrative Assistant III,

	applicants and file duplicate copy			<i>Welfare Unit, HR</i> – Administrative Division
2. Receive the copy of Approve/ disapproved Leave application approval by the immediate supervisor				
TOTAL:		None	32 minutes	

Operations Division Internal Services

1. Provision of Transportation and Mobilization

To ensure the safe and punctual travel of the NPDC personnel

Office or Division:	Operations Division – Motorpool Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Agency Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vehicle Request Form (VRS) (2 copies)		Motorpool Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Request two (2) copies of the Vehicle Requisition Slip (VRS)	1. Provide the employee with the VRS	None	5 minutes	<i>Rollyn Lapizar Head, Motorpool Unit, Operations Division</i>
2. Submits accomplished VRS	2. Receives accomplished VRS	None	5 minutes	<i>Rollyn Lapizar Head, Motorpool Unit, Operations Division</i>
	2.1. Checks the availability of the vehicle, driver, and requested schedule and time of the trip	None	5 minutes	
	2.2. Informs the verified driver of the schedule, time, and destination of the trip Vehicle Requisition Form	None	2 minutes	
3. Travels to their respective destinations as per approved VRS	3. Transports the passengers listed in the VRS to and from their respective destination based on the VRS	None		<i>Rodel Ramos or Errol Batario or Michael Milo (Drivers) Motorpool Unit, Operations Division</i>
TOTAL:		None	17 minutes	

2. Provision for Repair Works and Technical Support

The Operations Division ensures completion of all requested repair works and provide technical assistance to other division.

Office or Division:	Operations Division			
Classification:	Simple (Complex)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other Divisions within NPDC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Work Order Request (WOR) Form		Operations Division- CPM Building		
Letter Request (with photo attachments for repair works)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Accomplish the Requester/ Worksite Details Segment of the Work Order Request Form	1. Assist or receive the filled-out form to be forwarded to the Asst. Division Chief	None	5 minutes	<i>Susana A. Rotea</i> <i>Administrative Aide IV</i> Operations Division- CPM Building
	1.1. Assign to the Concerned Operations Division Section (CPM, Utility, Electrical and Fountain and Falls)	None	2 minutes	<i>Salvador Cruz</i> <i>POS IV</i> Operations Division CPM Building
	1.2. Pre-Inspection/ Assessment of Requested Item of Work	None	20 minutes	<i>Concerned Operations Division, Section Head</i> <i>*Roberto Paghiligan (CPM)</i> <i>Paterno Emlano (Fountain & Falls)</i> <i>Armando Villenas (Utility)</i> <i>Ryan Esquibil (Electrical)</i> Operations Division CPM Building

	1.3. Check the Availability of Materials at the Warehouse	None	10 minutes	<i>Concerned Operations Division, Section Head</i> <i>*Roberto Paghiligan (CPM)</i> <i>Paterno Emlano (Fountain & Falls)</i> <i>Armando Villenas (Utility)</i> <i>Ryan Esquibil (Electrical)</i> Operations Division CPM Building
	1.4. Issuance of Required Materials	None	10 minutes	<i>Susana A. Rotea Administrative Aide IV</i> Operations Division- CPM Building
	1.5. Execution of Repair Works/ Requested Item of Work (depends on the availability of materials)	None	4 hours (minor) 3 days (major)	<i>Concerned Operations Division, Section Head</i> <i>*Roberto Paghiligan (CPM)</i> <i>Paterno Emlano (Fountain & Falls)</i> <i>Armando Villenas (Utility)</i> <i>Ryan Esquibil (Electrical)</i> Operations Division CPM Building
2. Acceptance of Completed Repair Works/ Requested Item of Work	2. Fill out the Work Completion Information Section of the WOR Form and log the completed work at the WOR Registry	None	5 minutes	<i>Susana Rotea Admin Aide VI</i> Operations Division CPM Building
TOTAL:		None	3 days (major) 4 hours,52 minutes	

*Depends on the extent of repair works/requested item of work

Planning Division Internal Services

1. Provision for ICT Support Services

The ICT Section of Planning Division ensures completion of capable repair work on all the reported ICT related concerns from the different divisions.

Office or Division:	ICT Section - Planning Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other Divisions within NPDC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ticketing System		Desktop Application installed in NPDC PCs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report Issue thru Ticketing System or verbal/phone call	1. Receive request from ticketing system or phone call	None	2 days	<i>Jericho Tugade Information Technology Officer III ICT Section Office</i>
	1.1. Proceed to the office/area of the requestor and assess the reported ICT equipment			
	1.2. Troubleshoot and Repair the ICT equipment			
2. Confirmation of the completed repair works of the identified ICT equipment issue	2. Closing of Ticket	None	1 day	<i>Jericho Tugade Information Technology Officer III ICT Section Office</i>
TOTAL:		None	3 days	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>The agency provides feedback forms to be accomplished by its external and internal clients. It has also a designated area for the Officer of the Day and feedback forms may be submitted through him/her. The clients could also drop a written feedback to a box provided at the Information area in the Office of Executive Director Building. Feedback form also may be submitted through sending email to info@npdc.gov.ph</p> <p>The clients may also call the number 5302-7381 and talk to our Officer of the Day. If they are not satisfied with our service, the written/verbal complaints shall immediately be attended to by the Officer of the Day at the Public Assistance and Complaint Desk.</p>
How feedbacks are processed	<p>Written feedbacks dropped to the box are being attended weekly by the Human Resource Section while the Feedback Forms submitted to the Officer of the Day are being attended by the latter.</p> <p>Feedbacks sent through a phone call and/or email are being attended by the Information Desk Officer. These are communicated to the Office of the Executive Director to assess the quality of services that are being provided by the agency.</p>
How to file a complaint	<p>Send a complaint letter address to:</p> <p>MS. CECILLE L. ROMERO Executive Director National Parks Development Committee T. M. Kalaw St. Rizal Park, Ermita, Manila</p> <p>or send it via email to info@npdc.gov.ph</p>

	<p>Letter should have the following information:</p> <ul style="list-style-type: none"> A. Name of person being complained B. Incident C. Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 5302-7381</p>
<p>How complaints are processed</p>	<p>Complaint letters are being evaluated by the Chief of Staff for endorsement to the Executive Director.</p> <p>The Complaints Officer shall start an initial investigation and forward the complaint to the relevant office/officer/employee for their explanation.</p> <p>The Complaints Officer will create a report after complying of the concerned office/officer/employee on the explanation and shall submit it to the Head of the Agency for appropriate action.</p> <p>The Complaints Officer will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5302-7381</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph</p> <p>1-ARTA (2782), 8478-5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

Contact Information

Office	Address	Contact Information
Office of the Executive Director	Rizal Park, T.M. Kalaw Avenue, Ermita, Manila, 1000 Metro Manila	oed@npdc.gov.ph 5302-7381
Office of the Deputy Executive Director	Rizal Park, T.M. Kalaw Avenue, Ermita, Manila, 1000 Metro Manila	jaapelar@npdc.gov.ph 5302-7360
Permit Section	Rizal Park, T.M. Kalaw Avenue, Ermita, Manila, 1000 Metro Manila	permit@npdc.gov.ph 5302-7119
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