

**CITIZEN CHARTER
MAYBUNGA RAINFOREST PARK**

Aplikasyon para sa Membership sa Fitness Center

Ang Fitness Center sa Maybunga Rainforest Park ay nag-aalok ng iba't ibang serbisyong kinabibilangan ng access sa gym, mga sesyon ng cardio (ZUMBA), at sining ng martial arts. Ito ay bukas para sa lahat ng mga residente ng Pasig.

Office or Division:	Maybunga Rainforest Park's Fitness Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasig residents (Pasigueños)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned parties involved	
1. Accomplished Fitness Form	Available ang gym form sa Fitness Center
2. Scanned copy of at least one I.D. card (front and dorsal side) of the applicant, valid (not expired) on the date of transaction and Home Address is at Pasig City as follows	
• Driver' License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/ Student Driver's Permit	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS I.D.;	SSS
• GSIS I.D. (UMID);	GSIS
• Voter's I.D. / Voter's Certification;	COMELEC
• BIR/Tax payer's I.D. (ATM type/TIN card type with picture);	
• PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHEALTH
• Company/Office I.D.;	Requesting party's Company/Office
• School I.D.;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture)	PNP
• Postal I.D.	PhilPost
• Barangay I.D.;	Barangay where the requesting party resides
• N.B.I. Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD I.D.	Social Welfare and Development Office
• Solo Parent I.D.	Office of the Senior Citizen's Affairs of the Municipality/City where the requesting party resides
• Senior Citizen's I.D.;	
• Alien Certificate of Registration Identity Card (ACR i-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam

By consent of the parents or guardian of the parties concerned if under aged.	
1. Accomplished Fitness Gym form	Pareho sa ipinahiwatig sa itaas
2. Scanned copy of any valid original I.D. card (front and dorsal side) of the concerned party;	Pareho sa ipinahiwatig sa itaas
3. Authorization letter from the requesting party concerned;	Humihiling na tao
4. Scanned copy of any valid original I.D. card (front and dorsal side) of the parent or guardian;	Pareho sa ipinahiwatig sa itaas

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Accomplishment of Gym form	1. Katunayan na residente ng Pasig, ipakita ang anumang ID • Kung residente ng Pasig, magpatuloy sa numero 2 • Kung hindi residente ng Pasig, ipaliwanag na ang Fitness Center ay para sa Pasigueños lamang 2. Tignan ang edad ng aplikante • Kung ang edad ay 12 hanggang 18, sabihan na ipasa ang school ID, pahintulot mula sa Magulang or Taga-alaga (Guardian) at kopya ng valid I.D. 3. Suriin ang application form at ipaliwanag ang regulasyon ng Fitness rules	NONE	10 minuto	<ul style="list-style-type: none"> • Mariano, Troy • Valencia, James Fitness Center Administration Staff
2	Kumuha ng pahintulot mula sa in-house nurse	Ang in-house nurse ay magsasagawa ng panayam sa aplikante hinggil sa kanyang kasaysayan ng kalusugan.	NONE	10 minuto	Rainforest In-house nurse
2	Bayaran ang fees	Paggawa ng Order of Payment at magbayad sa Cashier	Membership fee = ₱ 300.00 Annual/renewal = ₱ 100.00 Senior Citizen = 20% discount	15 minuto	<ul style="list-style-type: none"> • Bonifacio, Johnson • Manzolim, Marco • Tee, James • Singian, Arlene Receptionist Staff <ul style="list-style-type: none"> • Arlante, Adelaida • Perez, Jenina Jan • Segoron, Jonel • Victoria, Ricelda Treasury Staff
3	Ipakita ang Official Receipt (OR) sa Fitness Receptionist	Pag-encode ng mga detalye sa Membership Form, photo shoot, at paggawa ng Fitness Temporary ID.	NONE	20 minuto	<ul style="list-style-type: none"> • Mariano, Troy • Valencia, James Fitness Center Receptionist Staff
TOTAL:			Membership fee = ₱ 300.00 Annual/renewal = ₱ 100.00 Senior Citizen = 20% discount	55 minuto	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa Rainforest Administration Office
Paano ang puna o komento ay naproposeso	Ang feedback ay iniipon at isinusuri ng awtorisadong Administration Staff. Isang ulat ng Feedback ng Customer ay inihahanda upang dokumentuhin ang plano ng aksyon at bantayan ang mga ginawang hakbang.
Paano mag-file ng reklamo	Ang kliyente ay maghahain at magpapasa ng Ulat ng Insidente sa Opisina ng Administrasyon ng Rainforest.
Paano na proposes ang reklamo	Ang mga natanggap na reklamo, maging ito ay pasalita o nakasulat, ay isasangguni o ipapasa sa kaukulang Area Supervisor na siyang aaksyunan ang reklamo at magbibigay ng feedback sa kliyente tungkol sa ginawang hakbang.
Impormasyon saan makipag-ugnayan	Ang Maybunga Rainforest Park ay maaaring maabot sa kanyang pansamantalang email account na nepthaliesayson25@gmail.com kasalukuyang naghihintay para sa bagong email na ibinigay ng Management Information System Office (MISO).

