



AMORANTO SPORTS COMPLEX

CITIZEN'S CHARTER

2024 (2nd Edition)

I. Mandate:

Executive Order No. 7, S- 1989, Ordinance No. SP- 1167, S- 2002, Ordinance No. SP – 1787, S-2007, Ordinance No. SP – 3249, S - 2023

- Promotes physical fitness in general;
- Encourages excellence in sports among public school students and out of school youth;
- Formulates plans, programs, and projects for the maintenance and continuous development and modernization of the sports complex.

II. Vision:

Amoranto Sports Complex envisions itself as a World class sports facility and positions itself as the first choice venue for all sporting, social, civic, artistic and other events

III. Mission:

It is the mission of Amoranto Sports Complex to provide quality, professional and competent service to our clients which are the hallmarks and standard of excellence of the Quezon City Government by continuously improving our facilities and competence of our personnel in order to maintain our competitive advantage as the first choice venue for all sporting and other events

IV.

Service Pledge:

Amoranto Sports Complex commits:

- to encourage the citizenry to resume and engage in sports and other socio-civic activities by providing efficient delivery of services with adherence to health safety protocols and the efficient maintenance of sports facilities;
- to provide assistance and collaboration for the needs of the facility in its upgrading and improvement to conform to the standards of a world class and modernized facility which will pave the way to accommodate various activities and be accessible to a greater number of people;
- to ensure that all other tasks assigned to us shall be accomplished with the utmost importance and urgency.
- To ensure the safety and security of all players and athletes using our facilities

LIST OF SERVICES

Use of Sports Facility

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A. USE OF SPORTS FACILITIES

1. **Track and Field Oval and Grandstand** – this facility can hold large activities and events such as outdoor concerts, sports fest, socio-civic gatherings and other outdoor activities with maximum capacity of 15,000 people.

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for the use of the facility. Approved Permit to hold the event / Walk-in Request		Permit for the event is issued by the Department of Public Order and Safety		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph Walk – in Request	1.1 Receives letter request. Request thru email is acknowledged.	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Administrator for instructions after verification of availability of the requested date.	N/A	30 minutes	Administrative Support Staff
	1.3 Request is noted if the facility is available in the requested date and coordinates with the client	N/A	30 minutes	Executive Secretary/ Venue Manager
2. Client will pay the reservation fee for the requested date	2.1 Issues acknowledgement receipt for the payment	P1,000.00	30 minutes	Executive Secretary
3. Client will provide information or will conduct coordination regarding the event: - No. of guests - Duration of event - Traffic routes - Set up of stage, tents and other logistic concerns	3.1 Coordinates with the client for ocular site inspection of the venue, planning of logistics and mobility of attendees and traffic and parking concerns	N/A	2-3 days	Venue Manager
	3.2 Request is approved once all details and other	N/A	30 minutes	Administrator

	concerns are discussed			
4. Event organizer will pay the rental fees for the use of the venue	4.1 Issues Acknowledgement receipt for the payment	Day rate: 1,200.00/hr Night rate: 1,500.00/hr	30 minutes	Executive Secretary
	4.2 Acknowledgement receipts and payment will forwarded to the CTO representative for the issuance of city government's official receipt and contacts the client for their copy of receipt.	N/A	1 hour	Executive Secretary
	TOTAL		4 days	

B. USE OF SPORTS FACILITIES

2. **Track and Field Oval** – this is available for walk-in joggers and brisk walking activities from 4:30 am to 8:30 am and from 4:30 pm to 8:30 pm except for days where reservations are made for its exclusive use.

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Quezon City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Walk – in request			Requester/client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in request and payment upon entry	1.1 Issues entry ticket for walk-in clients	P5.00 Entrance Fee	10 minutes	Venue Manager
	1.2 Monitors walk-in guest	N/A	5-6 hours	Venue Manager
	1.3 Prepares weekly reports on issued tickets to be submitted to the Administrator and CTO representative	N/A	1 hour	Executive Secretary
	TOTAL		7 hours	

C. USE OF SPORTS FACILITIES

3. **Covered Basketball Court (Cemented Court)** – this facility is operational daily from 6:00 am to 10:00 pm except for days where reservations are made for its exclusive use.

