



**QUEZON MEMORIAL CIRCLE
ADMINISTRATION OFFICE**

**CITIZEN'S CHARTER
2023**



I. Mandate:

- Memorandum of Agreement between the Quezon City Parks Development Foundation, Inc. (QCPDFI) and the Quezon City Government on the formal turn-over of Quezon Memorial Circle to the Quezon City Government.
- Quezon City Council Ordinance No. SP-2136, Series of 2012, "An Ordinance prescribing Minimal Rates for the Use of Various Recreational Facilities of the Quezon Memorial Circle".

II. Vision:

To transform the Quezon Memorial Circle into a world-class park, a fitting historical shrine and national landmark, and the center of tourism in Quezon City for people from all walks of life, especially the less privileged.

III. Mission:

To convert the Quezon Memorial Circle as one of the best parks in the world, with amenities and facilities suited for people of varied ages and from various strata of society.

IV. Service Pledge:

The Quezon Memorial Circle Administration Office commits to:

- Build a safe, clean green and sustainable park
- Enrich visitor's experience through the development, beautification, preservation and maintenance of the park.

LIST OF SERVICES

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EXTERNAL SERVICES

1. Processing of Permit for the Use of Venues/ Facilities

Clients who intend to secure a permit to utilize venues/facilities in the park premises.

Office/ Department:		Quezon Memorial Circle Administration Office			
Classification:		Complex			
Type of Transaction:		G2B – Government to Business			
Who may avail:		Persons/Groups who are interested in using venues/facilities in QMC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Letter of Intent		Client			
2. Application Form		Reservation Desk, QMC			
NO.	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a letter of intent to QMC	Receive the intent letter and check the availability of venue/facilities; If available, this will be endorsed to QMC Administrator for review and approval	None	3 minutes	Reservation Desk Officer, QMC Administrator
2	Wait for the approval of request thru phone call or email	Notifies the client on the status of request thru phone call or email.	None	1 - 3 working days <i>(varies depending on the scope of request)</i>	Reservation Desk Officer
3	Receive a notification regarding the status of request. If approved, proceed to QMC Reservation Desk.	Issues an application form to the client once the request is approved.	None	3 minutes	Reservation Desk Officer
4	Receives and fill-up the Application Form and submit it to QMC Reservation Desk	Receive and check the submitted Application Form. If completed, refer the client to Finance & Collection Unit for processing of payment (if applicable)	None	10 minutes	Reservation Desk Officer
5	Proceed to Finance & Collection Unit to pay the corresponding fee (if applicable)	Receives payment and prepares Official Receipt to be issued to the client	Varies depending on the requested venue	10 minutes	Finance & Collection Unit
6	Claims permit/ official receipt	Discuss the park's rules and regulations in using a venue	None	10 minutes	Finance & Collection Unit, Reservation Desk Officer



7	Proceed to the requested venue on the given schedule	Monitors the conduct of event	None	Varies depending on the requested schedule of event	Event's Monitoring Team
		TOTAL		Max of 3 Days & 36 Minutes	
END OF TRANSACTION					

2. Securing Permits for conducting Commercial Activities or other relevant events

Clients who intend to secure a permit for commercial activities or other relevant events, requiring the QMC Management's authorization.

Office/ Department:		Quezon Memorial Circle Administration Office			
Classification:		Complex			
Type of Transaction:		G2B – Government to Business			
Who may avail:		Persons/Groups who are interested in conducting commercial activities or other relevant events, requiring authorization from the management, such as: <ul style="list-style-type: none"> a. Filming/ photography b. Exhibits c. Merchants d. Group Activities involving minors/students e. Other relevant activities 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Letter of Intent		Client			
2. Application Form		Reservation Desk, QMC			
NO.	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a letter of intent to QMC (if applicable)	Receives the intent letter and initially assess the request and endorse to QMC Administrator for review and approval	None	3 minutes	Reservation Desk Officer, QMC Administrator
2	Wait for the approval of the request	Inform the client on the status of request.	None	1 - 3 working days <i>(varies depending on the type of activity to be conducted)</i>	Reservation Desk Officer
3	Receive a notification regarding the status of request. If approved, proceed to QMC Reservation Desk.	Issues an application form to the client once the request is approved.	None	3 minutes	Reservation Desk Officer
4	Receive and fill-up the Application Form and submit it to QMC Reservation Desk	Receive and check the submitted Application Form. If completed, refer the client to Finance & Collection Unit for payment (if applicable)	None	10 minutes	Reservation Desk Officer
5	Proceed to Finance & Collection Unit to	Receives payment and prepares Official	Varies depending	10 minutes	Finance & Collection Unit

	pay the corresponding fee (if applicable)	Receipt to be issued to the client (if applicable)	on the activity to be conducted		
6	Claims permit and official receipt	Discuss the park's rules and regulations on the conduct of activities	None	10 minutes	Finance & Collection Unit, Reservation Desk Officer
7	Proceed to the identified area for the conduct of activity	Monitors the conduct of activity	None	Varies depending on the activity to be conducted	Event's Monitoring Team
		TOTAL		Max of 3 Days & 36 Minutes	
END OF TRANSACTION					

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients may submit their feedback at the Reservation Area of the QMC Administration Office. Just fill up the Feedback Form and drop it in the designated Suggestion Box.</p> <p>Feedback may also be sent via email. Just send a message or contact the QMC Administrative Office at:</p> <p>Email: QMC@quezoncity.gov.ph Contact Number: (02) 8731-8391</p>
How feedbacks are processed	<p>Received feedback will be processed and evaluated. This will be transmitted to the concerned personnel/ unit upon review and evaluation of feedback to assess the matter properly.</p> <p>Office responses to feedback shall then be communicated to the concerned citizen, if necessary.</p>
How to file a complaint	<p>Clients may submit their complaints at the Reservation Area of the QMC Administration Office. Just fill up the Feedback Form and drop it in the designated Suggestion Box.</p> <p>Complaints may also be sent via email. Just send a message or contact the QMC Administrative Office at:</p> <p>Email: QMC@quezoncity.gov.ph Contact Number: (02) 8731-8391</p> <p>QMC may also require necessary details to properly address the submitted complaints (ex., name of concerned employee/unit/services being complained, the incident, and any document as evidence to support the complaint, if applicable only)</p>
How complaints are processed	<p>Received complaints will be processed and evaluated. This will be transmitted to the concerned personnel/ unit to assess the matter properly upon review and evaluation.</p> <p>Office responses to complaints shall then be communicated to the concerned citizen, if necessary.</p>