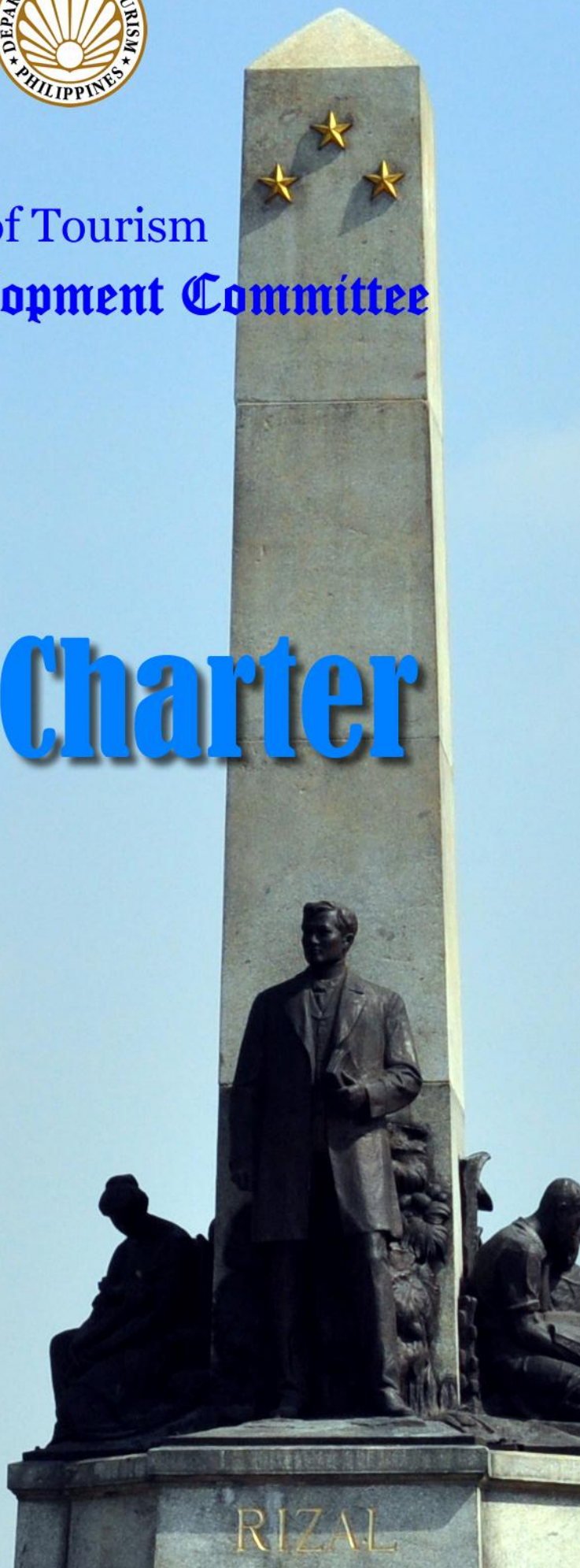




Department of Tourism  
**National Parks Development Committee**

# Citizen's Charter

It's more fun in the  
**Philippines**





# LEGAL BASIS

R.A. 9593: TOURISM ACT OF 2009  
National Parks Development Committee  
remained as an attached agency to the  
Department of Tourism.

