



People's Park Management Office



Rent reservation & use of swimming pool & facilities for Walk-in clients, Public & Private events

| | | | | |
|--|---|--|------------------------|---------------------------|
| Office or Division: | People's Park Management Office (City Mayor's Office) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizens | | | |
| Who may Avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Letter request to the City Mayor for free of charge events | | | Requesting Party | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| FREE OF CHARGE | | | | |
| 1. Inquires for the availability of the venue | Checks the availability of venue for the requested date | None | 3 minutes | Receptionist |
| 2. Send request to City Mayor's Office for approval | Receives the letter request for approval/disapproval by the City Mayor | None | | Receptionist |
| 3. If approved: Present letter to PPMO staff | Receives the approved letter & reserves the requested date | None | 3 minutes | Receptionist |
| | Total | None | 6 minutes | |
| RENTAL | | | | |
| 1. Inquires for the availability of the facilities/venue | Checks the availability of the facilities/venue of the event. Prepare order form with the corresponding fees. | None | 3 minutes | Receptionist |
| 2. Pays reservation /rental charges | Receives payment | Fees varies according to facilities/venue rented | 5 minutes | Receptionist |
| | Total | None | 8 minutes | |
| End of Transaction | | | | |



Feedback and Complaint Mechanism

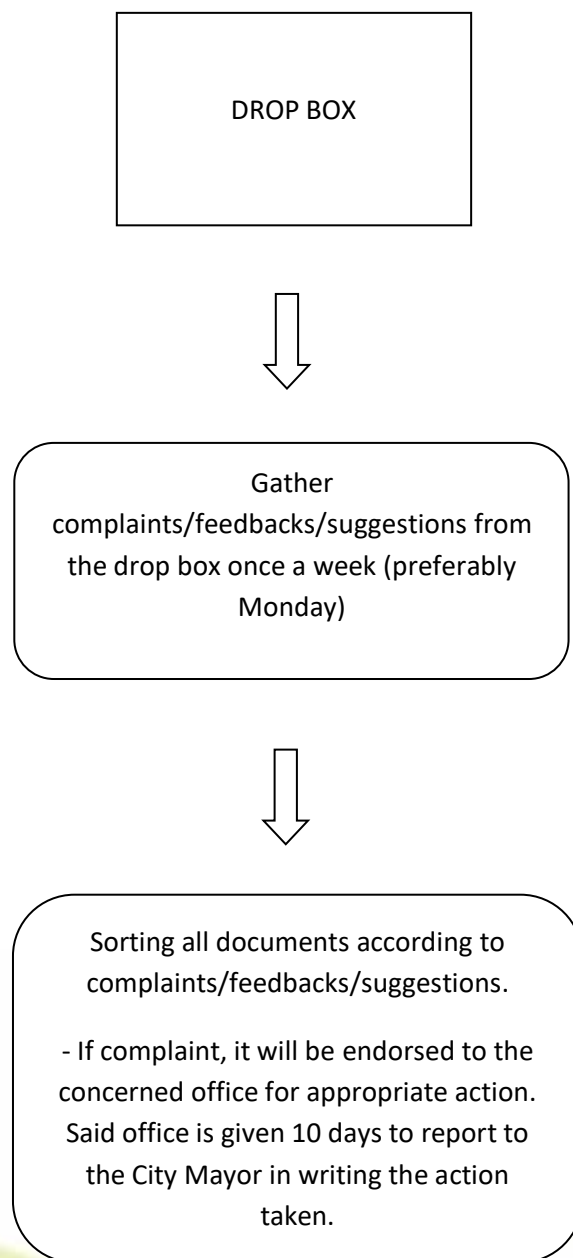
| | |
|-------------------------------------|---|
| <p>How to send feedback</p> | <p>Fill-up the Customer Service Survey Form found at the Receiving Area (City Hall Lobby) and drop it in the designated Suggestion Box</p> <p>Telephone Number: 312 6559/729 4387 Email: feedbacksancarlos@gmail.com</p> |
| <p>How feedbacks are processed</p> | <p>Every Friday, The OHRM Head opens the Suggestion Box, compiles, records and classifies all forms.</p> <p>Remarks requiring action will be routed to the concerned office for processing and coordination with the Department Office. Reply of the office must be submitted within 3 days upon receipt of the transmittal.</p> <p>The response of the office shall be then relayed to the concerned citizen.</p> <p>Inquiries and/or follow ups may be done through Tel No. 312 6559/729 4387</p> |
| <p>How to file a complaint</p> | <p>Fill up the Customer Service Survey Form Found at the Receiving Area and drop it in the designated Suggestion Box.</p> <p>Write a letter addressed to the Office for Human Resource and Management which may be filed through walk-in or through email (feedbacksancarlos@gmail.com).</p> <p>Call through the Tel No. 312 6559/729 4387 Providing the following:</p> <ul style="list-style-type: none"> -name of City Official/employee or City Department/office being complained -incident -evidence, as warranted |
| <p>How complaints are processed</p> | <p>The complaint will be routed to be the concerned office for proper action and secure the replay of</p> |