**CITIZEN CHARTER
MAYBUNGA RAINFOREST PARK**

Paano mag-avail ng Gym / Cardio Session

Ang Fitness Center ng Maybunga Rainforest Park ay nagbibigay ng iba't ibang serbisyo, kasama ang access sa gym at mga sesyon ng cardio (ZUMBA), at bukas ito sa lahat ng mga taga-Pasig.

Office or Division:	Fitness Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasig residents (Pasigueños)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned party involved	
1. Maybunga Rainforest Park's Fitness ID	Maybunga Rainforest Park's Fitness Center
2. Para ma-avail ang Senior Citizen diskwento sa kinauukulang partido ay kailangang magpakita ng Senior Citizen's I.D.	Office of the Senior Citizen's Affairs of the Municipality/City where the requesting party resides

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipakita ang Fitness ID sa Receptionist	1. Tignan Fitness ID 2. Suriin kung hanggang kailan lamang ang membership, kung ito ay paso na, sabihan ang miyembro na magapply o irenew ang membership. 3. Pag iisyu ng Order of Payment	NONE	15 minuto	<ul style="list-style-type: none"> • Bonifacio, Johnson • Manzolim, Marco • Tee, James • Singian, Arlene <p style="text-align: center;">Receptionist Staff</p>
2	Ipakita ang Order of Payment sa Cashier	Bayaran ang kaukulang fees	Weights = ₱ 30.00 Cardio = ₱ 40.00 Martial Arts = ₱ 40.00 Locker = ₱ 5.00 Senior Citizen = 20% discount	10 minuto	<ul style="list-style-type: none"> • Arlante, Adelaida • Perez, Jenina Jan • Segoron, Jonel • Victoria, Ricelda <p style="text-align: center;">Treasury Staff</p>
3	Ipakita ang Official Receipt (OR) at Fitness Center	Suriin ang Official Receipt (OR)	NONE	5 minuto	<ul style="list-style-type: none"> • Mariano, Troy • Valencia, James <p style="text-align: center;">Fitness Center Receptionist Staff</p>
TOTAL:			Weights = ₱ 30.00 Cardio = ₱ 40.00 Martial Arts = ₱ 40.00 Locker = ₱ 5.00 Senior Citizen = 20% discount	50 minuto	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa Rainforest Administration Office
Paano ang puna o komento ay naproposeso	Ang feedback ay iniipon at isinusuri ng awtorisadong Administration Staff. Isang ulat ng Feedback ng Customer ay inihahanda upang dokumentuhin ang plano ng aksyon at bantayan ang mga ginawang hakbang.
Paano mag-file ng reklamo	Ang kliyente ay maghahain at magpapasa ng Ulat ng Insidente sa Opisina ng Administrasyon ng Rainforest.
Paano na proposes ang reklamo	Ang mga natanggap na reklamo, maging ito ay pasalita o nakasulat, ay isasangguni o ipapasa sa kaukulang Area Supervisor na siyang aaksyunan ang reklamo at magbibigay ng feedback sa kliyente tungkol sa ginawang hakbang.
Impormasyon saan makipag-ugnayan	Ang Maybunga Rainforest Park ay maaaring maabot sa kanyang pansamantalang email account na nepthaliesayson25@gmail.com kasalukuyang naghihintay para sa bagong email na ibinigay ng Management Information System Office (MISO).

