MANAGEMENT REVIEW REPORT

ISO 9001:2015

Department of Tourism

18 November 2020 | Zoom

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Approved 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

CAR NUMBER	CAR DETAILS	OFFICE/DIVISION	STATUS
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

CAR NUMBER	CAR DETAILS	OFFICE/DIVISION	STATUS
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

CAR NUMBER	CAR DETAILS	OFFICE/DIVISION	STATUS
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 apprpoved suppliers might adversely affect the ogranization'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 indeces, the Index of Payment were not updated.	Region 1	CLOSED

CAR NUMBER	CAR DETAILS	OFFICE/DIVISION	STATUS
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 2nd Management Review Meeting for Fiscal Year 2019:

Table 3:	Status of	of Im	provement	Plans
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IMPROVEMENT PLAN	OFFICE/DIVISION IN-CHARGE	STATUS	DATE IMPLEMENTED	REASON FOR DISCONTINUANCE/ MOVEMENT TO A LATER DATE
	DOT NCR	Ongoing	N/A	N/A
	Region 1	Ongoing	15 August 2020	N/A
	Region 4B	Ongoing	N/A	N/A
Formalize all concerns/ issues regarding	Region 6	Ongoing	N/A	N/A
Accreditation	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
	DOT NCR	Ongoing	December 2019	N/A
Strict implementation of forms registered in the Quality Management System	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. The Appreciation and Training for Abel Weavers in Ilocos Sur is scheduled to be conducted on November 25-27, 2020.	Originally scheduled on 28-30 October 2020 To be conducted on 25-27 November 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.
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
Increase the number of resource speakers for Industry Training Service	OIMD	Ongoing	20 June 2020	based on the austerity measures needed to be
Establish basis for selecting training beneficiaries for the conduct of the industry training impact assessment	OIMD	Ongoing	20 June 2020	implemented in light of the COVID-19 Pandemic.
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 MANAGEMENY 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:

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	Mr. Warner M. Andrada
and Information Management	
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

Table 4: Quality Management System Coordinators for FY 2020

	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. Rotoni
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. Rotoni, 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, Rutherlyn T.	26. Tansingco, Blessy Grace G.
13. Jaraplasan, Teodora Laarni E.	27. Zaldua, Leslie Marie S.

14. Macayayong, Evelyn A.

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	 Effective and efficient Accreditation Process Promotion of business Free training for employees
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 andMonitoring 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

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	N/A	Remote areas have no internet connections
	Associations/private sector		Intermittent weather conditions

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

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.

	RI	ESPONDENTS			PONDENTS WHO /ERE	AVERAGE SATISFACTION
OFFICE	NO. OF RESPONDENTS (A)	NO. OF FEEDBACK FORMS COLLECTED (B)	RESPONSE RATE (C) (A/B)*100	SATISFIED (D)	UNSATISFIED (E)	RATING (TOTAL D/TOTAL B) *100
***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%
TOTAL	1,730	1,644		1,611	3	

*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.

	RES				PONDENTS WHO VERE	AVERAGE SATISFACTIO
OFFICE	NO. OF ATTENDEES (A)	NO. OF FEEDBACK FORMS COLLECTED (B)	RESPONSE RATE (C) (A/B)*100	SATISFIED (D)	UNSATISFIED (E)	N RATING (TOTAL D/TOTAL B) *100
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%
TOTAL	26,078	17,209		15,878	245	

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

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%
TOTAL	379	379	100%

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)

OFFICE	NUMBER OF COMPLAINTS RECEIVED	NUMBER OF COMPLAINTS RECEIVED AGAINST DOT ACCREDITED ESTABLISHMENT AND THOSE WITH ISSUED CAO/PCAO
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
TOTAL	379	168

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

OFFICE	BASELINE DATA (No. of establishments accredited in 2019)	TARGET NO. OF ESTABLISHMENTS TO BE ACCREDITED IN 2020	ACCOMPLISHMENT (As of October 2020)	REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE
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

OFFICE	BASELINE DATA (No. of establishments accredited in 2019)	TARGET NO. OF ESTABLISHMENTS TO BE ACCREDITED IN 2020	ACCOMPLISHMENT (As of October 2020)	REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE
				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

OFFICE	BASELINE DATA (No. of establishments accredited in 2019)	TARGET NO. OF ESTABLISHMENTS TO BE ACCREDITED IN 2020	ACCOMPLISHMENT (As of October 2020)	REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE
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.

