



# NATIONAL PARKS DEVELOPMENT COMMITTEE

CITIZEN'S CHARTER  
2024 (10<sup>th</sup> 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**

Provide the Filipino people with world-class parks that are peaceful, secure, and safe

Advocate Filipino cultural heritage through meaningful park events and experiences

Raise the standards of professionalism and work ethics in the agency

Keep excellent relations with partner agencies, communities, NGOs and individual customers

Serve every customer promptly, efficiently, courteously, and honestly

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**Marketing and Business Development Section  
– Cultural and Public Affairs Division  
External Services**

## 1. Park Permit Issuance for Simple Free-of-Charge (FOC) Activities

Issuance of Park Permit for Free-of-Charge Activities which include, but are not limited to, casual photo/video shoot for portfolio purposes with model/s and costumes with no setup and those that will not cause obstruction; vlogging with interviews with park-goers; and simple gatherings with a maximum of twenty (20) participants with no setup and those that will not cause obstruction.

<b>Office or Division:</b>	Marketing and Business Development Section (MBDS) – Cultural and Public Affairs Division (CPAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	General Public, Government Agencies, and Private Sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, School, Company		
Permit/Clearance to Use Drone (if applicable) – (1 photocopy)		MPD Intelligence Division Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the application form	1.1 Assess the application form for approval/disapproval	NONE	4 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
2. Present Valid ID	2.1 Secure a photocopy of the client's valid ID	NONE	5 minutes	Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	2.2 Issuance of the signed Free-of-Charge (FOC) Form	NONE	1 minute	
3. Receive the signed Free-of-Charge (FOC) Form		NONE	1 minute	Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
<b>TOTAL:</b>		<b>NONE</b>	<b>11 minutes</b>	

## 2. Park Permit Issuance for Media Coverage

Issuance of Media Coverage for the use of park facilities and venue exclusively for news and current events.

<b>Office or Division:</b>	Marketing and Business Development Section (MBDS) – Cultural and Public Affairs Division (CPAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	General Public, Government Agencies, and Private Sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, School, Company		
Documented request via email or a printed/handwritten letter of request		Client		
Permit/Clearance to Use Drone (if applicable) – (1 photocopy)		MPD Intelligence Division Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a documented request via email or a printed/handwritten letter of request addressed to the Executive Director, specifying the details of the activity (including the date and venue).	1.1 If the requested date and venue are available, review the details of the activity and discuss with the client the details of his/her activity	NONE	10 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
2. Fill out the application form	2.1 Assess the application form for approval/disapproval	NONE	4 minutes	Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
3. Present Valid ID	3.1 Secure a photocopy of the client's valid ID	NONE	5 minutes	Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	3.2 Issuance of the signed	NONE	1 minute	

4. Receive the signed Media Coverage Request Form	Media Coverage Request Form	NONE	1 minute	
<b>TOTAL:</b>		<b>NONE</b>	<b>21 minutes</b>	

### 3. Park Permit Issuance for Small Activities

Issuance of the Park Permit for Small Activities which include, but not limited to, special occasion photo/video shoots such as pre-nuptial/wedding shoots/, birthday shoots, and anniversary shoots; commercial photo/video shoots; personal, organizational, or non-commercial photo/video shoots with setup, use of models, costumes, music, and props; personal photo/video shoots that will cause obstruction and attract public attention; and vlogging with setup.

<b>Office or Division:</b>	Marketing and Business Development Section (MBDS) – Cultural and Public Affairs Division (CPAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	General Public, Government Agencies, and Private Sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, School, Company		
Documented request via email or a printed/handwritten letter of request		Client/Organizer		
Permit/Clearance to Use Drone (if applicable) – (1 photocopy)		MPD Intelligence Division Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Identify the date and venue	1.1 Check the venue availability	NONE	5 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
2. Review and sign the Terms and Conditions in the Use of Rizal Park and Paco Park Facilities	2.1 Discuss with the client the Terms and Conditions in the Use of Rizal Park and Paco Park Facilities	NONE	5 minutes	Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division  Camille R. Doon Staff, Marketing and Business Development Section, Cultural



				and Public Affairs Division
3. Fill out the application form and submit the requested requirements	3.1 Review application form and requirements. Prepare and review assessment for the client's activity	NONE	10 minutes	Margaux Vanessa T. Decripito Head, Marketing and Business Development Section, Cultural and Public Affairs Division
For Online Payment: Fill out the application form and submit the requested requirements	For Online Payment: Review application form and requirements. Prepare and review assessment, provide assessment number to the client			Karen G. Donato Chief Accountant, Finance Division
4. Present a Valid ID	4.1 Secure a photocopy of the client's valid ID	NONE	5 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
For Online Payment: Pay corresponding fee based on the assessment and forward the confirmation email of the transaction to <a href="mailto:mbds@npdc.gov.ph">mbds@npdc.gov.ph</a> and submit a copy of Valid ID	For Online Payment: Review confirmation email of the transaction and submit to Cash Section for verification			Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
				Camille R. Doon Staff, Marketing and Business Development Section, Cultural

				and Public Affairs Division
5. Pay corresponding fee based on the assessment	5.1 Receive the payment and issue an official receipt	Based on assessment	5 minutes	Maria Rizza B. Anas Head, Cash Section, Administrative Division
6. Receive the official receipt	6.1 Secure a photocopy of the official receipt  For Online Payment: Verify the transaction			Rica D. Pantalunan, Cashier I, Cash Section, Administrative Division  Eduardo P. Quijano Collecting Officer, Cash Section, Administrative Division  Karen C. Villar Cash Clerk II, Cash Section, Administrative Division
	7.1 Prepare the permit and attach a photocopy of client's valid ID and official receipt  For Online Payment: Prepare the permit and attach a photocopy of client's valid ID and confirmation email of the transaction (e-OR)	NONE	10 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division  Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division  Camille R. Doon

	<p>7.2 Sign the permit</p> <p>A. Assessed fee costs PHP 5,000.00 and below</p> <p>B. Assessed fee costs PHP 5,001.00 and above</p>	<p>NONE</p> <p>NONE</p>	<p>5 minutes</p> <p>1 day</p>	<p>Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>A. Margaux Vanessa T. Decripito Head, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>B. Cecille A. Lorenzana-Romero Executive Director, Office of the Executive Director</p>
8. Sign the 'conforme' portion of the permit or acknowledge receipt via email	8.1 Provide the client with the approved original copy of the permit and have a receiving copy	NONE	5 minutes	<p>John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p>

