

# MANAGEMENT REVIEW REPORT

**ISO 9001:2015**

***Department of Tourism***

18 November 2020 | Zoom

**Prepared by:**



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## **Review Inputs:**

- 1. Status of Actions from previous Management Review**
  - a. Status of Non-Conformities
  - b. Status of Improvement Plan
- 2. Changes in external and internal issues that is relevant to the QMS.**
  - a. Review of the Quality Manual
  - b. Status of Manpower Critical to QMS
  - c. Needs and Expectations of Interested Parties
  - d. SWOT Analysis
  - e. Opportunities Action Plan
  - f. Risk Assessment Registry
- 3. Report on the performance and effectiveness of the QMS including trends including**
  - a. Customer Satisfaction and feedback from relevant interested parties
  - b. The extent to which Quality Objective have been met
  - c. Process Performance and conformity of products and services
  - d. Nonconformities & corrective actions
  - e. Monitoring and Measurement results
  - f. Audit result
  - g. The Performance of external providers
  - h. The Adequacy of Resources
  - i. The effectiveness of actions taken to address risk and opportunities

## **Review Output:**

- 1. Opportunities for Improvement**
- 2. Any need for changes of the QMS**
- 3. Resources Needed**

## REVIEW INPUTS:

The Quality Management System (QMS) Management Review Meeting for Fiscal Year 2020 was conducted on 18 November 2020 via Zoom to review the Department of Tourism's commitment to ensure quality in the tourism products and services. The meeting also focused on ensuring the continuing sustainability, adequacy, effectiveness, and alignment of the QMS with the DOT's overall vision, mission, and strategic directions. It is important to note that only one (1) Management Review Meeting was conducted for FY 2020 due to the shift in the working arrangements in light of the COVID-19 Pandemic, wherein the DOT personnel were directed to adopt a Work-from-Home Scheme or report as Skeletal Workforce. Thus, it was challenging to conduct a face-to-face Internal Quality Audit, which was a pre-requisite to the Management Review Meeting. Nevertheless, the Internal Quality Auditors and Process Owners have undergone Remote Audit Trainings on August 20, 2020 and September 21, 2020 to ensure that audit activities will still be successfully carried out virtually.

### 1. STATUS OF ACTIONS FROM PREVIOUS MANAGEMENT REVIEW

The DOT Officials concerned presented the status of their QMS implementation based on the agenda set by the ISO 9001:2015 Standard and the results are as follows:

#### a. Status of Non-Conformities

All the Corrective Action Requests issued in connection with the conduct of the Internal Quality Audits in 2019 were closed. Table 1 reflect the status and number of CARs released and Table 2 manifests the CAR Number, Details of the Non-conformity, and the office who is responsible for ensuring that effective implementation of corrections and corrective actions.

**Table 1: Status and Number of Corrective Action Requests Issue**

Source of CAR	Number of Issued CARs	Closed CARs	Open CARs
Internal Quality Audit	37	37	0
Complaints	0	0	0

**Table 2: Details of the Corrective Action Requests Issued**

<b>CAR NUMBER</b>	<b>CAR DETAILS</b>	<b>OFFICE/DIVISION</b>	<b>STATUS</b>
2019-AUD-001-00	At present, only 5 personnel of Tourism Regulation Division (TRD) handles all areas in processing the accreditation. The number of personnel is not enough since the 2 crucial positions, Supervising Tourism Operations Officer (SG22) and Senior Tourism Operations Officer (SG18) are detailed in Administration and Planning respectively.	Region VII	CLOSED
2019-AUD-002-00	Ms. Everyl Rosalada, a Job Order(JO) is the sole personnel handling attending to the procurement requirements of DOT – Region XI, including that of being the sole bids and Awards Committee Secretariat. A J.O. has no accountability and should not be allowed to perform such responsibilities. It should be assigned, with official designation, to a personnel holding a permanent position. At the time of audit, there was no official composition of the Bids and Awards Committee (BAC) while Ms. Rosalada acts as its Secretariat.	Region XI	CLOSED
2019-AUD-008-00	The Records and Communication Control Procedure includes the Inventory of Records and Disposal of Records. However, these processes are not currently being practiced. Thus, there is a breakdown of the process resulting to the non-compliance with item 4, Rule 7 of the NAP General Circular No. 4 “Guidelines on the National Inventory Records,” which requires the annual update of inventory of records.	Records and Communication Section	CLOSED
2019-AUD-009-00	No Echo Seminars have been conducted in the past few years although the Department had a number of scholars/grantees who attended training programs, both locally and abroad.	Training and Development Division	CLOSED

<b>CAR NUMBER</b>	<b>CAR DETAILS</b>	<b>OFFICE/DIVISION</b>	<b>STATUS</b>
2019-AUD-010-00	The non-conformity refers to the following infrastructure elements: Small, crowded room assigned to the division's personnel and equipment; Lack of equipment and ICT such as mobile phones, photocopying machine and printer (since they are not connected to the remote printer system), laptop computers, LED projector, furniture as well as malfunctioning air-conditioning unit; No room assigned to Training and Development Division for the conduct of trainings	Training and Development Division	CLOSED
2019-AUD-011-00	In the last 5 years, employees and guests of DOT have to deal with the problems arising from negligent, slow and almost non-existent building maintenance.	General Services Division	CLOSED
2019-AUD-012-00	Although 6.2 of the Procedure provides for the Strategic Performance Management System (SPMS), the same has yet to be fully implemented and institutionalized at the time of audit. HRD only receives the DPCR and IPCRs of each divisions and employees but they have yet to be reviewed by the Performance Management Team (PMT).	Human Resource Division	CLOSED
2019-AUD-013-00	At the time of audit, the above-mentioned requirements are not met/complied with because the Daily Time Records (DTRs) are not updated and not issued within the mandated 10th day of the following month period for Regular Employees as indicted in 6.7 of the Procedure on Timekeeping and Daily Time Record Generation.	Human Resource Division	CLOSED
2019-AUD-014-00	In view of the non-conformance in the issuance of Daily Time Records (DTRs) (not updated and not issued within the mandated period), the leave credits of personnel are likewise not updated every month as prescribed in 6.8 of the Procedure on Leave Administration. Updated leave credit cards not available.	Human Resource Division	CLOSED

<b>CAR NUMBER</b>	<b>CAR DETAILS</b>	<b>OFFICE/DIVISION</b>	<b>STATUS</b>
2019-AUD-015-00	Although the Director position is filled up at the time of audit, the Director is detailed as a Regional Director of DOT – Region VII. Thus, IAS Audit Reports are not submitted to the proper authority for initial review and endorsement to the Office of the Secretary.	Internal Audit Service	CLOSED
2019-AUD-011-01	Recar	General Services Division	CLOSED
2019-AUD-015-01	Recar	Internal Audit Service	CLOSED
2019-AUD-016-00	The processing period for the application of Eastwood Richmond Hotel took them forty-three (43) days from the receipt of letter request for star rating on March 11, 2019 up to the release of assessment result dated May 15, 2019.	Office of Tourism Standards and Regulation	CLOSED
2019-AUD-017-00	There was no preventive maintenance schedule presented as the procedure requires preventive maintenance at planned intervals. The vehicles must undergo regular and routine maintenance instead of repair only when needed.	Region 4B	CLOSED
2019-AUD-018-00	The auditee has not provided a semi-annual assessment of external providers. There is also no list of approved suppliers for January - June 2019. The lack of assessment of providers and list of approved suppliers might adversely affect the organization's ability to consistently deliver conforming services to its customers.	Region 4B	CLOSED
2019-AUD-018-01	Recar	Region 4B	CLOSED
2019-AUD-019-00	In the course of the audit and upon checking the recording of payments made in the indices, the Index of Payment were not updated.	Region 1	CLOSED

<b>CAR NUMBER</b>	<b>CAR DETAILS</b>	<b>OFFICE/DIVISION</b>	<b>STATUS</b>
2019-AUD-028-00	Samples obtained shows requests received during the Mobile Accreditation in September 2019 which were still in the "For Inspection" status. The prescribed timeframe is too short for the region to comply, since during their conduct of mobile accreditation, they would usually receive more than 200 applications (establishments situated far from each other) which would have to undergo the entire accreditation process, and there are only two Accreditation Officers in the region.	Region I	CLOSED
2019-AUD-029-00	it was found out that some Requisition and Issue Slips (RIS) for some of the issued materials and supplies, were not signed by the Regional Director and Stock Cards (SC) were not updated accordingly.	Region I	CLOSED
2019-AUD-030-00	Some of the forms used by OIMD were not numbered and recorded	Office of Industry Manpower Development	CLOSED
2019-AUD-31-00	It was found out that personnel holding the plantilla positions in the Tourism Regulation Division as Senior Tourism Operations Officer and Tourism Operations Officer II, are currently functioning as a Marketing and Promotions Officer, and Executive Assistant to the Regional Director, respectively.	Region VII	CLOSED

## b. Status of Improvement Plans

The table below shows the status of the Improvement Plans agreed upon by the Executive Committee and other Officials Concerned during the previous 2<sup>nd</sup> Management Review Meeting for Fiscal Year 2019:

**Table 3: Status of Improvement Plans**

IMPROVEMENT PLAN	OFFICE/DIVISION IN-CHARGE	STATUS	DATE IMPLEMENTED	REASON FOR DISCONTINUANCE/ MOVEMENT TO A LATER DATE
Formalize all concerns/ issues regarding Accreditation	DOT NCR	Ongoing	N/A	N/A
	Region 1	Ongoing	15 August 2020	N/A
	Region 4B	Ongoing	N/A	N/A
	Region 6	Ongoing	N/A	N/A
	Region 7	None	N/A	N/A
	Region 9	Ongoing	15 August 2020	N/A
	Region 11	None	N/A	N/A
Monitor the action plans implemented by Regional Offices to address the complaints received	Office of Tourism Standards and Regulations (OTSR)	Ongoing	January 2020	N/A
Strict implementation of forms registered in the Quality Management System	DOT NCR	Ongoing	December 2019	N/A
	Region 1	Ongoing	December 2019	N/A
	Region 4B	Ongoing	December 2019	N/A
	Region 6	Completed	December 2019	N/A

IMPROVEMENT PLAN	OFFICE/DIVISION IN-CHARGE	STATUS	DATE IMPLEMENTED	REASON FOR DISCONTINUANCE/ MOVEMENT TO A LATER DATE
	Region 7	Completed	16 September 2020	N/A
	Region 9	Ongoing	December 2019	N/A
	Region 11	Completed	16 September 2020	
Specify the action plans to address the risks and opportunities (e.g. type of trainings needed to enhance the skills of personnel)	Region 1	The Appreciation and Training for Abel Weavers in Ilocos Norte was move to a later date.	Originally scheduled on 28-30 October 2020	The procurement process for the activity was already completed. However, there is a need to wait for the approval of the guidelines on the conduct of “face to face” trainings. Since the Appreciation and Training for Abel Weavers was designed to include hands-on demonstration and interaction.
		The Appreciation and Training for Abel Weavers in Ilocos Sur is scheduled to be conducted on November 25-27, 2020.	To be conducted on 25-27 November 2020	
Ensure corrections/corrective actions are continuously implemented	All Operating Units	Completed	Refer to closure dates in the CAR Forms	N/A

IMPROVEMENT PLAN	OFFICE/DIVISION IN-CHARGE	STATUS	DATE IMPLEMENTED	REASON FOR DISCONTINUANCE/ MOVEMENT TO A LATER DATE
Finalize the Training Calendar and Modules for FY 2020	Office of Industry Manpower Development (OIMD)	Completed	20 June 2020	There was a delay on the approval of WFP since it must be reprogrammed based on the austerity measures needed to be implemented in light of the COVID-19 Pandemic.
Increase the number of resource speakers for Industry Training Service	OIMD	Ongoing	20 June 2020	
Establish basis for selecting training beneficiaries for the conduct of the industry training impact assessment	OIMD	Ongoing	20 June 2020	
Provision of feedback for the repairs conducted	General Services Division	Ongoing	December 2019	
Request copies of ordering agreements with the suppliers	Procurement Management Division	To be conducted		Declaration of State of Public Health Emergency throughout the Philippines.
Monitoring on the action plans taken to address complaints against accredited tourism enterprises	Office of Tourism Standards and Regulations (OTSR)	Ongoing	January 2020	N/A

## 2. CHANGES IN EXTENAL AND INTERNAL ISSUES THAT ARE RELEVANT TO THE QUALITY MANAGEMENTY SYSTEM

### a. Status of Manpower Critical to QMS

In view of the DOT's strategic direction to expand the ISO 9001:2015 Certification coverage to include Regions 2, 8, and 12, the Regional Directors concerned were requested to endorse their respective Quality Management System Coordinators who will form part of the DOT's QMS Core Team. Similarly, the existing Delivery Units covered by the Certification were asked to confirm/update/endorse their QMS Coordinators. The Secretary has approved Reconstitution of the DOT's QMS Coordinators per Department Order 2020-17. Table 4 shows the list of the QMS Coordinators:

**Table 4: Quality Management System Coordinators for FY 2020**

OFFICE	NAME
Office of the Secretary	Ms. Serjen Lara M. Chua
Office of Tourism Standards and Regulation	Ms. Charmaine T. Dalisay-Jimenez
Office of Industry Manpower Development	Ms. Arlene A. Alipio
Planning Service	Ms. Teodora Laarni E. Jaraplasan
Financial Management Service	Ms. Susan Nagtalon
Office of Tourism Development, Planning, Research and Information Management	Mr. Warner M. Andrada
National Capital Region	Ms. Victoria Margarita V. Paje
	Ms. Catherine C. Agustin
Region 1	Mr. Edilberto Littaua, Jr.
	Ms. Loryna C. Fonacier
Region 2	Ms. Imelda A. Garduque
	Ms. Joylyn Cauilan
Region 4B	Ms. Cecil V. Aranton
	Ms. Keith Blanche C. Soriano
Region 6	Mr. Rene T. Cortum
	Maria Jean S. Cortum

OFFICE	NAME
Region 7	Ms. Judy Dela Cruz Gabato
	Ms. Czarina C. Morandarte
Region 8	Ms. Ma. Catherina M. Apostol
	Ms. Clarilaine T. Pumanes
Region 9	Ms. Marilou G. Silorio
	Mr. Charles Anthony C. Rtoni
Region 11	Mr. Caesar Prudencio A. Regis
	Ms. Giselle E. Garilva
Region 12	Mr. Armin Hautea
	Ms. Saida Pagayao

In addition, to ensure that the DOT's implementation of QMS will be monitored in accordance with the ISO 9001:2015 and ascertain the QMS Internal Auditors were equipped with knowledge and skills to carry out Remote Audits, the Retooling for Internal Quality Auditors was conducted last 28-29 July 2020 wherein 27 existing auditors have passed the Qualifying Examination. As per Department Order No. 2020-060, the QMS Internal Auditors were reconstituted as follows:

**Table 5: List of Internal Quality Auditors**

1. Alicante, Ronell M.	15. Malabanan, Alyssa Coline C.
2. Argosino, Stephen Roy F.	16. Olba, Jennifer A.
3. Bagsic, Jim Ray R.	17. Oliveros, Noubert Emmanuel S. T.
4. Congzon, Ma. Valle A.	18. Paje, Victoria Margarita V.
5. Cornista, Sharon Gail S.	19. Ramirez, Sherwyn Renzo G.
6. Cortum, Rene T.	20. Regis, Prudencio Ceasar A.
7. Dadat, Evangeline M.	21. Rtoni, Charles Anthony C.
8. Demaclid, Ernestinne S.	22. Ruedas, Kenneth Lorenz R.
9. Gabato, Judy D.	23. Say, Milagros Y.
10. Gestopa, Thelma L.	24. Somera, Helen Grace J.
11. Gomez, Jessa Marie Crista V.	25. Soriano, Aida T.
12. Gutierrez, Rutherford T.	26. Tansingco, Blessy Grace G.
13. Jaraplasan, Teodora Laarni E.	27. Zaldua, Leslie Marie S.

However, the number of Internal Auditors were reduced from 27 to 25 due to the retirement of Ms. Aida T. Soriano and resignation Ms. Jessa Marie Crista V. Gomez. Hence, to increase the number of auditors, a Training for New Internal Auditors was conducted last 03-05 November 2020. A Department Order shall be submitted for the Secretary's approval to include the new auditors to the existing pool.

#### **b. Needs and Expectations of Interested Parties**

In view of the COVID-19 Pandemic, the Process Owners were requested to re-visit the needs and expectations of their interested parties. Table 6 shows the updated needs and expectations for the process of Accreditation of Tourism Enterprises and Monitoring and Enforcement to Tourism Enterprises, while Table 7 manifests the same for the process of Industry Manpower Training and Development Service.