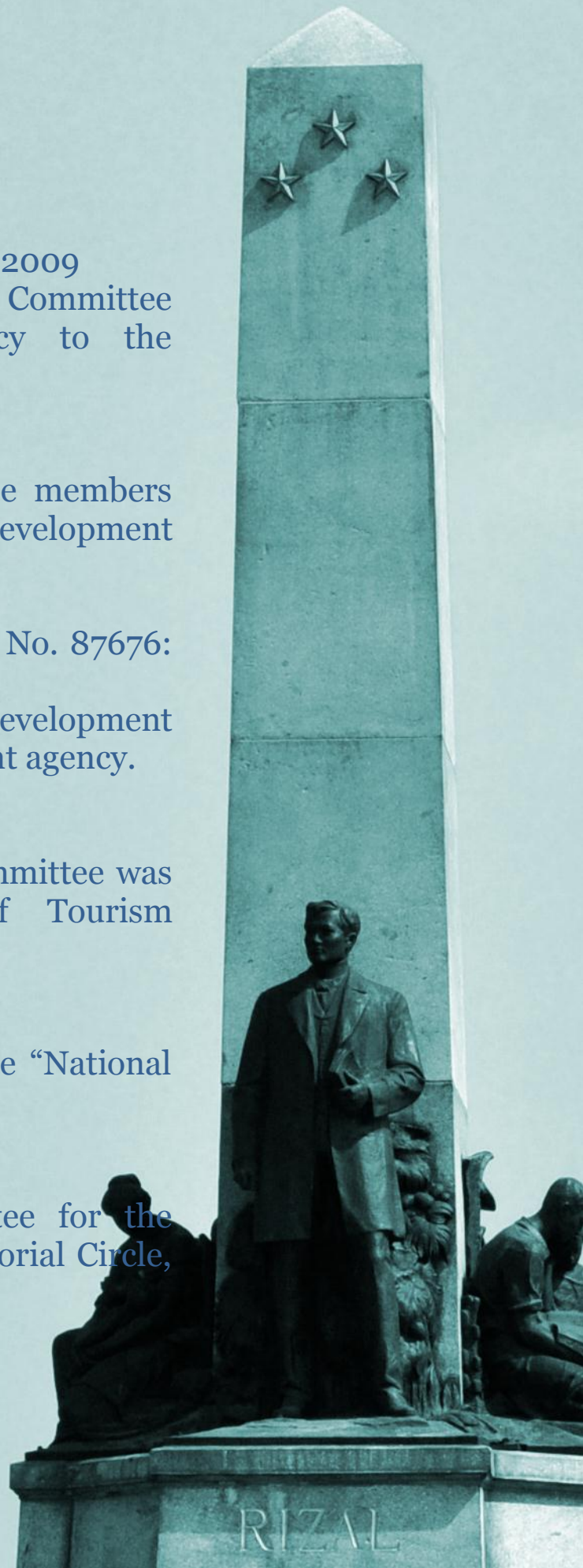
E.O. No. 160: October 13, 1999  
Reorganizing and designating the members  
of the Board of National Parks Development  
Committee.

SUPREME COURT DECISION G.R. No. 87676:  
December 20, 1989  
Ruling that National Parks Development  
Committee is a regular government agency.

E.O. No. 120-A: January 30, 1987  
National Parks Development Committee was  
attached to the Ministry of Tourism  
(Department of Tourism).

E.O. No. 69: February 7, 1964  
Designating the Committee as the “National  
Parks Development Committee”.

E.O. No. 30: January 14, 1963  
Creating an Executive Committee for the  
development of the Quezon Memorial Circle,  
Luneta, and other National Parks.



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## **I. VISION STATEMENT**

To be the lead agency that will provide fully-developed and well-maintained parks for the Filipinos 'wholesome recreation and socio-cultural education which will contribute towards the enrichment of national identity and heritage through partnership with the community and NGO's.