**CITIZEN CHARTER
MAYBUNGA RAINFOREST PARK**

Shooting (TV, Movie, Commercials, Ads), Pagsusoot ng Litratista, at Flyers/Brochures para sa Promosyon

Ang Maybunga Rainforest Park ay isa sa paboritong lugar para sa pagsusoot ng litrato (pre-nuptial, kaarawan) at pagsusoot (komersyal, TV shows, at pelikula).

Office or Division:	Maybunga Rainforest Park Administration
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños and Non- Pasigueños.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Photo shoot	
By concerned parties involved (to avail the Pasig rate)	
1. Scanned copy of at least one I.D. card (front and dorsal side) of the applicant, valid (not expired) on the date of transaction and Home address is at Pasig City as follows	
• Driver' License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/ Student Driver's Permit	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS I.D.;	SSS
• GSIS I.D. (UMID);	GSIS
• Voter's I.D. / Voter's Certification;	COMELEC
• BIR/Tax payer's I.D. (ATM type/TIN card type with picture);	
• PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHEALTH
• Company/Office I.D.;	Requesting party's Company/Office
• School I.D.;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture)	PNP
• Postal I.D.	PhilPost
• Barangay I.D.;	Barangay where the requesting party resides
• N.B.I. Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD I.D.	Social Welfare and Development Office
• Solo Parent I.D.	Office of the Senior Citizen's Affairs of the Municipality/City where the requesting party resides
• Senior Citizen's I.D.;	
• Alien Certificate of Registration Identity Card (ACR i-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
Shooting and Flyers/Brochures for Promotions	
Letter of Intent / Request Letter	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Paglalapad ng Kaganapan	<p>1. Photoshoot</p> <ul style="list-style-type: none"> • Kung residente ng Pasig, i-apply ang Pasig rate • Kung hindi residente ng Pasig, i-apply ang non-Pasig rate <p>1.1 Tanungin ang petsa ng event</p> <ul style="list-style-type: none"> • Kung ang date ay bakante (no exclusive use of Rainforest Park), i-book ang photoshoot • Kung ang petsa ay hindi pwede (with exclusive use of Rainforest Park), abisuhang palitan ang petsa <p>2. Shooting</p> <ul style="list-style-type: none"> • Ang rates ay parehas sa mga residente at hindi residente ng Pasig <p>2.1 Icheck ang petsa ng shooting</p> <ul style="list-style-type: none"> • Kung ang petsa ay bakante (no exclusive use of Rainforest Park), i-book ang shooting • Kung ang petsa ay hindi bakante (with exclusive use of Rainforest Park), abisuhan na palitan ang date <p>3. Flyers/Brochures for Promotions</p> <ul style="list-style-type: none"> • Ang rates ay parehas sa mga residente at hindi residente ng Pasig 	NONE	20 minuto	<ul style="list-style-type: none"> • Bonifacio, Johnson • <i>Bonifacio, Johnson</i> • <i>Manzolim, Marco</i> • <i>Tee, James</i> • <i>Singian, Arlene</i> <p>Receptionist Staff</p> <ul style="list-style-type: none"> • Caballero, Jeffrey • Dalao, Julie Ann • <i>Manasan, Phoebe</i> • <i>Mariano, Troy</i> • Sadang, Angelita • Sayson, Nephthalie • <i>Valencia, James</i> • Villamin, Gemma <p>Administration Staff</p>