**Table 6: Updated Needs and Expectations of Interested Parties for the Accreditation of Tourism Enterprises and Monitoring and Enforcement to Tourism Enterprises**

OFFICE	INTERESTED PARTIES	NEEDS	EXPECTATIONS
OTSR	Regional Accreditation Officers	Provision of appropriate Personal Protective Equipment (PPE) to be used during inspections	Immediate provision of complete and sufficient PPE
		Provision of calibrated monitoring and measuring equipment to be used during inspections	Immediate provision of calibrated monitoring and measuring equipment
	Inter-Agency Task Force	Submission of Reports	Timely and correct submission of Reports

OFFICE	INTERESTED PARTIES	NEEDS	EXPECTATIONS
Region 1	Tourism Enterprises / LGU-Licensed Enterprises	Orientation and Awareness on DOT Accreditation Procedures and Documentary Requirements	<ul style="list-style-type: none"> <li>- Effective and efficient Accreditation Process</li> <li>- Promotion of business</li> <li>- Free training for employees</li> </ul>
Region 6	Non-Accredited Tourism Enterprises	Accreditation Certificates	Timely issuance of Certificate of Authority to Operate (CAO)/ Provisional Certificate of Authority to Operate (PCAO)
	Overseas Workers Welfare Administration	List of Accredited Establishments	Timely provision of List of Accredited Establishments
Region 7	LGUs and IATF	Provision of Technical Assistance	Timely provision of Technical Assistance by Zoom Conference
		Implementation of Mandatory Accreditation and provide guidelines on the Operations of Accommodation Establishment	Full implementation of Mandatory Accreditation and provide guidelines on the Operations of Accommodation Establishment
		Dissemination of Guidelines	Proper and timely dissemination of Guidelines
		Updated policies with regard to Community Quarantine conditions	Awareness on the updated policies and guidelines towards community quarantine
Region 9	Tourism Enterprises	Orientation and Awareness on DOT Accreditation Procedures	Timely conduct of Orientation and Awareness on DOT

OFFICE	INTERESTED PARTIES	NEEDS	EXPECTATIONS
		and Documentary Requirements	Accreditation Procedures and Documentary Requirements
		Release of DOT Accreditation Certification	Timely release of DOT Accreditation Certification
		Delivery of Accreditation Process and promotion of business	Efficient delivery of Accreditation Process and promotion of business

**Table 7: Updated Needs and Expectations of Interested Parties for the Tourism Industry Manpower Training and Development Service**

OFFICE	INTERESTED PARTIES	NEEDS	EXPECTATIONS
OIMD	IATF/ DOH	Submission of reports related to COVID thru the Office of the Secretary	Timely submission of reports related to COVID thru the Office of the Secretary
DOT NCR	Training Champions/ Project Officers	Provision of ICT equipment and communications	Sufficient provision of ICT equipment and communications
	Tourists	Trained Tourism Stakeholders	Provision of high impact trainings for Tourism Stakeholders

OFFICE	INTERESTED PARTIES	NEEDS	EXPECTATIONS
Region 6	Resource Speakers/Training providers	Training modules/guidelines, Terms of Reference, payment of services	Applicable training /webinar modules/guidelines, timely payment of goods and services
	Local Government Units	Support to online training program and activities	Provision of innovative and responsive online training programs relevant to the industry in the new normal
	Community-based Tourism Organizations/Tourism Associations/private sector	Support to online training program and activities	Provision of innovative and responsive online training programs relevant to the industry in the new normal
Region 11	Regional Director	Results of LNA, Activity Report, Certificate of Attendance	
	Procurement Staff	Purchase Request, Terms of Reference	
	Tourism Enterprises (private sector)/ Tourism Organizations	Training programs, seminars, workshops, continuing education through online/virtual and face-to-face sessions adopting the guidelines for the new normal	Timely and relevant conduct of training programs, seminars, workshops, continuing education through online/virtual and face-to-face sessions adopting the guidelines for the new normal
Region 11	LGUs and other partner government agencies	Capacity-building programs such as informational and product-based orientation, seminar and workshops	Timely and relevant conduct of capacity-building programs such as informational and product-based orientation,

OFFICE	INTERESTED PARTIES	NEEDS	EXPECTATIONS
		through online/virtual and face-to-face session adopting the guidelines for the new normal	seminar and workshops through online/virtual and face-to-face session adopting the guidelines for the new normal
	Resource Speakers/ Trainers/Facilitators	Invitation/letter of conforme stipulating the required number of days, expected training content, methodologies	Timely and correct invitation/letter of conforme stipulating the required number of days, expected training content, methodologies
		Payment	Prompt payment
	Service Provider/ Supplier	Payment	Prompt payment
	Tourists/Guests	Trained and skilled tourism workforce	Highly trained and globally competitive tourism workforce
	Central Office (OIMD)	Results of LNA, Terminal Report	Timely submission and completeness of results of LNA and terminal report

### c. SWOT Analysis

A SWOT analysis was conducted by all Operating Units of the Department to update and assess the internal and external issues considering the COVID-19 Pandemic and the alternative working arrangements. Table 9 reflects the weaknesses and threats for the process of Accreditation of Tourism Enterprises and Monitoring and Enforcement to Tourism Enterprises, while Table 10 manifests the same for the process of Industry Manpower Training and Development Service.

**Table 8: Internal and External Issues identified for the process of Accreditation of Tourism Enterprises and Monitoring and Enforcement to Tourism Enterprises**

OFFICE	INTERESTED PARTIES	INTERNAL ISSUES	EXTERNAL ISSUES
OTSR	Regional Accreditation Officers	Unavailability of the necessary personal protective equipment to frontliners [inspectors]	Health risks
		Re-assignment of trained Accreditation Officer	Retirement/ Resignation/ transfer to another office for career advancement
	IATF	N/A	Simultaneous changes in the IATF-EID issued guidelines
	Tourism Enterprises	N/A	Postponement of DOT inspection due to COVID-19 Pandemic

OFFICE	INTERESTED PARTIES	INTERNAL ISSUES	EXTERNAL ISSUES
Region 1	Tourism Enterprises / LGU-Licensed Enterprises	Low appreciation and lack of knowledge about DOT Accreditation	Temporary business closure due to Public Safety and lack of funds
Region 6	Non-Accredited Tourism Enterprises	Non-compliance to DOT/DOH/ATF HSG	Contamination of their Staff and working place
	Overseas Workers Welfare Administration	Lack of Coordination with Accredited Establishments	Non-acceptance of Tourism Establishments
Region 7	LGUs and IATF	Lack support of LGU support on the implementation of RA 9593 on mandatory accreditation	Creates high expectations from stakeholders both private and public
Region 9	Tourism Enterprises	N/A	Low appreciation on DOT Accreditation
			Temporary business closure due Public Safety and Health Emergency

**Table 9: Internal and External Issues identified for the process of Tourism Industry Manpower Training and Development Service**

OFFICE	INTERESTED PARTIES	INTERNAL ISSUES	EXTERNAL ISSUES
DOT NCR	Training Champions/ Project Officers	Lack of Manpower and Lack of Training	Change of assignment in the office
	Tourists	Some tourists provide unsatisfactory feedback to Tourism Stakeholders	National Health Emergency
Region 6	Resource Speakers/Training Providers	Conflict in the schedule of industry practitioners	Strong competition among industry practitioners
	LGUs	Not supportive Local Chief Executive	Training programs are not sustained
	Community-based Tourism Organizations/Tourism Associations/private sector	N/A	Remote areas have no internet connections
			Intermittent weather conditions

OFFICE	INTERESTED PARTIES	INTERNAL ISSUES	EXTERNAL ISSUES
Region 11	Procurement Staff	Limited manpower	N/A
	Tourism Enterprises (private sector)/ Tourism Organizations	N/A	Closure and limited operational capacity due to national health emergency
	Service Provider/ Supplier	N/A	State of national health emergency
	Tourists/Guests	N/A	State of national health emergency
	OIMD	N/A	Change of leadership

### 3. REPORT ON THE PERFORMANCE AND EFFECTIVENESS OF THE QUALITY MANAGEMENT SYSTEM, INCLUDING TRENDS IN:

#### a. Customer Satisfaction and Feedback from relevant Interested Parties

##### • Customer Satisfaction

In order to measure the satisfaction of DOT's clients on its core processes, the offices concerned have conducted a Client Satisfaction Survey was conducted.

**Table 10: Satisfaction on Accreditation Process**

The table shows the results of the Client Satisfaction Survey conducted for January to October 2020 to measure the satisfaction of the applicants with the DOT's Accreditation Services.

OFFICE	RESPONDENTS			NO. OF RESPONDENTS WHO WERE		AVERAGE SATISFACTION RATING (TOTAL D/TOTAL B) *100
	NO. OF RESPONDENTS (A)	NO. OF FEEDBACK FORMS COLLECTED (B)	RESPONSE RATE (C) (A/B)*100	SATISFIED (D)	UNSATISFIED (E)	
***OTSR	**15	**38	53%	**8	0	100%
DOT NCR	249	249	100%	249	0	100%
Region 1	358	358	100%	358	0	100%
Region 2	*69 **36	*69 **36	100% 100%	*69 **36	0	100%
Region 4B	132	132	100%	132	0	100%
Region 6	133	133	100%	133	0	100%
Region 7	319	319	100%	316	3	99%
Region 8	46	46	100%	46	0	100%
Region 9	154	154	100%	154	0	100%
Region 11	75	65	87%	65	0	100%
Region 12	144	45	31%	45	0	100%
<b>TOTAL</b>	<b>1,730</b>	<b>1,644</b>		<b>1,611</b>	<b>3</b>	

\*Frontline Service

\*\*Activity-Based Service

\*\*\*Monitoring and Enforcement/Star Rating Activities

**Table 11: Satisfaction on Industry Manpower Training Service**

The table shows the results of the Client Satisfaction and Feedback Survey conducted by the Office of Industry Manpower Development and Regional Offices who implemented training programs.

OFFICE	RESPONDENTS			NO. OF RESPONDENTS WHO WERE		AVERAGE SATISFACTION RATING (TOTAL D/TOTAL B) *100
	NO. OF ATTENDEES (A)	NO. OF FEEDBACK FORMS COLLECTED (B)	RESPONSE RATE (C) (A/B)*100	SATISFIED (D)	UNSATISFIED (E)	
OIMD	16,251	7,817	48%	7,739	78	99%
DOT NCR	942	942	100%	942	0	100%
Region 1	10	10	95%	8	2	80%
Region 2	1,463	1,385	100%	1,385	0	100%
Region 4B	1,803	1,803	100%	1,799	4	99%
Region 6	1,309	1,264	96%	1,201	63	95%
Region 7	1,095	1,095	100%	1,091	4	99%
Region 8	262	262	100%	262	0	100%
Region 9	423	421	99%	421	0	100%
Region 11	1,327	1,245	94%	1,245	0	100%
Region 12	1,193	965	81%	785	94	81%
<b>TOTAL</b>	<b>26,078</b>	<b>17,209</b>		<b>15,878</b>	<b>245</b>	

The low response rate for the Client Satisfaction Survey conducted by the OIMD was due to the difficulty of generating the feedback of training participants who attended the trainings via Facebook Live.

- Customer Complaints on Accreditation Service

**Table 12: Number of Complaints Received and Acted Upon**

OFFICE	NO. OF COMPLAINTS RECEIVED	NO. OF COMPLAINTS ACTED UPON	PERCENTAGE OF COMPLAINTS ACTED UPON
OTSR	231	231	100%
DOT NCR	38	38	100%
Region 1	8	8	100%
Region 2	3	3	100%
Region 4B	37	37	100%
Region 6	40	40	100%
Region 7	10	10	100%
Region 8	15	15	100%
Region 9	0	0	100%
Region 11	7	7	100%
Region 12	0	0	100%
<b>TOTAL</b>	<b>379</b>	<b>379</b>	<b>100%</b>

Table 12 shows that the Office of Tourism Standards and Regulations and Regional Offices received a total of 379 complaints all of which were acted upon as of October 2019. (Refer to Annex A for the Complaints Inventory)

**Table 13: Percent Distribution of Complaints Received by Office**

<b>OFFICE</b>	<b>NUMBER OF COMPLAINTS RECEIVED</b>	<b>NUMBER OF COMPLAINTS RECEIVED AGAINST DOT ACCREDITED ESTABLISHMENT AND THOSE WITH ISSUED CAO/PCAO</b>
OTSR	231	37
DOT NCR	38	36
Region 1	8	8
Region 2	3	3
Region 4B	37	19
Region 6	40	40
Region 7	10	6
Region 8	15	15
Region 9	0	0
Region 11	7	4
Region 12	0	0
<b>TOTAL</b>	<b>379</b>	<b>168</b>

A total of 379 complaints were received by the DOT for the period January to October 2020 with 44% directly attributed to DOT accredited establishments and those issued with CAO/PCAO while the rest of the complaints at 66% are those for non-DOT Accredited Establishments. Details of the action taken to address taken were reported by the Office of Tourism Standards and Regulation. On the other hand, complaints which were directed to DOT accredited establishments were referred to LGUs, DTI, and other relevant agencies. (Refer to Annex A for the Complaints Inventory)

- **Customer Complaints on Industry Manpower Training and Development Service**

There were no reported complaints against the provision of Industry Training Service.

**b. The Extent to which the Quality Objectives have been met**

**Table 14 : Quality Objectives for Accreditation**

<b>OFFICE</b>	<b>BASELINE DATA</b> (No. of establishments accredited in 2019)	<b>TARGET NO. OF ESTABLISHMENTS TO BE ACCREDITED IN 2020</b>	<b>ACCOMPLISHMENT</b> (As of October 2020)	<b>REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE</b>
DOT NCR	1,293	968	1,410	Renewal of Tourist Transport Operators, Travel and Tour Agencies, Hotels, and Issuance of CAO/PCAO
Region 1	800	800	1,424	Waived accreditation fees and cash assistance program
Region 2	368	379	451	New accommodation establishments applied for PCAO.
Region 4B	548	603	466	Accreditation campaign is still ongoing
Region 6	680	500	653	Accreditation fees are waived

<b>OFFICE</b>	<b>BASELINE DATA</b> (No. of establishments accredited in 2019)	<b>TARGET NO. OF ESTABLISHMENTS TO BE ACCREDITED IN 2020</b>	<b>ACCOMPLISHMENT</b> (As of October 2020)	<b>REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE</b>
				TEs and TREs cannot operate with accreditation and issued CAO/PCAO
Region 7	1,841	915	1,440	Tourism Establishments are required to secure DOT Accreditation and CAO/PCAO prior to operation
Region 8	523	602	410	Underperformance by 32% due to COVID19 Pandemic. Travel Restriction has been imposed, Thus, mobile accreditation, campaign and other programs were temporarily suspended

<b>OFFICE</b>	<b>BASELINE DATA</b> (No. of establishments accredited in 2019)	<b>TARGET NO. OF ESTABLISHMENTS TO BE ACCREDITED IN 2020</b>	<b>ACCOMPLISHMENT</b> (As of October 2020)	<b>REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE</b>
Region 9	100	100	133	Policy support and waiving of accreditation fees and other mandatory documents due to Bayanihan Heal as One Act
Region 11	228	308	321	Tourism Establishments are required to secure DOT Accreditation and CAO/PCAO prior to opening/re-opening; the streamlining of documentary requirements
Region 12	74	81	67	Underperformance due to COVID 19 Pandemic but there is still time to cope since renewal for AEs is on-going.