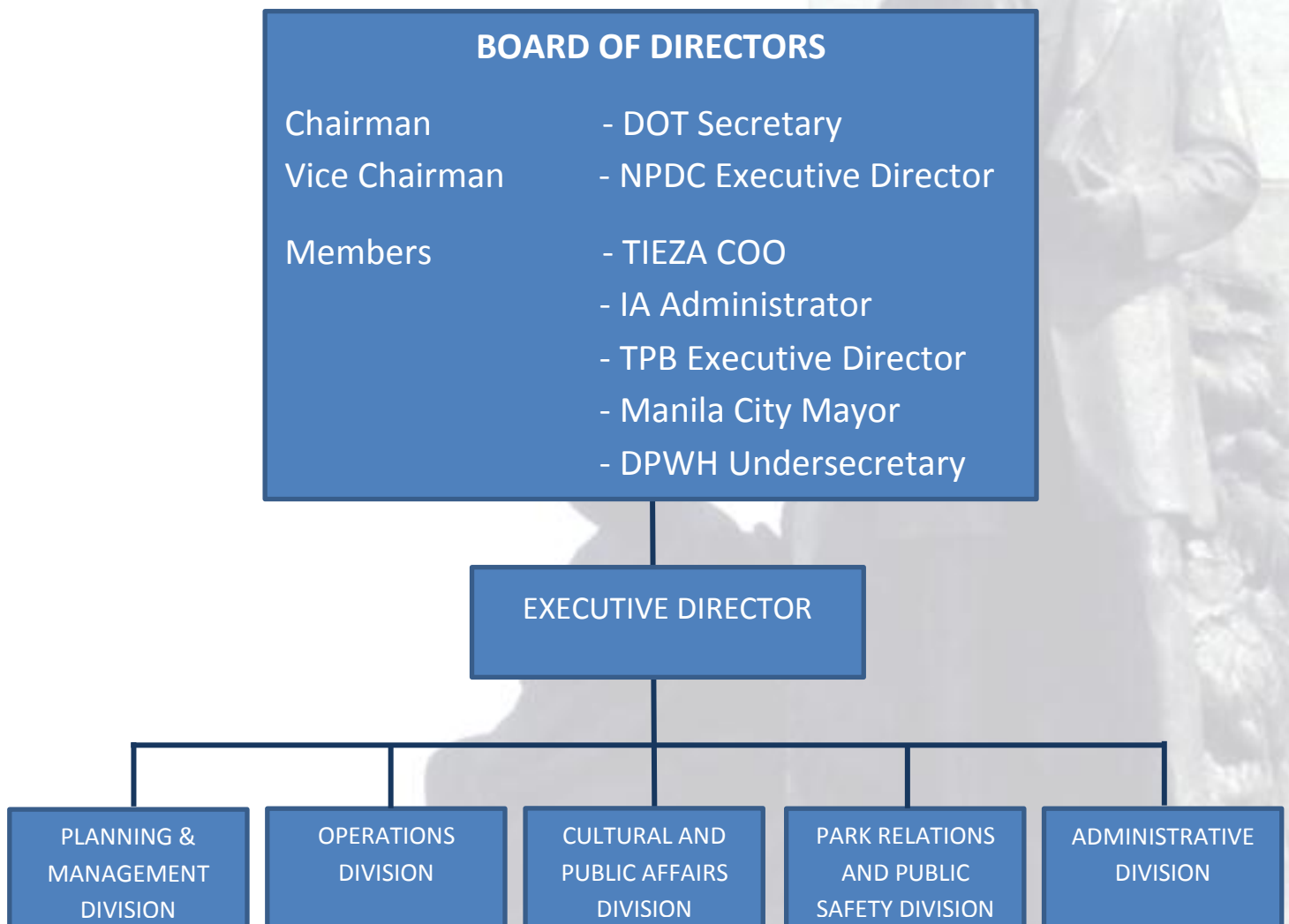
## **II. MISSION STATEMENT**

- Provide the general public with access to and enjoyment of an open park through well-managed-and-maintained facilities and structures, well-developed environment through landscape design and plant ornaments, while assuring their safety and security, and orderliness in the entire park.
- Showcase national heritage through programs aimed to promote Filipino arts, culture and tradition, and exchanges with other nations, conceptualize events and activities of socio-cultural-economic-physiological impact such as sports competitions and exhibitions, and develop national consciousness.
- Develop new parks.
- Develop conducive business climate consonant to preservation of historical significance, support livelihood and income generating endeavours through partnership with the community and NGOs.
- Ensure viability of NPDC's financial position in support of its goals and objectives.
- Establish inter-agency linkages to achieve the agency's thrust and programs

### III. VALUE STATEMENT

- Love and patriotism to national heritage, arts and culture
- Peaceful, secured and safe park
- Efficient, effective and civic-minded workforce
- Honest public service

### IV. ORGANIZATIONAL STRUCTURE





## **V. PANGAKO NG KAWANI NG NPDC**

### ***Sa bawat umaga ng aking paggising...***

#### **Babatiin ko ang Panginoon ng**

#### **UMAGANG KAYGANDA**

Pasasalamatan ko siya sa isang gabing tulog at pamamahinga

Iaalay ko sa kanya mga gawain kong nakalaan

Hihingin ko ang ibayong pag-iingat at laging kaligtasan, kagalingan, kalakasan at kalusugan ng aking mga mahal sa buhay at kasamahan sa hanapbuhay.