2	Bayaran ang fees	Pag-gawa ng Order of Payment at sabihan ang bisita na magpunta sa cashier para sa bayaran ng fees	<p>Photo Shoot Fee Pasigueños = ₱ 100.00 / head Non-Pasigueños = ₱ 200.00 / head</p> <p>Shooting</p> <ul style="list-style-type: none"> • Whole Day (8 hours)= ₱ 50,000.00 • 5 Hours/Half Day = ₱ 30,000.00 • 2 Hours = ₱ 15,000.00 <p>Flyers/Brochures for Promotions Whole day - sampling = ₱ 500.00 Park are with electricity = ₱ 1,000.00</p>	20 minuto	<ul style="list-style-type: none"> • <i>Bonifacio, Johnson</i> • <i>Manzolim, Marco</i> • <i>Tee, James</i> • <i>Singian, Arlene</i> <p>Receptionist Staff</p> <ul style="list-style-type: none"> • Arlante, Adelaida • <i>Perez, Jenina Jan</i> • <i>Segoron, Jonel</i> • <i>Victoria, Ricelda</i> <p>Treasury Staff</p>
3	Ipakita ang Official Receipt (OR)	Pag-record ng Official Receipt (OR)	NONE	5 minuto	<ul style="list-style-type: none"> • Caballero, Jeffrey • Dalao, Julie Ann • <i>Manasan, Phoebe</i> • <i>Mariano, Troy</i> • Sadang, Angelita • Sayson, Nephthalie • <i>Valencia, James</i> • Villamin, Gemma <p>Administration Staff</p>
TOTAL:			<p>Photo Shoot Fee Pasigueños = ₱ 100.00 / head Non-Pasigueños = ₱ 200.00 / head</p> <p>Shooting</p> <ul style="list-style-type: none"> • Whole Day (8 hours)= ₱ 50,000.00 • 5 Hours/Half Day = ₱ 30,000.00 • 2 Hours = ₱ 15,000.00 <p>Flyers/Brochures for Promotions Whole day - sampling = ₱ 500.00 Park are with electricity = ₱ 1,000.00</p>	45 minuto	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa Rainforest Administration Office
Paano ang puna o komento ay naproposeso	Ang feedback ay iniipon at isinusuri ng awtorisadong Administration Staff. Isang ulat ng Feedback ng Customer ay inihahanda upang dokumentuhin ang plano ng aksyon at bantayan ang mga ginawang hakbang.
Paano mag-file ng reklamo	Ang kliyente ay maghahain at magpapasa ng Ulat ng Insidente sa Opisina ng Administrasyon ng Rainforest.
Paano na proposes ang reklamo	Ang mga natanggap na reklamo, maging ito ay pasalita o nakasulat, ay isasangguni o ipapasa sa kaukulang Area Supervisor na siyang aaksyunan ang reklamo at magbibigay ng feedback sa kliyente tungkol sa ginawang hakbang.
Impormasyon saan makipag-ugnayan	Ang Maybunga Rainforest Park ay maaaring maabot sa kanyang pansamantalang email account na nepthaliesayson25@gmail.com kasalukuyang naghihintay para sa bagong email na ibinigay ng Management Information System Office (MISO).