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

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

PROCESS	2019 QUALITY OBJECTIVE	TARGET FOR 2020	ACCOMPLISHMENT (As of October 2020)	REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE
	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

OFFICE	BASELINE DATA (No. of trainings conducted in 2019)	TARGET NO. OF TRAININGS TO BE CONDUCTED FOR 2020	ACCOMPLISHMENT (As of October 2020)	REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE
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

OFFICE	BASELINE DATA (No. of trainings conducted in 2019)	TARGET NO. OF TRAININGS TO BE CONDUCTED FOR 2020	ACCOMPLISHMENT (As of October 2020)	REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE
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)

OFFICE	BASELINE DATA (No. of trainings conducted in 2019)	TARGET NO. OF TRAININGS TO BE CONDUCTED FOR 2020	ACCOMPLISHMENT (As of October 2020)	REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE
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

PROCESS	OFFICE/ DIVISION	BASELINE DATA	TARGET FOR 2020	ACCOMPLISHMENT (As of October 2020)	REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE
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

PROCESS	OFFICE/ DIVISION	BASELINE DATA	TARGET FOR 2020	ACCOMPLISHMENT (As of October 2020)	REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE
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/semi nars as satisfactory for 2019	97% of the participants rated the trainings/semi nars 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

PROCESS	OFFICE/ DIVISION	BASELINE DATA	TARGET FOR 2020	ACCOMPLISHMENT (As of October 2020)	REASON FOR OVERPERFORMANCE/ UNDERPERFORMANCE
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%)	 The remaining 133 qualified applicants are already scheduled for panel interview and deliberations until January 2021 Delay due to the declaration of Community Quarantine. Shift to new procedures like conduct of online psychological tests, virtual preliminary, panel interviews, and board deliberation

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.

	2020			
TOURISM POLICY AND PLANNING PROGRAM	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.

		2020)
TOURISM INDUSTRY TRAINING PROGRAM	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.

		202	0
STANDARD DEVELOPMENT AND ENFORCEMENT PROGRAM	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.

MARKET AND PRODUCT DEVELOPMENT		2020				
PROGRAM	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

SOURCE OF CAR	NO. CARs ISSUED	CLOSED CARs	OPEN CARs
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 2nd 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%
Total	17	

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		
2020-AUD-016-00	official vehicles and not the office equipment. 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

ISO 9001:2015 ELEMENTS	OSEC	BUDGET DIVISION	ACCOUNTING DIVISION	GSD	TDD	NCR	R 4B	R6	R8	R9	R11	TOTAL
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

ISO-004-00

ISO 9001:2015 ELEMENTS	OSEC	BUDGET DIVISION	ACCOUNTING DIVISION	GSD	TDD	NCR	R 4B	R6	R8	R9	R11	TOTAL
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

ISO 9001:2015 ELEMENTS	OSEC	BUDGET DIVISION	ACCOUNTING DIVISION	GSD	TDD	NCR	R 4B	R6	R8	R9	R11	TOTAL
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

ISO 9001:2015 ELEMENTS	OSEC	BUDGET DIVISION	ACCOUNTING DIVISION	GSD	TDD	NCR	R 4B	R6	R8	R9	R11	TOTAL
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
TOTAL	1	5	1	1	2	1	3	1	1	1	4	21