<b>TOTAL:</b>	<b>Based on assessm ent</b>	<b>For PHP 5,000.00 and below – 50 minutes</b>  <b>For above PHP 5,000.00 – 1 day, 45 minutes</b>	
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<b>FEES TO BE PAID</b>	
<b>Type of Fee</b>	<b>Amount</b>
Special Occasion Shoot (Pre-nuptial, Pre-debut, Wedding, Birthday, Anniversary, Etc.)  Non-commercial Photo/Video Shoot without setup	PHP 2,000.00 / 4 hours PHP 500.00 for every succeeding hour
Non-Commercial Photo/Video Shoot with setup  Commercial Photo/Video Shoot (Small-scale/Backpack shoot only)	PHP 5,000.00 / 4 hours PHP 1,000.00 for every succeeding hour
Video Shoot for TV/Films (Large-scale setup)	PHP 20,000.00 / 4 hours PHP 5,000.00 for every succeeding hour  PHP 10,000.00 Cash Bond (refundable)
Use of Fountain (Paco Park)	PHP 500.00 / 4 hours
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 the manpower requirements of the activity (to be assessed by the Marketing and Business Development Section and Parks Operations Division)

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

Issuance of Park Permit for Wedding Receptions, Parties, and Gatherings which include private or exclusive events that may require closure of specific park facilities

<b>Office or Division:</b>	Marketing and Business Development Section (MBDS) – Cultural and Public Affairs Division (CPAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	General Public, Government Agencies, and Private Sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, School, Company		
Catering Contract (1 photocopy)		Chosen Caterer of the Client		
Permit/Clearance to Use Drone (if applicable) – (1 photocopy)		MPD Intelligence Division Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Identify the date and venue	1.1 Check the venue availability	NONE	5 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
2. Review and sign the Terms and Conditions in the Use of Rizal Park and Paco Park Facilities	2.1 Discuss with the client the Terms and Conditions in the Use of Rizal Park and Paco Park Facilities	NONE	5 minutes	Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division  Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division

<p>3. Fill out the application form (for reservation only)</p> <p>Fill out the application form and submit a copy of the catering contract (for full payment)</p> <p>For Online Payment: Fill out the application form and submit the requested requirements</p>	<p>3.1 Review application form and requirements. Prepare and review assessment for the client's activity (reservation of full payment)</p> <p>For Online Payment: Review application form and requirements. Prepare and review assessment, provide assessment number to the client</p>	NONE	1 hour, 16 minutes	<p>Margaux Vanessa T. Decripito Head, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Karen G. Donato Chief Accountant, Finance Division</p>
<p>4. Present a Valid ID</p> <p>For Online Payment: Pay corresponding fee based on the assessment and forward the confirmation email of the transaction to <a href="mailto:mbds@npdc.gov.ph">mbds@npdc.gov.ph</a> and submit a copy of Valid ID</p>	<p>4.1 Secure a photocopy of the client's valid ID</p> <p>For Online Payment: Review confirmation email of the transaction and submit to Cash Section for verification</p>	NONE	5 minutes	<p>John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Camille R. Doon Staff, Marketing and Business Development</p>

				Section, Cultural and Public Affairs Division
5. Pay corresponding fee based on the assessment	5.1 Receive the payment and issue an official receipt	Based on assessment	5 minutes	Maria Rizza B. Anas Head, Cash Section, Administrative Division
6. Receive the official receipt	6.1 Secure a photocopy of the official receipt			Rica D. Pantalunan, Cashier I, Cash Section, Administrative Division
	For Online Payment: Verify the transaction			Eduardo P. Quijano Collecting Officer, Cash Section, Administrative Division
				Karen C. Villar Cash Clerk II, Cash Section, Administrative Division
	7.1 Record the reserved booking upon payment of reservation fee	NONE	5 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	7.2 Prepare the Permit (upon full payment) and attach a photocopy of the client's valid ID, official receipt, and catering contract	NONE	10 minutes	Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
				Camille R. Doon



	For Online Payment: Prepare the permit and attach a photocopy of client's valid ID and confirmation email of the transaction (e-OR)			Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	8.1 Review and sign the permit	NONE	1 day	<p>Margaux Vanessa T. Decripito Head, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Cecille A. Lorenzana-Romero Executive Director, Office of the Executive Director</p>
9. Sign the 'conforme' portion of the permit or acknowledge receipt via email	9.1 Provide the client with the approved original copy of the permit and have a receiving copy	NONE	5 minutes	<p>John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Camille R. Doon</p>

				Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
<b>TOTAL:</b>		<b>Based on assessment</b>	<b>1 day, 1 hour, 56 minutes</b>	

### RATES FOR THE USE OF FACILITIES OF RIZAL PARK AND PACO PARK

Venue	Time	Fees to be Paid		
		Basic Charge	Ingress/Egress	Cash Bond (refundable)
Quirino Grandstand Bleachers	6:00 AM-6:00 PM	PHP 30,000/4 hours PHP 7,500/additional hour Minimum of 4 hours	PHP 10,000/day	PHP 10,000
	6:00 PM-6:00 AM	PHP 36,000/4 hours PHP 9,000/additional hour Minimum of 4 hours	PHP 10,000/day	PHP 10,000
Quirino Grandstand VIP Lounge (Center)		PHP 3,750/hour Minimum of 1 hour		PHP 10,000
Quirino Grandstand VIP Lounge (North and South Wing)		PHP 2,250/hour Minimum of 1 hour		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 PHP 15,000/additional hour Minimum of 4 hours	PHP 10,000/day	PHP 50,000
Package for Quirino Grandstand (Quirino Grandstand and Bleachers, Parade Ground, and Burnham Green)	6:00 AM-6:00 PM	PHP 112,500/4 hours PHP 22,500/additional hour Minimum of 4 hours	PHP 10,000/day	PHP 100,000
	6:00 PM-6:00 AM	PHP 135,000/4 hours PHP 27,000/additional hour Minimum of 4 hours	PHP 10,000/day	PHP 100,000

Chinese Whole Garden	6:00 AM-6:00 PM	PHP 50,000/4 hours PHP 12,500/ additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
	6:00 PM-6:00 AM	PHP 60,000/4 hours PHP 15,000/additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
Japanese Whole Garden	6:00 AM-6:00 PM	PHP 16,000/4 hours PHP 3,000/additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
	6:00 PM-6:00 AM	PHP 18,000/4 hours PHP 3,500/additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
Kanalungan ng Sining	6:00 AM-6:00 PM	PHP 16,000/4 hours PHP 3,000/additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
	6:00 PM-6:00 AM	PHP 18,000/4 hours PHP 3,500/additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
Rizal Park Open-Air Auditorium		PHP 22,500/4 hours PHP 4,500/additional hour Minimum of 4 hours  Rehearsal Fee: PHP 2,250/hour Minimum of 1 hour	PHP 1,000/hour	PHP 10,000
Paco Park Garden	6:00 AM-6:00 PM	PHP 16,000/4 hours	PHP 10,000/day	PHP 10,000