Hihingin ko ang patuloy na biyaya at tagumpay, NPDC na aking pinaglilingkuran.

Maging proteksiyon sa mga gawain ng kaaway.

#### **Ihahanda ko ang aking sarili sa pagpasok sa trabaho**

Kakain ako para sa aking pisikal na kalakasan at kalusugan

Maliligo, sisipilyo, bibihis ng malinis para sa maayos at kaayaayang kaanyuan.

Isusuot ko ang uniporme, ang aking ID bilang pagkakakilanlang na may kagalakan, pagpapakilala sa NPDC ang ahensiyang aking kinabibilangan

Papasok ako sa tamang oras at walang pagliban.

***Sa oras ng paninilbihan ako'y kakikitaan ng:***

Kabutihang asal; Pagtitiwala; Kasiglahan/Kasiyahan; Pagkukusa;  
Pagmamalasakit;

Kasipagan; Pagiging Makatao; Pagiging Makadiyos; Kalinisan; Kagalingan  
Kaayusan at Katapatan sa Panunungkulan.

***Panantilihin kong malinis at maayos ang kapaligiran***

Bibigyan ko ng kaukulang pagmamalasakit bawat sulok at kagamitan

Lilinisin ko ang lugar na aking ginagalawan

Isasangguni ko ang mga bagay na di ko alam

Susundin at igagalang ko ang bawat patakaran

Maglilingkod ako ng maluwag sa aking kalooban

Sisikapin kong matuto sa aking kamalian

**UUWI AKO SA BAHAY TAGLAY ANG KASIYAHAN AT  
KAPAYAPAAN, PANGINOON AT BAYAN AKING NASILBIHAN**

**SA AKING PAGTULOG, PASASALAMATAN KO ANG  
PANGINOON SA ARAW NA NAGDAAN**

**PATNUBAYAN NAWA AKO NG MAYKAPAL**

## VI. PARK FACILITIES RATES

	<i>Rate/Entrance Fee</i>	<i>How to Avail</i>	<i>Accountable Person</i>	<i>Telephone no.</i>
1. Gated Facilities				
a. Children's Playground	10/head	Walk-in	Cash Section for ticket/entrance Fee	3027181
b. Orchidarium	10/head	Walk-in		
c. Chinese Garden	10/head	Walk-in		
d. Japanese Garden	10/head	Walk-in		
e. Kanlungan ng Sining				
f. Lights and Sounds (Martyrdom of Rizal)				
Day-tour/show	10/head students, 20/head adults	Walk-in/Scheduled		
Evening- show/tour	25/head students, 50.head adults	Walk-in/Scheduled		
2. Events Venue for:				
a. Photoshoot	2,000/4 hours	Please see attached Procedures on how to apply Park Permits	Cultural and Public Affairs Division	3027374
b. Pre-nuptial	2,000/4 hours			
c. Video Shoot	5,000			
d. Film Shoot	20,000(first 4hours,5,000 succeeding hours,10,000 cash bond)			
e. Photo Video	2,000			