g. Monitoring and Measuring Result



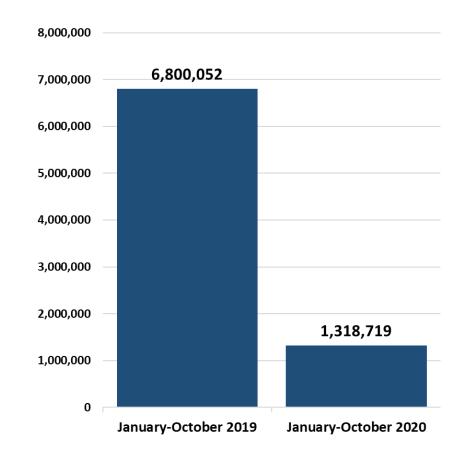
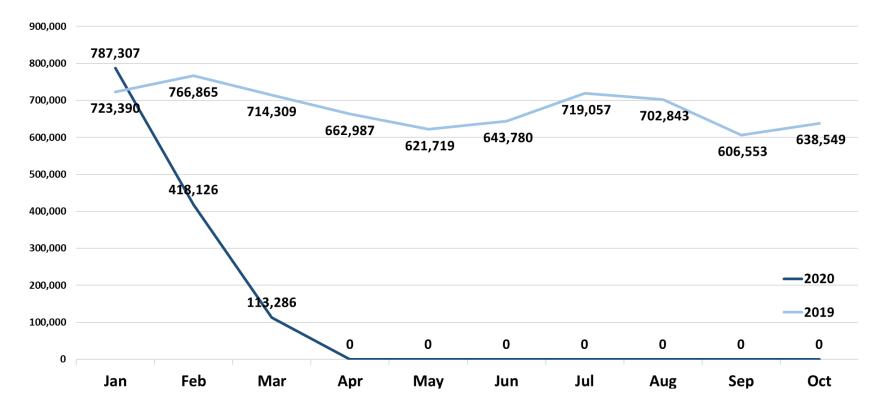


Figure 1 shows the total inbound visitor arrivals to the Philippines from January to October 2020. Based on the data from the Bureau of Immigration, the Philippines received a total of 1,318,719 foreign visitors from January to October 2020, a decline of 80.61 percent from the 6,800,052 arrivals in the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



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.



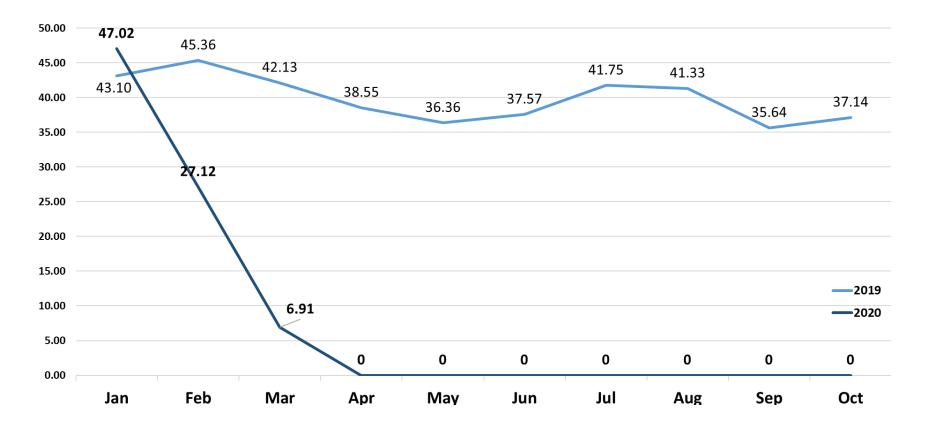


Figure 3 shows that the visitor receipts rose by 9.10 percent in January 2020 versus the same month last year, amounting to an estimated PHP 47.02 Billion. Consequent to fewer visitor arrivals, February 2020 visitor receipts amounted to PHP 27.12 Billion, a decrease of 40.21 percent. March 2020 visitor 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

	NO. OF EVALUATION OF FORMS		RESPONSE	NO. OF SUPPLIERS WHO OBTAINED				
OFFICE	DISTRIBUTED	COLLECTED	RATE	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.

	TOTAL NO. OF	TOTAL N	R RATED AS		
OFFICE	RESOURCE		NEEDS		
	SPEAKERS	EXCELLENT	VERY GOOD	GOOD	IMPROVEMENT
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
TOTAL				3	0

Table 21: Performance Evaluation of Resource Speakers

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	 4 positions awaiting for final action which have undergone the complete personnel selection process endorsed for the Appointing Authority's final decision 11 positions done with panel interview and deliberation; For submission to the Appointing Authority 56 positions scheduled for panel Interview and deliberation until December 2020 2 positions with no qualified applicants were republished in June 2020
09 June 2020	 2 positions done with panel interview and deliberation; for submission to the Appointing Authority 3 positions scheduled for panel interview and deliberation on December 2020
October 2020	 On-going initial assessment of applications received by HRD and scheduled for panel interview and deliberation starting November 2020.