**CITIZEN CHARTER
MAYBUNGA RAINFOREST PARK**

Pag-isyu ng Park Amenities

Ang Rainforest Park ay may malawak na hanay ng mga recreation amenities na ikatutuwa ng mga bisita.

Office or Division:	Rainforest Park
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños and Non- Pasigueños.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned party involved (to avail the Pasig rate)	
1. Scanned copy of at least one I.D. card (front and dorsal side) of the applicant, valid (not expired) on the date of transaction and Home Address is at Pasig City as follows	
• Driver' License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/ Student Driver's Permit	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS I.D.;	SSS
• GSIS I.D. (UMID);	GSIS
• Voter's I.D. / Voter's Certification;	COMELEC
• BIR/Tax payer's I.D. (ATM type/TIN card type with picture);	
• PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHEALTH
• Company/Office I.D.;	Requesting party's Company/Office
• School I.D.;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture)	PNP
• Postal I.D.	PhilPost
• Barangay I.D.;	Barangay where the requesting party resides
• N.B.I. Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD I.D.	Social Welfare and Development Office
• Solo Parent I.D.	Office of the Senior Citizen's Affairs of the Municipality/City where the requesting party resides
• Senior Citizen's I.D.;	
• Alien Certificate of Registration Identity Card (ACR i-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID			PROCESSING TIME	PERSON RESPONSIBLE
1	Ipakita ang valid-ID sa Receptionist	1. Tanungin ang petsa ng paglangoy, water park amenity na magagamit at bilang ng bisita 2. Tignan ang valid-ID 3. Suriin ang address ng bahay para ma-avail ang Pasig rate 4. Compute at ipaalam ang mga rate / bayarin 5. Pag-gawa ng Order of Payment 6. Payuhan na magpatuloy sa cashier para sa pagbabayad	NONE			10 minuto	<ul style="list-style-type: none"> Bonifacio, Johnson Manzolim, Marco Tee, James Singian, Arlene Receptionist Staff
2	Bayaran ang fee	Suriin ang Order of Payment at i-proseso ang bayaran	Amenity	Pasiguenos	Non-Pasiguenos	10 minuto	<ul style="list-style-type: none"> Arlante, Adelaida Perez, Jenina Jan Segoron, Jonel Victoria, Ricelda Treasury Staff
			Butterfly house entrance fee	20.00	30.00		
			Flower Field	10.00	10.00		
			aMazed Garden	10.00	10.00		
			Boat rental for fifteen (15) minuto	40.00	50.00		
			Wall Climbing / Rappelling (1 hour)	50.00	100.00		
			SENIOR CITIZEN = 20% DISCOUNT				
3	Isumite ang Official Receipt (OR) sa Park Receptionist	I-record ang Official Receipt (OR)	NONE			5 minuto	Park Receptionist
TOTAL			Amenity (Park)	Pasiguenos	Non-Pasiguenos	25 minuto	
			Butterfly house entrance fee	20.00	30.00		
			Flower Field	10.00	10.00		
			aMazed Garden	10.00	10.00		
			Boat rental for fifteen (15) minuto	40.00	50.00		
			Wall Climbing / Rappelling (1 hour)	50.00	100.00		
			SENIOR CITIZEN = 20% DISCOUNT				

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa Rainforest Administration Office
Paano ang puna o komento ay naproposeso	Ang feedback ay iniipon at isinusuri ng awtorisadong Administration Staff. Isang ulat ng Feedback ng Customer ay inihahanda upang dokumentuhin ang plano ng aksyon at bantayan ang mga ginawang hakbang.
Paano mag-file ng reklamo	Ang kliyente ay maghahain at magpapasa ng Ulat ng Insidente sa Opisina ng Administrasyon ng Rainforest.
Paano na proposes ang reklamo	Ang mga natanggap na reklamo, maging ito ay pasalita o nakasulat, ay isasangguni o ipapasa sa kaukulang Area Supervisor na siyang aaksyunan ang reklamo at magbibigay ng feedback sa kliyente tungkol sa ginawang hakbang.
Impormasyon saan makipag-ugnayan	Ang Maybunga Rainforest Park ay maaaring maabot sa kanyang pansamantalang email account na nepthaliesayson25@gmail.com kasalukuyang naghihintay para sa bagong email na ibinigay ng Management Information System Office (MISO).

**CITIZEN CHARTER
MAYBUNGA RAINFOREST PARK**

Pag-isyu ng Water Park Amenities

Ang Maybunga Rainforest Park ay patuloy na itinuturing na isa sa mga paboritong destinasyon para sa paglangoy ng mga residente ng Pasig at mga kalapit na komunidad.