		PHP 3,000/additional hour Minimum of 4 hours		
	6:00 PM–6:00 AM	PHP 18,000/4 hours PHP 3,500/additional hour Minimum of 4 hours	PHP 10,000/day	PHP 10,000
Paco Park Enclosed Gardens (Osorio 1, 2, and/or 3)		PHP 10,000/4 hours PHP 2,500/additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
Catering Fee:				
Accredited Caterer		15% of the Catering Contract		
Non-Accredited Caterer		20% of the Catering Contract		
Use of Electricity		Based on the actual electrical consumption (to be assessed/computed by the Park Operations Division)		
Common Use of Services and Amenities (overtime services of manpower in-charge of monitoring and cleaning maintenance)		Based on the manpower requirements of the activity (to be assessed by the Marketing and Business Development Section and Park Operations Division)		

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

Issuance of Park Permit which include, but not limited to, national events; events of government agencies and non-government organizations; organizational/company events; fun runs; and religious gatherings

<b>Office or Division:</b>	Marketing and Business Development Section (MBDS) – Cultural and Public Affairs Division (CPAD)			
<b>Classification:</b>	Complex/Highly Technical			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	General Public, Government Agencies, and Private Sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (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, BFP		
Permit for Road Closure/Traffic Assistance (if applicable) – (1 photocopy)		City of Manila, MDTEU, MTPB, MMDA		
Receival of letters informing nearby hotels and businesses which may be affected by the activity (if applicable) – (1 photocopy)		Manila Ocean Park/Hotel H2O, Harbor View Restaurant, Manila Hotel, Rizal Park Hotel, Luneta Food Court, and NPDC's Park Trading Committee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter of intent addressed to the Executive Director, specifying the complete details	1.1 Check the date and venue availability. Record the schedule	NONE	5 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	1.2 Evaluate details of the request and prepare	NONE	5 days (depending on the	Rosalie C. Abaño

	Permit Approval Request Form		complexity of the request)	Staff, Marketing and Business Development Section, Cultural and Public Affairs Division  Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	2.1 Submit Permit Approval Request Form to the Executive Director	NONE	1 day (depending on the complexity of the request)	Margaux Vanessa T. Decripito Head, Marketing and Business Development Section, Cultural and Public Affairs Division
	3.1 Approve Permit Approval Request Form	NONE	1 day	Cecille A. Lorenzana-Romero Executive Director, Office of the Executive Director
4. Fill out the application form (for reservation only)  Fill out the application form (for full payment)  For Online Payment: Fill out the application form and submit the requested requirements	4.1 Review application form and requirements. Prepare and review assessment (reservation of full payment) for the client's activity  For Online Payment: Review application form and requirements.	NONE	1 hour, 11 minutes	Margaux Vanessa T. Decripito Head, Marketing and Business Development Section, Cultural and Public Affairs Division  Karen G. Donato Chief Accountant, Finance Division

	Prepare and review assessment, provide assessment number to the client			
5. Present valid ID	5.1 Secure a photocopy of the client's valid ID	NONE	5 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
For Online Payment: Pay corresponding fee based on the assessment and forward the confirmation email of the transaction to <a href="mailto:mbds@npdc.gov.ph">mbds@npdc.gov.ph</a> and submit a copy of Valid ID	For Online Payment: Review confirmation email of the transaction and submit to Cash Section for verification	NONE	5 minutes	Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
6. Review and sign the Terms and Conditions in the Use of Rizal Park and Paco Park Facilities	6.1 Discuss with the client the Terms and Conditions in the Use of Rizal Park and Paco Park Facilities			Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
7. Pay corresponding fee based on the assessment	7.1 Receive the payment and issue the official receipt	Based on assessment	5 minutes	Maria Rizza B. Anas Head, Cash Section, Administrative Division
8. Receive the official receipt	8.1 Secure a photocopy of the official receipt  For Online Payment: Verify the transaction			Rica D. Pantalunan, Cashier I, Cash Section, Administrative Division  Eduardo P. Quijano



				<p>Collecting Officer, Cash Section, Administrative Division</p> <p>Karen C. Villar Cash Clerk II, Cash Section, Administrative Division</p>
	<p>9.1 Record the reserved booking upon payment of reservation fee</p> <p>9.2 Prepare the Permit (upon full payment) and attach a photocopy of the client's valid ID and official receipt</p> <p>For Online Payment: Prepare the permit and attach a photocopy of client's valid ID and confirmation email of the transaction (e-OR)</p>	<p>NONE</p> <p>NONE</p>	<p>5 minutes</p> <p>10 minutes</p>	<p>John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p>
	10.1 Review and sign the permit	NONE	1 day	<p>Margaux Vanessa T. Decripito Head, Marketing and Business Development Section, Cultural and Public Affairs Division</p>

				<p>Cecille A. Lorenzana-Romero Executive Director, Office of the Executive Director</p>
11. Sign the 'conforme' portion of the permit	11.1 Provide the client with the approved original copy of the permit and have a receiving copy	NONE	5 minutes	<p>John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p>
<b>TOTAL:</b>		<b>Based on assessment</b>	<p><b>8 days</b></p> <p>Evaluation of the Request: 7 days</p> <p>Permit Issuance: 1 day (after the settlement of full payment and submission of complete requirement)</p>	

### RATES FOR THE USE OF FACILITIES OF RIZAL PARK AND PACO PARK

Venue	Time	Fees to be Paid		
		Basic Charge	Ingress/Egress	Cash Bond (refundable)
Quirino Grandstand Bleachers	6:00 AM-6:00 PM	PHP 30,000/4 hours PHP 7,500/additional hour Minimum of 4 hours	PHP 10,000/day	PHP 10,000
	6:00 PM-6:00 AM	PHP 36,000/4 hours PHP 9,000/additional hour Minimum of 4 hours	PHP 10,000/day	PHP 10,000
Quirino Grandstand VIP Lounge (Center)		PHP 3,750/hour Minimum of 1 hour		PHP 10,000
Quirino Grandstand VIP Lounge (North and South Wing)		PHP 2,250/hour Minimum of 1 hour		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 PHP 15,000/additional hour Minimum of 4 hours	PHP 10,000/day	PHP 50,000
Package for Quirino Grandstand (Quirino Grandstand and Bleachers, Parade Ground, and Burnham Green)	6:00 AM-6:00 PM	PHP 112,500/4 hours PHP 22,500/additional hour Minimum of 4 hours	PHP 10,000/day	PHP 100,000
	6:00 PM-6:00 AM	PHP 135,000/4 hours PHP 27,000/additional hour Minimum of 4 hours	PHP 10,000/day	PHP 100,000