• Trainings (Knowledge)

Table 23 : Status of Trainings

STATUS	DATE IMPLEMENTED	REASON FOR DISCONTINUANCE OR MOVEMENT TO A LATER DATE
Completed	23 October 2020	N/A
Completed	06 November 2020	N/A
To be conducted	Scheduled on 17, 20, and	
	Completed Completed	Completed23 October 2020Completed06 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)		
Α.		RTMENT OF TOURISM - OFFICE OF THE ETARY (DOT-OSEC)							
	CENT	RAL OFFICE							
	I. GE	NERAL ADMINISTRATION AND SUPPORT							
	a.	Administration and Finance (inlcuding 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%
	II. SU	PPORT TO OPERATIONS							
	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	
	C.	Legislative Liaison Unit	19,048,000	18,818,741	14,088,852	4,729,889	75%	2,336,286	
	d.	Resource Generation Services	332,000	332,000		332,000	0%		#DIV/0!
	III. Op	perations							
	a.	Office of Tourism Dervelopment 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%
	TOTA	L, CENTRAL OFFICE	1,797,655,000	1,730,170,178	1,019,250,444	710,919,734	59%	348,064,793	34%

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)		
Α.	DEPARTMENT OF TOURISM - OFFICE OF THE SECRETARY (DOT-OSEC)							
	REGIONAL OFFICES							
	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	
	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%
	I. 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	
	n. XI	21,781,000	24,389,609	21,111,727	3,277,882	87%	20,524,959	
	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	
	TOTAL, REGIONAL OFFICES	326,881,000	365,551,583	261,311,012	104,240,571	71%	235,161,253	90%
	TOTAL, DOT-OSEC	2,124,536,000	2,095,721,761	1,280,561,457	815,160,304	61%	583,226,046	46%

• Status of Infrastructure

ТҮРЕ	STATUS	DATE OF IMPLEMENTATION	REASON FOR DISCONTINUANCE/ MOVEMENT TO A LATER DATE	
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

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
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
TOTAL	28	5	22	1	0

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.

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%

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

*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).

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
TOTAL	69	31	24	14	1

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

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

OPPORTUNITY ACTION PLAN	NO. OF OFFICES* WITH THE SAME OPPORTUNITIES ACTION PLANS IDENTIFIED	PERCENTAGE
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, trainthe-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).

OFFICE	TOTAL NUMBER OF RISKS IDENTIFIED	TOTAL NO. OF RISKS WITH OVERALL RATING MORE THAN 10 FOR 2020	TOTAL NUMBER OF RISKS THAT INCREASED/NEW LIKELIHOOD OF OCCURRENCE VS. 2019 DATA	TOTAL NUMBER OF RISKS THAT DECREASED LIKELIHOOD OF OCCURRENCE VS. 2019 DATA	TOTAL NUMBER OF RISKS THAT RETAINED LIKELIHOOD OF OCCURRENCE VS. 2019 DATA
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
TOTAL	49	20	8	16	25

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

OFFICE	TOTAL NUMBER OF RISKS IDENTIFIED	TOTAL NO. OF RISKS WITH OVERALL RATING MORE THAN 10	TOTAL NUMBER OF RISKS THAT INCREASED/NEW LIKELIHOOD OF OCCURRENCE VS. 2019 DATA	TOTAL NUMBER OF RISKS THAT DECREASED LIKELIHOOD OF OCCURRENCE VS. 2019 DATA	TOTAL NUMBER OF RISKS THAT RETAINED LIKELIHOOD OF OCCURRENCE VS. 2019 DATA
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
TOTAL	86	13	54	1	28

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

		SCHEDULE OF IMPLEMENTATION			
IMRPOVEMENT PLANS	OFFICE/DIVISION RESPONSIBLE	1 ^{s⊤} QUARTER	2 ND QUARTER	3 RD QUARTER	4 [™] 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	Х	Х	X	x
Increase the number of Third Party Assessors in the DOT's pool	OTSR		х	x	
Hire technical staff to man the Complaints Handling Unit	OTSR	х	х	x	х
Development of IEC Materials and intensify Accreditation Campaign	NCR	x	х	x	х
Assignment of Accreditation Officers composed of evaluators and inspectors	Region 1	Х		X	
Intensify Accreditation Campaign thru physical and virtual means	Region 2	x	х	x	х
	Region 6	x	х	x	X