## VII. FACILITIES OF RIZAL PARK AND PACO PARK FOR BIG EVENTS/VENUES

Venue	Time	Rates		
		Basic Charge	Ingress/Egress	Cash Bond (Refundable)
<b>Quirino Grandstand Bleachers</b>	6:00 AM – 6:00 PM	PhP 30,000/4 hours PhP 7,500/additional hr. Minimum of 4 hours	PhP 10,000/day	PhP 10,000
	6:00 PM – 6:00 AM	PhP 36,000/4 hours PhP 9,000/additional hr. Minimum of 4 hours	PhP 10,000/day	PhP 10,000
<b>Quirino Grandstand VIP Lounge (Center)</b>		PhP 3,750/hour Minimum of 4 hours		PhP 10,000
<b>Quirino Grandstand VIP Lounge (North and South Wing)</b>		PhP 2,250/hour Minimum of 4 hours		PhP 10,000
<b>Parade Ground</b>		PhP 10,500/hour Minimum of 1 hour	PhP 10,000/day	PhP 10,000
<b>Burnham Green (Elevated Area)</b>		PhP 75,000/4 hours PhP 15,000/additional hr. Minimum of 4 hours	PhP 10,000/day	PhP 50,000
<b>Package for Quirino Grandstand (Quirino Grandstand and Bleachers, Burnham Green, and Parade Ground)</b>	6:00 AM – 6:00 PM	PhP 112,500/4 hours PhP 22,500/additional hr. Minimum of 4 hours	PhP 10,000/day	PhP 100,000
	6:00 PM – 6:00 AM	PhP 135,000/4 hours PhP 27,000/additional hr. Minimum of 4 hours	PhP 10,000/day	PhP 100,000
<b>Chinese Whole Garden</b>	6:00 AM – 6:00 PM	PhP 50,000/4 hours PhP 12,500/additional hr. Minimum of 4 hours	PhP 1,000/hour	PhP 10,000
	6:00 PM – 6:00 AM	PhP 60,000/4 hours PhP 15,000/additional hr. Minimum of 4 hours	PhP 1,000/hour	PhP 10,000
<b>Japanese Whole Garden</b>	6:00 AM – 6:00 PM	PhP 16,000/4 hours PhP 3,000/additional hr. Minimum of 4 hours	PhP 1,000/hour	PhP 10,000
	6:00 PM – 6:00 AM	PhP 18,000/4 hours PhP 3,500/additional hr. Minimum of 4 hours	PhP 1,000/hour	PhP 10,000
<b>Kanlungan ng Sining</b>	6:00 AM – 6:00 PM	PhP 16,000/4 hours PhP 3,000/additional hr. Minimum of 4 hours	PhP 1,000/hour	PhP 10,000
	6:00 PM – 6:00 AM	PhP 18,000/4 hours PhP 3,500/additional hr. Minimum of 4 hours	PhP 1,000/hour	PhP 10,000
<b>Open Air Auditorium</b>		PhP 22,500/4 hours PhP 4,500/additional hr. Minimum of 4 hours Rehearsal Fee: PhP 2,250/hr Minimum of 1 hour	PhP 1,000/hour	PhP 10,000
<b>Orchidarium Whole Garden</b>	6:00 AM – 6:00 PM	PhP 50,000/4 hours PhP 12,500/additional hr. Minimum of 4 hours	PhP 1,000/hour	PhP 10,000
	6:00 PM – 6:00 AM	PhP 60,000/4 hours PhP 15,000/additional hr. Minimum of 4 hours	PhP 1,000/hour	PhP 10,000
<b>Orchidarium Central Plaza</b>	6:00 AM – 6:00 PM	PhP 16,000/4 hours PhP 3,000/additional hr. Minimum of 4 hours	PhP 1,000/hour	PhP 10,000
	6:00 PM – 6:00 AM	PhP 18,000/4 hours PhP 3,500/additional hr. Minimum of 4 hours	PhP 1,000/hour	PhP 10,000

**VIII. APPLICATION FOR THE USE OF VENUE FOR LAUNCHING, VIDEO/PHOTO/PRE-NUPTIAL SHOOT/FILM SHOOT**

**STEPS AND PROCEDURES:**

STEP	APPLICANT/CLIENT	AGENCY	DURATION OF ACTION	PERSON-IN-CHARGE/CONTACT NO	FORM
1	Inquires on the availability and corresponding fees of venue/facility to be used.	Gives info on the availability, terms and conditions	30 minutes	Admin. Assistant III 3027374	None
2	Send letter of intent (bearing contact details) addressed to the Executive Director	Approves or Disapproves the request	1 Day	Executive Director  3027381	
3		Endorses the letter (approved or disapproved) to CPAD for action.	Within the day after approval/disapproval	Admin. Aide VI/ Park Attendant I Office of the Executive Director 3027381	
4		Inform the client on the status of the request and advise client of the next steps.	Outright upon receipt of the endorsement	Admin. Assistant III 3027374	

