



PARKS DEVELOPMENT AND
ADMINISTRATION DEPARTMENT

CITIZEN'S CHARTER

2023 (1st Edition)



I. Mandate:

City Ordinance No. NC 134, S. 90

II. Vision:

Catalyst in transforming QC into a clean
Garden City.

III. Mission:

A discipline and dedicated government service
that provides Quezon City constituents quality
living with safer and healthy environment by
developing and maintaining open spaces.

IV. Service Pledge:

We commit to:

1. Advocate for the adoption of effective government practices for the efficient provision of adequate breathing space for our citizenry thru our continuing development, improvement and maintenance of open spaces and parks citywide streetscape.
2. Attend to queries, provide assistance and render services sought by the requesting parties and the transacting public within the mandate of our Department.



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**Parks Development and
Administration Department**

Environmental Services



1. Repair and Maintenance of Parks and Playground

Service Information: Provides repair and maintenance of existing parks and playgrounds within Quezon City

Office or Division:	Parks Development and Administration Department			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens (G2C) / Government-to-Government (G2G)			
Who may avail:	Barangay officials, Homeowners Associations, Schools and Constituents			
CHECKLIST OF REQUIREMENTS (2 copies each)		WHERE TO SECURE		
Letter Request		To be provided by the requesting party		
Sketch of Site		To be provided by the requesting party		
Name of Contact person and contact number		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter requesting for the repair and maintenance of existing parks and playgrounds in QC.	1.1 Receiving clerk records details of the request.	None	10 minutes	<i>Receiving Clerk</i>
	1.2 Dept. Head/ Asst. Head routes/ assigns it to engineer in charge on said area.	None	1 – 2 days	<i>Dept. Head/Asst. Dept. Head</i>
	1.3 Engineer-in-charge inspects, coordinates, makes report and detailed cost estimate.	None	5 days	<i>Engineer in charge</i>
	1.4 For recommendation for inclusion in the Dept.'s priority for repair and maintenance.	None	Varies	<i>Division Head</i>
	1.5 If approved and funded, actual repair or improvement shall be scheduled for implementation.	None	*Note: with approved budget and available materials * duration of actual repair varies depending on the scope of work	<i>Maintenance Operations Group</i>

	1.5.1 If the request involves minor repair only, immediate repair/action will be done	None	1 – 2 days	Maintenance Operations Group
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Note: Client Steps and Agency Actions could be done either on-site or thru on-line process at pdad@quezoncity.gov.ph or landline 8988-4242 loc. 8461/8452 provided that all the requirements are complete.



2. Development of Open Spaces intended for Parks and Playground/Rehabilitation and Improvement of Existing Parks and Playground

Service Information: To develop city-owned open spaces intended for parks and playgrounds and to rehabilitate existing parks and playgrounds

Office or Division:	Parks Development and Administration Department			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizens (G2C) / Government-to-Government (G2G)			
Who may avail:	Barangay officials, Homeowners Associations, Schools and Constituents			
CHECKLIST OF REQUIREMENTS (2 copies each)		WHERE TO SECURE		
Letter Request		Requesting Party		
Copy of TCT		Register of Deeds		
Deed of Donation		QC General Services Department		
Location map/Sketch of Site		Requesting Party		
Name of contact person and contact number		Requesting Party		
<p>* For open spaces / lot which are not yet donated to the City Government</p> <ul style="list-style-type: none"> - Letter of Intent to Donate by the owner / donor. - Copies of Titles - Copies of Tax Declaration - Approved Plan <p>In case the donor is a Corporation/Association:</p> <ul style="list-style-type: none"> - Board Resolution for the signatory and authority to dispose the subject properties - Secretary's Certificate - Certificate of Completion from HLURB 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit letter requesting development/ rehabilitation/ improvement of parks/open spaces.	1.1 For recording and tagging of control number.	None	10 minutes	<i>Receiving Clerk</i>
	1.2 Dept. Head/Asst. Head routes/assigns to Planning Division.	None	2 days	<i>Dept. Head/Asst. Dept. Head</i>
	1.3 Upon receipt of Planning Division, the Research and Verification Section will verify if concerned park is donated. If not, the Parks Development and Administration Department (PDAD) will send a letter to the requesting party with information that the open space must be donated first to the city government for proper documentation and	None	2 days	<i>Research and Verification Section</i>
	planning and to be able to recommend the same for development and rehabilitation. If the owner of the lot intends to donate the open space, they can write a letter to Fixed Asset Management and Control Division (FAMCO) of the City's General Services Department (CGSD). Checklist of requirements shall be provided by GSD.			
	1.4 If concerned open space/park is donated, it will be forwarded to the group assigned per district for inspection and preparation of B1 to be submitted to Infracom Secretariat for preparation of B2. 1.4.1 After issuance of B2 the Planning Group will prepare plans & cost estimates and other related documents	None	Varies depending on the nature of request/scope of work	<i>Architect/Engineer-in-charge</i>

	1.5 After the preparation of plans and cost estimate, it will be forwarded to persons concerned for their signatures.	None	1.5 day	<i>Division Chief/Asst. Dept. Head/ Dept. Head</i>
	1.6 When all the documents are properly signed by all concerned with corresponding indorsement/reply letter, it will be forwarded to releasing/receiving section for documentation and release to requesting parties.	None	2 days	<i>Releasing/Liaison Officer</i>
	1.6.1 All completed plans and estimates will be forwarded to INFRA Committee for recommendation in the priority list of INFRA Project for bidding.		1 day	<i>Liaison Officer</i>