Chinese Whole Garden	6:00 AM-6:00 PM	PHP 50,000/4 hours PHP 12,500/ additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
	6:00 PM-6:00 AM	PHP 60,000/4 hours PHP 15,000/additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
Japanese Whole Garden	6:00 AM-6:00 PM	PHP 16,000/4 hours PHP 3,000/additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
	6:00 PM-6:00 AM	PHP 18,000/4 hours PHP 3,500/additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
Kanalungan ng Sining	6:00 AM-6:00 PM	PHP 16,000/4 hours PHP 3,000/additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
	6:00 PM-6:00 AM	PHP 18,000/4 hours PHP 3,500/additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
Rizal Park Open-Air Auditorium		PHP 22,500/4 hours PHP 4,500/additional hour Minimum of 4 hours  Rehearsal Fee: PHP 2,250/hour Minimum of 1 hour	PHP 1,000/hour	PHP 10,000
Paco Park Garden	6:00 AM-6:00 PM	PHP 16,000/4 hours	PHP 10,000/day	PHP 10,000

		PHP 3,000/additional hour Minimum of 4 hours		
	6:00 PM–6:00 AM	PHP 18,000/4 hours PHP 3,500/additional hour Minimum of 4 hours	PHP 10,000/day	PHP 10,000
Paco Park Enclosed Gardens (Osorio 1, 2, and/or 3)		PHP 10,000/4 hours PHP 2,500/additional hour Minimum of 4 hours	PHP 1,000/hour	PHP 10,000
Catering Fee:				
Accredited Caterer		15% of the Catering Contract		
Non-Accredited Caterer		20% of the Catering Contract		
Use of Electricity		Based on the actual electrical consumption (to be assessed/computed by the Park Operations Division)		
Common Use of Services and Amenities (overtime services of manpower in-charge of monitoring and cleaning maintenance)		Based on the manpower requirements of the activity (to be assessed by the Marketing and Business Development Section and Park Operations Division)		

## 6. Park Permit Issuance for Song Requests

Issuance of Park Permit for Song Choreography Request at the Musical Dancing Fountain

<b>Office or Division:</b>	Marketing and Business Development Section (MBDS) – Cultural and Public Affairs Division (CPAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	General Public, Government Agencies, and Private Sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, School, Company		
Documented request via email or a printed/handwritten letter of request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a documented request via email or a printed/handwritten letter of request addressed to the Executive Director, specifying the details of the activity (including the date and time of playback).  MP3 File of the requested song must be submitted via email	1.1 Check date and time availability	NONE	5 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	1.2 Evaluate the details of the request and prepare Permit Approval Request Form	NONE	10 minutes	Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division  Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	2.1 Submit Permit Approval Request for to the	NONE	10 minutes	Margaux Vanessa T. Decripito Head, Marketing and Business

	Executive Director			Development Section, Cultural and Public Affairs Division
	3.1 Approve Permit Approval Request Form	NONE	1 day	Cecille A. Lorenzana-Romero Executive Director, Office of the Executive Director
4. Fill out the application form and present valid ID	4.1 Review application form and secure client's valid ID	NONE	10 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	4.2 Prepare the Permit	NONE	10 minutes	Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division  Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	5.1 Review and Sign the permit	NONE	1 day	Margaux Vanessa T. Decripito Head, Marketing and Business Development Section, Cultural and Public Affairs Division  Cecille A. Lorenzana-Romero

				Executive Director, Office of the Executive Director
7. Sign the 'conforme' portion of the permit	7.1 Provide the client with the approved original copy of the permit and have a receiving copy	NONE	5 minutes	<p>John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p>
<b>TOTAL:</b>		<b>NONE</b>	<b>2 days, 50 minutes</b>	



## 7. Park Permit Issuance for Rizal Monument Illumination Requests

Issuance of Park Permit for Illumination Requests at the Rizal Monument

<b>Office or Division:</b>	Marketing and Business Development Section (MBDS) – Cultural and Public Affairs Division (CPAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	General Public, Government Agencies, and Private Sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, School, Company		
Documented request via email or a printed/handwritten letter of request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a documented request via email or a printed/handwritten letter of request addressed to the Executive Director, specifying the details of the activity (including the date and color/s to be illuminated).	1.1 Check date availability	NONE	5 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	1.2 Evaluate the details of the request and prepare Permit Approval Request Form	NONE	10 minutes	Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division  Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	2.1 Submit Permit Approval Request Form to the	NONE	10 minutes	Margaux Vanessa T. Decripito Head, Marketing and Business Development

	Executive Director			Section, Cultural and Public Affairs Division
	3.1 Approve Permit Approval Request Form	NONE	1 day	Cecille A. Lorenzana-Romero Executive Director, Office of the Executive Director
4. Fill out the application form and present valid ID	4.1 Review application form and secure client's valid ID	NONE	10 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	4.2 Prepare the Permit	NONE	10 minutes	Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division  Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	5.1 Review and Sign the permit	NONE	1 day	Margaux Vanessa T. Decripito Head, Marketing and Business Development Section, Cultural and Public Affairs Division  Cecille A. Lorenzana-Romero

				Executive Director, Office of the Executive Director
7. Sign the 'conforme' portion of the permit	7.1 Provide the client with the approved original copy of the permit and have a receiving copy	NONE	5 minutes	<p>John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p> <p>Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division</p>
<b>TOTAL:</b>		<b>NONE</b>	<b>2 days, 50 minutes</b>	

## 8. 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:	Marketing and Business Development Section (MBDS) – 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 of Request for Refund and Photocopy of ID (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	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request of refund with the original receipt of payment and photocopy of ID	1.1 Receive the request	NONE	10 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	A. 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	Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division
	B. Prepare request for transfer/refund and attach the Permit, OR, photocopy of	NONE	15 minutes	Camille R. Doon Staff, Marketing and Business Development Section, Cultural and Public Affairs Division