Office or Division:	Maybunga Rainforest Park Water Park
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños and Non- Pasigueños.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned party involved (to avail the Pasig rate)	
1. Scanned copy of at least one I.D. card (front and dorsal side) of the applicant, valid (not expired) on the date of transaction and Home Address is at Pasig City as follows	
• Driver' License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/ Student Driver's Permit	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS I.D.;	SSS
• GSIS I.D. (UMID);	GSIS
• Voter's I.D. / Voter's Certification;	COMELEC
• BIR/Tax payer's I.D. (ATM type/TIN card type with picture);	
• PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHEALTH
• Company/Office I.D.;	Requesting party's Company/Office
• School I.D.;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture)	PNP
• Postal I.D.	PhilPost
• Barangay I.D.;	Barangay where the requesting party resides
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• HDMF Transaction Card;	HDMF
• PWD I.D.	Social Welfare and Development Office
• Solo Parent I.D.	Office of the Senior Citizen's Affairs of the Municipality/City where the requesting party resides
• Senior Citizen's I.D.;	
• Alien Certificate of Registration Identity Card (ACR i-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID			PROCESSING TIME	PERSON RESPONSIBLE
1	Pagpapares erba para sa paglangoy sa Receptionist	1. Tanungin ang petsa ng paglangoy, water park amenity na magagamit at bilang ng bisita 2. Tignan ang valid-ID 3. Suriin ang address ng bahay para maavail ang Pasig rate 4. Compute at ipaalam ang mga rate / bayarin 5. Pag-gawa ng Order of Payment 6. Payuhan na magpatuloy sa cashier para sa pagbabayad	NONE			15 minuto	<ul style="list-style-type: none"> Bonifacio, Johnson Manzolim, Marco Tee, James Singian, Arlene Receptionist Staff
2	Pagbabayad sa Cashier	Suriin ang Order of Payment at i-proseso ang bayaran	Amenity (Water Park) Swimming Pool Entrance Adult 100.00 Children (4 ft below) 50.00 Water Park cottages 500.00 Table with Umbrella and four (4) chairs 200.00 Table and four (4) chairs 100.00 SENIOR CITIZEN = 20% DISCOUNT	Pasigueños 100.00 50.00 500.00 200.00 100.00	Non-Pasigueños 150.00 100.00 500.00 200.00 100.00	15 minuto	<ul style="list-style-type: none"> Arlante, Adelaida Perez, Jenina Jan Segoron, Jonel Victoria, Ricelda Treasury Staff
3	Pagsusumite ng Opisyal na Resibo (OR) sa Water Park	I-record ang Official Receipt (OR)	NONE			5 minuto	RA Water Park Receptionist
TOTAL			Amenity (Water Park) Swimming Pool Entrance Adult 100.00 Children (4 ft below) 50.00 Water Park cottages 500.00 Table with Umbrella and four (4) chairs 200.00 Table and four (4) chairs 100.00 SENIOR CITIZEN = 20% DISCOUNT	Pasigueños 100.00 50.00 500.00 200.00 100.00	Non-Pasigueños 150.00 100.00 500.00 200.00 100.00	35 minuto	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa Rainforest Administration Office
Paano ang puna o komento ay naproposeo	Ang feedback ay iniipon at isinusuri ng awtorisadong Administration Staff. Isang ulat ng Feedback ng Customer ay inihahanda upang dokumentuhin ang plano ng aksyon at bantayan ang mga ginawang hakbang.
Paano mag-file ng reklamo	Ang kliyente ay maghahain at magpapasa ng Ulat ng Insidente sa Opisina ng Administrasyon ng Rainforest.
Paano na proposes ang reklamo	Ang mga natanggap na reklamo, maging ito ay pasalita o nakasulat, ay isasangguni o ipapasa sa kaukulang Area Supervisor na siyang aaksyunan ang reklamo at magbibigay ng feedback sa kliyente tungkol sa ginawang hakbang.
Impormasyon saan makipag-ugnayan	Ang Maybunga Rainforest Park ay maaaring maabot sa kanyang pansamantalang email account na nepthaliesayson25@gmail.com kasalukuyang naghihintay para sa bagong email na ibinigay ng Management Information System Office (MISO).

**CITIZEN CHARTER
MAYBUNGA RAINFOREST PARK**

Pag-isyu ng Venue Amenities

Ang Maybunga Rainforest Park ay patuloy na isa sa mga paboritong lugar para sa espesyal na okasyon at pagtitipon.