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3. Greening Services

Service Information: Provision of greening services such as:

- a) Issuance of Certificate of No Objection for Cutting of Trees and Coconut
- b) Tree Planting
- c) Tree Cutting/trimming and balling of trees
- d) Grasscutting
- e) Landscaping

Office or Division:	Parks Development and Administration Department
Classification:	Complex
Type of Transaction:	Government-to-Citizens (G2C) / Government-to-Government (G2G)
Who may avail:	QC constituents/Establishments/Institutions/Schools/Universities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

(2 copies each)				
Letter of Request		To be provided by the requesting party		
Supporting Documents (For cutting of trees) <ol style="list-style-type: none"> 1. For Lot Owners <ol style="list-style-type: none"> a. Photocopy of TCT b. Consent of affected neighbors (if any) c. Certificate of Residency of the owner issued by the Barangay/HOA and Certificate of No Objection d. Pictures of affected trees to be cut 2. For Private and Government Contractor <ol style="list-style-type: none"> a. Photocopy of the contract (specifically including the scope of work and cost estimate) b. Photocopy of the site development plan showing the affected trees. c. Certificate of Residency of the owner issued by the Barangay/HOA and Certificate of No Objection d. Pictures of affected trees to be cut 		<ol style="list-style-type: none"> a. To be provided by requesting party b. To be provided by requesting party c. Barangay Hall or HOA Office d. To be provided by requesting party <ol style="list-style-type: none"> a. To be provided by requesting party b. To be provided by requesting party c. Barangay Hall or HOA Office d. To be provided by requesting party 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request for: <ul style="list-style-type: none"> • Tree cutting / trimming / grass cutting / balling • Tree planting • Tree cutting / balling permit • Landscaping • Address to: Ar. Baltazar C. Avelino, uap – Officer-In-Charge 	1.1 All letter requests should be addressed to the respective District Action Officer of each district. District 1: Olivier “Ollie” Belmonte District 2: Atty, Enrile “Bong” L. Teodoro			
<ul style="list-style-type: none"> • For cutting of coconut address letter to the Philippine Coconut Authority(PCA) – Dennis Andres – Regional Manager III, Regions 1, 2, 3 • For cutting of trees needing DENR Permit address letter to Jacqueline Caancan, CESO III – Regional Executive Director, DENR-NCR 	District 3: Thomas John Thaddeus F. De Castro District 4: Alberto Flores District 5: William R. Bawag District 6: Atty. Mark Aldave			
	1.2 Receiving section will receive the letter for recording and control number purposes.	None	10 minutes	<i>Receiving clerk</i>

	1.3 The Dept. Head will route the letter to corresponding person in charge.	None	1 day	<i>Dept. Head/Asst. Dept. Head</i>
	a) Verification and inspection of the site for tree cutting/tree trimming/balling and grass cutting requests.	None	3 days	<i>Nursery Division</i>
	<p>a.1) After verification, request will be forwarded to the Operation's Group for scheduling of tree cutting/balling/trimming/grass cutting.</p> <p>a.2) If the request concerns a coconut tree, the requesting party must secure a cutting permit from the Philippine Coconut Authority (PCA). Checklist of requirements will be provided by PCA.</p> <p>a.3) For fruit bearing trees/forest trees secure cutting permit at DENR, NCR.</p>		*varies depending on the size of the tree and actual situation (min. of 3 days)	<i>Nursery Operations Group</i>
	a.4) Cutting can only proceed if the requesting party has already the permit issued by the PCA/DENR.			
	b) Coordination with the HOA or the requesting party to verify if the site is feasible for tree planting.	None	3 days	<i>Nursery Division</i>
	b.1) After site verification, the requesting party will coordinate with the Operation's Group for scheduling of actual tree planting.	None	1 day	<i>Nursery Operations Group</i>
	c) Inspection and verification of the condition of the subject tree for cutting/trimming/balling.	None	1 day	<i>Nursery Division</i>

	c.1) Submission of Inspection Report to Dept. Head	None	1 day	<i>Nursery Division Head</i>
	c.2) Issuance of Certificate of No Objection	None	5 days	<i>Dept. Head</i>
	d) Inspection and preparation of landscaping plan & estimate	None	7 days	<i>Landscape Architect</i>
	d.1) For submission and approval of landscaping plan and cost estimate to the Dept. Head	None	1 day	<i>Nursery Division Head</i>
	d.2) If funded, for implementation of landscaping works	None	7 days	<i>Nursery Operations Group</i>

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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 Parks Development and Administration Department.
How feedbacks are processed	Every Friday, the Parks Department opens the drop box and complies and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer from three

	<p>(3) to five (5) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number 8988-4242 Loc. 8450</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the Parks Department.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name -Incident -Evident <p>For inquiries and follow-ups, clients may contact the following telephone number 8988-4242 Loc. 8450</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant officer for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number 8988-4242 Loc. 8450</p>
Contact Information of CCB, PCC, ARTA	<p>PDAD: pdad@quezoncity.gov.ph</p> <p>ARTA: complaints@arta.gov.ph : 1-ARTA (2762)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Office	Address	Contact Information
Parks Development and Administration Department	4 th Floor Civic Center Building B, Quezon City Hall Compound, Quezon City	8988-4242 Loc. 8446 to 8452 / 8461-8462
Parks Operations Office (Manila Seedling Bank)	Quezon Avenue corner Agham Road, Quezon City	8709-9011
Novaliches District Center Satellite Office	Moses Street, Barangay Sta. Monica, Novaliches, Quezon City	8417-0345