**Table 15 : Quality Objectives for Star Rating and Monitoring and Enforcement Activities implemented by OTSR**

<b>PROCESS</b>	<b>2019 QUALITY OBJECTIVE</b>	<b>TARGET FOR 2020</b>	<b>ACCOMPLISHMENT</b> (As of October 2020)	<b>REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE</b>
Complaints Handling	100% of complaints received are acted upon within 3 days from receipt for the year 2019	100% of complaints received are acted upon within 3 days from receipt for the year 2020	100% of complaints received are acted upon within 3 days from receipt for the year 2020	
Monitoring Visits and Spot Checks	An average of 10% of the total number of accredited tourism enterprises in the country is inspected/monitored to determine maintenance of facilities and services in accordance with the Department's set standards for 2019	An average of 10% of the total number of accredited tourism enterprises in the country is inspected/monitored to determine maintenance of facilities and services in accordance with the Department's set standards for 2020	2.6% of the total number of accredited tourism enterprises in the country is inspected/monitored to determine maintenance of facilities and services in accordance with the Department's set standards for 2020	Underperformance was due to the suspension of inspection activities, including Star Rating Assessments in light of the COVID-19 Pandemic.
Star Rating Process	100% of Hotels, Resorts and Apartment Hotels that requested for Star rating Assessment were visited and assessed under the National Accommodation	100% of Hotels, Resorts and Apartment Hotels that requested for Star rating Assessment were visited and assessed under the National Accommodation	28% of Hotels, Resorts and Apartment Hotels that requested for Star rating Assessment were visited and assessed under the National Accommodation	

<b>PROCESS</b>	<b>2019 QUALITY OBJECTIVE</b>	<b>TARGET FOR 2020</b>	<b>ACCOMPLISHMENT</b> (As of October 2020)	<b>REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE</b>
	Standards for the year 2019	Standards for the year 2020	Standards for the year 2020	

**Table 16 : Quality Objectives for Industry Manpower Training and Development Service**

<b>OFFICE</b>	<b>BASELINE DATA</b> (No. of trainings conducted in 2019)	<b>TARGET NO. OF TRAININGS TO BE CONDUCTED FOR 2020</b>	<b>ACCOMPLISHMENT</b> (As of October 2020)	<b>REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE</b>
OIMD	61	65	59*	There was a delay on the approval of WFP since it must be reprogrammed based on the austerity measures needed to be implemented in light of the COVID-19 Pandemic.
DOT NCR	27	30	6	Postponed/rescheduled due to COVID-19 Pandemic
Region 1	14	14	8	Poor internet connectivity; Low turn-out of confirmed participants; and Unavailability of resource speakers/ training providers

\*As of November 6, 2020

<b>OFFICE</b>	<b>BASELINE DATA</b> (No. of trainings conducted in 2019)	<b>TARGET NO. OF TRAININGS TO BE CONDUCTED FOR 2020</b>	<b>ACCOMPLISHMENT</b> (As of October 2020)	<b>REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE</b>
Region 2	35	60	53	Some training programs were not conducted to the COVID-19 Pandemic. There are still trainings scheduled for November to December 2020.
Region 4B	30	52	43	Some training programs were not conducted to the COVID-19 Pandemic. There are still trainings scheduled for November to December 2020.
Region 6	24	24	15	Some training programs were not conducted to the COVID-19 Pandemic. There are still trainings scheduled for November to December 2020.
Region 7	28	20	28	Due to easy access of online training/meeting platforms; & less need for procurement of training materials (online vs physical training)

<b>OFFICE</b>	<b>BASELINE DATA</b> (No. of trainings conducted in 2019)	<b>TARGET NO. OF TRAININGS TO BE CONDUCTED FOR 2020</b>	<b>ACCOMPLISHMENT</b> (As of October 2020)	<b>REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE</b>
Region 8	50	27	20	Underperformance due to imposition of the Community Quarantines which limited the movement of DOT Staff and Webinar Management Team.
Region 9	23	23	18	Conduct of trainings is still on-going. 5 trainings still to be implemented until the end of November
Region 11	60	59	50	Conduct of training activities are still on-going (November to December 2020)
Region 12	55	47	39	Other seminars cannot be conducted online COVID-19 Pandemic

**Table 17 : Quality Objectives for Support to Operations**

<b>PROCESS</b>	<b>OFFICE/ DIVISION</b>	<b>BASELINE DATA</b>	<b>TARGET FOR 2020</b>	<b>ACCOMPLISHMENT</b> (As of October 2020)	<b>REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE</b>
Procurement	Procurement Management Division	100% of requests processed for procurement within 5 to 20 days for FY 2019	100% of requests processed for procurement within 5 to 20 days for FY 2020	100% of requests processed for procurement within 5 to 20 days for FY 2020	N/A
Maintenance and Repair	General Services Division	Accomplish 100% of requests for each quarter for 2019	Accomplish 100% of requests for each quarter for 2020	100% of requests for each quarter were accomplished for 2020	N/A
Issuance of Supplies	General Services Division	100% of requests for supplies, materials and equipments for 2019 delivered to requesting offices	100% of requests for supplies, materials and equipments for 2020 delivered to requesting offices	100% of requests for supplies, materials and equipments for 2020 delivered to requesting offices	N/A

<b>PROCESS</b>	<b>OFFICE/ DIVISION</b>	<b>BASELINE DATA</b>	<b>TARGET FOR 2020</b>	<b>ACCOMPLISHMENT</b> (As of October 2020)	<b>REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE</b>
Inventory and Disposal	General Services Division	100% of offices scheduled for inventory according to timeline for the future appraisal and disposal of properties for 2019	100% of offices scheduled for inventory according to timeline for the future appraisal and disposal of properties for 2020	100% of offices scheduled for inventory according to timeline for the future appraisal and disposal of properties for 2020	Need to be re-appraised by the Sub Committee on Appraisal the properties deemed for disposal based on the current market value.
Internal Training	Training Development Division	95% of the participants rated the trainings/seminars as satisfactory for 2019	97% of the participants rated the trainings/seminars as satisfactory for 2020	97% of those who attended/participated in the internal and external trainings/seminars and year-end assessment has rated all programs as satisfactory for 2020	N/A

<b>PROCESS</b>	<b>OFFICE/ DIVISION</b>	<b>BASELINE DATA</b>	<b>TARGET FOR 2020</b>	<b>ACCOMPLISHMENT</b> (As of October 2020)	<b>REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE</b>
Recruitment, Selection, and Placement	Human Resource Division	100% of received applications screened within 6 months from the deadline of submission of applications for 2019	100% of applications received screened within 3 months from the deadline of submission of applications for 2020	100% of applications received screened within 3 months from the deadline of submission of applications for 2020	N/A
Panel Interview and Deliberation	Human Resource Division	100% qualified candidates subjected to panel interview and deliberations within 2 months timeline for 2019	100% of qualified candidates subjected to panel interview and deliberations within 2 months timeline for 2020	75 out of 208 qualified applicants subjected to panel interview and deliberations (36%)	<ul style="list-style-type: none"> <li>- The remaining 133 qualified applicants are already scheduled for panel interview and deliberations until January 2021</li> <li>- Delay due to the declaration of Community Quarantine.</li> <li>- Shift to new procedures like conduct of online psychological tests, virtual preliminary, panel interviews, and board deliberation</li> </ul>

**c. Process Performance and Conformity of products and services**

**• Tourism Policy Formulation and Planning Program**

The underperformance can be attributed to the COVID-19 Pandemic which resulted to the cancellation or discontinuance of the DOT's regular activities to give way to pandemic response.

TOURISM POLICY AND PLANNING PROGRAM	2020		
	TARGET	ACTUAL	PERCENTAGE OF ACCOMPLISHMENT
Outcome Indicator			
Number of tourism strategies, policies and action plans implemented	14	13	93%
Output Indicator			
Number of technical assistance provided to tourism stakeholders	3,397	1,500	44%
Number of technical assistance provided to LGUs	2,994	1,412	47%
Percentage of entities assisted who rated the technical as satisfactory	92%	97%	

*Updated as of Third Quarter 2020*

- **Tourism Industry Training Program**

Most of the DOT's target for Tourism Industry Training Program were achieved except for the number of training days which attributed to shorter training days due to changes in the training module. Nevertheless, the DOT was able to expand the reach of trainings to accommodate more LGU personnel nationwide as a result of the shift to online trainings.

TOURISM INDUSTRY TRAINING PROGRAM	2020		
	TARGET	ACTUAL	PERCENTAGE OF ACCOMPLISHMENT
Outcome Indicator			
Percentage of target industry personnel trained that rated the services as satisfactory	90%	97%	
Output Indicator			
Number of training days delivered	2,069	1,075	52%
Percentage of attendees/ trainees that completed the training	90%	98%	
Number of LGUs trained	3,878	5,205	134%

*Updated as of Third Quarter 2020*

- **Standards Development and Enforcement Program**

The over performance was attributed to the DOT's continuous updating of the Tourism Standards in response to the COVID-19 Pandemic.

STANDARD DEVELOPMENT AND ENFORCEMENT PROGRAM	2020		
	TARGET	ACTUAL	PERCENTAGE OF ACCOMPLISHMENT
Outcome Indicator			
Percentage of accredited tourism enterprises that maintained the tourism standards and regulations	90%	100%	
Output Indicator			
Number of tourism enterprises reviewed	2	16	800%
Number of inspections of tourism enterprises conducted	6,076	5,135	85%
Percentage of accreditation applications acted upon within the prescribed period	90%	98%	

*Updated as of Third Quarter 2020*

- **Market and Product Development Program**

The DOT was able to achieve the targets set for the Market and Product Development Program. However, Zero Percent growth is posted on the outcomes due to restrictions on the entry of foreign tourists.

<b>MARKET AND PRODUCT DEVELOPMENT PROGRAM</b>	<b>2020</b>		
	TARGET	ACTUAL	PERCENTAGE OF ACCOMPLISHMENT
Outcome Indicator			
Percentage increase in the number of travel partners selling the Philippines in Identified Opportunity Markets	10%	0%	
Percentage increase in the Philippine properties considering to venture into the new markets and/or are willing to offer new activities	10%	0%	
Output Indicator			
Number of trade development/trade support activities conducted/facilitated-invitational/familiarization tours/missions product presentations facilitated	203	217	107%
Number of consumer activations conducted-joint and consumer promotions, production of collaterals, tactical ads placed/initiated, PR and publicity activities	405	583	144%
Number of products developed and product partners engaged	365	792	217%

#### d. Nonconformities and Corrective Actions

The table below presents the sources of Corrective Action Requests with its corresponding status in connection with the conduct of the Internal Quality Audit on September 21 to October, 2020 which covered all processes enrolled in the QMS both in Central and Regional Offices.

It is also important to note that no non-conformities were issued during the Special Internal Quality Audit conducted on October 12-16, 2020 to ascertain the three-week implementation period of the newly registered and revised Quality Procedures to reflect the changes considering the Work from Home Scheme and COVID-19 Pandemic. Process Owners were directed to take the necessary actions to address the Areas for Improvement raised by the QMS Internal Auditors.

**Table 18 : Status of CARS**

<b>SOURCE OF CAR</b>	<b>NO. CARs ISSUED</b>	<b>CLOSED CARs</b>	<b>OPEN CARs</b>
Internal Quality Audit	17	0	17
Customer Complaints	0	0	0

**Table 19: Percent Distribution of Corrective Action Requests issued per Office**

A total of 17 nonconformities were issued in DOT Process Owners during the Internal Quality Audit. Region 11 received the highest number of Corrective Action Requests (4 NCs), while Region 4B received the 2<sup>nd</sup> highest at 3 NCs (17.65%)/ Details on the nature of NCs were reported by the Lead Auditor during the meeting.

OFFICE/DIVISION	NO. OF CORRECTIVE ACTION REQUESTS ISSUED	PERCENT DISTRIBUTION
Office of the Secretary	1	5.88%
Budget Division	2	11.76%
Accounting Division	1	5.88%
General Services Division	1	5.88%
Training Development Division	1	5.88%
NCR	1	5.88%
Region 4B	3	17.65%
Region 6	1	5.88%
Region 8	1	5.88%
Region 9	1	5.88%
Region 11	4	23.53%
<b>Total</b>	<b>17</b>	

#### e. Audit Result

The table below shows the details of the Corrective Action Requests issued by the QMS Internal Auditors.

**Table 20: Details of the Corrective Action Requests**

CAR NUMBER	CAR DETAILS	OFFICE/DIVISION	STATUS
2020-AUD-001-00	Several deviations from the procedures have been identified, to wit: (1) The frequency of re-alignment of expense code were being done in a quarterly basis instead of an annual basis; and (2) The preparation of Letter of Re-Alignment is currently being done by the Budget Division instead of the Delivery Units.	Budget Division	OPEN
2020-AUD-002-00	The auditee admitted that their external and internal issues (4.1), interested parties and their requirements (4.2), quality objectives (6.2.1), and risk and opportunities (4.4.1) were not monitored. The aligned documents are not updated.	Budget Division	OPEN
2020-AUD-003-00	When the auditees were asked to present the monitoring of the needs and expectation of interested parties, SWOT analysis, risks assessment, opportunities, and quality objectives, they failed to provide updated and properly signed documented information as evidence at the time of audit.	General Services Division	OPEN
2020-AUD-004-00	During the audit, it was discovered that an uncontrolled form for Routing Slip was used by the Auditee instead of using the controlled Form Region11-RD-X-004-00 (Routing Slip).	Region 11	OPEN
2020-AUD-005-00	Several deviations from the procedures have been identified, to wit: (1) The recording of incoming communications are now done online thru google sheet and is not recorded to the logbooks anymore;	Region 11	OPEN

CAR NUMBER	CAR DETAILS	OFFICE/DIVISION	STATUS
	(2) Dissemination of communication to concerned employees is done online via email and the Routing Slip is not used anymore; and (3) Communication Tracking Form is no longer used.		
2020-AUD-006-00	While the procedure requires preventive maintenance at planned intervals, there was no preventive maintenance schedule presented and the vehicles undergo regular and routine maintenance instead of repair only when needed.	Region 8	OPEN
2020-AUD-007-00	When the Auditee was asked on monitoring the needs and expectations of interested parties, and to present its SWOT analysis, risks assessment, opportunities and quality objectives, he failed to provide updated documented information as evidence.	Accounting Division	OPEN
2020-AUD-008-00	When the Auditee was asked on monitoring the needs and expectations of interested parties, and to present its SWOT analysis, risks assessment, opportunities and quality objectives, he failed to provide updated documented information as evidence.	Region 9	OPEN
2020-AUD-009-00	The internal forms being utilized by the Training Development Division such as Evaluation Forms, PDC Routing Slip and PDC Comparative Assessment Forms were not registered to the Document Control Center. In addition, the required program of activities for internal trainings were no longer being prepared and disseminated.	Training Development Division	OPEN
2020-AUD-010-00	The auditee has not provided a List of Approved Suppliers for January-June 2020. The auditee said that the evaluation forms are not yet collated because	Region 11	OPEN

CAR NUMBER	CAR DETAILS	OFFICE/DIVISION	STATUS
	some end-users were not able to accomplish the said form.		
2020-AUD-011-00	The Auditee failed to present its updated Quality Objectives	Office of the Secretary	OPEN
2020-AUD-012-00	At the time of audit, the aligned documents of the procedures above-stated were not updated. Although the Process Owners were able to identify new issues encountered, they failed to reflect the, in the aligned documents such as Context of the Organization, SWOT Analysis, Opportunities Action Plan, Risk Assessment Registry and Quality Objectives. There was also no corresponding action plan to solve the issue or minimize the likelihood of the risk.	Region 4B	OPEN
2020-AUD-013-00	It was found during the audit that the process owner was not able to receive, disseminate, and file the internal and external communications during the 1st few months of the WFH scheme because not all communications were facilitated by her. Communications were sent directly by the staff concerned to the RD hence the documents were not entered in the Logbook / online Matrix and cannot be monitored.	Region 4B	OPEN
2020-AUD-014-00	It was found out that some Requesting Personnel were able to obtain supplies without an approved Requisition and Issuance Slip during the Work From Home Arrangement. Hence, the Supply Ledger Card was not updated.	Region 4B	OPEN
2020-AUD-015-00	The actual practice in the region deviates the procedure of Preventive Maintenance and Repair. The auditee said that the driver conducts the inspection of the vehicle then submits the request for inspection and job request before requesting for	Region 6	OPEN

CAR NUMBER	CAR DETAILS	OFFICE/DIVISION	STATUS
	preventive maintenance schedule for the regional director's approval. Likewise, when asked about the repair process for office equipment under 6.2 of the procedure, the auditee said that the procedure only covers the preventive maintenance and repair of official vehicles and not the office equipment.		
2020-AUD-016-00	During the QMS Internal Audit, the process owner of Budget Preparation Control Procedure and Budget Monitoring Control Procedure failed to submit the updated aligned documents, such as Context of Organization, Quality Objectives, SWOT Analysis, Risk Assessment Registry, and Opportunities Action Plan.	NCR	OPEN
2019-AUD-017-00	During the audit there are recurring instances where the auditees failed to retrieve files such as the accomplished feedback forms for the conduct of Filipino Brand of Service (Training), accomplished supplier's evaluation form for June-December 2019, ORS No. 107 (Budget Monitoring), Disbursement Vouchers for March 2020, Communication Routing Slips for the last quarter of 2019, and Inspection Report for Accreditation evaluation. The auditees were unable to track where the documents were placed/kept.	Region 11	OPEN

**f. Internal Audit Status**

<b>ISO 9001:2015 ELEMENTS</b>	<b>OSEC</b>	<b>BUDGET DIVISION</b>	<b>ACCOUNTING DIVISION</b>	<b>GSD</b>	<b>TDD</b>	<b>NCR</b>	<b>R 4B</b>	<b>R6</b>	<b>R8</b>	<b>R9</b>	<b>R11</b>	<b>TOTAL</b>
4.0 Context of the Organization												0
4.1 Understanding the Org. and Its Context		1										1
4.2 Understanding the needs and expectations of interested parties		1										1
4.3 Determining the scope of the Quality Management System												0
4.4 Quality Management System and its processes		2						1				3
5.0 Leadership												0
5.1 Leadership and Commitment												0
5.1.1 General												0
5.1.2 Customer Focus												0
5.2 Policy												0
5.2.1 Establishing the quality policy												0
5.2.2 Communicating the Quality Policy												0
5.3 Organizational roles, responsibilities and authorities												0
6.0 Planning												0
6.1 Actions to address risk and opportunities												0
6.2 Quality objectives and planning to achieve them		1										1

<b>ISO 9001:2015 ELEMENTS</b>	<b>OSEC</b>	<b>BUDGET DIVISION</b>	<b>ACCOUNTING DIVISION</b>	<b>GSD</b>	<b>TDD</b>	<b>NCR</b>	<b>R 4B</b>	<b>R6</b>	<b>R8</b>	<b>R9</b>	<b>R11</b>	<b>TOTAL</b>
6.3 Planning of Changes												0
7.0 Support												0
7.1 Resources												0
7.1.1 General												0
7.1.2 People												0
7.1.3 Infrastructure												0
7.1.4 Environment for the operation of processes												0
7.1.5 Monitoring and measuring resources												0
7.1.6 Organizational Knowledge												0
7.2 Competence												0
7.3 Awareness												0
7.4 Communication											1	1
7.5 Documented Information												0
7.5.1 General												0
7.5.2 Creating and Updating					1							1
7.5.3 Control of Documented Information					1						2	3
8 Operation												0
8.1 Operational planning and control									1			1
8.2. Requirements for products and services												0
8.2.1 Customer Communication												0