	ID, Post-Activity Report, and Assessment of Damages and Extension of Hours (if any)			
	2.1 Review the request for transfer/refund	NONE	15 minutes	Margaux Vanessa T. Decripito Head, Marketing and Business Development Section, Cultural and Public Affairs Division
	3.1 Approve the request for transfer/refund	NONE	1 day	Cecille A. Lorenzana-Romero Executive Director, Office of the Executive Director
	4.1 Forward the documents to the Accounting Section for processing	NONE	5 minutes	John Benedict G. Co Staff, Marketing and Business Development Section, Cultural and Public Affairs Division  Rosalie C. Abaño Staff, Marketing and Business Development Section, Cultural and Public Affairs Division  Camille R. Doon Staff, Marketing and Business Development

				Section, Cultural and Public Affairs Division
	5.1 Prepare the disbursement voucher and endorse the voucher to the Marketing and Business Development Section for approval of payment	NONE	3 hours	Karen G. Donato Chief Accountant, Finance Division
	6.1 Approve and endorse back to Accounting Section	NONE	5 minutes	Margaux Vanessa T. Decripito Head, Marketing and Business Development Section, Cultural and Public Affairs Division
	7.1 Endorse to Cash Section	NONE	5 minutes	Karen G. Donato Chief Accountant, Finance Division
	8.1 Prepare the check to be signed and approved by authorized signatories and inform client that his/her check is available for pick-up  8.2 Release the check to client	NONE	1 day	Maria Rizza B. Anas Head, Cash Section, Administrative Division
9. Receive the check and acknowledge/sign the disbursement voucher		NONE	5 minutes	

<b>TOTAL:</b>	<b>NONE</b>	<b>3 days, 4 hours</b>	
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## **Cash Section – Administrative Division**

### **External Services**



## 1. Receiving of Payment

Collection of payment through the Collecting Officer

<b>Office or Division:</b>		Cash Section – Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2B, G2G		
<b>Who may avail:</b>		General Public, Government Agencies, and Private Sectors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Assessment Form		Marketing and Business Development Section		
Order of Payment		Bids and Awards Committee (BAC)		
Billing		Accounting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Assessment Form/Order of Payment/Billing	1.1 Evaluate the requirement	NONE	1 minute	<i>Maria Rizza B. Anas</i> Head, Cash Section, Administrative Division  <i>Rica D. Pantalunan</i> Cashier I – Cash Section, Administrative Division  <i>Eduardo P. Quijano</i> Collecting Officer I – Cash Section, Administrative Division  <i>Karen C. Villar</i> Cash Clerk II – Cash Section, Administrative Division
2. Pays the necessary fees and charges	2.1 Receive payment	Depends on the assessed fees and charges	1 minute	<i>Maria Rizza B. Anas</i> Head, Cash Section, Administrative Division
For Online Payment: Client to proceed to	2.2 Issue official receipt			

Link.BizPortal and fill in the necessary details	For Online Payment: Verify client's payment through Link.BizPortal Merchant Payment Inquiry (MPI) Platform			<p><i>Rica D. Pantalunan</i> Cashier I – Cash Section, Administrative Division</p> <p><i>Eduardo P. Quijano</i> Collecting Officer I – Cash Section, Administrative Division</p> <p><i>Karen C. Villar</i> Cash Clerk II – Cash Section, Administrative Division</p>
<p>3. Receives Official Receipt and/or change if any</p> <p>For Online Payment: Client to forward Confirmation Email of their transaction to the email of the concerned NPDC Office</p>	For Online Payment: Confirm Transaction to the NPDC Concerned Office	NONE	1 minute	<p><i>Maria Rizza B. Anas</i> Head, Cash Section, Administrative Division</p> <p><i>Rica D. Pantalunan</i> Cashier I – Cash Section, Administrative Division</p> <p><i>Eduardo P. Quijano</i> Collecting Officer I – Cash Section, Administrative Division</p> <p><i>Karen C. Villar</i> Cash Clerk II – Cash Section, Administrative Division</p>
<b>TOTAL:</b>		<b>NONE</b>	<b>3 minutes</b>	

## 2. Disbursement of Checks/Cash

Releasing of payments to various payees thru Check or Cash

<b>Office or Division:</b>	Cash Section – Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	General Public, Government Agencies, and Private Sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notarized Authorization Letter to claim check or cash		Client/Company		
Valid ID of the person authorizing the pick-up and of the authorized representative		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC, School, Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the ID for proper identification	1.1 Validates the Authorization Letter and IDs  1.2 Issues check/cash to client	NONE	1 minute	<i>Maria Rizza B. Anas</i> Head, Cash Section, Administrative Division  <i>Dannica T. Iway</i> Administrative Officer II – Cash Section, Administrative Division  <i>Marco Antonio H. Tioseco</i> Administrative Aide VI – Cash Section, Administrative Division
2. For Check: Receives Check, Signs Disbursement Voucher and Issues Official Receipt  For Cash: Receives Cash, Signs Disbursement Voucher or Payroll	2.1 Receive signed Disbursement Voucher and Official Receipt  2.2 Issue a copy of Disbursement	NONE	2 minutes	<i>Maria Rizza B. Anas</i> Head, Cash Section, Administrative Division  <i>Dannica T. Iway</i> Administrative Officer II – Cash

	t Voucher and BIR Form 2307 and 2306 (if applicable)			<p>Section, Administrative Division</p> <p><i>Marco Antonio H. Tioseco</i> Administrative Aide VI – Cash Section, Administrative Division</p>
3. Receives a copy of Disbursement Voucher and BIR 2307 and 2306		NONE	1 minute	<p><i>Maria Rizza B. Anas</i> Head, Cash Section, Administrative Division</p> <p><i>Dannica T. Iway</i> Administrative Officer II – Cash Section, Administrative Division</p> <p><i>Marco Antonio H. Tioseco</i> Administrative Aide VI – Cash Section, Administrative Division</p>
<b>TOTAL:</b>		<b>NONE</b>	<b>4 minutes</b>	

