



PARKS DEVELOPMENT OFFICE



I. Mandate :

The Parks Development Office is charged with the implementation and carrying out of Development and improvement plans of parks and plazas; tree planting activities; cleanliness and beautification of center islands, side streets and other facilities pertaining to socio-environment services

II. Vision :

To serve as the City's show window of Development through cleanliness, greening, improvement and beautification providing an environment friendly Eco-System for Manila

III. Mission:

To implement and carry-out Development and improvement plans of Parks/Plazas and tree-planting activities, cleanliness and beautification of center-islands and side-streets pertaining to Socio-Environmental services.

IV. Service Pledge :

1. We at Parks Development Office are firmly committed to preserve and protect the parks and plazas in the six (6) districts of the city of Manila.
2. And therefore the promise to serve Manilans, our clients, with loyalty, respect, dignity and integrity. We shall put our clients and the environment first in carrying out our duties and responsibilities.
3. We will strive creativity and innovation and observe standards of service which are relevant, achievable, and realistic, measurable and transparent in order to attain our mission and vision.



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Activity tie-up with: other City Departments, Offices and Bureaus, National Government Agencies; and NGOs.	
Landscaping of Parks, Plazas, Shrines, Historical Sites, Center-Islands, Roadsides, Circles, Triangle	
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PARKS DEVELOPMENT OFFICE

FRONTLINE SERVICES



1. Request for Tree Planting

Office or Division :	Parks Development Office			
Classification:	Simple			
Type of Transaction:	G2C , G2G			
Who may avail:	All Government Agencies, LGUs and other Government Instrumentalities and all constituents of Manila			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Requesting Party		
Letter of indorsement from the office of the Mayor/Bureau of Permits		Office of the Mayor/bureau of Permits		
Letter of indorsement from the Office of the Mayor		Office of the Mayor		
Based on Approved Schedule of work Operation		Office of the Director		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Request for Tree-Planting	1.1 Receives Letter of request and routes to the Office of the Director	N/A	Five (5) minute	Receiving Clerk
	1.2 Instruct the Forester/tree Planting Team Leader and District Coordinator to coordinate with the requesting party and look for an area suited for the purpose.	N/A	One (1) hour	Office of the Director
	1.3 Schedules the excavation of planting pits and planting date.	N/A		
	1.4 Submits report to the Office of the Director	N/A		
	1.5 Notifies the requesting Party and release the letter of Approval	N/A	One(1) day	Releasing Clerk
	TOTAL	NONE	1 DAY, 1 HR. & 5 MINS.	

2. Request for Landscaping within the City

1. Submit Letter of Request for landscaping within the City but outside the jurisdiction area of this Office	1.1 Receive letter of request and routes to the Office of the Director	N/A	Five(5) minutes	Receiving Clerk
	1.2 Gives instruction/s to survey/inspect the area and submits landscape Design and Cost estimate for Approval in the Office of the Director	N/A	One(1) hour One(1)day	Office of the Director
	TOTAL	NONE	1 DAY, 1 HR. & 5 MINS.	



3. Request for use of Parks & Plazas

1. Submit letter of request for the use of Parks/Plazas	1.1 Receive letter of request and routes to the Office of the Director.	N/A	Five(5) minute	Receiving Clerk
	1.2 Gives instruction to check availability of slot being requested and if purpose of the use does not violate existing policies with regards to use of parks/plazas	N/A	One(1) hour	Office of the Director In-Charge for special operations/Forester
	1.3 Notifies requesting party/office concerned of the comment/recommendation of the Office	N/A	Five(5) minute	Releasing Clerk
	Total	None	1 hr. & 10 mins	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	The office conduct inspection in every program and project of the office; send comments in Facebook page
How feedback are processed	The Office evaluate very program and project conducted
How to file complaint	The complainant should write letter of complaint address to the head of the office; sent comment or complaint thru FB, and email address.
How complaints are processed	The office will conduct investigation immediately and find solution to the problem immediately
Contacts information	Office phone number : 8243-52-11 Facebook page : Parks Development Office-Manila Email Address : pdo.manila@gmail.com



PUBLIC RECREATIONS BUREAU



I. Mandate:

A catalyst to a vibrant, green and sustainable city through parks, playgrounds, and sports complexes.

II. Vision:

A Public Recreations Bureau which is a center of education, recreation and wellness in line with the urban renewal of the City of Manila.

III. Mission:

To provide and maintain an affordable yet worthwhile and socially accepted leisure experience for the public.

IV. Service Pledge:

Ensure the very satisfactory services to the patrons/clients using the sports complexes.