<b>ISO 9001:2015 ELEMENTS</b>	<b>OSEC</b>	<b>BUDGET DIVISION</b>	<b>ACCOUNTING DIVISION</b>	<b>GSD</b>	<b>TDD</b>	<b>NCR</b>	<b>R 4B</b>	<b>R6</b>	<b>R8</b>	<b>R9</b>	<b>R11</b>	<b>TOTAL</b>
8.2.2 Determining the requirements for products and services												0
8.2.3 Review of the requirements for products and services												0
8.2.4 Changes to requirements for products and services												0
8.3 Design and development of products and services (NA)												0
8.4 Control of externally provided processes, products and services												0
8.4.1 General											1	1
8.4.2 Type and extent of control												0
8.4.3 Information for external providers												0
8.5 Production and service provision												0
8.5.1 Control of production and service provision												0
8.5.2 Identification and traceability							1					1
8.5.3 Property belonging to customers or external providers												0
8.5.4 Preservation												0
8.5.5 Post- delivery activities												0
8.5.6 Control of changes							1					1
8.6 Release of products and services												0
8.7 Control of nonconforming outputs												0
9 Performance evaluation												0
9.1 Monitoring, measurement, analysis and evaluation			1			1						2

<b>ISO 9001:2015 ELEMENTS</b>	<b>OSEC</b>	<b>BUDGET DIVISION</b>	<b>ACCOUNTING DIVISION</b>	<b>GSD</b>	<b>TDD</b>	<b>NCR</b>	<b>R 4B</b>	<b>R6</b>	<b>R8</b>	<b>R9</b>	<b>R11</b>	<b>TOTAL</b>
9.1.1 General	1			1			1			1		4
9.1.2 Customer satisfaction												0
9.1.3 Analysis and evaluation												0
9.2 Internal Audit												0
9.3 Management Review												0
9.3.1 General												0
9.3.2 Management review inputs												0
9.3.3 Management review outputs												0
10 Improvement												0
10.1 General												0
10.2 Nonconformity and corrective action												0
10.3 Continual improvement												0
<b>TOTAL</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>21</b>

### g. Monitoring and Measuring Result

**Figure 1: Inbound Arrivals to the Philippines for January to October 2020**

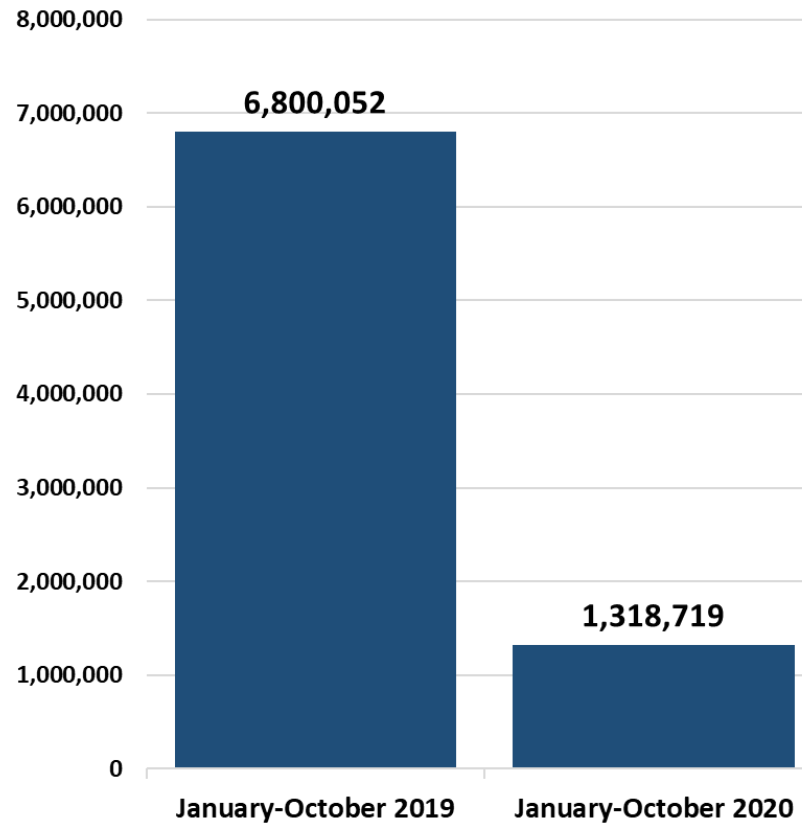
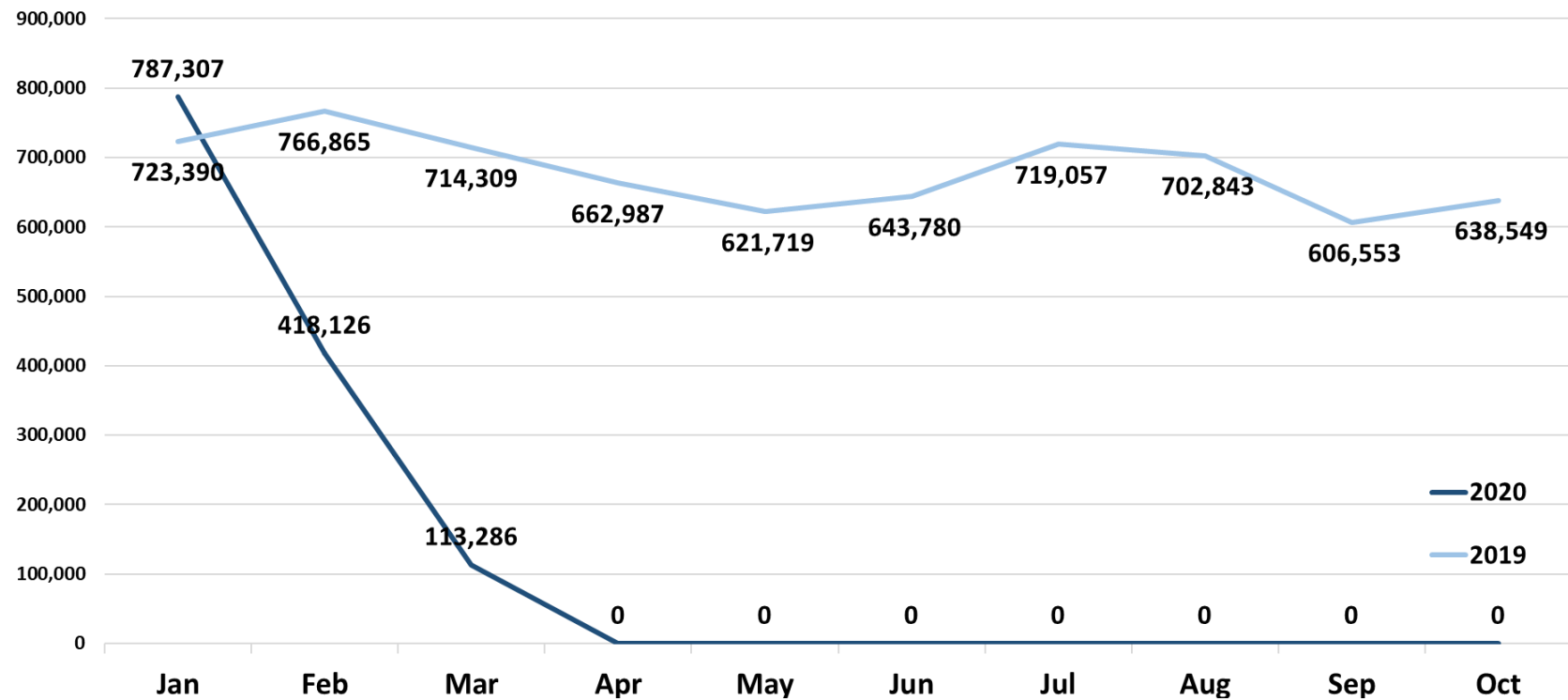


Figure 1 shows the total inbound visitor arrivals to the Philippines from January to October 2020. Based on the data from the Bureau of Immigration, the Philippines received a total of 1,318,719 foreign visitors from January to October 2020, a decline of 80.61 percent from the 6,800,052 arrivals in the same period last year.

**Figure 2: Monthly Visitor Arrivals as of October 2020**



In the month of January, foreign visitor volume reached 787, 307, an increase of 8.84 percent compared to the arrivals in January 2019. Arrivals started to slow down by the month of February with 418,126 arrivals, a drop of 45.48 percent. Tourist traffic further plunged in the month of March with 113,286, a decrease of 84.14 percent due to air travel restrictions. There are no arrivals in April to October due to the ban on inbound international tourist travel.

**Figure 3: Monthly Visitor Receipts as of October 2020**

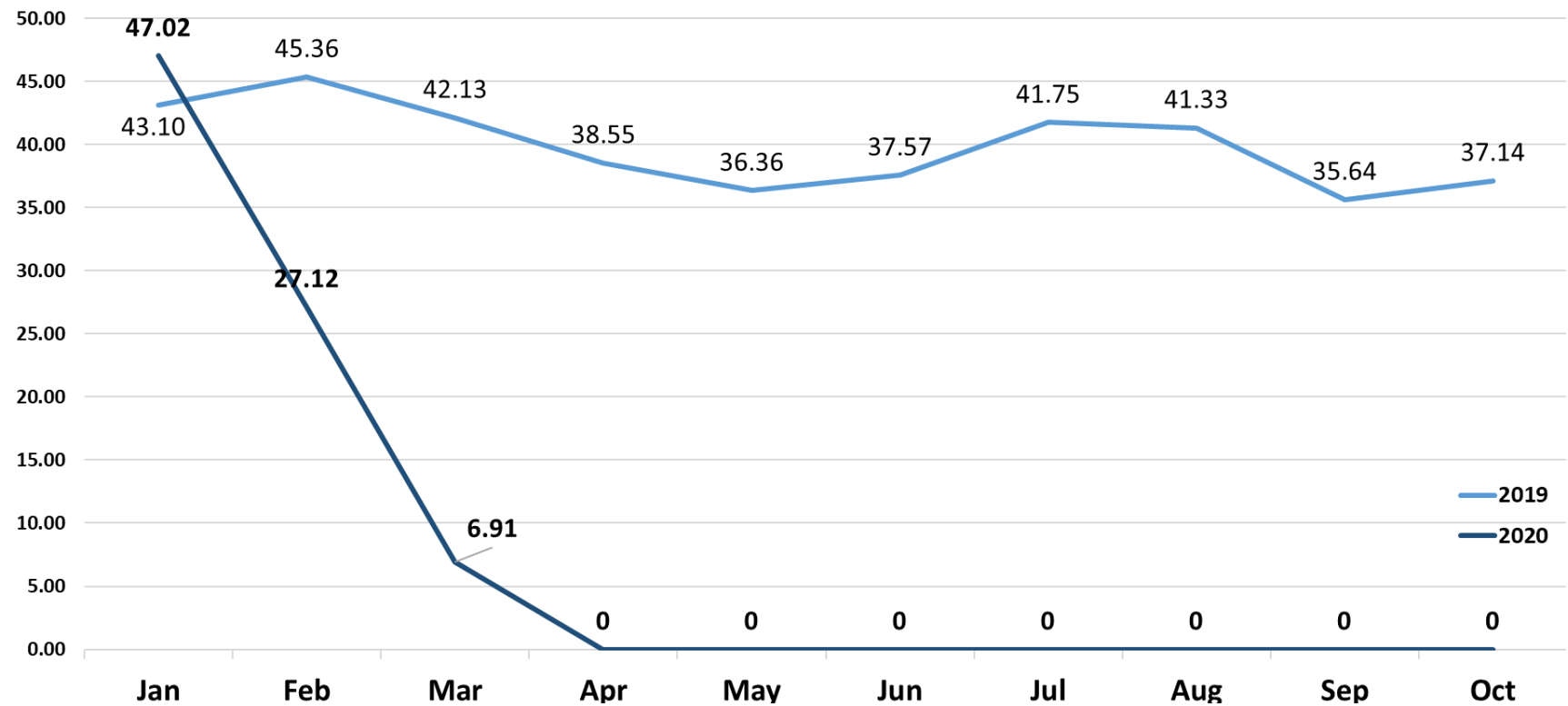


Figure 3 shows that the visitor receipts rose by 9.10 percent in January 2020 versus the same month last year, amounting to an estimated PHP 47.02 Billion. Consequent to fewer visitor arrivals, February 2020 visitor receipts amounted to PHP 27.12 Billion, a decrease of 40.21 percent. March 2020 visitor receipts were at PHP 6.91 Billion, an 83.60 percent decline. No tourist spending is recorded in April to October 2020.

## h. The Performance of External Providers

**Table 21: Performance Evaluation of Suppliers and Service Providers**

OFFICE	NO. OF EVALUATION OF FORMS		RESPONSE RATE	NO. OF SUPPLIERS WHO OBTAINED		
	DISTRIBUTED	COLLECTED		PASSED RATING	CONDITIONAL RATING	FAILED RATING
Central Office	72	24	33%	24	0	0
DOT NCR	46	45	97%	45	0	0
Region 1	54	54	100%	54	0	0
Region 2	18	12	66%	12	0	0
Region 4B	17	17	100%	17	0	0
Region 6	62	62	100%	62	0	0
Region 7	40	49	100%	40	0	0
Region 8	11	11	100%	11	0	0
Region 9	23	23	100%	20	3	0
Region 11	52	52	100%	52	0	0
Region 12	31	31	100%	31	0	0

The DOT Central Office and Regional Offices have conducted the performance evaluation of suppliers and service providers to measure their compliance to the requirements of the Operating Units. The coverage of the conduct of evaluation was from January 1 to October 30, 2020 except for Regions 2, 8, and 12 who recently implemented the process. Region 2 started carrying out the survey on August 2, Region 8 on September 1, and Region 12 on September 2 respectively.

The low response rate on the evaluation conducted by the Central Office is attributed to the declaration of Community Quarantine. Nevertheless, continuous follow-up and coordination with the Project Offices will be conducted to increase the response rate of the assessment activity. An updated report shall be presented on the next Management Review Meeting.

**Table 21: Performance Evaluation of Resource Speakers**

OFFICE	TOTAL NO. OF RESOURCE SPEAKERS	TOTAL NUMBER OF RESOURCE SPEAKER RATED AS			
		SATISFACTORY			NEEDS IMPROVEMENT
		EXCELLENT	VERY GOOD	GOOD	
OIMD	85	85	0	0	0
DOT NCR	29	16	13	0	0
Region 1	7	0	7	0	0
Region 2	54	54	0	0	0
Region 4B	26	26	0	0	0
Region 6	15	6	9	0	0
Region 7	7	7	0	0	0
Region 8	4	4	0	0	0
Region 9	10	8	2	0	0
Region 11	24	20	4	0	0
Region 12	22	22	0	0	0
<b>TOTAL</b>				<b>3</b>	<b>0</b>

Table 21 shows that 100% of the training participants rated the resources speakers as satisfactory which ranged from excellent, very good, and good.

i. Review on the Adequacy of Resources

- Adequacy of Manpower

**Table 22: Status of Hiring**

Table 22 provides information on the status of hiring of personnel in DOT as of October 30, 2020.

DATE OF PUBLICATION	STATUS
24 February 2020	<ul style="list-style-type: none"><li>• 4 positions awaiting for final action which have undergone the complete personnel selection process endorsed for the Appointing Authority's final decision</li><li>• 11 positions done with panel interview and deliberation; For submission to the Appointing Authority</li><li>• 56 positions scheduled for panel Interview and deliberation until December 2020</li><li>• 2 positions with no qualified applicants were republished in June 2020</li></ul>
09 June 2020	<ul style="list-style-type: none"><li>• 2 positions done with panel interview and deliberation; for submission to the Appointing Authority</li><li>• 3 positions scheduled for panel interview and deliberation on December 2020</li></ul>
October 2020	<ul style="list-style-type: none"><li>• On-going initial assessment of applications received by HRD and scheduled for panel interview and deliberation starting November 2020.</li></ul>

- **Trainings (Knowledge)**

**Table 23 : Status of Trainings**

<b>TITLE OF TRAINING</b>	<b>STATUS</b>	<b>DATE IMPLEMENTED</b>	<b>REASON FOR DISCONTINUANCE OR MOVEMENT TO A LATER DATE</b>
1 <sup>st</sup> Run Talakayan Series	Completed	23 October 2020	N/A
2 <sup>nd</sup> Run Talakayan Series	Completed	06 November 2020	N/A
Effective Project Management	To be conducted	Scheduled on 17, 20, and 24 November 2020	

Table 23 shows that the Training Development Division was able to facilitate two runs of the Talakayan Series on October 23 and November 6, 2020. However, 8 training programs were moved to a later date due to the pandemic pending the approval of the Work and Financial Plan (Refer to the Administrative Service and Procurement Management's report for the detailed list of trainings). Nevertheless, DOT personnel were still able to attend external trainings following the endorsement of the PDC Secretariat

- Adequacy of Funds (Financial Resources)

**Table 24: Fund Status of Central Office**

As of October 31, 2020 the total utilization rate of the Delivery Units in the Central Office is 59%.