### 3. Disbursement thru LDDAP-ADA

Releasing of payments to various payees thru Bank Transfer

<b>Office or Division:</b>		Cash Section – Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2B, G2G		
<b>Who may avail:</b>		General Public, Government Agencies, and Private Sectors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive payment thru Bank Transfer	<p>1.1 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</p> <p>1.2 LDDAP-ADA number is provided to the client which is also posted in the NPDC's official website</p> <p>1.3 Advise the client that they should issue an Official Receipt and they have five (5)</p>	NONE	<p>For the Landbank of the Philippines (LBP) Accounts: 1 day from the online approval</p> <p>(For non-LBP Accounts: 3-5 working days from the submission of ACIC-LDDAP-ADA to LBP)</p>	<p><i>Maria Rizza B. Anas</i> Head, Cash Section, Administrative Division</p> <p><i>Dannica T. Iway</i> Administrative Officer II – Cash Section, Administrative Division</p> <p><i>Marco Antonio H. Tioseco</i> Administrative Aide VI – Cash Section, Administrative Division</p>

	working days to comply with it. If the client was unable to comply within the given period, we will issue a demand letter and thirty-day period will still be given. After the said extension and still unable to comply, a report will be submitted to the Bureau of Internal Revenue (BIR) for failure to issue an Official Receipt			
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 Head, Cash Section, Administrative Division</i>
	2.2 Issue copy of Disbursement Voucher and BIR Form 2307 and 2306	NONE	1 minute	<i>Dannica T. Iway Administrative Officer II – Cash Section, Administrative Division</i>  <i>Marco Antonio H. Tioseco Administrative Aide VI – Cash Section, Administrative Division</i>

3. Receives a copy of Disbursement Voucher and BIR Form 2307 and 2306		NONE	1 minute	<p><i>Maria Rizza B. Anas</i> Head, Cash Section, Administrative Division</p> <p><i>Dannica T. Iway</i> Administrative Officer II – Cash Section, Administrative Division</p> <p><i>Marco Antonio H. Tioseco</i> Administrative Aide VI – Cash Section, Administrative Division</p>
<b>TOTAL:</b>		<b>NONE</b>	<b>1 day</b>	

# **Human Resource Section – Administrative Division**

## **Internal Services**



## 1. Issuance of Human Resource Section (HRS)-related documents (Employment Certification, Service Records, Certificate of No Pending Administrative Case, etc.)

Ensure efficient and hassle-free issuance of HRS-related documents for current and former NPDC employees through a simplified transaction.

<b>Office or Division:</b>	Human Resource Section (HR Development and Records Unit) – Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	NPDC Current and Former Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HRS Request Form		HR Development and Records Unit (HRDRU)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Human Resource Section (HRS) Request Form from the HR Development and Records Unit (HRDRU)	1.1 Provide the requestor with the HRS Request Form, available in hard copy or online	NONE	3 minutes	<i>Roi Mark Angelo L. Perez</i> Administrative Assistant II, HR Section Administrative Division
2. Fill up the HRS Request Form and submit it to the HRDRU	2.1 Receive and check the completeness of the filled-out HRS Request Form	NONE	1 minute	<i>Roi Mark Angelo L. Perez</i> Administrative Assistant II, HR Section Administrative Division
	2.2 Record the date, time and provide the control number for the request	NONE	1 minute	
	2.3 Forward the duly accomplished HRS Request Form to the	NONE	1 minute	

	<p>HRS Personnel in charge</p> <p>2.4 Retrieve and verify the employee's data, prepare the document based on the number of copies requested, sign the HRS request form, indicate the date and time the documents were prepared, and forward it to the authorized signatory for review and approval</p>	NONE	3 hours	<p><i>Rhodele D. Gabac, Administrative Aide VI (Clerk III), Human Resource Section, Administrative Division</i></p> <p><i>Zyramaine Jherany M. Cernal, Administrative Aide VI (Clerk III), Human Resource Section, Administrative Division</i></p> <p><i>Erlin C. Buhain Administrative Aide VI (Clerk III), Human Resource Section, Administrative Division</i></p> <p><i>Niña Angelica T. Borja, Administrative Aide VI (Clerk III), Human Resource Section, Administrative Division</i></p> <p><i>Herbert G. Esquibal, Administrative Officer I, Human Resource Section, Administrative Division</i></p>
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	2.5 Review the accuracy of the documents prepared by the person in charge	NONE	5 minutes	<p><i>Pamela Anne T. Calabio, Administrative Officer IV (HRMO II), Human Resource Section, Administrative Division</i></p> <p><i>Mariel Paula S. Sugatan, Administrative Officer V (HRMO III)/ Head, Human Resource Section, Administrative Division</i></p> <p><i>Reina B. Jara, Chief Administrative Officer, Administrative Division</i></p>
	2.6 Release and record documents to the requesting unit/personnel/former employee in hardcopy and/or softcopy through email	NONE	3 minutes	<p><i>Roi Mark Angelo L. Perez, Administrative Assistant II, Human Resource Section, Administrative Division</i></p> <p><i>Rhodele D. Gabac, Administrative Aide VI (Clerk III), Human Resource Section, Administrative Division</i></p> <p><i>Pamela Anne T. Calabio, Administrative Officer IV (HRMO</i></p>

				<i>II), Human Resource Section, Administrative Division</i>
3. Receives the copy of the requested documents	3.1 Require the requesting unit/personnel/former employee to sign the acknowledgment portion of the HRS Request Form upon receipt of the hardcopy of the requested documents or to acknowledge the receipt of the email containing the electronic copy of the requested documents	NONE	3 minutes	<i>Roi Mark Angelo L. Perez, Administrative Assistant II, Human Resource Section, Administrative Division</i>  <i>Rhodele D. Gabac, Administrative Aide VI (Clerk III), Human Resource Section, Administrative Division</i>  <i>Pamela Anne T. Calabio, Administrative Officer IV (HRMO II), Human Resource Section, Administrative Division</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>3 hours, 15 minutes</b>	

## **Finance Division**

### **Internal Services**

## 1. Provision of Financial Document

To provide financial document upon request by other division/units and agency officials and employees

<b>Office or Division:</b>	Finance Division – Accounting Section and Budget Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Agency Officials and Employees, Other units of the agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Financial Document Request Form		Accounting Section and Budget Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request a Financial Document Request Form	1.1 Provide the requesting unit/personnel with Financial Document Request Form	NONE	3 minutes	<i>Editha M. Ortiz Administrative Assistant III, Accounting Section</i>  <i>Allen Ross C. Guevarra Administrative Assistant III, Accounting Section</i>  <i>Wenie P. Montes Administrative Officer II, Budget Section</i>
2. Fill up the Financial Document Request Form and submit to the Accounting Section or Budget Section Personnel	2.1 Check the completeness of the Financial Document Request Form submitted	NONE	3 minutes	<i>Editha M. Ortiz Administrative Assistant III, Accounting Section</i>  <i>Allen Ross C. Guevarra Administrative Assistant III, Accounting Section</i>
	2.2 If Financial Document Request Form document	NONE	30 minutes	<i>Wenie P. Montes</i>

