



## CITIZEN'S CHARTER

**Office Hours:** Monday to Friday, 8:00am - 5:00pm  
**Email Address:** [sportsdevt@quezoncity.gov.ph](mailto:sportsdevt@quezoncity.gov.ph)

### Requisition of Sports Materials/Solicitations

Granting of request for sports related materials.

| <b>Office or Division</b>  |  | Sports Development Office   |                        |                                 |
|--|--|-----------------------------|------------------------|---------------------------------|
| <b>Classification</b>  |  | Simple                      |                        |                                 |
| <b>Type of Transaction</b>   |  | G2C - Government to Citizen |                        |                                 |
| <b>Who may Avail</b>   |  | Quezon City Residents       |                        |                                 |
| <b>Checklist Requirements:</b>   |  |                             | <b>Where to Secure</b> |                                 |
| Letter request addressed to the Vice Mayor with Barangay/School endorsement  |  |                             | Requesting Party       |                                 |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID             | PROCESSING TIME        | PERSON RESPONSIBLE              |
| 1. Drop off Request Letter to the Receiving Section of the Office of the Vice Mayor or via email at <a href="mailto:sportsdevt@quezoncity.gov.ph">sportsdevt@quezoncity.gov.ph</a> | 1.1 Receiving of documents and return the receiving copy to the requesting party | None                        | 5 Minutes              | Receiving Personnel             |
|  | 1.2 Records the document   | None                        | 5 Minutes              | Receiving Personnel             |
|  | 1.3 Forward to the Sports Development Office                                     | None                        | 5 Minutes              | Receiving Personnel             |
|  | 1.4 Determine the availability of sports materials                               | None                        | 15 Minutes             | Sports Development Office Staff |
|  | 1.5 Recommend the quantity of item/s to be approved                              | None                        | 10 Minutes             | Sports Development Office Staff |
|  | 1.6 Approve the recommended quantity of item/s                                   | None                        | 10 Minutes             | Head, Sports Development Office |

|  |  |             |                           |                                 |
|--|--|-------------|---------------------------|---------------------------------|
| 2. Follow up on the request in person, through phone call or email | 2.1 Coordinates the request status   | None        | 60 Minutes                | Sports Development Office Staff |
|  | 2.2 Inform the requesting party regarding the action taken,if the request is approved or disapproved | None        |                           |                                 |
| 3. Sign the acknowledgement receipt and logbook                    | 3.1 Release and record approved item/s   | None        | 15 Minutes                | Sports Development Office Staff |
| <b>Total</b>   |  | <b>None</b> | <b>2 hours, 5 minutes</b> |                                 |



## Review and Recommendation for Conducting Commercial Sports and Recreation and Other Relevants Event.

Provide guidance and support for individuals and organizations seeking to conduct sports and recreation activities as well as other relevant events in Quezon City.

| <b>Office or Division</b>  |   | Sports Development Office   |                            |                                 |
|--|---|-----------------------------|----------------------------|---------------------------------|
| <b>Classification</b>  |   | Simple                      |                            |                                 |
| <b>Type of Transaction</b>   |   | G2C - Government to Citizen |                            |                                 |
| <b>Who may Avail</b>   |   | Quezon City Residents       |                            |                                 |
| <b>Checklist Requirements:</b>   |   |                             | <b>Where to Secure</b>     |                                 |
| Request letter with the receiving copy and concept paper of the proposed activities.   |   |                             | Requesting Party           |                                 |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>      | <b>PROCESSING TIME</b>     | <b>PERSON RESPONSIBLE</b>       |
| 1. Drop off Request Letter to the Receiving Section of the Office of the Vice Mayor or via email at sportsdevt@quezoncity.gov.ph | 1.1 Receiving of documents and return the receiving copy to the requesting party                      | None                        | 5 Minutes                  | Receiving Personnel             |
|  | 1.2 Records the document  | None                        | 5 Minutes                  | Receiving Personnel             |
|  | 1.3 Forward to the Sports Development Office  | None                        | 5 Minutes                  | Receiving Personnel             |
|  | 1.4 Assessment of the request.  | None                        | 60 Minutes                 | Head, Sports Development Office |
| 2. Follow up on the request in person, through phone call or email   | 2.1 Coordinates the request status  | None                        | 60 Minutes                 | Sports Development Office Staff |
|  | 2.2 Inform the requesting party regarding the action taken, if the request is approved or disapproved | None                        |                            |                                 |
| <b>Total</b>   |   | <b>None</b>                 | <b>2 hours, 15 minutes</b> |                                 |



## Sports Training, Workshop, Clinics and Psychosocial Seminars

Provide technical assistance in terms of sports training, workshops, clinics and psycho social seminars for athletes and coaches.

| <b>Office or Division</b>  |  | Sports Development Office   |                            |                                 |
|--|--|-----------------------------|----------------------------|---------------------------------|
| <b>Classification</b>  |  | Simple                      |                            |                                 |
| <b>Type of Transaction</b>   |  | G2C - Government to Citizen |                            |                                 |
| <b>Who may Avail</b>   |  | Quezon City Residents       |                            |                                 |
| <b>Checklist Requirements:</b>   |  |                             | <b>Where to Secure</b>     |                                 |
| Letter request addressed to the Vice Mayor with Barangay/School endorsement  |  |                             | Requesting Party           |                                 |
| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID             | PROCESSING TIME            | PERSON RESPONSIBLE              |
| 1. Drop off Request Letter to the Receiving Section of the Office of the Vice Mayor or via email at sportsdevt@quezoncity.gov.ph | 1.1 Receiving of documents and return the receiving copy to the requesting party               | None                        | 5 Minutes                  | Receiving Personnel             |
|  | 1.2 Records the document   | None                        | 5 Minutes                  | Receiving Personnel             |
|  | 1.3 Forward to the Sports Development Office   | None                        | 5 Minutes                  | Receiving Personnel             |
|  | 1.4 Assessment of Request.   | None                        | 60 Minutes                 | Head, Sports Development Office |
| 2. Submit the Requirements   | 2.1 Receive the requirements   | None                        | 5 Minutes                  | Sports Development Office Staff |
|  | 2.2 Interview the client regarding the purpose of their request.                               | None                        | 30 Minutes                 | Head, Sports Development Office |
| 3. Follow up in person, through phone call or email  | 3.1 Coordinates the request status   | None                        | 60 Minutes                 | Sports Development Office Staff |
|  | 3.2 Inform the requesting party of the action taken, if the request is approved or disapproved |                             |                            |                                 |
| <b>Total</b>   |  | <b>None</b>                 | <b>2 hours, 50 minutes</b> |                                 |