PROGRAM/ACTIVITY/PROJECT			ADJUSTED 2020 APPROPRIATIONS	RELEASED ALLOTMENTS	OBLIGATIONS	BALANCE	% UTILIZATION	DISBURSEMENTS	% DISBURSEMENT
(1)			(2)	(3)	(4)	(5) = (3) - (4)	(6) = (4) / (3)		
<b>A. DEPARTMENT OF TOURISM - OFFICE OF THE SECRETARY (DOT-OSEC)</b>									
<b>CENTRAL OFFICE</b>									
<b>I. GENERAL ADMINISTRATION AND SUPPORT</b>									
	a.	Administration and Finance (including Executive Offices and IAS)	269,268,000	269,677,318	195,408,609	74,268,709	72%	117,950,920	60%
	b.	Maintenance of Foreign Offices	240,679,000	239,396,125	188,177,666	51,218,459	79%	129,135,404	69%
<b>II. SUPPORT TO OPERATIONS</b>									
	a.	Media and Communication (OPAA)	16,871,000	15,936,891	12,363,900	3,572,991	78%	7,216,643	58%
	b.	Legal Affairs Service	13,967,000	13,276,784	10,080,714	3,196,070	76%	6,183,169	61%
	c.	Legislative Liaison Unit	19,048,000	18,818,741	14,088,852	4,729,889	75%	2,336,286	17%
	d.	Resource Generation Services	332,000	332,000		332,000	0%		#DIV/0!
<b>III. Operations</b>									
	a.	Office of Tourism Development Planning, Research and Information Management	198,912,000	196,005,009	45,880,732	150,124,278	23%	20,873,086	45%
	b.	Office of Industry Manpower Development	81,085,000	41,816,356	29,048,628	12,767,728	69%	6,934,703	24%
	c.	Office of Tourism Standards and Regulations	59,046,000	41,387,716	20,304,576	21,083,140	49%	11,170,624	55%
	d.	Project and Investment Evaluation	6,695,000	6,449,481	3,338,029	3,111,452	52%	2,058,123	62%
	e.	Office of Product and Market Development	328,346,000	323,667,757	136,182,104	187,485,653	42%	40,640,774	30%
	f.	Office of Branding and Communications	563,406,000	563,406,000	364,376,634	199,029,366	65%	3,565,061	1%
<b>TOTAL, CENTRAL OFFICE</b>			<b>1,797,655,000</b>	<b>1,730,170,178</b>	<b>1,019,250,444</b>	<b>710,919,734</b>	<b>59%</b>	<b>348,064,793</b>	<b>34%</b>

**Table 24: Fund Status of Regional Offices**

The total utilization rate of the Regional Offices as of October 31, 2020 is 90%.

PROGRAM/ACTIVITY/PROJECT			ADJUSTED 2020 APPROPRIATIONS	RELEASED ALLOTMENTS	OBLIGATIONS	BALANCE	% UTILIZATION	DISBURSEMENTS	% DISBURSEMENT
(1)			(2)	(3)	(4)	(5) = (3) - (4)	(6) = (4) / (3)		
<b>A. DEPARTMENT OF TOURISM - OFFICE OF THE SECRETARY (DOT-OSEC)</b>									
<b>REGIONAL OFFICES</b>									
	a.	Cordillera Administrative Region	20,319,000	24,403,685	15,918,675	8,485,010	65%	14,981,260	94%
	b.	National Capital Region	26,987,000	31,434,190	25,517,700	5,916,489	81%	22,048,254	86%
	c.	I	26,798,000	27,404,278	21,750,162	5,654,116	79%	16,224,396	75%
	d.	II	16,606,000	19,277,027	13,486,576	5,790,451	70%	12,006,459	89%
	e.	III	18,009,000	20,387,673	13,812,728	6,574,945	68%	13,570,589	98%
	f.	IV-A	22,509,000	23,442,341	9,469,000	13,973,341	40%	9,469,000	100%
	g.	IV-B	21,813,000	23,823,382	19,363,302	4,460,080	81%	16,720,821	86%
	h.	V	16,890,000	17,383,101	11,131,937	6,251,164	64%	10,456,742	94%
	i.	VI	29,169,000	32,912,571	27,140,891	5,771,680	82%	20,326,593	75%
	j.	VII	23,878,000	26,252,082	13,274,793	12,977,289	51%	12,165,206	92%
	k.	VIII	16,945,000	20,551,141	15,306,728	5,244,413	74%	15,261,702	100%
	l.	IX	13,653,000	15,202,939	12,373,592	2,829,347	81%	12,373,592	100%
	m.	X	16,759,000	19,215,727	13,671,269	5,544,458	71%	13,671,269	100%
	n.	XI	21,781,000	24,389,609	21,111,727	3,277,882	87%	20,524,959	97%
	o.	XII	17,961,000	20,598,086	14,327,759	6,270,327	70%	13,711,736	96%
	p.	XIII	16,804,000	18,873,753	13,654,174	5,219,579	72%	11,648,675	85%
<b>TOTAL, REGIONAL OFFICES</b>			<b>326,881,000</b>	<b>365,551,583</b>	<b>261,311,012</b>	<b>104,240,571</b>	<b>71%</b>	<b>235,161,253</b>	<b>90%</b>
<b>TOTAL, DOT-OSEC</b>			<b>2,124,536,000</b>	<b>2,095,721,761</b>	<b>1,280,561,457</b>	<b>815,160,304</b>	<b>61%</b>	<b>583,226,046</b>	<b>46%</b>

- **Status of Infrastructure**

<b>TYPE</b>	<b>STATUS</b>	<b>DATE OF IMPLEMENTATION</b>	<b>REASON FOR DISCONTINUANCE/ MOVEMENT TO A LATER DATE</b>
Vehicle Re-fleeting Program	Discontinued	-	COVID-19 Pandemic; DBM NBC 580 s.2020
Office Transfer	On-hold/postponed	-	Lack of funds; COVID-19 pandemic
Issuance of ICT Equipment	Ongoing	October onwards	-

**j. The Effectiveness of Actions taken to address Risks and Opportunities**

**Table 25: Effectiveness of Actions taken to address Opportunities for the Accreditation of Tourism Enterprises**

<b>OFFICE</b>	<b>TOTAL NUMBER OF OPPORTUNITIES</b>	<b>TOTAL NO. OF OPPORTUNITIES COMPLETED</b>	<b>TOTAL NO. OF OPPORTUNITIES ONGOING</b>	<b>TOTAL NO. OF OPPORTUNITIES MOVED TO A LATER DATE</b>	<b>TOTAL NO. OF OPPORTUNITIES CANCELLED</b>
OTSR	4	0	4	0	0
DOT NCR	4	3	1	0	0
Region 1	4	0	4	0	0
Region 4B	7	0	7	0	0
Region 6	2	1	1	0	0

OFFICE	TOTAL NUMBER OF OPPORTUNITIES	TOTAL NO. OF OPPORTUNITIES COMPLETED	TOTAL NO. OF OPPORTUNITIES ONGOING	TOTAL NO. OF OPPORTUNITIES MOVED TO A LATER DATE	TOTAL NO. OF OPPORTUNITIES CANCELLED
Region 7	1	1	0	0	0
Region 9	5	0	4	1	0
Region 11	1	0	1	0	0
<b>TOTAL</b>	<b>28</b>	<b>5</b>	<b>22</b>	<b>1</b>	<b>0</b>

Table 25 shows that DOT NCR, Region 6, and Region 7 have completed the implementation of the opportunities they have identified. Since the action plans were deemed effective, the Regional Offices considered it as their strength. (Refer to the Management Review Report Inputs submitted by the Regional Offices for further details). On the other hand, 22 out of 28 identified action plans to address opportunities are still on going, thus its report on effectiveness cannot yet be measured. Its effectiveness shall be reported on the next Management Review Meeting. One action plan to be implemented by Region 9 was moved to a later date since the Star Rating Assessment has been on hold due to the COVID-19 Pandemic.

**Table 26: Top 3 Opportunity Action Plans identified for the Accreditation of Tourism Enterprises Process**

OPPORTUNITY ACTION PLAN	NO. OF OFFICES* WITH THE SAME OPPORTUNITIES ACTION PLANS IDENTIFIED	PERCENTAGE
Aggressive campaign for awareness on DOT Accreditation	6	75%
Increase the number of accredited accommodation establishments	3	38%
Maximize use of available technology (e.g. conduct of virtual inspection)	2	25%
Establish strong linkages with NGAs/LGUs	2	25%
Conduct of Client Satisfaction Survey to help improve quality of service	2	25%

*\*OIMD, Regions 1, 4B, 6, 7, 9, 11 and NCR*

The most common opportunity action plan identified by Regional Offices and the Office of Tourism Standards and Regulations was the conduct of the aggressive campaign of Tourism Accreditation wherein 75% of the offices covered by the DOT's ISO Certification intends to continue its implementation for 2021. The second most common identified opportunity action plan was to increase the number of accredited accommodation establishments at 38%, followed by maximizing the use of available technology to conduct virtual inspection, establishing strong linkages with NGAs/LGUs and conducting of Client Satisfaction Surveys to help improve quality of service at 25%. (Refer to the Management Review Report Inputs submitted by the OTSR and Regional Offices for the details of the offices who identified the same opportunities).

**Table 27: Effectiveness of Actions taken to address Opportunities for Industry Manpower Training Development Service**

OFFICE	TOTAL NUMBER OF OPPORTUNITIES	TOTAL NO. OF OPPORTUNITIES COMPLETED	TOTAL NO. OF OPPORTUNITIES ONGOING	TOTAL NO. OF OPPORTUNITIES MOVED TO A LATER DATE	TOTAL NO. OF OPPORTUNITIES CANCELLED
OIMD	4	1	3	0	0
DOT NCR	14	4	6	4	0
Region 1	20	14	3	4	0
Region 4B	9	2	4	3	0
Region 6	3	0	2	0	1
Region 7	3	3	0	0	0
Region 9	9	0	6	3	0
Region 11	7	7	0	0	0
<b>TOTAL</b>	<b>69</b>	<b>31</b>	<b>24</b>	<b>14</b>	<b>1</b>

A total of 69 action plans were identified by the Office of Industry Manpower to improve the delivery of training programs for the tourism stakeholders. 31 out of 69 action plans identified were already completed by OIMD and Regional Offices and were deemed effective since based on the Physical Performance Report as of October 2020, 97% of the target industry personnel trained rated the training as satisfactory. On the other hand, 24 action plans are still ongoing and 14 plans were moved to a later date. Its effectiveness shall be report on the next Management Review Meeting. Correspondingly, one activity to be undertaken by Region 6 was cancelled due to the COVID-19 pandemic.

**Table 26: Top 3 Opportunity Action Plans identified for the Industry Manpower Training Development Service**

<b>OPPORTUNITY ACTION PLAN</b>	<b>NO. OF OFFICES* WITH THE SAME OPPORTUNITIES ACTION PLANS IDENTIFIED</b>	<b>PERCENTAGE</b>
Attendance to OIMD trainings, train-the-trainers trainings	6	75%
Procurement of Training Providers; Request for updated list of resource speakers/training providers	5	63%
Strict Implementation of Guidelines: No Evaluation Sheet, No Training Certificate; Adopt new guidelines	5	63%
Procurement of Online Subscription for Online Platform; necessary equipment and supplies	4	50%

\*OIMD, Regions 1, 4B,6,7,9, 11 and NCR

The most common opportunity action plan identified by the Regional Offices is the attendance to OIMD Trainings, train-the-trainers training wherein it was prioritized by 6 offices at 75%, followed by the procurement of training providers; requests for list of resources speakers/training providers and strict implement of the guideline No Evaluation Sheet, No Training Certificate at 63%, and the procurement of online subscription for online platform at 50%. (Refer to the Management Review Report Inputs submitted by the OIMD and Regional Offices for the details of the offices who identified the same opportunities).

**Table 26: Effectiveness of Actions taken to address Risks for the Accreditation of Tourism Enterprises**

<b>OFFICE</b>	<b>TOTAL NUMBER OF RISKS IDENTIFIED</b>	<b>TOTAL NO. OF RISKS WITH OVERALL RATING MORE THAN 10 FOR 2020</b>	<b>TOTAL NUMBER OF RISKS THAT INCREASED/NEW LIKELIHOOD OF OCCURRENCE VS. 2019 DATA</b>	<b>TOTAL NUMBER OF RISKS THAT DECREASED LIKELIHOOD OF OCCURRENCE VS. 2019 DATA</b>	<b>TOTAL NUMBER OF RISKS THAT RETAINED LIKELIHOOD OF OCCURRENCE VS. 2019 DATA</b>
OTSR	11	7	0	6	5
DOT NCR	9	0	0	8	1
Region 1	6	6	2	0	4
Region 4B	13	0	3	1	8
Region 6	2	0	0	0	2
Region 7	1	0	0	0	1
Region 9	6	6	2	0	4
Region 11	1	1	0	1	0
<b>TOTAL</b>	<b>49</b>	<b>20</b>	<b>8</b>	<b>16</b>	<b>25</b>

Table 26 shows that the Office of Tourism Standards and Regulations and Regional Offices have identified 20 risks with an overall rating of more than 10. OTSR, NCR, Region 4B and Region 11 were able to decrease the likelihood of the of occurrence of risks. On the other hand, there was an increase for Regions 1, 4B and 9, while a total of 25 risks identified retained its likelihood of occurrence. With this, the Executive Committee reminded the offices to revisit the action plans they have taken to address the risks to decrease the likelihood of its frequency. An updated report shall be presented on the next Management Review Meeting.

**Table 27: Effectiveness of Actions taken to address Risks for the Tourism Industry Manpower Training Development Service**

<b>OFFICE</b>	<b>TOTAL NUMBER OF RISKS IDENTIFIED</b>	<b>TOTAL NO. OF RISKS WITH OVERALL RATING MORE THAN 10</b>	<b>TOTAL NUMBER OF RISKS THAT INCREASED/NEW LIKELIHOOD OF OCCURRENCE VS. 2019 DATA</b>	<b>TOTAL NUMBER OF RISKS THAT DECREASED LIKELIHOOD OF OCCURRENCE VS. 2019 DATA</b>	<b>TOTAL NUMBER OF RISKS THAT RETAINED LIKELIHOOD OF OCCURRENCE VS. 2019 DATA</b>
OIMD	3	0	0	0	3
DOT NCR	34	9	33	1	0
Region 1	8	0	0	0	8
Region 4B	15	1	10	0	5
Region 6	3	0	0	0	3
Region 7	3	0	1	0	2
Region 9	13	0	3	0	10
Region 11	7	3	7	0	0
<b>TOTAL</b>	<b>86</b>	<b>13</b>	<b>54</b>	<b>1</b>	<b>28</b>

Table 27 reflects that the Office of Industry Manpower Development and Regional Offices have identified 13 risks with an overall rating of more than 10. Since a total of 54 risks identified increased the likelihood of occurrence, there is a need to revisit the action plans to address the issues identified. Thus, the Executive Committee directed the

implementing offices to revisit the action plans taken to decrease the likelihood of the risks and report its status on the next Management Review Meeting.

**k. Opportunities for Improvement**

IMRPOVEMENT PLANS	OFFICE/DIVISION RESPONSIBLE	SCHEDULE OF IMPLEMENTATION			
		1 <sup>ST</sup> QUARTER	2 <sup>ND</sup> QUARTER	3 <sup>RD</sup> QUARTER	4 <sup>TH</sup> QUARTER
Continuously monitor the efficiency and effectiveness of the online system and address possible areas for improvement in the system	OTSR	x	x	x	x
Integrate the Star Rating Reporting System in the Online Accreditation System	OTSR	x	x	x	x
Increase the number of Third Party Assessors in the DOT's pool	OTSR		x	x	
Hire technical staff to man the Complaints Handling Unit	OTSR	x	x	x	x
Development of IEC Materials and intensify Accreditation Campaign	NCR	x	x	x	x
Assignment of Accreditation Officers composed of evaluators and inspectors	Region 1	x		x	
Intensify Accreditation Campaign thru physical and virtual means	Region 2	x	x	x	x
	Region 6	x	x	x	x

IMPROVEMENT PLANS	OFFICE/DIVISION RESPONSIBLE	SCHEDULE OF IMPLEMENTATION			
		1 <sup>ST</sup> QUARTER	2 <sup>ND</sup> QUARTER	3 <sup>RD</sup> QUARTER	4 <sup>TH</sup> QUARTER
	Region 11	x	x	x	x
Orientation on New Accreditation Guidelines with tourism stakeholders in transition to new normal	Region 2	x	x	x	x
	Region 7	x	x	x	x
	Region 8	x			
Assignment/Hiring of Permanent Accreditation Officers	Region 9	x		x	
	Region 12	x			
Intensify inspection and monitoring of Accredited Establishments	Region 7	x	x	x	x
	Region 11	x	x	x	x
Benchmarking of Best Practices	Region 8			x	
Provide orientation on new accreditation online system for TEs	Region 8	x			
Enhancement of existing modules to reflect the new normal and development of online modules	OIMD		x		
Development of Online Training Registration System	OIMD	x	x	x	x
Conduct of Training for Tourism Champions re: training facilitation (online and physical)	OIMD		x		x
Increase number of trainings to be conducted for 2021	NCR	x	x	x	x

IMRPOVEMENT PLANS	OFFICE/DIVISION RESPONSIBLE	SCHEDULE OF IMPLEMENTATION			
		1 <sup>ST</sup> QUARTER	2 <sup>ND</sup> QUARTER	3 <sup>RD</sup> QUARTER	4 <sup>TH</sup> QUARTER
Regular consultation meeting with NCR Execom and stakeholders	NCR		x		x
Hiring of additional/ dedicated staff for training	Region 1	x			
Conduct of Monitoring and Impact Assessment	Region 2	x	x	x	x
Strict implementation of safety protocols when conducting physical trainings	Region 2	x	x	x	x
	Region 7	x	x	x	x
Invitation of more tourism practitioners to be Resource Speakers	Region 4B	x			
	Region 6	x	x	x	x
	Region 12	x	x		
Benchmarking of training modules	Region 8	x			
Procurement of separate internet connection plan for TISP	Region 9	x			

## **I. Any Need for Changes of the QMS**

There is a need to develop the Electronic Document Control Center considering the present alternative working arrangements. This initiative is consistent with austerity and cost saving measures as well as the sustainability thrust of the Tourism Secretary for it will entail paperless transactions. There is also a need to identify the new regional offices which will subject to ISO 9001:2015 Certification for FY 2021.