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter / Walk - in		Requester/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph Walk-in Request	1.1 Receives letter request thru email.	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Venue manager
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : P300.00/hr Night rate : P500.00/hr	30 minutes	Executive Secretary
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	TOTAL		3 hours	

D. USE OF SPORTS FACILITIES

4. **Weightlifting Gym** - this facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter / Walk – in Request			Requester/client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph Walk – in Request	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Administrative Support Staff
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : P25.00/hr Night rate : P35.00/hr	30 minutes	Executive Secretary
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	TOTAL		3 hours	

E. USE OF SPORTS FACILITIES

5. **Open Badminton, Open Volleyball, Open 3x3 Half Court** - this facility is operational daily from 8:00 am to 8:00 pm except for days where reservations are made for its exclusive use.

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/ Walk – in Request		Requester/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph Walk – in Request	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue’s availability	N/A	30 minutes	Administrative Support Staff
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : P75.00/hr Night rate : P120.00/hr	30 minutes	Executive Secretary
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government’s official receipt	N/A	1 hour	Executive Secretary
	TOTAL		3 hours	

F. USE OF SPORTS FACILITIES

6. **Table Tennis** - this facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter / Walk – in guests			Requester/client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph Walk – in Request	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Administrative Support Staff
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : P25.00/hr Per Person	30 minutes	Executive Secretary
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	TOTAL		3 hours	

G. USE OF SPORTS FACILITIES

7. **Chess and Dart Room** - this facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter / Walk – in guests			Requester/client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph Walk – in Request	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Administrative Support Staff
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Day rate : Chess rate per hour P200.00/hr Dart rate per hr : P20.00/hr	30 minutes	Executive Secretary
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	TOTAL		3 hours	

H. USE OF SPORTS FACILITIES

8. **Amoranto Arena Court** - this facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter / Walk – in Request			Requester/client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph Walk - in request	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Administrative Support Staff
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Regular Use: Day/Night rate : P1,500.00/ per hr Fan and lights Day/Night rate : P2,500.00/ per hr w/ 2 Aircons and Lights Sportsfest and Events: 1 st 4 hours P8,000.00/P1,700.00 per succeeding hour with Fan and Lights 1 st 4 hours P14,000.00/P3,000.00 per succeeding hour	30 minutes	Executive Secretary

		with Aircon and Lights Shootings/TV Commercials/Pictorials: 1 st 4 hours P10,000.00/ P2,000.00 per succeeding hours with Fan and Lights. 1 st 4 hours P14,000.00/ P3,000.00 per succeeding hours with Aircon and Lights.		
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	TOTAL		3 hours	

I. USE OF SPORTS FACILITIES

9. **Amoranto Arena Lobby** - this facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for the use of the facility. Approved Permit to hold the event		Permit for the event is issued by the Department of Public Order and Safety		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph	1.1 Receives letter request . Request thru email is acknowledged.	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Administrator for instructions after verification of availability of the requested date.	N/A	30 minutes	Administrative Support Staff
	1.3 Request is noted if the facility is available in the requested date and coordinates with the client	N/A	30 minutes	Administrative Support Staff
2. Client will pay the reservation fee for the requested date	2.1 Issues acknowledgement receipt for the payment	50% of the total amount to be paid.	30 minutes	Executive Secretary
3. Client will provide information or will conduct coordination regarding the event: - No. of guests - Duration of event - Traffic routes - Set up of stage, tents and other logistic concerns	3.1 Coordinates with the client for ocular site inspection of the venue, planning of logistics and mobility of attendees and traffic and parking concerns	N/A	2-3 days	Venue Manager
	3.2 Request is approved once all details and other	N/A	30 minutes	Administrator

	concerns are discussed			
4. Event organizer will pay the rental fees for the use of the venue	4.1 Issues Acknowledgement receipt for the payment	1 st 4 hours P8,000.00 / P1,500.00 per succeeding hours	30 minutes	Executive Secretary
	4.2 Acknowledgement receipts and payment will forwarded to the CTO representative for the issuance of city government's official receipt and contacts the client for their copy of receipt.	N/A	1 hour	Executive Secretary
	TOTAL		4 days	