Office or Division:	Maybunga Rainforest Park Administration
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños and Non- Pasigueños.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1	Pagpapareserba ng Venue	1. Tanungin ang petsa at oras ng pangyayari 2. Suriin ang petsa ng at oras ng pangyayari kung bakante 3. Abisuhan ang bisita na sagutan ang form	NONE	10 minuto	<ul style="list-style-type: none"> • Manasan, Phoebe • Sadang, Angelita <p style="text-align: center;">Venue Receptionist</p>		
2	Bayaran ang fee	Paggawa ng Order of Payment at abisuhan na magbayad ng fee sa Cashier	Bayad sa Pagpapareserba ₱ 500.00	15 minuto	<ul style="list-style-type: none"> • Bonifacio, Johnson • Manzolim, Marco • Tee, James • Singian, Arlene <p style="text-align: center;">Receptionist Staff</p> <p style="text-align: center;">and</p> <ul style="list-style-type: none"> • Arlante, Adelaida • Perez, Jenina Jan • Segoron, Jonel • Victoria, Ricelda <p style="text-align: center;">Treasury Staff</p>		
			Buong Bayad (Ang bayad sa pagpapareserba ay ibabawas				
			VENUE			FIRST THREE (3) HOURS	PER SUCCEEDING HOURS THERE OFF
			Picnic Ground/ Camp Site Rental			1,000.00	500.00
			Boating Lagoon Pavilion Rental				
			DAYTIME			3,000.00	500.00
			NIGHT TIME (5PM - 10PM) With cottages / View Decks additional			4,000.00	500.00
			500.00			500.00	500.00
			Boating Lagoon Pavilion Rental with Boating				
			WEEKDAYS				
DAYTIME	4,000.00	500.00					
NIGHT TIME (5PM - 10PM) With cottages / View Decks additional	5,000.00	500.00					
500.00	500.00	500.00					
WEEKENDS							
DAYTIME	6,000.00	500.00					
NIGHT TIME (5PM - 10PM) With cottages / View Decks additional	7,000.00	500.00					
500.00	500.00	500.00					
Cafeteria	4,000.00	500.00					
Gym Cardio Area	8,000.00	1,000.00					
New Pool/ Round Pool (8am - 5pm)		10,000.00					
3	Isumite ang Official Receipt (OR) at Venue Receptionist	I-record ang Official Receipt (OR)	NONE	5 minuto	Venue Receptionist staff		
TOTAL			Bayad sa Pagpapareserba ₱ 500.00	45 minuto			
			Buong Bayad (Ang bayad sa pagpapareserba ay ibabawas				
			VENUE			FIRST THREE (3) HOURS	PER SUCCEEDING HOURS THERE OFF
			Picnic Ground/ Camp Site Rental			1,000.00	500.00
			Boating Lagoon Pavilion Rental				
			DAYTIME			3,000.00	500.00
			NIGHT TIME (5PM - 10PM) With cottages / View Decks additional			4,000.00	500.00
			500.00			500.00	500.00

	Boating Lagoon Pavilion Rental with Boating		
	WEEKDAYS		
	DAYTIME	4,000.00	500.00
	NIGHT TIME (5PM - 10PM) With cottages / View Decks additional	5,000.00 500.00	500.00 500.00
	WEEKENDS		
	DAYTIME	6,000.00	500.00
	NIGHT TIME (5PM - 10PM) With cottages / View Decks additional	7,000.00 500.00	500.00 500.00
	Cafeteria	4,000.00	500.00
	Gym Cardio Area	8,000.00	1,000.00
	Round Pool (8am - 5pm)		10,000.00
	Picnic Groove (8am - 5pm)		2,200.00

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa Rainforest Administration Office
Paano ang puna o komento ay napropose	Ang feedback ay iniipon at isinusuri ng awtorisadong Administration Staff. Isang ulat ng Feedback ng Customer ay inihahanda upang dokumentuhin ang plano ng aksyon at bantayan ang mga ginawang hakbang.
Paano mag-file ng reklamo	Ang kliyente ay maghahain at magpapasa ng Ulat ng Insidente sa Opisina ng Administrasyon ng Rainforest.
Paano na proposes ang reklamo	Ang mga natanggap na reklamo, maging ito ay pasalita o nakasulat, ay isasangguni o ipapasa sa kaukulang Area Supervisor na siyang aaksyunan ang reklamo at magbibigay ng feedback sa kliyente tungkol sa ginawang hakbang.
Impormasyon saan makipag-ugnayan	Ang Maybunga Rainforest Park ay maaaring maabot sa kanyang pansamantalang email account na nepthaliesayson25@gmail.com kasalukuyang naghihintay para sa bagong email na ibinigay ng Management Information System Office (MISO).