| | |
|--|---|
| | <p>the involved department(s)/office(s) within three (3) days upon receipt of the transmittal.</p> <p>The response of the City Department(s)/Office(s) Shall then be relayed to the concerned citizen.</p> <p>Inquiries and/or follow-ups may be done Through telephone no. Tel No. 312 6559/729 4387</p> |
| <p>Contact Information:</p> <p>Contact Center ng Bayan (CCB)-Civil Service Commission</p> <p>Presidential Complaints Center (PCC), Office of the President</p> <p>Anti-Red Tape Authority (ARTA)</p> | <p>0908-881-6565</p> <p>email@contactcenterngbayan.gov.ph 1-6565</p> <p>www.contactcenterngbayan.gov.ph</p> <p>8888</p> <p>complaints@arta.gov.ph 8478-5043</p> |



PROCESS FLOW (Feedback Mechanism)





List of Offices

1.CITY ADMINISTRATOR’S OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-6562)

2.CITY AGRICULTURE OFFICE

So. Medina, Barangay Rizal, San Carlos City Negros Occidental
(312-643)

3.CITY ASSESSORS OFFICE

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-6152/729-4542)

4.CITY BUDGET & MANAGEMENT OFFICE OFFICE

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5402/729-4260-7280)

5.CITY ENGINEERING DEPARTMENT

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5407-5879/729-4366)

6.CITY ENVIRONMENT MANAGEMENT OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5455)

7.CITY HEALTH OFFICE

Ylagan street, San Carlos City, Negros Occidental
(312-5338)

8.CITY LEGAL OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5281/729-3339)

9.CITY MAYOR’S OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5112)

10.BUSINESS PERMIT & LICENSING OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-6928)

11.CITY DISASTER RISK REDUCTION MANAGEMENT OFFICE

Beside City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5777)

12.COOPERATIVES & LIVELIHOOD DEVELOPMENT OFFICE

C.L. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5629)

13.CITY MAYORS OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental



(312-5112)

14.HOUSING

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5118)

15.NEGOSYO CENTER

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5830)

16.PUBLIC EMPLOYMENT SERVICE OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-6712)

17.CITY SPORTS OFFICE

Ilang-Ilang Street, San Julio Subd. San Carlos City, Negros Occidental
(312-5905)

18.TOURISM

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-6558)

19.CITY PLANNING & DEVELOPMENT COORDINATOR'S OFFICE

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5404)

20.CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-6569)

21.CITY TREASURER'S OFFICE

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5728)

22.CITY WATERWORKS DEPARTMENT

V. Gustilo Street, San Carlos City, Negros Occidental
(312-6484)

23.GENERAL SERVICES DEPARTMENT

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5488)

24.SAN CARLOS CITY HOSPITAL

HSD. Sta Ana Road, Barangay Palampas, San Carlos City, Negros Occidental
(312-5661)

25.CITY PUBLIC LIBRARY

Ylagan street, barangay V, san Carlos City, Negros Occidental
(312-5977)

26.OFFICE OF THE CITY ACCOUNTING

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental

27.OFFICE OF CITY CIVIL REGISTRAR

Ylagan street, barangay V, san Carlos City, Negros Occidenta
(312-5405)

28.OFFICE OF HUMAN RESOURCE MANAGEMENT

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental



(312-6559)

29. PUBLIC MARKET & SLAUGHTERHOUSE DEPARTMENT

V. Gustilo Street, San Carlos City Negros Occidental

(312-6269)

30. SANGGUNIANG PANLUNGSOD

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental

(312-6558)

Ang **FIXER** ay **MANDURUGAS**



Sa **FIXER, BAYAN** ang **TALO**

KAPARUSAHAN SA MGA MAPAPATUNAYANG FIXER:

- **Kulong** na hindi lalampas sa anim (6) na buwan
- Pagbabayad ng **multa** na maaaring umabot sa P200,000.00

