

**CITIZEN CHARTER  
TANGHALANG PASIGUEÑO**

**APPLICATION FOR RENTAL of: VENUE / BUS & COASTER**

This application process for rental of either venue or vehicle under Tanghalang Pasigueño will enable clients whether Pasigueños or non-Pasigueños a smooth and fast transaction and to avoid any misrepresentation or misunderstanding towards its process most especially when signing the Venue / Vehicular Agreement Form or when requesting for re-scheduled or refund.

<b>Office or Division:</b>	Tanghalang Pasigueño
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	<p>Any requesting party/client who wishes to avail usage of Tanghalang Pasigueño as their venue of choice for their private occasions (birthdays, weddings, and the likes) seminars, meetings and others.</p> <p>Also, any request party/client who wishes to avail usage of vehicle either bus/coaster for excursions, services within or outside Metro Manila.</p>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b><u>By concerned parties involved</u></b></p> <p>1. Photocopy of (1) valid government issued ID</p>	<p>1. By the concerned party / client who wishes to rent either venue or vehicle</p>
<p>2. Duly Accomplished Form of Venue / Vehicular (Bus or Coaster) Usage Agreement Form</p>	<p>2. Tanghalang Pasigueño – Admin Office</p>

**ANNEX A**

(English)

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquire thru the Admin Office the availability of preferred date and time	Check the availability of preferred date & time of event and time. And discuss policies / rules and regulations to the client/s.	None	3 minutes	Admin Staff Mr. Jojo Luna Ms. Aika Dare Ms. Rona Iraula Mr. Edison Pentinio
2	If agreed with the possible date and time, client shall present government issued ID for verification purposes for the process of payment for the reservation.  Also, the admin staff will discuss the policies / rules and regulations when renting / using said venue or vehicle.  (Please take note that there are NO PENCIL BOOKING for either Venue/Vehicle. Only those with atleast 50 % down payment are entitled for reservation.)	Photocopy of government issued ID by the client	None	5 minutes	Admin Staff Mr. Jojo Luna Ms. Aika Dare Ms. Rona Iraula
3	To pay to the Office of the City Treasurer of Pasig at least (50%) down payment of the total venue charge. After which, balance of (50%) shall be paid at least one (1) week before the actual event.	To issue ORDER of PAYMENT with the client's details	None	15 minutes	Admin Staff and City Treasurer's Office Mr. Jojo Luna Ms. Aika Dare Ms. Rona Iraula Mr. Edison Pentinio
4	Client shall give a photocopy of the official receipt to the Admin Office of Tanghalang Pasigueño.	Admin will process papers / documents.	None	3 minutes	Admin Staff Mr. Jojo Luna Ms. Aika Dare Ms. Rona Iraula
5	After confirmation and approval, the client shall accomplish the Venue Usage Agreement Form which shall serve as the usage permit.	Client shall be given the original copy of the Venue/Vehicular Usage Agreement Form  This form shall be presented to security personnel on the day of the use.	None	3 minutes	Admin Staff Mr. Jojo Luna Ms. Aika Dare Ms. Rona Iraula

## ANNEX A

(English)

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6	<p><b><u>IN CASE OF RESCHEDULE OF EVENT:</u></b></p> <p>Client shall write a formal letter requesting re-schedule of event, stating the reason addressed to the OIC of Tanghalang Pasigueño</p>	<p>Tanghalan HIGHLY DISCOURAGES cancellation/ changed of reserved schedules. If so, FORM of one-time RE-BOOKING shall be given to be filled up and subject to Tanghalan's availability.</p>	None	5 minutes	<p>Admin Staff</p> <p>Mr. Jojo Luna Ms. Aika Dare Ms. Rona Irala</p>
7	<p><b><u>IN CASE OF REFUND OF EVENT:</u></b></p> <p>7.1 The Client shall write a formal letter addressed to the Office of the City Mayor thru the Officer in Charge of Tanghalan with a copy of receipt.</p> <p>7.2 Await for the processing of refund, to various offices as stated.</p> <p>7.3 Client shall go to City Treasurer Office for formal releasing of cheque (Bring Gov't issued I.D and Copy of Official Receipt).</p>	<p>Tanghalan Admin shall attach a CERTIFICATION duly signed before forwarding the letter to the Office of the City Mayor, Treasury and Accounting.</p> <p>Admin staff shall coordinate with the client if cheque is already available for release.</p>	None	<p>5 minutes</p> <p>10-15 working days (depending on the signatories)</p> <p>10 minutes</p>	<p>Admin Staff</p> <p>Mr. Jojo Luna Ms. Aika Dare Ms. Rona Irala</p>
	<b><u>TOTAL</u></b>			<p><b>Reservation Process: 29 minutes</b></p> <p><b>Reschedule Process: 5 minutes</b></p> <p><b>Refund Process: 10-15 working days</b></p>	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedbacks or suggestions	Feedback may be sent thru e-mail @ <a href="mailto:tanghalangpasigueno@pasigcity.gov.ph">tanghalangpasigueno@pasigcity.gov.ph</a> or by answering the client satisfaction survey.
How feedback is processed	Feedback / complaints are processed thru a formal reply via email giving the admin office 24-48 hrs upon receipt of the email.
How to file a complaint	Complaints may be sent thru e-mail @ <a href="mailto:tanghalangpasigueno@pasigcity.gov.ph">tanghalangpasigueno@pasigcity.gov.ph</a> or by answering the client satisfaction survey.
How complaints are processed	Complaints are processed thru a formal reply via email giving the admin office 24-48 hrs upon receipt of the email.
Contact Information	You may contact us at e-mail address: <a href="mailto:tanghalangpasigueno@pasigcity.gov.ph">tanghalangpasigueno@pasigcity.gov.ph</a> . FB Messenger: Tanghalang Pasigueño.