	submitted is complete, prepares/photocopy/scanned/print the financial document requested			<i>Administrative Officer II, Budget Section</i>
	2.3 Reviews the accuracy of the financial document and approves for release	NONE	20 minutes	<i>Heherson M. Martinez</i> <i>Chief</i> <i>Finance Division</i>  <i>Alexandra Jessica C. Rosel</i> <i>Supervising Administrative Officer,</i> <i>Finance Division</i>  <i>Karen G. Donato</i> <i>Accountant III,</i> <i>Accounting Section</i>  <i>Marilou B. Abad</i> <i>Administrative Officer V,</i> <i>Budget Section</i>
	2.4 Receives the approved financial document	NONE	2 minutes	<i>Editha M. Ortiz</i> <i>Administrative Assistant III,</i> <i>Accounting Section</i>  <i>Allen Ross C. Guevarra</i> <i>Administrative Assistant III,</i> <i>Accounting Section</i>  <i>Wenie P. Montes</i> <i>Administrative Officer II,</i> <i>Budget Section</i>

	2.5 Releases the approved financial document	NONE	2 minutes	<i>Editha M. Ortiz</i> <i>Administrative Assistant III,</i> <i>Accounting Section</i>  <i>Allen Ross C. Guevarra</i> <i>Administrative Assistant III,</i> <i>Accounting Section</i>  <i>Wenie P. Montes</i> <i>Administrative Officer II,</i> <i>Budget Section</i>
3. Receives the requested financial document				
<b>TOTAL:</b>		<b>NONE</b>	<b>1 hour</b>	



## **Park Operations Division**

### **Internal Services**

## 1. Provision of Transportation and Mobilization

To ensure the safe and punctual travel of the NPDC personnel

<b>Office or Division:</b>	Motor Pool Unit – Park Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Agency Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vehicle Request Form (VRS) – (2 copies)		Motor Pool Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request two (2) copies of the Vehicle Requisition Slip (VRS)	1.1 Provide the employee with the VRS	NONE	3 minutes	<i>Reynaldo Bautista</i> Dispatcher, Park Support Section Park Operations Division  <i>Arnulfo Laguda</i> Dispatcher, Park Support Section Park Operations Division
2. Submits accomplished VRS	2.1 Receives accomplished VRS	NONE	3 minutes	<i>Reynaldo Bautista</i> Dispatcher, Park Support Section Park Operations Division
	2.2 Checks the availability of the vehicle and driver vis-a-vis the requested schedule of the trip	NONE	5 minutes	<i>Arnulfo Laguda</i> Dispatcher, Park Support Section Park Operations Division
	2.3 Recommends approval/disapproval	NONE	15 minutes	<i>Freddie M. Tibor</i> Head, Motor Pool Unit, Park Support Section

	approval of VRS			Park Operations Division
	2.4 Approves/Dis approves VRS	NONE	15 minutes	<i>Rosalina P. Tenepere</i> Division Chief Park Operations Division
	2.5 Dispatching – Informs the assigned driver and requestor of the schedule and destination of the trip	NONE	5 minutes	
3. Travels to their respective destinations as per approved VRS	3.1 Transports the passengers to and from their respective destination/s	NONE	Depends on the destination	<i>Rodel Ramos</i> Driver, Motor Pool Unit, Park Support Section Park Operations Division  <i>Larry Alib</i> Driver, Motor Pool Unit, Park Support Section Park Operations Division  <i>Michael Milo</i> Driver, Motor Pool Unit, Park Support Section Park Operations Division
<b>TOTAL:</b>		<b>NONE</b>	<b>46 minutes</b>	

## 2. Provision of Support Services

The Park Operations Division ensures proper and prompt completion of work assistance or support services to the work request of internal and external partners and clients

<b>Office or Division:</b>	Park Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Other Divisions within NPDC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Work Order Request (WOR) Form		Park Operations Division – Office of the Division Chief		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the Work Order Request (WOR) Form	1.1 Receives the filled-out WOR to be forwarded to the Division Chief	NONE	5 minutes	<i>Juanita Auza</i> Admin Aide Park Operations Division
	1.2 Assigns WOR to the concerned section/s (LMS, FMS, PSS)	NONE	5 minutes	<i>Rosalina P. Tenepere</i> Division Chief Park Operations Division
	1.3 Conducts Pre-Inspection / assessment of the WOR	NONE	30 minutes	<i>Concerned Park Operations Division, Section Head:</i>
	1.4 Checks the availability of supplies and materials and personnel	NONE	10 minutes	<i>Justin C. Policarpio</i> (LMS)  <i>Tovie Clartine P. del Rosario</i> (PSS)  <i>Michel Rainel M. Regalario</i> (FMS)

	1.5 If available, issues required supplies and materials	NONE	10 minutes	<i>Susana A. Rotea</i> <i>Park Attendant II</i> Park Operations Division
	1.6 If materials and personnel are available, executes requested work/support services*	NONE	24 hours (high priority)  1-2 weeks (medium priority)  1 month (low priority)	<i>Concerned Park Operations Division, Section Head:</i>  <i>Justin C. Policarpio (LMS)</i>  <i>Tovie Clartine P. del Rosario (PSS)</i>  <i>Michel Rainel M. Regalario (FMS)</i>
2. Acceptance of Completed requested work/support services	2.1 Records and files the accomplished WOR Form (Client Feedback portion)	NONE	5 minutes	<i>Juanita Auza</i> <i>Admin Aide</i> Park Operations Division
<b>TOTAL:</b>		<b>NONE</b>	<b>1 day and 65 minutes (high priority)</b>  <b>1-2 weeks and 65 minutes (medium priority)</b>  <b>1 month and 65 minutes (low priority)</b>	

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

# **Research and Management Information System**

## **Section – Planning and Management Division**

### **Internal Services**

## 1. Creation of E-mail Account

<b>Office or Division:</b>	Research and Management Information System Section – Planning and Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All NPDC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Memorandum re: Request for the Creation of E-mail Account		HR Development and Records Unit		
Updated database of GovMail Accounts Assignment		HR Development and Records Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordinate with HR re: Request for the creation of E-mail Account	1.1 Issue memo re: Request for the creation of E-mail Account	NONE	1 day	<i>HR Section</i>
	1.2 Receives the request for the creation of E-mail Account	NONE	1 day	<i>Royce M. Baguipo Computer Maintenance Technologist I</i>
	1.3 Checks if there is still an available vacant e-mail account	NONE		
	1.4 Assign e-mail account to internal client	NONE		
	1.5 Coordinate with the DICT and aware their confirmation	NONE	1 day	
	1.6 Notify the user on the	NONE	1 day	

	successful creation of e-mail / SMS; provide details of username and temporary password			
2. Acknowledge receipt of the notification; try to login in the e-mail account using the credentials provided	2.1 Provide technical support, if errors/issues are encountered	NONE	NONE	<i>Royce M. Baguipo Computer Maintenance Technologist I</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>4 days</b>	