I-report ang **pangalan ng fixer**, pangalan at **lokasyon ng ahensiya** ng pamahalaan, **petsa at oras** ng transaksyon sa

Contact Center ng Bayan (16565 o 0918-88-16565) o sa:



0917 - **TEXTCSC**
(8 3 9 8 2 7 2)
(02) 932-0111



0926 - 6994703
(02) 927-4102
(02) 927-2404



**WAG MATAKOT MAGSUMBONG, TUMAWAG O
MAG EMAIL SA LTFRB SUMBUNGAN HOTLINE:**

CONTACT NUMBER: 0931-000-74-08

EMAIL ADDRESS : ltfrb7.hotline@gmail.com



Send feedback on government services, whether positive or negative, to the Contact Center ng Bayan via the following access channels:

SMS : 0908 881 6565

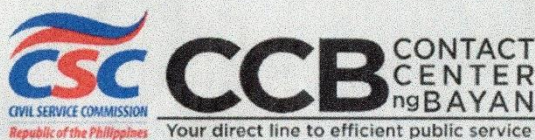
Email: email@contactcenterngbayan.gov.ph

Web: <https://contactcenterngbayan.gov.ph/>

FB: <https://facebook.com/civilservicegovph/>

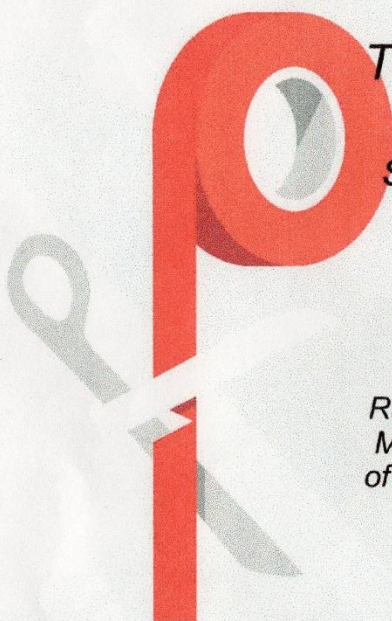
Call: 165 65

P5 +VAT per call anywhere in the Philippines via PLDT landlines



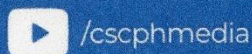
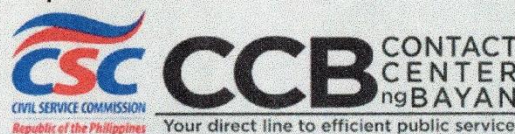


The Contact Center ng Bayan (CCB) plays a vital role in the implementation of Republic Act No. 11032 otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”



The CCB, the feedback facility of the Civil Service Commission, shall be included in the Citizen’s Charter of every government agency, as part of their feedback mechanism.

Rule IV (Citizen’s Charter), Section 2 (g) (i) of Joint Memorandum Circular (JMC) No. 2019001, series of 2019 or the Implementing Rules and Regulations of Republic Act No. 11032





CCCB CONTACT CENTER ng BAYAN

Your direct line to efficient public service

Maaaring idulog ang mga sumusunod sang-ayon sa Section 21 ng Republic Act No. 11032 o ang Ease of Doing Business and Efficient Government Service Delivery Act of 2018

a.

Pagtanggap tumanggap ng application o request kahit kumpleto ang requirements na walang maayos na dahilan;

b.

Paghingi ng karagdagang requirements na hindi nakasaad sa Citizen's Charter;

c.

Pagdagdag ng bayarin na wala sa Citizen's Charter;

d.

Hindi pagbibigay ng written notice ukol sa disapproval ng application o request;

e.

Hindi pagsunod sa nakasaad na processing time ng application o request na walang karampatang dahilan;

f.

Hindi pagtugon sa application o request ng kliyente na nasa loob na ng opisina o ahensya bago ang pagtatapos ng office hours o habang lunch break;

g.

Hindi pagbigay ng official receipt; at

h.

Fixing o kaya'y pakikipag-ugnayan sa mga fixer para sa kita o iba pang pakinabang.

Text
0908 881-6565
Call
1-6565*

*5.00 + VAT per call anywhere in the Philippines via PLDT landlines from 8 am to 5 pm, Monday to Friday

Log-on to

www.contactcenterngbayan.gov.ph
www.facebook.com/civilservicegovph

The International Association of Business Communicators (IABC) awarded the Contact Center ng Bayan the 2014 Quill Award for Communication Management Strategies for Customer Relations