

**CITIZEN'S CHARTER
ENGINEERING OFFICE
CITYPARKS AND PLAYGROUND DEVELOPMENT OFFICE**

**EXISTING PARKS AND PLAYGROUND MAINTENANCE, LINEAR PARKS DEVELOPMENT/
MAINTENANCE, OPEN SPACES DEVELOPMENT**

Existing landscape maintenance

Office or Division:	CITYPARKS AND PLAYGROUND DEVELOPMENT SECTION
Classification:	TECHNICAL
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	General Public/Community Non-Government Organization Barangay Officials Health Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request coming from the Hon. City Mayor	
2. Request coming from different organization	-Endorsement from the City Mayor's Office -Endorsement from General Maintenance Division

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Letter addressed to City Parks Office	City Parks Head of Office will conduct operations according to priorities	None	1 Hour	Engr. Emmalyn A. Sonza
2		Coordinate with client's spaces for development	None	1 Day	Engr. Emmalyn A. Sonza
		Report to client the accomplished projects/development	None	2 Days	Engr. Emmalyn A. Sonza
TOTAL:			None	3 Days 1 Hour	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	City Parks Office can be reached via E-mail: cityparksandplayground@gmail.com or at City Parks Office located at Sto. Tomas Park, V. Baltazar St, Sto. Tomas, Pasig City
How feedback is processed	Feedback shall be addressed accordingly and will be given top priority
How to file a complaint	Can file a complaint thru email: cityparksandplayground@gmail.com or at City Parks Office
How complaints are processed	Complaints shall be processed immediately, verified and be serve with urgency
Contact Information	Email: cityparksandplayground@gmail.com City Parks Office: Sto. Tomas Park, V. Baltazar St, Sto. Tomas, Pasig City