



**Mandate:**

*Rental and Collection of fees of Sports Center, serve as a venue for athletic, cultural or civic activities officially sponsored, recognizes and approved by the Local Government Unit under the revised Ordinance #51 Series of 2017*

**Vision:**

*To serve a venue for athletic, cultural or civic activities officially sponsored, recognizes and approved by the Local Government Unit*

**Mission:**

*To help the government in generating revenue by collecting building permit fees and other required charges.*

<b>Office or Division</b>	<b>PASIG CITY SPORTS CENTER</b>
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizens G2B - Government to Businesses G2G - Government to Government
<b>Who may avail</b>	Public Users Private Institutions/Companies Government Agencies National Sports Association

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
By concerned parties involved	Request form is available at:
1. Letter of intent	Client
2. Accomplished Application Form	Pasig City Sports Center
3. Approved Request Letter	Office of the City Mayor
4. Order of Payment	Pasig City Sports Center
5. Official Receipt	Cashier/City Treasurer
6. Special Permit	Office of the City Administrator

<b>CLIENT STEPS</b>	<b>LGU ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry for the availability of the venue. If available;	Assess application for availability of date/facility.	NONE	10 minutes	Mary Lois Intalan, Staff PCSC
2. Proceeds to the Office of the City Mayor to submit a letter of intent for use/rent of PSCS venue.	Pencil booking the event		1-3 days	Mary Lois Intalan
3. Apply for a Special Permit to conduct	Wait for the approved Special	NONE	1-3 days	Requesting Party



an event	Permit from the Office of the City Administrator			Office of the City Administrator
<b>Note: Filling period:</b> - 5 months advance (for major events) - 3 months advance (for minor events) - 3 weeks before (for walk-in)	endorse to the OIC for discussion/ decision	NONE	1 day	Mary Lois Intalan and Wilfredo G. Cambe
	If approved, notifies client of decision		60 minutes	Mary Lois Intalan
4. Proceed to PCSC Admin office to get order payment to pay the reservation fee	Prepares order of payment for reservation fee	NONE	30 minutes	Mary Lois Intalan / Wilfredo G. Cambe
5. Proceed to Cashier to pay the reservation fee	Process payment and issue Official Receipt (O.R)	*depends on rate/hr and event	1-3 hours depending if there are long lines	Cashier/City Treasurer
6. Submit Approved Request Letter and Official Receipt for the issuance of the Permit to the Office of the City Administrator	Prepare and issuance of signed permit from Office of the City Administrator	NONE	1-3 days	Office of the City Administrator

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Clients are encouraged to accomplish feedback forms and drop them at the designated drop boxes located at PCSC Admin Office
How feedback is processed	Feedback is gathered and processed by the Admin Staff then a report of customer feedback is prepared to document action plan and monitor actions taken
How to file a complaint	Accomplish the Client Complaint Form & drop it at the designated drop box at Ugnayan sa Pasig office located inside Pasig City Hall, 2/F.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to concerned Head of Office (Pasig City Sports Center) who shall act on the complaint and provide feedback to the client on the action taken.



Contact information

Send your feedback through email address  
[pasigcitysportscenter@gmail.com](mailto:pasigcitysportscenter@gmail.com)  
 (Subject: CLIENT FEEDBACK)

**Rate and Fees:**

EVENTS/ ACTIVITY	COMMERCIAL/ PRIVATE	LGUs / GOVERNMENT	PASIG CITY OFFICES	PRIVATE SCHOOLS	PUBLIC SCHOOLS
1. Local Concert - For the first eight hours - per succeeding hour or fraction thereof	80,000.00 10,500.00	72,000.00 9,500.00	- -	68,000.00 9,000.00	40,000.00 5,500.00
2. Sports Fest / Tournaments - For the first eight hours - per succeeding hour or fraction thereof	39,000.00 7,000.00	36,000.00 6,500.00	- -	33,000.00 6,000.00	21,000.00 4,000.00
3. Practice/Training with AC - per hour or fraction thereof	7,000.00	6,500.00	3,500.00	6,000.00	4,000.00
4. Practice/Training without AC - per hour or fraction thereof	1,500.00	1,200.00	500.00	1,000.00	500.00
5. Other activities w/ AC - For the first six hours - per succeeding hour or fraction thereof	42,000.00 7,500.00	39,000.00 7,000.00	- -	36,000.00 6,500.00	21,000.00 4,500.00
6. Other activities without AC - For the first six hours - per hour or fraction thereof	9,000.00 2,000.00	7,500.00 1,200.00	- -	7,000.00 1,000.00	5,000.00 500.00
7. Refundable Security Deposit - There shall be Four Thousand Pesos (Php4,000.00) refundable security deposit in case of damage/s to property, wherein the remaining amount of damage shall be paid in full thereafter.					