## **m. Resources Needed**

The implementation of the QMS will require the augmentation of resources which will include budget for the expansion of DOT's ISO 9001:2015 Certification coverage to include new regional office for FY 2021 and ensuring the successful ISO Re-certification of its existing scope and coverage.

Following the resignation of the three (3) Job Orders hired to handle the QMS Project, there is a need to expedite the process of hiring for 2021 and ensure that the regular plantilla positions will be filled up.

**Department of Tourism**  
**Office of Tourism Standards and Regulation**  
**Standard Monitoring and Enforcement Division**

**FIRST QUARTER**

**Summary**

**Nature of Complaints**

<b>Nature of Complaints</b>	<b>No. of Reported Complaints</b>
<b>Refund</b>	74
<b>Poor Service</b>	31
<b>Poor Facilities</b>	23
<b>Booking Transaction</b>	10
<b>Collection of additional/hidden charges/penalty</b>	5
<b>Compensation/Collection/Reimbursement</b>	4
<b>Refund Policy</b>	3
<b>Lack of proper decorum and insensitive treatment to the guests</b>	2
<b>Complaint against security guard</b>	2
<b>Use of accreditation number to other engagements</b>	1
<b>Activities against the environment</b>	1
<b>Rates</b>	1
<b>Transaction with agent broker</b>	1
<b>Misleading advertisement</b>	1
<b>Malfunctioning Boat</b>	1
<b>TOTAL</b>	<b>160</b>

**Sources of Complaints**

<b>Source</b>	<b>No. of Complaints Filed</b>
<b>Complaint Directly filed by Complainant</b>	93
<b>Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)</b>	8
<b>Complaint referred by SMED</b>	2
<b>Complaint referred by Regional Offices or Tourism Attache</b>	4
<b>TOTAL</b>	<b>107</b>

### Respondents

<b>Tourism Establishments</b>	<b>No. of Complaints Filed</b>
<b>Hotel and Resort</b>	54
<b>Travel and Tour Agency</b>	38
<b>Booking App</b>	11
<b>Airline Company</b>	6
<b>Transport Operator</b>	2
<b>Tour Guide</b>	1
<b>SPA</b>	1
<b>Restaurant</b>	1
<b>LGU Tourism Office</b>	1
<b>TOTAL</b>	<b>115</b>

Submitted by:



**JOSE L. TOLENTINO**  
OIC, SMED

**Department of Tourism**  
**Office of Tourism Standards and Regulation**  
**Standard Monitoring and Enforcement Division**

**COMPLAINT INVENTORY FOR THE FIRST QUARTER YEAR 2020**

QUARTER/REGION	TOTAL # RECEIVED	DOT -ACCREDITED	ENDORSED TO SMED	NON-ACCREDITED	ENDORSED TO:
1ST QUARTER					
SMED	53	22	0	31	LGU,DTI, CAB AND NBI
CAR	4	1	0	3	LGU
NCR	6	2	0	4	LGU, MIAA AND DTI
REGION 1	-	-	-	-	-
REGION 2	0	0	0	0	0
REGION 3	9	6	0	3	0
REGION 4-A	2	0	0	1	LGU
REGION 4-B	7	7	1	0	
REGION 5	1	1	0	0	0
REGION 6	22	19	0	3	
REGION 7	1	0	0	1	LGU
REGION 8	-	-	-	-	-
REGION 9	0	0	0	0	0
REGION 10	-	-	-	-	-
REGION 11	2	2	0	0	
REGION 12	-	-	-	-	
REGION 13	0	0	0	0	
TOTAL	107	60	1	46	

**STATUS**

*complaints against accredited tourism enterprise*

QUARTER/REGION	TOTAL # HANDLED	RESOLVED/CLOSED	PENDING
1ST QUARTER			
SMED	22	14	8
CAR	1	-	1
NCR	2	2	0
REGION 1	-	-	-
REGION 2	0	0	0
REGION 3	6	5	1
REGION 4-A	1	1	0
REGION 4-B	6	6	0
REGION 5	1	1	0
REGION 6	19	3	16
REGION 7	0	0	0
REGION 8	-	-	-
REGION 9	0	0	0
REGION 10	-	-	-
REGION 11	2	1	1
REGION 12	-	-	-
REGION 13	0	0	0
TOTAL	60	33	27

# OTSR-SMED

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
January	13	7	-	6	LGU, DTI, NBI, CAB
February	7	3	-	4	LGU, DTI
March	33	12	-	21	LGU, DTI, CAB,
<b>TOTAL</b>	<b>53</b>	<b>22</b>	<b>0</b>	<b>31</b>	

## STATUS

Month	Total # handled	Resolved/Closed	Pending	Current Status
January	7	6	1	REGION VI -DOT-CMPL-RO6-2020-10
February	3	2	1	DOT-CMPL-NCR-2020-20 - For Resolution
March	12	6	6	Pending Before: REGIONS IV-B, NCR, VI, VII, and XI
<b>TOTAL</b>	<b>22</b>	<b>14</b>	<b>8</b>	

## NATURE OF COMPLAINTS

Nature (for accredited enterprises)	# of reported complaints
Refund Claim	13
Refund Policy	3
Booking Arrangement/Transaction	2
Compensation/Reimbursement	2
Lack of Decorum/Incensive Treatment to the guest	2
Utilizing of the Accrediation Number for other purpose	1
Inconvenience	1
Poor Service	1
Poor Facilities	1
<b>TOTAL</b>	<b>26</b>
Nature (for non-accredited enterprises)	# of reported complaints
Refund Claim	30
Booking Arrangement/Transaction	4
Lack of Business Permit/Legality of Operation	2
Activities aganst the Environment	1
Fraudulent Activities	1
Collection of Additional Charges	1
Hidden Charges	1
Rates	1
<b>Total</b>	<b>41</b>

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
Directly filed by the Complainant	43
BFAR	1
DTI and DTI Rizal	4
DOT Region IV-B - Calabarzon and Tourism Attache	4
Presidential Complaint Center	1
<b>Total</b>	<b>53</b>

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS YEAR (2019) :** **0**

## REMARKS

Prepared by:

Ramon Nicopior  
STOO

Date:

13-Apr-20

## COMPLAINTS RECEIVED

STATUS				
Month	Total # handled	Resolved/Closed	Pending	Current Status
January	3	3		
February	1		1	
March				
TOTAL	4	3	1	

[illegible][illegible]

Sources	# of reported complaints
Thru email by Mr. Armado Bajarias	1
Thru email by Ms. Dalila Michelle Borja	1
Thru email by Mr. Eric Baclig	1
Thru email by Mr. Jonard Bongat	1
Total	4


REMARKS	
* Still waiting for an update coming from the Banaue Hotel and Youth Hostel	
* Responded to get the name of the broker and advised to patronize accredited accommodation establishment	*
Inspected and advised the manager to remove or revise the eat all you can ads.	
*Acknowledge the complaint and forwarded to the City Mayor of Baguio because it is not an Accredited Establishment	
<p>Prepared by: _____</p> <p>Checked by: _____</p> <p>Approved by: _____</p>	

6-Apr-20

## COMPLAINTS RECEIVED

STATUS				
Month	Total # handled	Resolved/Closed	Pending	Current Status
January	2	2		
February	0	0		
March	0	0		
TOTAL	2	2	0	

[illegible]

SOURCES OF COMPLAINTS	
Sources	# of reported complaints
Email	6
Total	6

Sources	# of reported complaints
Email	6
Total	6

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Prepared by: \_\_\_\_\_

Date:

## REGION I

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
January					
February					
March					
<b>TOTAL</b>	0	0	0	0	

**STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status
January				
February				
March				
<b>TOTAL</b>	0	0	0	

## NATURE OF COMPLAINTS

[illegible]

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
Total	0

<b>TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS YEAR (2019) :</b>	<b>0</b>
---	----------

## REMARKS

REMARKS

Prepared by:

Date:

## COMPLAINTS RECEIVED

**STATUS**

### NATURE OF COMPLAINTS

**Nature (for non-accredited enterprises)**

### SOURCES OF COMPLAINTS

<b>TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS YEAR (2019) :</b>	<b>0</b>
---	----------

Prepared by:

Date:



### REGION IV A- CALABARZON

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
January	1	1	0	0	0
February	0	0	0	0	0
March	1	0	0	0	1
<b>TOTAL</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	

## STATUS

Month	Total # handled	Resolved/Closed	Pending	Current Status
January	1	0	1	Complaint endorsed to LGU
February				
March	1			Complaint endorsed to LGU
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>1</b>	

## NATURE OF COMPLAINTS

[illegible]

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
Email	2
Total	2

<b>TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS YEAR (2019) :</b>	<b>0</b>
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## REMARKS

Prepared by:

Date:

# REGION IV B- MIMAROPA

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
January	2	2			
February	4	4	1		
March	1	1			
<b>TOTAL</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>0</b>	

## STATUS

Month	Total # handled	Resolved/Closed	Pending	Current Status
January	2	2		
February	3	3		
March	1	1		
<b>TOTAL</b>	<b>6</b>	<b>6</b>	<b>0</b>	

## NATURE OF COMPLAINTS

Nature (for accredited enterprises)	# of reported complaints
Malfunctioning boat	1
Request for refund for cancellation of tour	3
Request for refund for unused plane ticket	1
Request for refund for failure to arrange requested tour	1
Unsatisfactory service of tour guide	1
<b>TOTAL</b>	<b>7</b>
Nature (for non-accredited enterprises)	
<b>Total</b>	<b>0</b>

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
Email	4
SMED	2
DTI Oriental Mindoro Provincial Office	1
<b>Total</b>	<b>7</b>

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS YEAR (2019) :** **0**

## REMARKS

Prepared by:

Date:

## COMPLAINTS RECEIVED

STATUS				
Month	Total # handled	Resolved/Closed	Pending	Current Status
January	1	1		
February				
March				
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>	

<b>Nature (for accredited enterprises)</b>	<b># of reported complaints</b>
Puree Hosanna Travel and Tours is complaining against Ms. Sunshine Mae Alzaga, an employee of Goldenace Resources, for unpaid/unsettled billing statement. Ms. Sunshine promised to pay her obligation.	<b>1</b>
<b>TOTAL</b>	<b>1</b>

SOURCES OF COMPLAINTS	
Sources	# of reported complaints
TTA	
Total	0

Sources	# of reported complaints
TTA	
Total	0

REMARKS

The pending cases were endorsed to the LGU of Legazpi City.

**ROMMEL A. NATANAUAN**  
CTOO

**REGION VI**

**COMPLAINTS RECEIVED**

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
January	4	4	0	0	
February	2	2	0	0	
March	16	13	0	3	
<b>TOTAL</b>	<b>22</b>	<b>19</b>	<b>0</b>	<b>3</b>	

**STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status
January	4	3	1	1- Sent NTE, no response from the establishment; 2- case resolved after complainant provided with clarification letter: 1- case closed
February	2	0	2	establishment, 1 - Sent NTE, Facilitated response from complainant to resort, no response form resort yet DUE to COVID-19
March	13	0	13	16 - No response from establishment (closed) due to COVID-19, informed complainant that their complaint will be addressed properly once the establishment will be operational
<b>TOTAL</b>	<b>19</b>	<b>3</b>	<b>16</b>	

**NATURE OF COMPLAINTS**

Nature (for accredited enterprises)	# of reported complaints
Improper services (Booking Refund and guest handling) and facilities of Tourism Entities	18
Alleged refusal of resort to assist guest concerns and accidents in the resort	1
<b>TOTAL</b>	<b>19</b>
<b>Nature (for non-accredited enterprises)</b>	
Improper services (Booking Refund and guest handling) and facilities of Tourism	3
<b>Total</b>	<b>3</b>

**SOURCES OF COMPLAINTS**

Sources	# of reported complaints
Domestic Tourists	17
Foreign Tourists	5
<b>Total</b>	<b>22</b>

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS YEAR (2019) :** **0**

**REMARKS**

Due to COVID-19 outbreak, Most of the establishments complained in DOT Region VI are closed. Most of their sales and marketing division are handling the complaints are advised not to report for work due to above mentioned outbreak.

Prepared by:

Date:

Kristoffer Leo M. Velete  
TOOII

13-Apr-20

## REGION VII

## COMPLAINTS RECEIVED

COMPLAINTS RECEIVED					
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
January					
February					
March	1			1	LGU
<b>TOTAL</b>	1	0	0	1	

**STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status
January				
February				
March	1	1		Resolved
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>	

## NATURE OF COMPLAINTS

[illegible]

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
Foreign	1
Total	1

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS YEAR (2019) :**

0

## REMARKS

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Prepared by:

Date:

## REGION VIII

## COMPLAINTS RECEIVED

COMPLAINTS RECEIVED					
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
January					
February					
March					
<b>TOTAL</b>	0	0	0	0	

**STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status
January				
February				
March				
<b>TOTAL</b>	0	0	0	

## NATURE OF COMPLAINTS

[illegible]

### SOURCES OF COMPLAINTS

[illegible]**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS YEAR (2019) :**

0

## REMARKS

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Prepared by:

Date:

COMPLAINTS RECEIVED					
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
January					
February					
March					
<b>TOTAL</b>	0	0	0	0	

STATUS				
Month	Total # handled	Resolved/Closed	Pending	Current Status
January				
February				
March				
TOTAL	0	0	0	

[illegible][illegible]

TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS YEAR (2019) :		0
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REMARKS	
DOT Region IX did not receive any complaints from Accredited and Non-Accredited Establishments for the First Quarter of 2020.	

Date: April 06, 2020)

## REGION X

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
January					
February					
March					
<b>TOTAL</b>	0	0	0	0	

**STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status
January				
February				
March				
<b>TOTAL</b>	0	0	0	

## NATURE OF COMPLAINTS

[illegible]

### SOURCES OF COMPLAINTS

Sources	# of reported complaints
Total	0

<b>TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS YEAR (2019) :</b>	<b>0</b>
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## REMARKS

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Prepared by:

Date:

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
January	1	1	0	0	
February	0				
March	1	1	0	0	
<b>TOTAL</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	

## STATUS

Month	Total # handled	Resolved/Closed	Pending	Current Status
January	1	1	0	closed
February	0	0	0	
March	1	0	1	pending; still under investigation
<b>TOTAL</b>	<b>2</b>	<b>1</b>	<b>1</b>	

## NATURE OF COMPLAINTS

[illegible]

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
domestic tourists	2
Total	2

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS YEAR (2019) :**

**O**

## REMARKS

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Prepared by:

Date:

CAESAR PRUDENCIO A. REGIS  
Supervising TOO

13-Apr-20

## REGION XII

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
January					
February					
March					
<b>TOTAL</b>	0	0	0	0	

**STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status
January				
February				
March				
<b>TOTAL</b>	0	0	0	

## NATURE OF COMPLAINTS

[illegible]

### SOURCES OF COMPLAINTS

Sources	# of reported complaints
Total	0

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS YEAR (2019) :**

0

## REMARKS

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Prepared by:

Date:

## COMPLAINTS RECEIVED

STATUS				
Month	Total # handled	Resolved/Closed	Pending	Current Status
January				
February				
March				
TOTAL	0	0	0	

### Nature (for accredited enterprises)

**Nature (for non-accredited enterprises)**Total

## Sources

Total

0

No complaints received for the 1st quarter of 2020

Date:

TOO 1

**Department of Tourism**  
**Office of Tourism Standards and Regulation**  
**Standard Monitoring and Enforcement Division**

**SECOND QUARTER**

**Summary**

**Nature of Complaints**

<b>Nature of Complaints</b>	<b>No. of Reported Complaints</b>
<b>Refund</b>	<b>104</b>
<b>Non-responsive to queries/follow -up</b>	<b>15</b>
<b>Operation During Community Quarantine</b>	<b>7</b>
<b>Booking Arrangement/Transaction</b>	<b>5</b>
<b>Refund Policy</b>	<b>3</b>
<b>Charges and fees collected</b>	<b>3</b>
<b>Refund Policy</b>	<b>3</b>
<b>Visa application and request for the release of passport</b>	<b>2</b>
<b>Fraudulent activities</b>	<b>2</b>
<b>Lack of Coordination</b>	<b>1</b>
<b>Issue about management</b>	<b>1</b>
<b>Rates</b>	<b>1</b>
<b>Mayor's Permit</b>	<b>1</b>
<b>TOTAL</b>	<b>148</b>