J. USE OF SPORTS FACILITIES

10. **Amoranto Arena Function Room** - this facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for the use of the facility. Approved Permit to hold the event		Permit for the event is issued by the Department of Public Order and Safety		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph	1.1 Receives letter request . Request thru email is acknowledged.	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Administrator for instructions after verification of availability of the requested date.	N/A	30 minutes	Administrative Support Staff

	1.3 Request is noted if the facility is available in the requested date and coordinates with the client	N/A	30 minutes	Venue Manager
2. Client will pay the reservation fee for the requested date	2.1 Issues acknowledgement receipt for the payment	50% of the total amount to be paid.	30 minutes	Executive Secretary
3. Client will provide information or will conduct coordination regarding the event: - No. of guests - Duration of event - Traffic routes - Set up of stage, tents and other logistic concerns	3.1 Coordinates with the client for ocular site inspection of the venue, planning of logistics and mobility of attendees and traffic and parking concerns	N/A	2-3 days	Venue Manager
	3.2 Request is approved once all details and other concerns are discussed	N/A	30 minutes	Administrator
4. Event organizer will pay the rental fees for the use of the venue	4.1 Issues Acknowledgement receipt for the payment	P1,500.00 per hour	30 minutes	Executive Secretary
	4.2 Acknowledgement receipts and payment will forwarded to the CTO representative for the issuance of city government's official receipt and contacts the client for their copy of receipt.	N/A	1 hour	Executive Secretary
	TOTAL		4 days	

K. USE OF SPORTS FACILITIES

11. **Swimming Pool** - this facility is operational daily from 6:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter / Walk – in Request			Requester/client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph Walk – in Request	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Administrative Support Staff
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Regular Use: Day rate : P100.00/ Per person Per hr Night rate : Per Person P130.00/ Per hr Group/Training (Non-Exclusive Use)Rates: Daytime: P1,500.00 per hour (max of 15 persons); P100.00 per	30 minutes	Executive Secretary

		<p>additional person</p> <p>Sportsfest/ and Events Rates:</p> <p>1st 4 hours P8,000.00 / P1,700.00 per succeeding hour</p> <p>Additional P1,500.00 with Timing System P1,500.00 with Night Lights</p> <p>Shootings/ Commercial/Pictorial Rates:</p> <p>1st 4 hours P10,000.00 /P2,000.00 per succeeding hour</p> <p>Additional P1,500.00 with Timing System P1,500.00 with Night Lights</p>		
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	TOTAL		3 hours	

L. USE OF SPORTS FACILITIES

12. **Tennis Court** - this facility is operational daily from 8:00 am to 5:00 pm except for days where reservations are made for its exclusive use.

Office or Division:	Amoranto Sports Complex			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Business (G2B) Government-to-Citizen (G2C)			
Who may avail:	Quezon City Residents Private Entities Other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter / Walk – in Request			Requester/client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Amoranto Sports Complex or send email to amorantosc@quezoncity.gov.ph Walk- in Request	1.1 Receives letter request	N/A	30 minutes	Administrative Support Staff
	1.2 Request is forwarded to the Executive secretary	N/A	30 minutes	Administrative Support Staff
	1.3 Requester is informed of the venue's availability	N/A	30 minutes	Administrative Support Staff
2. Client will pay the rental fees	2.1 Issues Acknowledgement receipt for the payment	Regular Use: Daytime: P100.00 per court per hour Night time: P150.00 per court per hour Sportsfest and Events Rates: 1 st 4 hours P2,500.00 per court/ P500.00 per succeeding hour	30 minutes	Executive Secretary

		<p>Additional P500.00 with Night Lights</p> <p>Shooting/Commercials/Pictorials Rates: 1st 4 hours P4,000.00/ P700.00 per succeeding hour</p> <p>Additional P500.00 with lights</p>		
	2.2 Acknowledgement receipts and payment will be forwarded to the CTO representative for the issuance of city government's official receipt	N/A	1 hour	Executive Secretary
	TOTAL		3 hours	

Ar. Lucille H. Chua, fuap, piep
Administrator

Martin Julian Vicente L. Manese
Action Officer

Carmel Samantha O. Soler
Executive Secretary

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