(For Approved Request)

5	Fill-up application form to CPAD & conforme Terms & Conditions	Evaluates details of application and ensures that client conforme with the terms and condition	30 minutes	Admin. Assistant III 3027374	<b>Form 08</b> - photoshoot/videoshoot/pre-nuptial/Paco Park Fountain/Film Shoot <b>Form 03</b> - use of Big Facilities as events venue Duly signed Terms and Condition
		Assesses Charges	30 minutes	Accountant II 3027374	
		Endorse Application form to Admin. Services for approval of assessed charges	30 minutes	Chief Admin. Officer 3027073	<b>Form 08</b> - photoshoot/videoshoot/pre-nuptial/Paco Park Fountain/Film Shoot <b>Form 03</b> - use of Big Facilities as events venue Duly signed Terms and Condition
6	Payment of corresponding fees as per assessed charges (reservation fee/full payment)	Issuance of Official Receipt as per approved charges	10-30 minutes	Admin. Assitant II/ Admin. Officer II 3027181	
<b>Processing will only start here.</b>					
7	Submit Copy of OR and Application form to CPAD	Photocopy OR (Reservation/ full paymen)	Outright	Admin. Assitant III 3027374	
	Full-payment	Prepares/ process Permit (only upon full payment)	DAY 1	Admin. Assistant III 3027374	NPDC Park Permit
		For Signature of the Executive Director	DAY 2	Executive Director 3027381	
		Releasing of permit (Inform Client to pick-up permit)	Outright upon signed by the Director	Admin. Assistant III 3027374	
		Furnishes Copy of Approved Permit to Division concerned	Within the Day		

## IX. APPLICATION FOR THE USE OF VENUE FOR RECEPTION

### STEP AND PROCEDURES:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTION	PERSON-IN-CHARGE/CONTACT NO	FORM
1	Inquires on the availability and corresponding fees of venue/facility to be used.	Gives info on the availability, terms and conditions	30 minutes	Admin. Assistant III 3027374	None
		Blocks off schedule			
2	Fill-up application form and submit to CPAD	Evaluates details of application and ensures that client conforme with the terms and conditionAssesses the application form	30 minutes	Admin. Assistant III 3027374	Form 03 - used of Big Facilities as events venue Duly signed Terms and Condition
		Assesses charges	30 minutes	Accountant II	
		Endorse Application form to Admin. Services for approval assessed charges	30 minutes	Chief Admin. Officer 3027073	
3	Payment of corresponding fees as per assessed application form (reservation fee/full payment)	Receives payment/issuance of official receipt	10-30 minutes	Admin. Assistant II/ Admin. Officer II 3027181	Form 03 - used of Big Facilities as events venue Government OR Duly signed Terms and Condition
4	Submit Copy of OR and Application form to CPAD	Photocopy OR	Outright		
		Prepares/ process Permit (only upon full payment)	DAY 1	Admin. Assistant III 3027375	NPDC Park Permit
		For Signature of the Executive Director	DAY 2	Executive Director 3027381	
		Releasing of permit (Inform Client to pick-up permit)	Outright upon signed by the Director	Admin. Assistant III 3027375	
		Furnished Copy of Approved Permit to Division concerned	Within the Day		



## X. APPLICATION FOR THE USE OF VENUE FOR GROUP EDUCATIONAL GUIDED TOUR

### STEP AND PROCEDURES:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTION	PERSON-IN-CHARGE/CONTACT NO	FORM
1	Phone/ walk-in inquiry	Confirms availability or block-of schedule	10-30 minutes	Admin Aide VI 3027374	
2	Send request to Executive Director	Approves or disapproves the request	within the day	Executive Director 3027381	
		Endorse Approved/Disapproved request to CPAD	Outright after approval	Executive Director 3027381	
		Inform Client of the status of request	Outright upon receipt of the approved/disapproved request	Admin. Assistant III 3027375	
3	Payment of corresponding fee	Issuance of Official Receipt	10 minutes	Admin. Assistant II Admin. Officer II 3027181	Approved request letter/ Government OR
4	Report to CPAD of the payment made	Confirmed booking	Outright	Admin. Assistant III 3027375	Government OR