**Sources of Complaints**

<b>Source</b>	<b>No. of Complaints Filed</b>
<b>Complaint Directly filed by Complainant</b>	<b>126</b>
<b>Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)</b>	<b>1</b>
<b>Complaint referred by SMED</b>	<b>9</b>
<b>Complaint referred by Regional Offices or Tourism Attache</b>	<b>1</b>
<b>TOTAL</b>	<b>137</b>

**Respondents**

<b>Tourism Establishments</b>	<b>No. of Complaints Filed</b>
<b>Travel and Tour Agency</b>	<b>56</b>
<b>Hotel and Resort</b>	<b>37</b>
<b>Booking App</b>	<b>17</b>
<b>Airline Company</b>	<b>12</b>

<b>No respondent (mere inquiry)</b>	12
<b>Online Travel Agency</b>	4
<b>Condominium</b>	2
<b>SPA</b>	1
<b>Ecolodges</b>	1
<b>Scuba Diving Center</b>	1
<b>TOTAL</b>	<b>143</b>

**Noted by:**



**JOSE L. TOLENTINO**  
OIC, SMED

**Approved by:**



**VIRGILIO M. MAGUIGAD, EnP.**  
DIRECTOR, OTSR

**Department of Tourism**  
**Office of Tourism Standards and Regulation**  
**Standard Monitoring and Enforcement Division**

**COMPLAINT INVENTORY FOR THE SECOND QUARTER YEAR 2020**

QUARTER/REGION	TOTAL # RECEIVED	DOT -ACCREDITED	ENDORSED TO SMED	NON-ACCREDITED	ENDORSED TO:
<b>2ND QUARTER</b>					
SMED	100	8	0	92	LGU, DTI, AND CAB
CAR	1	0	0	1	LGU
NCR	9	7	0	2	LGU
REGION 1	-	-	-	-	-
REGION 2	0	0	0	0	
REGION 3	8	2	0	6	LGU
REGION 4-A	0	0	0	0	
REGION 4-B	10	3	0	7	LGU
REGION 5	-	-	-	-	-
REGION 6	6	4	0	2	LGU
REGION 7	2	1	0	1	
REGION 8	0	0	0	0	
REGION 9	0	0	0	0	LGU
REGION 10	0	0	0	0	
REGION 11	2	0	0	2	LGU
REGION 12	0	0	0	0	
REGION 13	1	1	0	0	-
<b>TOTAL</b>	<b>139</b>	<b>26</b>	<b>0</b>	<b>113</b>	

**STATUS**

*complaints against accredited tourism enterprise*

QUARTER/REGION	TOTAL # HANDLED	RESOLVED/CLOSED	PENDING
<b>1ST QUARTER</b>			
SMED	8	5	3
CAR	0	0	0
NCR	7	7	0
REGION 1	-	-	-
REGION 2	0	0	0
REGION 3	2	0	2
REGION 4-A	0	0	0
REGION 4-B	3	3	0
REGION 5	-	-	-
REGION 6	4	3	1
REGION 7	1	1	0
REGION 8	0	0	0
REGION 9	0	0	0
REGION 10	0	0	0
REGION 11	0	0	0
REGION 12	0	0	0
REGION 13	1	0	1
<b>TOTAL</b>	<b>26</b>	<b>19</b>	<b>7</b>

# OTSR-SMED

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	26	1		25	LGU, DTI, CAB
May	29	1		28	LGU, DTI, CAB
June	45	6		39	LGU, DTI, CAB
<b>TOTAL</b>	<b>100</b>	<b>8</b>	<b>0</b>	<b>92</b>	

## STATUS

Month	Total # handled	Resolved/Closed	Pending	Current Status
April	1	1	0	
May	1	1	0	
June	6	3	3	Pending Before Regions 1, 3 and 4B
<b>TOTAL</b>	<b>8</b>	<b>5</b>	<b>3</b>	

## NATURE OF COMPLAINTS

Nature (for accredited enterprises)	# of reported complaints
Refund Claim	76
Refund Policy	3
Booking Arrangement/Transaction	4
Operation during Community Quarantine	6
Visa Application and Release of Passport	2
Fraudulent Activities	1
Non-response in the queries and follow-ups	3
Lack of Coordination	1
Poor Facilities	
Charges or the fees	3
<b>TOTAL</b>	<b>99</b>
Nature (for non-accredited enterprises)	
Refund Claim	8
<b>Total</b>	<b>8</b>

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
Directly filed by the Complainant	99
BFAR	
DTI	1
Presidential Complaint Center	
<b>Total</b>	<b>100</b>

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :** **3**

## REMARKS

Prepared by:

Ramon Nicopior  
STOO

Date:

24-Jul-20

## COMPLAINTS RECEIVED

Prepared by: ANGELA M. FAGUTAO  
STOO

Date: 16-Jul-20

**NCR**

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	2	2			
May	2	2			
June	5	3		2	Endorsed to LGU
<b>TOTAL</b>	9	7	0	2	

**STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status
April	2	2		
May	2	2		
June	3	3		
<b>TOTAL</b>	7	7	0	

### NATURE OF COMPLAINTS

[illegible]

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
SMED	9
Total	9

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :**

0

## REMARKS

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Prepared by:

Date:

Darlene Hazel Serran  
Tourism Operations Officer I  
DOT-NCR Regional Office

24-Jul-20

## REGION I

## COMPLAINTS RECEIVED

COMPLAINTS RECEIVED					
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April					
May					
June					
<b>TOTAL</b>	0	0	0	0	

## STATUS

Month	Total # handled	Resolved/Closed	Pending	Current Status
April				
May				
June				
<b>TOTAL</b>	0	0	0	

### NATURE OF COMPLAINTS

[illegible]

### SOURCES OF COMPLAINTS

Sources	# of reported complaints
Total	0

TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :		0
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## REMARKS

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Prepared by:

Date:

## REGION II

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	0	0	0	0	0
May	0	0	0	0	0
June	0	0	0	0	0
<b>TOTAL</b>	0	0	0	0	0

**STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status	
April	0	0	0		
May	0	0	0		
June	0	0	0		
TOTAL	0	0	0		

## NATURE OF COMPLAINTS

[illegible]

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
Total	0

<b>TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :</b>	<b>0</b>
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## REMARKS

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Prepared by:

Date: 14-Jul-20

THOMAS G. SANTOS

## COMPLAINTS RECEIVED

COMPLAINTS RECEIVED					
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	1			1	LGU- Angeles City
May	3	2		1	
June	4			4	LGU- Mabalacat City and LGU- Provincial Gov't of Zambales
<b>TOTAL</b>	8	2	0	6	

**STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status
April	0	0		
May	2	0	2	No response from Shadow Travel and Tours, Dau Branch
June	0	0	0	No response from Shadow Travel and Tours, Dau Branch, Endorsed all complaints to LGU- Mabalacat City.
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>2</b>	

### NATURE OF COMPLAINTS

NATURE OF COMPLAINTS	
<b>Nature (for accredited enterprises)</b>	<b># of reported complaints</b>
Client complaint vs. unresponsive travel agency	4
<b>TOTAL</b>	<b>4</b>
<b>Nature (for non-accredited enterprises)</b>	
Refund on cancelled booking	2
Accommodation non-responsive with booking confirmation	1
<b>TOTAL</b>	<b>3</b>

### SOURCES OF COMPLAINTS

Sources	# of reported complaints
Travel Agency Clients	4
Guests with existing bookings	3
Total	7

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :**

0

## REMARKS

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Prepared by:

Date:

Amiel Eldrich C. Peña  
Tourism Operations Officer I  
DOT Region III

22-Jul-20

## COMPLAINTS RECEIVED

REMARKS	
Received emails and calls regarding on how to file a complaint. They were advised to write a letter in order for the Regional Office to act on the complaint, but there were no communication received during these months.	

6 August 2020

# **REGION IV B- MIMAROPA**

## **COMPLAINTS RECEIVED**

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	0	0	0	0	Not Applicable
May	4	1	0	3	LGU/DOT Accre.
June	6	2	0	4	LGU/DOT Accre.
<b>TOTAL</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>7</b>	

## **STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status
April	0	0	0	Not Applicable
May	1	1	0	
June	2	2	0	
<b>TOTAL</b>	<b>3</b>	<b>3</b>	<b>0</b>	

## **NATURE OF COMPLAINTS**

Nature (for accredited enterprises)	# of reported complaints
Refund of Cancelled Tour Package due to Pandemic	2
Refund of Cancelled Accommodation Booking due to Pandemic	2
<b>TOTAL</b>	<b>4</b>
Nature (for non-accredited enterprises)	# of reported complaints
Refund of Cancelled Tour Package due to Pandemic	4
Refund of Accommodation Booking due to Pandemic	1
Pending release of Mayor's business permit	1
<b>Total</b>	<b>6</b>

## **SOURCES OF COMPLAINTS**

Sources	# of reported complaints
Foreign Tourist	7
Domestic Tourist	2
Tourism Stakeholder	1
<b>Total</b>	<b>10</b>

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :** **0**

## **REMARKS**

The refunds will be processed by the tourism enterprises once they open their businesses again.

Prepared by:

Cecil V. Aranton  
Chief TOO, TRD

Date:

30-Jul-20

## REGION V

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April					
May					
June					
<b>TOTAL</b>	0	0	0	0	

**STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status
April				
May				
June				
<b>TOTAL</b>	0	0	0	

## NATURE OF COMPLAINTS

[illegible]

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
Total	0

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :**

## REMARKS

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Prepared by:

Date:

## COMPLAINTS RECEIVED

COMPLAINTS RECEIVED					
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	5	3		2	3 DOT Handled; 2 Endorsed to LGU
May					1 DOT Handled
June	1	1		1	1 LGU Endorsed; 1 DOT Handled
<b>TOTAL</b>	6	4	0	3	

**STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status
April	3	3		3 - No response from complainants, 2 - endorsed for LGUs appropriate action
May				
June	1	0	1	1- Emailed details to complainant regarding the TTA but no response yet
<b>TOTAL</b>	4	3	1	

## NATURE OF COMPLAINTS

Nature (for accredited enterprises)	# of reported complaints
Refund for Accommodation Bookings	5
TOTAL	5
<b>Nature (for non-accredited enterprises)</b>	
Fraud (Online Tour Booking)	1
Total	1

### SOURCES OF COMPLAINTS

Sources	# of reported complaints
Foreign and Local Tourists	6
Total	6

TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :	0
--	---

## REMARKS

All complaints from the 1st quarter were all forwarded to respective resort and travel agencies concerned for refund. All were provided assistance and most of them were refunded or on process already.

Prepared by:

Date:

Kristoffer Leo M. Velete  
TOOII-TRD  
DOT Region VI

17-Jul-20

## COMPLAINTS RECEIVED

STATUS				
Month	Total # handled	Resolved/Closed	Pending	Current Status
April	0	0	0	0
May	0	0	0	0
June	1	1	0	resolved
<b>TOTAL</b>	1	1	0	0

[illegible][illegible]

Sources	# of reported complaints
Received complaints through official emails, likewise, sent reply to the complainants.	
Total	0

TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :		0
--	--	---

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**Date:**

4-Aug-20

## COMPLAINTS RECEIVED

**STATUS**

## NATURE OF COMPLAINTS

### SOURCES OF COMPLAINTS

## Sources

6

## No complaint received for the second quarter of 2020

Date:

17 July 2020

## COMPLAINTS RECEIVED

STATUS				
Month	Total # handled	Resolved/Closed	Pending	Current Status
April	0	0	0	
May	0	0	0	
June	0	0	0	
TOTAL	0	0	0	

NATURE OF COMPLAINTS		# of reported complaints
<b>Nature (for accredited enterprises)</b>		
no record		0
	TOTAL	0
<b>Nature (for non-accredited enterprises)</b>		
no record		
	Total	0

Sources	# of reported complaints
no record	0
Total	0

no redord

No record>

Date:

July 15, 2020  
02:10pm

## REGION X

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	0				
May	0				
June	0				
<b>TOTAL</b>	0	0	0	0	

**STATUS**

Month	Total # handled	Resolved/Closed	Pending	Current Status
April	0			
May	0			
June	0			
<b>TOTAL</b>	0	0	0	

## NATURE OF COMPLAINTS

[illegible]

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
Total	0

TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :	0
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## REMARKS

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Prepared by:

**Beverly E. Tapongot**

Date:

14-Jul-20

## REGION XI

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	0	0	0	0	
May	2	0		2	LGU/DOT 10
June	0	0		0	
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	

## STATUS

Month	Total # handled	Resolved/Closed	Pending	Current Status
April	0	0	0	
May	0	0		endorsed to LGU
June	0	0	0	
<b>TOTAL</b>	0	0	0	

## NATURE OF COMPLAINTS

[illegible]

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
domestic tourists	2
Total	2

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :**

0

## REMARKS

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Prepared by:

Date:

Caesar Prudencio A. Regis  
STOO

4-Aug-20

## REGION XII

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	0				
May	0				
June	0				
<b>TOTAL</b>	0	0	0	0	

## STATUS

Month	Total # handled	Resolved/Closed	Pending	Current Status
April	0			
May	0			
June	0			
<b>TOTAL</b>	0	0	0	

## NATURE OF COMPLAINTS

[illegible][illegible]

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
Total	0

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :**

**C**

## REMARKS

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Prepared by:

SAIDA Y. PAGAYAO

Date: 14 JULY 2020

## REGION XIII

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April					
May					
June	1	1			DOT Accreditation
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	

## STATUS

Month	Total # handled	Resolved/Closed	Pending	Current Status
April				
May				
June	1		1	On going
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>1</b>	

## NATURE OF COMPLAINTS

[illegible]

## SOURCES OF COMPLAINTS

Sources	# of reported complaints
Client (domestic tourist)	1
Total	1

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :**

**Q**

## REMARKS

The refund will be processed once the AE resume its operation on September 2020

Prepared by:

**THERESE P. ABAO**

Date:

4-Aug-20

**Department of Tourism**  
**Office of Tourism Standards and Regulation**  
**Standard Monitoring and Enforcement Division**

**THIRD QUARTER**

**Summary:**

**Nature of Complaints**

<b>Nature of Complaints</b>	<b>No. of Reported Complaints</b>
<b>Refund</b>	<b>87</b>
<b>Service</b>	<b>13</b>
<b>Inquiry about Refund</b>	<b>5</b>
<b>Recovery of Sum of Money</b>	<b>5</b>
<b>Booking Policy</b>	<b>5</b>
<b>Charges / Rates</b>	<b>5</b>
<b>LGU Environmental Permits and Clearance</b>	<b>2</b>
<b>Fraud</b>	<b>2</b>
<b>Refusal to give senior citizen discount</b>	<b>1</b>
<b>Use of Accreditation Seal</b>	<b>1</b>
<b>Harassment</b>	<b>1</b>
<b>Violation of Local Ordinance and Quarantine Protocols</b>	<b>1</b>
<b>Fake Travel Agency</b>	<b>1</b>
<b>Passenger Bill of Rights</b>	<b>1</b>
<b>Operation during Community Quarantine</b>	<b>1</b>
<b>Illegal Entry</b>	<b>1</b>
<b>Contact of Lease</b>	<b>1</b>
<b>TOTAL</b>	<b>133</b>

**Sources of Complaints**

<b>Source</b>	<b>No. of Complaints Filed</b>
<b>Complaint Directly filed by Complainant</b>	<b>108</b>
<b>Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)</b>	<b>1</b>
<b>Complaint referred by other Offices within DOT</b>	<b>24</b>
<b>TOTAL</b>	<b>133</b>

**Respondents**

<b>Tourism Establishments</b>	<b>No. of Complaints Filed</b>
<b>Travel and Tours Agency</b>	64
<b>Accommodation Establishment</b>	42
<b>Unspecified/Others</b>	16
<b>Transport</b>	8
<b>SPA</b>	1
<b>TOTAL</b>	<b>131</b>

**Submitted by:****JOSE L. TOLENTINO**

HEAD OF COMPLAINT UNIT, SMED

**Approved by:****VIRGILIO M. MAGUIGAD, ENP.**

DIRECTOR, OTSR

# OTSR-SMED

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July	34	5		29	LGU, DTI, CAB
August	17	4		13	LGU, DTI, CAB
September	27	8		19	LGU, DTI, CAB
<b>TOTAL</b>	<b>78</b>	<b>17</b>	<b>0</b>	<b>61</b>	

## STATUS (ONLY FOR ACCREDITED)

Month	Total # handled	Resolved/Closed	Pending	Current Status
July	5	5	0	
August	4	4	0	
September	8	6	3	DOT-CMPL-NCR-2020-215 - Draft Decision has already been submitted for approval; DOT-CMPL-R07-2020-218 and DOT-CMPL-NCR-2020-221 waiting for respondents answer
<b>TOTAL</b>	<b>17</b>	<b>15</b>	<b>3</b>	

## NATURE OF COMPLAINTS

Nature (for accredited enterprises)	# of reported complaints
Refund Claim	13
Booking Transaction	1
Non response to client's inquiries	1
Rates	1
Recovery of Sum of Money	1
Execution of Agreed Settlement	1
<b>TOTAL</b>	<b>18</b>
Nature (for non-accredited enterprises)	
Refund Claim	46
Inquiry about Refund Policy	5
Booking Policy	2
Cancellation Policy	2
Charges	2
Recovery of Sum of Money	3
Used of Accreditation Seal	1
Request for Advise	1
Passanger Bill of Rights	1
Release of Passport	1
Operation During Community Quarantine	1
Illegal Entry	1
<b>Total</b>	<b>66</b>