## 2. Repair of ICT Equipment (Minor Problem, with available spare parts)

<b>Office or Division:</b>	Research and Management Information System Section – Planning and Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All NPDC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished ICT Request Form		HR Development and Records Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish ICT Request Form	1.1 Provides the internal client with the ICT request form	NONE	5 minutes	<i>Any RMIS Section Personnel</i>
	1.2 Receives and evaluates the accomplished requests form	NONE	5 minutes	<i>Reshiena P. Logo RMIS Section Head</i>
	1.3 Forwards the accomplished request for the appropriate Computer Maintenance Technologist (CMT)	NONE	5 minutes	<i>Reshiena P. Logo RMIS Section Head</i>
	1.4 Assess the reported defective ICT equipment	NONE	3 hours	<i>Christian Paul O. Abon Electronics and Communications Equipment Technician III</i>
	1.5 Troubleshoot and repair the ICT equipment	NONE	1 day	
2. Acceptance of completed repair	2.1 Request internal	NONE	15 minutes	<i>Christian Paul O. Abon</i>

works of the defective ICT equipment	client/s to accomplish ICT Service Request Form (Client Feedback portion)			<i>Electronics and Communications Equipment Technician III</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>1 day, 3 hours, and 30 minutes</b>	

### 3. Updating of NPDC Official Website

<b>Office or Division:</b>	Research and Management Information System Section – Planning and Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All NPDC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished ICT Request Form		HR Development and Records Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish ICT Request Form	1.1 Provides the internal client with the ICT request form	NONE	5 minutes	<i>Any RMIS Section Personnel</i>
	1.2 Receives, evaluates, and approves the accomplished requests form	NONE	5 minutes	<i>Reshiena P. Logo RMIS Section Head</i>
	1.3 Forwards the accomplished request for the appropriate RMIS Section Personnel	NONE	5 minutes	<i>Reshiena P. Logo RMIS Section Head</i>
	1.4 Updates the website	NONE	2 days	<i>Reshiena P. Logo RMIS Section Personnel</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>2 days and 15 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send Feedback	<p>Accomplish the feedback form and drop it to the box provided by the Public Assistance and Complaints Desk (PACD) or by the respective office of each availed service.</p> <p>Contact the PACD through the following: Telephone No.: (02) 8442 1707 Email Address: <a href="mailto:feedback@npdc.gov.ph">feedback@npdc.gov.ph</a></p>
How feedbacks are processed	<p>Feedback received will be collated and assessed daily by the PACD personnel. It shall be relayed to the concerned office/s and should be acted upon within 72 hours</p>
How to file a complaint	<p>Fill out the feedback form or submit a complaint letter addressed to:</p> <p><b>CECILLE A. LORENZANA-ROMERO</b> Executive Director III OED Office, old PNB Building T.M. Kalaw Street Rizal Park Luneta, Ermita, Manila 1000 Metro Manila</p> <p>Email address: <a href="mailto:feedback@npdc.gov.ph">feedback@npdc.gov.ph</a></p> <p>Letter should have the following information:</p> <ol style="list-style-type: none"> <li>1. Full name and contact information of the informant</li> <li>2. Narrative of the complaint</li> <li>3. Evidence</li> <li>4. Name of the person being complained</li> </ol>
How complaints are processed	<p>The complaints received against the agency will be evaluated by the Committee on Anti-Red Tape (CART). The CART shall forward the complaint to the concerned office for appropriate action, and shall investigate, if necessary. A report for the Executive Director shall be prepared by the concerned office and/or CART, for appropriate action.</p> <p>The CART through its PACD shall provide feedback to the clients.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (02) 8442 1707</p>
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA): <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093</p>

	<p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>
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### **CONTACT INFORMATION**

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Office of the Executive Director	OED Office, Old PNB Bldg, T.M. Kalaw St., Rizal Park Luneta, Ermita, Manila, 1000 Metro Manila	clorenzanaromero@npdc.gov.ph oed@npdc.gov.ph (02) 8713-4578
Office of the Deputy Executive Director	OED Office, Old PNB Bldg, T.M. Kalaw St., Rizal Park Luneta, Ermita, Manila, 1000 Metro Manila	jaapelar@npdc.gov.ph oed@npdc.gov.ph (02) 8713-4578
Cultural & Public Affairs Division	NPDC Office, Old Planetarium Bldg., Padre Burgos Ave., Rizal Park Luneta, Ermita, Manila, 1000 Metro Manila	cpad@npdc.gov.ph (02) 8541-6431
Marketing & Business Development Section	NPDC Office, Old Planetarium Bldg., Padre Burgos Ave., Rizal Park Luneta, Ermita, Manila, 1000 Metro Manila	mbds@npdc.gov.ph (02) 8541-8296
Administrative Division / HR Section	NPDC Office, Old Planetarium Bldg., Padre Burgos Ave., Rizal Park Luneta, Ermita, Manila, 1000 Metro Manila	admin@npdc.gov.ph hr@npdc.gov.ph (02) 8421-2853
Cash Section	NPDC Office, Old Planetarium Bldg., Padre Burgos Ave., Rizal Park Luneta, Ermita, Manila, 1000 Metro Manila	cash@npdc.gov.ph (02) 8541-8405
Property & Supply Section / Procurement	NPDC Office, Old Planetarium Bldg., Padre Burgos Ave., Rizal Park Luneta, Ermita, Manila, 1000 Metro Manila	property@npdc.gov.ph procurement@npdc.gov.ph (02) 8281-4618
Finance Division	NPDC Office, Old Planetarium Bldg., Padre Burgos Ave., Rizal Park Luneta, Ermita, Manila, 1000 Metro Manila	finance@npdc.gov.ph (02) 8541-8284
Park Operations Division	POD Office, T.M. Kalaw St., Rizal Park Luneta, Ermita, Manila, 1000 Metro Manila	ops_core@npdc.gov.ph (02) 8880-4895
Planning & Management Division	NPDC Office, Old Planetarium Bldg., Padre Burgos Ave., Rizal Park Luneta, Ermita, Manila, 1000 Metro Manila	planning@npdc.gov.ph (02) 8442-1707