**CITIZEN CHARTER
MAYBUNGA RAINFOREST PARK**

Eksklusibong paggamit ng Rainforest Park

Ang Maybunga Rainforest Park ay patuloy na isa sa mga paboritong lugar para sa espesyal na okasyon at pagtitipon.

Office or Division:	Maybunga Rainforest Park Administration
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasigueños and Non- Pasigueños

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE	
1	Application ng Eksklusibong paggamit ng Rainforest Park	1. Suriin ang Letter of Intent mula sa kliyente 2. Suriin ang petsa ng kahilingan kung magagamit at ang bilang ng mga bisita 3. Ipaalam ang mga rate batay sa bilang ng mga bisita	NONE		15 minuto	<ul style="list-style-type: none"> • Manasan, Phoebe • Sadang, Angelita <p style="text-align: center;">Venue Receptionist</p>	
2	Pagbabayad sa Cashier	Pag-isyu ng Order of Payment at payuhan ang kliyente na magpatuloy sa cashier para sa pagbabayad	Use of Water Park only	4,000 persons above	500,000.00	20 minuto	<ul style="list-style-type: none"> • Bonifacio, Johnson • Manzolim, Marco • Tee, James • Singian, Arlene <p style="text-align: center;">Receptionist Staff</p> <p style="text-align: center;">and</p> <ul style="list-style-type: none"> • Arlante, Adelaida • Perez, Jenina Jan • Segoron, Jonel • Victoria, Ricelda <p style="text-align: center;">Treasury Staff</p>
				3,000 persons above	400,000.00		
				2,000 persons above	300,000.00		
			Use of whole Rainforest Park and Water Park	10,000 persons above	1,500,000.00		
				5,000 persons above	1,000,000.00		
				2,500 persons above	800,000.00		
				1,000 persons above	300,000.00		
3	Pagsusumite ng Official Receipt (OR) sa Venue Receptionist	Suriin ang Opisyal na Resibo (OR) at itala sa Record book	NONE		5 minuto	<ul style="list-style-type: none"> • Manasan, Phoebe • Sadang, Angelita <p style="text-align: center;">Venue Receptionist</p>	
TOTAL			Use of Water Park only	4,000 persons above	500,000.00	40 minuto	
				3,000 persons above	400,000.00		
				2,000 persons above	300,000.00		
			Use of whole Rainforest Park and Water Park	10,000 persons above	1,500,000.00		
				5,000 persons above	1,000,000.00		
				2,500 persons above	800,000.00		
				1,000 persons above	300,000.00		

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
Paano magpadala ng puna o komento	Ang mga kliyente ay maaring gumawa ng Feedback Forms at ilagay sa itinalagang drop box sa Rainforest Administration Office
Paano ang puna o komento ay naproposeo	Ang feedback ay iniipon at isinusuri ng awtorisadong Administration Staff. Isang ulat ng Feedback ng Customer ay inihahanda upang dokumentuhin ang plano ng aksyon at bantayan ang mga ginawang hakbang.
Paano mag-file ng reklamo	Ang kliyente ay maghahain at magpapasa ng Ulat ng Insidente sa Opisina ng Administrasyon ng Rainforest.
Paano na proposes ang reklamo	Ang mga natanggap na reklamo, maging ito ay pasalita o nakasulat, ay isasangguni o ipapasa sa kaukulang Area Supervisor na siyang aaksyunan ang reklamo at magbibigay ng feedback sa kliyente tungkol sa ginawang hakbang.
Impormasyon saan makipag-ugnayan	Ang Maybunga Rainforest Park ay maaaring maabot sa kanyang pansamantalang email account na nepthaliesayson25@gmail.com kasalukuyang naghihintay para sa bagong email na ibinigay ng Management Information System Office (MISO).