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PUBLIC RECREATIONS BUREAU

SOCIAL SERVICES



USE OF SPORTS COMPLEXES, PLAYGROUNDS, AND OTHER RECREATIONAL FACILITIES

Office or Division	RECREATION DIVISION/MASCO			
Classification	SIMPLE			
Type of Transaction	G2C, G2B, G2G			
Who may avail	PRIVATE/PUBLIC INDIVIDUALS OR GROUPS			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
PERMIT APPLICATION		RECREATION DIVISION		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of letter request to the PRB Director for the use of sports complexes, playgrounds, tennis and covered courts	A. Forward request to the OIC/Chief Recreation Division/ MASCO for scheduling of dates B. Release of letter request from the Bureau Director	(Based on Manila Revenue Code 2013 –Article G)	1 day 10 minutes	PRB Director and Chief, MASCO
TOTAL			1 day & 10 minutes	

	with lights	without light
Gymnasium	800.00/hour	500.00/hour
Covered Court	600.00/hour	400.00/hour
Swimming Pool and other sports facilities	80.00/per head	



MANILA ZOO ADMISSION FOR SPECIAL INDORSEMENT

Office or Division	REVENUE COLLECTION UNIT, ADMINISTRATIVE DIVISION			
Classification	SIMPLE			
Type of Transaction	G2C, G2B, G2G			
Who may avail	PRIVATE/PUBLIC INDIVIDUALS OR GROUPS			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
PERMIT APPLICATION		RECREATION DIVISION		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of letter requesting for a discount in zoo admission *Manila Zoo was closed to the public until further notice (as per Memorandum Order dated January 21, 2019 of former Mayor Joseph Ejercito Estrada, City Mayor, Manila)	N/A	N/A	N/A	N/A
TOTAL				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the office. Contact info: Email manilazoo_prb@yahoo.com Telephone No. 5233024
How feedbacks are processed	Every Friday, the assigned officer opens the drop box and compile all feedback submitted. -Feedback requiring answer are forwarded to the Office of Director, PRB within (3) days of the receipt
How to file a complaint	Answer the client complaint form and drop it at the designated drop box in front of the office. Complaint can also be filed via telephone. Make sure to provide the following information: <i>Name of person being complain</i> <i>Incident</i> <i>Evidence</i>
How complaints are processed	The complaint officer opens the drop box on a daily basis and evaluates each complaints; Upon evaluation, the complaint officer shall start the investigation and forward the complaint to the relevant office for their explanation; The complaint officer will create a report after the investigation and shall submit it to the Director of the Bureau; The complaint officer will give the feedback to the client.
Contact Information of CCB, PCC, ARTA	Manilazoo_prb@yahoo.com Tel. no 523-3014

LIST OF OFFICES

Office	Address	Contact Information
PUBLIC RECREATION BUREAU	MANILA ZOO COMPOUND, M. ADRIATICO ST., MALATE, MANILA	5233014 Manilazoo_prb @yahoo.com
RECREATION DIVISION/MASCO	5 TH FLOOR MANILA CITY HALL	



DEPARTMENT OF PUBLIC SERVICES



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1. Request for Special hauling or collection
2. Request for assistance for clearing obstruction

Office or Division:		Department of Public Services		
Classification:		Simple Transaction		
Type of Transaction:		G2C ,G2G		
Who may avail:		Barangay, Other Public Offices, Public Markets		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
letter				
letter (thru email or phone call)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with picture depicting the nature request	1.1 Submit request letter to DPS Central Office or District Office	none	For walk-in request; verification will be conducted the following day from receipt of complaint.	Department Head through the District Managers covering the area of jurisdiction
	1.2 Deploy a monitoring team to conduct an ocular inspection and verify complaint		Action team will be deployed the next day after verification (2-3 days)	
	1.3 Conduct the necessary action to address the complaint			
	1.4 Inform the requesting party in writing of the action taken or if request is denied, the reason for such an action.			
	1.5 Request requesting party for feedback through comment / suggestion form / Certification			



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru letter / office suggestion box / email / phone call
How feedbacks are processed	Implementation of route slip / calling the attention of the concerned District Office
How to file a complaint	Thru letter / office suggestion box / email / phone call
How complaints are processed	Implementation of route slip / calling the attention of the concerned District Office
Contact Information of CCB, PCC, ARTA	

LIST OF OFFICES

Division/District	Address	Contact Information
Officer-in-Charge	Ground Floor Old COMELEC Building Arroceros Street, Ermita, Manila	5310 12 32
Administrative Division		8527 50 27
Finance Division		8527 96 36 / 5310 12 39
Property & Procurement Division		8527 08 94
District I	Tondo Sports Complex	
District II	TESDA Compound, Tayuman, Manila	
District III	Lions Road, Arroceros Street, Ermita, Manila	8527 03 04 / 5310 12 66
District IV	Engineering Compund, San Sebastian, Sampaloc, Manila	5310 5114
District V	Lions Road, Arroceros Street, Ermita, Manila	8527 02 81
District VI	Selya Street, Pandacan, Manila	5310 95 35