## XI. STEPS IN REQUESTING FOR REFUND

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTION	PERSON-IN-CHARGE/CONTACT NO	FORM
1	Submit request addressed to Executive Director thru CPAD	Receives request	10 minutes	Admin. Assistant III 3027374	Attached Original OR
2		Prepares supporting Documents	1 Day		Post activity Report
					Transfer of Fund Form Copy of Park Permit
3		Endorses request with supporting documents to Accounting Section for preparation of voucher	10 minutes	Admin. Assitant III 3027375	
4		Prepares voucher of refund	1-2 Days	Chief Admin. Officer 3027073	
5		Endorses voucher to Cashier Section in preparation of cheque	1 day	Admin. Assistant II/ Admin. Officer II 3027181	
6		Informs the client as soon as the cheque is available for pick-up	Outright		
7	Claim Cheque	Releases Cheque	Outright		Valid ID of the Claimant

## **XII. REGULAR SHOWS AT THE PARK**

### **Musical Dancing Fountain**

Location: Central Lagoon/ Central Section

Daily Schedule: Monday-Friday (6:00am-8:00am)

Monday- Thursday (6:00pm-10:00pm)

This Show is one of the park's most spectacular attractions. Be amazed by the colourful exhibition of waters reaching a height of 88 feet. It is offered to the public for free.

### **The Martyrdom of Dr. Jose Rizal: A Light and Sound Presentation**

Location: Light and Sound Complex / Central Section

Schedule: Wednesday-Sunday (w/ entrance fee)

Guided Day Tour (8:00am-5:00pm)

Presentation (7:00pm- 7:30pm, Tagalog)

(8:00pm-8:30pm, English)

This Tableau is an open-air presentation, featuring a 30-minute dramatization of Rizal's final hours.

### **Concert at the Park**

Location: Open-Air Auditorium/ Central Section

Schedule: Sunday (5:00pm, from July-January)

(6:00pm, February- June)

Be serenaded by the finest performances of various Filipino and International musical talents. Different cultural presentations are held here for free. Concert at the Park has won the Catholic Mass Media Hall of Fame Award for Best Cultural program.

### **Cinema in the Open-Air**

Location: Open-air Auditorium/ Central Section

Schedule: Saturday & Sunday 7:00pm

Cinema in the Open-Air has been offering free showing of local and international films and documentaries by distinguished directors in partnership with various embassies.

### **Visual Arts Presentation**

Location: Kanlungan ng Sining / Central Section

Schedule: Monthly

Various art exhibits, showcasing the creative talents of professional and amateur artists, are held in the park, in partnership with the Art Association of the Philippines.

### **Silent Drill Exhibition**

Location: Back of the Rizal Monument/ Central Section

Schedule: Every First Sunday of the month (4:00pm)

The Philippine Marine Corps Silent Drill Exhibition without verbal command. An amazing display of skill and coordination, it is a common practice in the Marine Corps, especially in the Marine Security and Escort Group, which is tasked to guard Rizal's monument.

### **Changing of Guards**

Location: Rizal Monument/ Central Section

Schedule: Daily, every two (2) hours

(From 6:00am- 6:00pm)

(From 8:00am-8:00pm)

Witness the switching of duty if the honor guards known as the Kabalyeros de Rizal or Knights of Rizal.



### **XIII. FEEDBACK FRONT**

For Comments/ suggestions/ complaints, you may do the following:

1. Email at [info@nationalparks.ph](mailto:info@nationalparks.ph)
2. Talk to Ms. Estelita M. Laraya, Chief Administrative Officer – Park Relations & Public Safety (Mondays-Friday from 9:00am-6:00pm)
3. Talk to the Duty Officer of the Day (Weekdays from 5:00pm-10:00pm; Weekends/Holidays from 8:00am-5:00pm)

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