## PARTIES

Sources (Accredited and Non-Accredited)	No. of reported complaints	Respondent Establishment (Accredited and Non-Accredited)	No. of reported complaints
Directly filed by Complainant	78	Accomodation Establishments	11
Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)		Frontliners	0
		Mice	0
Complaint referred by SMED		Travel and Tour Agency	42
Complaint referred by Regional Offices, Tourism Attache and other Office within DOT		Tourist Air, Land and Water Transport	8
		Restaurants	0
		SPA	1
Others		Others	16
<b>Total</b>	<b>78</b>	<b>Total</b>	<b>78</b>

TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd ) :

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## REMARKS

Prepared by:

Ramon G. Nicopior

Date:

20-Oct-20

STOO

**CAR**

COMPLAINTS RECEIVED					
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July					
August	1			1 (Basic Registration)	Response to LGU La Trinidad, Benguet
					To the owner of the establishment to respond to the complaints.
TOTAL	1	0	0	1	
STATUS (ONLY FOR ACCREDITED)					
Month	Total # handled	Resolved/Closed	Pending	Current Status	
July	0	0	0		
August	0	0	0		
September	0	0	0		
TOTAL	0	0	0		
NATURE OF COMPLAINTS					
Nature (for accredited enterprises)				# of reported complaints	
TOTAL				0	
Nature (for non-accredited enterprises)					
Failure to change of beddings promptly, disinfection, and allowing minors to check in.				2	
Total				2	
PARTIES					
Sources (Accredited and Non-Accredited)		No. of reported complaints	Respondent Establishment (Accredited and Non-Accredited)		No. of reported complaints
Directly filed by Complainant			Accommodation Establishment		2
Endorsement from LGU La Trinidad, Benguet					
Others			Others		
Total		0	Total		2

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st, 2nd and 3rd ) : 6 | n/a**

## REMARKS

Prepared by:

Date:

OCT. 13, 2020

ANGELA M. FAGUTAO  
STOO

**NCR**

**COMPLAINTS RECEIVED**

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July		4		2	DTI, LGU
August		5		1	DTI, LGU
September		8		2	DTI, LGU
<b>TOTAL</b>	0	17	0	5	

**STATUS (ONLY FOR ACCREDITED)**

Month	Total # handled	Resolved/Closed	Pending	Current Status
July		4		
August		4	1	TTA is already processing Refund
September		7	1	TTA and respondent still settling but refund complaint has been forwarded to DTI
<b>TOTAL</b>	0	15	2	

**NATURE OF COMPLAINTS**

Nature (for accredited enterprises)	# of reported complaints
Misconduct	1
Refund	11
Inconsistent Rate	1
alleged not accepting guests	1
Provisional of Pork to Muslim	1
Quality of Services	2
<b>TOTAL</b>	17
Nature (for non-accredited enterprises)	
refund	4
No CAO and Accreditation	1
<b>Total</b>	5

**PARTIES**

Sources (Accredited and Non-Accredited)	No. of reported complaints	Respondent Establishment (Accredited and Non-Accredited)	No. of reported complaints
Directly filed by Complainant	3	Accommodation Establishments	10
Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)		Frontliners	
		Mice	
Complaint referred by SMED	14	Travel and Tour Agency	11
Complaint referred by Regional Offices, Tourism Attache and other Office within DOT	5	Tourist Air, Land and Water Transport	
		Restaurants	
		SPA	
Others		Others	
<b>Total</b>	22	<b>Total</b>	21

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd ) :**

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**REMARKS**

The ongoing pandemic greatly affected the number of complaints especially refund cases which are endorsed to DTI.

Prepared by:

Date:

### COMPLAINTS RECEIVED

STATUS (ONLY FOR ACCREDITED)				
Month	Total # handled	Resolved/Closed	Pending	Current Status
July	1	1	0	Refunded the total amount of liability
August	1	-	1	Reimbursement in process
September	0	-	0	-
<b>TOTAL</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>-</b>

Sources		PARTIES	
(Accredited and Non-Accredited)	No. of reported complaints	Respondent Establishment (Accredited and Non-Accredited)	No. of reported complaints
Directly filed by Complainant	2	Accommodation Establishments	2
Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)	0	Frontliners	0
		Mice	0
Complaint referred by SMED	0	Travel and Tour Agency	0
Complaint referred by Regional Offices, Tourism Attache and other Office within DOT	0	Tourist Air, Land and Water Transport	0
		Restaurants	0
Others	0	SPA	0
		Others	0
Total	2	Total	2


[illegible]

Date:  
23-Oct-20

## COMPLAINTS RECEIVED

STATUS (ONLY FOR ACCREDITED)				
Month	Total # handled	Resolved/Closed	Pending	Current Status
July	2	1	0	Refunded the total amount of liability Hotel is compliant to the Minimum Health and Safety Protocols
August	1	1	0	Refunded the total amount of liability
September				
TOTAL	3	2	0	

Nature (for accredited enterprises)	# of reported complaints
Cancelled bookings due to COVID 19 Pandemic (travel ban - category 4 - leisure) Refund claim	2
A check-in guest was tested positive of COVID 19 conducted by LGU Sta. Ana after they left the hotel	1
<b>TOTAL</b>	<b>3</b>
<b>Nature (for non-accredited enterprises)</b>	
<b>Total</b>	<b>0</b>

Sources (Accredited and Non-Accredited)	No. of reported complaints	Respondent Establishment (Accredited and Non-Accredited)	No. of reported complaints
Directly filed by Complainant	1	Accommodation Establishments	2
Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)		Frontliners	
		Mice	
Complaint referred by SMED		Travel and Tour Agency	1
Complaint referred by Regional Offices, Tourism Attache and other Office within DOT	2	Tourist Air, Land and Water Transport	
		Restaurants	
		SPA	
Others		Others	
<b>Total</b>	<b>3</b>	<b>Total</b>	<b>3</b>

REMARKS

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Date: 6 Oct. 2020

THOMAS G. SANTOS  
Sr. TOO

## COMPLAINTS RECEIVED

STATUS (ONLY FOR ACCREDITED)

## NATURE OF COMPLAINTS

## PARTIES

TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd ) :		
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## REMARKS

10/16/2020

### COMPLAINTS RECEIVED

[illegible]

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd) :**

REMARKS

Prepared by:

Date:

**REGION IV-A**

### COMPLAINTS RECEIVED

[illegible]

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd) :**

REMARKS

Prepared by:

Date:

JHERA J. SAN VALENTIN  
AO IV

10/19/2020

# REGION IV-B

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July	2	1	0	1	LGU
August	2	0	0	2	LGU
September	2	1	0	1	LGU
<b>TOTAL</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>4</b>	

## STATUS (ONLY FOR ACCREDITED)

Month	Total # handled	Resolved/Closed	Pending	Current Status
July	1	1		Not applicable
August	0	0		Not Applicable
September	1	1		Not Applicable
<b>TOTAL</b>	<b>2</b>	<b>2</b>	<b>0</b>	

## NATURE OF COMPLAINTS

Nature (for accredited enterprises)	# of reported complaints
Refund of unused accommodation package	1
Refund of unused accommodation package	1
<b>TOTAL</b>	<b>2</b>
Nature (for non-accredited enterprises)	
LGU Environmental Clearance to a Beach Resort	1
Refusal to give a Senior Citizen discount	1
Pension House operating without LGU clearance	1
Lodging Houses that are for rent being advertised in social media without	1
<b>Total</b>	<b>4</b>

## PARTIES

Sources (Accredited and Non-Accredited)	No. of reported complaints	Respondent Establishment (Accredited and Non-Accredited)	No. of reported complaints
Directly filed by Complainant	6	Accommodation Establishments	5
Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)		Frontliners	
		Mice	
Complaint referred by SMED		Travel and Tour Agency	1
Complaint referred by Regional Offices, Tourism Attache and other Office within DOT		Tourist Air, Land and Water Transport	
		Restaurants	
		SPA	
Others		Others	
<b>Total</b>	<b>6</b>	<b>Total</b>	<b>6</b>

TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd ) :

## REMARKS

Prepared by:

Cecil V. Aranton  
Chief, TRD

Date:

22-Oct-20

## COMPLAINTS RECEIVED

COMPLAINTS RECEIVED					
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July	0	0	0	0	
August	0	0	0	0	
September	0	0	0	0	
<b>TOTAL</b>	0	0	0	0	

## STATUS (ONLY FOR ACCREDITED)

Month	Total # handled	Resolved/Closed	Pending	Current Status
July	0	0	0	
August	0	0	0	
September	0	0	0	
TOTAL	0	0	0	

## NATURE OF COMPLAINTS

[illegible]

## PARTIES

PART III			
Sources (Accredited and Non-Accredited)	No. of reported complaints	Respondent Establishment (Accredited and Non-Accredited)	No. of reported complaints
Directly filed by Complainant		Accommodation Establishments	
Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)		Frontliners	
		Mice	
Complaint referred by SMED		Travel and Tour Agency	
Complaint referred by Regional Offices, Tourism Attache and other Office within DOT		Tourist Air, Land and Water Transport	
		Restaurants	
		SPA	
Others		Others	
Total	0	Total	0

<b>TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd) :</b>		<b>0</b>
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## REMARKS

REMARKS

Prepared by:

**ROMMEL NATANAUAN**

Date:

16-Oct-20

# REGION VI

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July	2	2			
August	6	2		4	LGU (Iloilo City and San Jose, Antique) and NBI Region VI
September	1			1	LGU
<b>TOTAL</b>	<b>9</b>	<b>4</b>	<b>0</b>	<b>5</b>	

## STATUS (ONLY FOR ACCREDITED)

Month	Total # handled	Resolved/Closed	Pending	Current Status
July	2	2		2 Case Closed (Booking refunded)
August	6	6		1 Case Closed (Booking refunded) 1 Case Closed (breach of lease contract), 2 referred to NBI Region VI for appropriate action, 1 referred to LGU Iloilo City, 1 referred to LGU San Jose, Antique
September	1	1		1 referred to LGU Malay, Aklan (Booking refunded)
<b>TOTAL</b>	<b>9</b>	<b>9</b>	<b>0</b>	

## NATURE OF COMPLAINTS

Nature (for accredited enterprises)	# of reported complaints
Non -refund of tour packages and accommodation booking	3
Unlawful termination of Contract of Lease	1
<b>TOTAL</b>	<b>4</b>
Nature (for non-accredited enterprises)	
Online Fraud	2
Non -refund of tour packages and accommodation booking	3
<b>Total</b>	<b>5</b>

## PARTIES

Sources (Accredited and Non-Accredited)	No. of reported complaints	Respondent Establishment (Accredited and Non-Accredited)	No. of reported complaints
Directly filed by Complainant	9	Accommodation Establishments	4
Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)		Frontliners	
		Mice	
Complaint referred by SMED		Travel and Tour Agency	5
Complaint referred by Regional Offices, Tourism Attache and other Office within DOT		Tourist Air, Land and Water Transport	
		Restaurants	
		SPA	
Others		Others	
<b>Total</b>	<b>9</b>	<b>Total</b>	<b>9</b>

TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd ) : N/A

## REMARKS

Prepared by:

Date:

Kristoffer Leo M. Velete  
TOOII  
DOTVI-TRD

8-Oct-20

# REGION VII

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July	0				
August	0				
September	6	3	0	2	
<b>TOTAL</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>2</b>	

## STATUS (ONLY FOR ACCREDITED)

Month	Total # handled	Resolved/Closed	Pending	Current Status
July	0			
August	0			
September	6	3	3	No reply yet from LGU's concerned as of date.
<b>TOTAL</b>	<b>6</b>	<b>3</b>	<b>3</b>	

## NATURE OF COMPLAINTS

Nature (for accredited enterprises)	# of reported complaints
a.) Request for refund on room bookings	3
b.) Inappropriate and Impolite behavior in handling of irate customers	1
<b>TOTAL</b>	<b>4</b>
<b>Nature (for non-accredited enterprises)</b>	
a.) Request for refund on room bookings	1
b.) An employee of the two hotels, allegedly harrassing local and foreign residenst in the area	1
<b>Total</b>	<b>2</b>

## PARTIES

Sources (Accredited and Non-Accredited)	No. of reported complaints	Respondent Establishment (Accredited and Non-Accredited)	No. of reported complaints
Directly filed by Complainant	2	Accomodation Establishments	5
Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)		Frontliners	
		Mice	
Complaint referred by SMED	2	Travel and Tour Agency	
Complaint referred by Regional Offices, Tourism Attache and other Office within DOT	1	Tourist Air, Land and Water Transport	
		Restaurants	
		SPA	
Others (OSEC)	1	Others	
<b>Total</b>	<b>6</b>	<b>Total</b>	<b>5</b>

TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd ) : 0

## REMARKS

Prepared by:

Date:

## COMPLAINTS RECEIVED

**STATUS (ONLY FOR ACCREDITED)**

## NATURE OF COMPLAINTS

## PARTIES

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd) :**

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Date:

## COMPLAINTS RECEIVED

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July					
August					
September					
<b>TOTAL</b>	0	0	0	0	

## STATUS (ONLY FOR ACCREDITED)

Month	Total # handled	Resolved/Closed	Pending	Current Status
July				
August				
September				
<b>TOTAL</b>	0	0	0	

## NATURE OF COMPLAINTS

[illegible]

## PARTIES

Sources (Accredited and Non-Accredited)	No. of reported complaints	Respondent Establishment (Accredited and Non-Accredited)	No. of reported complaints
Directly filed by Complainant		Accommodation Establishments	
Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)		Frontliners	
		Mice	
Complaint referred by SMED		Travel and Tour Agency	
Complaint referred by Regional Offices, Tourism Attache and other Office within DOT		Tourist Air, Land and Water Transport	
		Restaurants	
Others		SPA	
		Others	
<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd) :**

## REMARKS

**Prepared by:**

Date:

## REGION X

## COMPLAINTS RECEIVED

COMPLAINTS RECEIVED					
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July					
August					
September					
<b>TOTAL</b>	0	0	0	0	

## STATUS (ONLY FOR ACCREDITED)

Month	Total # handled	Resolved/Closed	Pending	Current Status
July				
August				
September				
<b>TOTAL</b>	0	0	0	

### NATURE OF COMPLAINTS

[illegible]

## PARTIES

Sources (Accredited and Non-Accredited)	No. of reported complaints	Respondent Establishment (Accredited and Non-Accredited)	No. of reported complaints
Directly filed by Complainant		Accommodation Establishments	
Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)		Frontliners	
		Mice	
Complaint referred by SMED		Travel and Tour Agency	
Complaint referred by Regional Offices, Tourism Attache and other Office within DOT		Tourist Air, Land and Water Transport	
		Restaurants	
		SPA	
Others		Others	
<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd) :**

## REMARKS

Prepared by:

Date:

## COMPLAINTS RECEIVED

STATUS (ONLY FOR ACCREDITED)				
Month	Total # handled	Resolved/Closed	Pending	Current Status
July				
August				
September				
<b>TOTAL</b>	0	0	0	

Nature (for accredited enterprises)	# of reported complaints
<b>TOTAL</b>	<b>0</b>
<b>Nature (for non-accredited enterprises)</b>	
non-refund of payments made	3
<b>Total</b>	<b>3</b>

Sources (Accredited and Non-Accredited)	No. of reported complaints	Respondent Establishment (Accredited and Non-Accredited)	No. of reported complaints
Directly filed by Complainant	3	Accommodation Establishments	
Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)		Frontliners	
		Mice	
Complaint referred by SMED		Travel and Tour Agency	3
Complaint referred by Regional Offices, Tourism Attache and other Office within DOT		Tourist Air, Land and Water Transport	
		Restaurants	
		SPA	
Others		Others	
<b>Total</b>	<b>3</b>	<b>Total</b>	<b>3</b>

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466
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Date:

## COMPLAINTS RECEIVED

<b>TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd) :</b>		

## REMARKS

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Date: \_\_\_\_\_

## REGION 12

## COMPLAINTS RECEIVED

COMPLAINTS RECEIVED					
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July	0				
August	0				
September	0				
TOTAL	0				

## STATUS (ONLY FOR ACCREDITED)

Month	Total # handled	Resolved/Closed	Pending	Current Status
July				
August				
September				
<b>TOTAL</b>				

### NATURE OF COMPLAINTS

[illegible]

## PARTIES

Sources (Accredited and	No. of reported	Respondent Establishment (Accredited and	No. of reported
Directly filed by Complainant		Accommodation Establishments	
Endorsement from Government Agencies (i.e., DTI, DFA, PNP, and Others)		Frontliners	
		Mice	
Complaint referred by SMED		Travel and Tour Agency	
Complaint referred by Regional Offices, Tourism Attache and other Office within DOT		Tourist Air, Land and Water Transport	
		Restaurants	
Others		SPA	
		Others	
Total	0	Total	0

TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd ) :		
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## REMARKS

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## COMPLAINTS RECEIVED

**STATUS (ONLY FOR ACCREDITED)**

## NATURE OF COMPLAINTS

## PARTIES

**TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd ) :** \_\_\_\_\_

No complaints received for the 3rd Quarter of 2020 but there was one (1) pending complaint from 2nd Quarter. It will be settled on the 4th Quarter of 2020 for the month of October.

21-Oct-20

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