		SCH	IEDULE OF IN	IPLEMENTA	TION
IMRPOVEMENT PLANS	OFFICE/DIVISION RESPONSIBLE	1 ^{s⊤} QUARTER	2 ND QUARTER	3 RD QUARTER	4 [™] QUARTER
	Region 11	x	x	x	X
Orientation on New Accreditation Guidelines with tourism	Region 2	x	x	x	x
stakeholders in transition to new	Region 7	Х	Х	Х	Х
normal	Region 8	x			
Assignment/Hiring of Permanent	Region 9	x		x	
Accreditation Officers	Region 12	x			
Intensify inspection and monitoring of Accredited Establishments	Region 7	x	x	X	Х
or Accredited Establishments	Region 11	х	х	Х	Х
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	Х	x	x	Х
Conduct of Training for Tourism Champions re: training facilitation (online and physical)	OIMD		х		Х
Increase number of trainings to be conducted for 2021	NCR	X	X	X	Х

		SCH	IEDULE OF IN	IPLEMENTAT	ΓΙΟΝ
IMRPOVEMENT PLANS	OFFICE/DIVISION RESPONSIBLE	1 ^{s⊤} QUARTER	2 ND QUARTER	3 RD QUARTER	4 [™] QUARTER
Regular consultation meeting with NCR Execom and stakeholders	NCR		х		х
Hiring of additional/ dedicated staff for training	Region 1	X			
Conduct of Monitoring and Impact Assessment	Region 2	X	x	x	х
Strict implementation of safety	Region 2	Х	Х	Х	Х
protocols when conducting physical trainings	Region 7	Х	х	x	x
Invitation of more tourism	Region 4B	Х			
practitioners to be Resource Speakers	Region 6	Х	Х	Х	Х
	Region 12	Х	Х		
Benchmarking of training modules	Region 8	Х			
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

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

Sources of Complaints

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

Respondents

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

Submitted by:

DESE 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 1ST QUARTER	TOTAL # RECEIVED	DOT -ACCREDITED	ENDORSED TO SMED	NON-ACCREDITED	ENDORSED TO:	
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		Č
REGION 7	1	0	0	1	LGU	
REGION 8	•	•		-	•	
REGION 9	0	0	0	0		0
REGION 10	-	2	-	-	-	
REGION 11	2	2	0	0		
REGION 12	-	•	•	•		
REGION 13	0	0	0	0		
TOTAL	107	60	1	46		

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STATUS complaints against accredited toursim enterprise

	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 7	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

	The second se	COMPLAINTS	TECHTED		
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,
TOTAL	53	22	0	31	
		STATU	JS		10
Month	Total # handled	Resolved/Closed	Pending	Current Status	
lanuary	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	
OTAL	22	14	8		
	141	NATURE OF CO	MPLAINTS		
	Nature (for accred	lited enterprises)		# of reported	complaints
Refund Claim				13	
Refund Policy				3	
Booking Arrangement/Transaction				2	
Compensation/Reimbursment				2	
Lack of Decorum/Incensitive Treatment to the guest				2	
Utilizing of the Accrediation Number for other purpose				1	
Inconvenience				1	
Poor Service				1	
	Poor Fac	cilities		1	
			TOTAL	26	5
	Nature (for non-accre				
Refund Claim				30	
Booking Arrangement/Transaction				4	
Lack of Busness Permit/Legality of Operation				2	
Activities aganst the Environment				1	
Fraudumlent Activities				1	
Collection of Aditional Charges				1	
Hidden Charges				1	
	Rate	S		1	
			Total	41	
		SOURCES OF CO		41	
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 Com	plaint Center		1	
			Total	53	
TAL AULIAADED					
TAL NUMBER OF	PENDING COMPLAINT	S FROM THE PREVI	OUS YEAR (2019) :		
	`				

REMARKS

Prepared by:

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Ramon Nicopior STOO

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to
January	3			3	
February	1	1			
March					
TOTAL	4	1	0	3	
		STATI	JS		
Month	Total # handled	Resolved/Closed	Pending	Current	Status
January	3	3			
February	1		1		
March					
TOTAL	4	3	1		
	11370	NATURE OF CO			
	Nature (for accred		INFLATINTS	- <u>6.</u>	
Complaints	to the Security Guard	of Banaue Hotel and	Vouth Hestel	# of reported	
	to the became, oddia	or banade froter and	routin Hoster	1	
			TOTAL	1	5e-
	Nature (for non-accr	edited enterprises)	TOTAL	1	
aid rooms of tran	Nature (for non-accr sient house thru agent l	broker			
Aisleading tarpaul	sient house thru agent l ins /advertisement of C	broker		1	
aid rooms of tran Aisleading tarpaul acility at Magatov	sient house thru agent l ins /advertisement of C	broker		1	
Aisleading tarpaul	sient house thru agent l ins /advertisement of C	broker		1	
Aisleading tarpaul	sient house thru agent l ins /advertisement of C	broker		1	
Aisleading tarpaul	sient house thru agent l ins /advertisement of C	broker		1	
Aisleading tarpaul	sient house thru agent l ins /advertisement of C	broker		1	
Aisleading tarpaul	sient house thru agent l ins /advertisement of C	broker		1	
Aisleading tarpaul	sient house thru agent l ins /advertisement of C	broker		1	· · · · · · · · · · · · · · · · · · ·
Aisleading tarpaul	sient house thru agent l ins /advertisement of C	broker		1 1 1	
Aisleading tarpaul	sient house thru agent l ins /advertisement of C	broker hil Cheon Restaurant	Total	1	
Aisleading tarpaul acility at Magatov	sient house thru agent I ins /advertisement of C vers	broker hil Cheon Restaurant	Total	1 1 1 3	
Aisleading tarpaul acility at Magatov	sient house thru agent l ins /advertisement of C vers Sourc Sourc Sourc	broker hil Cheon Restaurant	Total	1 1 1 3 # of reported c	complaints
Aisleading tarpaul acility at Magatov	sient house thru agent l ins /advertisement of C vers Sourc Sourc Sourc	broker hil Cheon Restaurant	Total	1 1 1 3 # of reported c 1	complaints
Aisleading tarpaul acility at Magatov	sient house thru agent l ins /advertisement of C vers Source srmado Bajarias Dalila Michelle Borja	broker hil Cheon Restaurant	Total	1 1 1 1 3 # of reported c 1 1	complaints
Aisleading tarpaul acility at Magatov nru email by Mr. A nru email by Ms. C	sient house thru agent l ins /advertisement of C vers Source srmado Bajarias Dalila Michelle Borja ric Baclig	broker hil Cheon Restaurant	Total	1 1 1 3 # of reported c 1	complaints
Aisleading tarpaul acility at Magatov aru email by Mr. A aru email by Ms. D aru email by Ms. D	sient house thru agent l ins /advertisement of C vers Source srmado Bajarias Dalila Michelle Borja ric Baclig	broker hil Cheon Restaurant	Total	1 1 1 1 3 # of reported c 1 1 1	complaints
Aisleading tarpaul acility at Magatov aru email by Mr. A aru email by Ms. D aru email by Ms. D	sient house thru agent l ins /advertisement of C vers Source srmado Bajarias Dalila Michelle Borja ric Baclig	broker hil Cheon Restaurant	Total	1 1 1 1 3 # of reported c 1 1 1	complaints

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 bacause it is not an Accredited Establishment

Prepared by:

ANGELA M. FAGUTAO STOO

Date:

6-Apr-20

January	Total # received	COMPLAINTS DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to
	5	2		3	LGU; MIAA; DT
February	0				
March	1			1	LGU
TOTAL	6	2		4	
Month	Total # handled	STATU	1		
January	2	Resolved/Closed	Pending	Current	t Status
February		2			
	0	0			
March	0	0			
TOTAL	2	2	0		
		NATURE OF CO	MPLAINTS	5.0.0	
	Nature (for accred	lited enterprises)		# of reported	d complaints
	Refund with T	ravel Agency			
	Unsatisfactory Ser	vice (Hospitality)		1	L
	Nature (for non-accr Unsettled balance Unsatisfactory Sen	e Travel Agency		2 2 2 2	
			Total	4	
	Sourc	SOURCES OF COM			complainte
	Sourc Ema	es		4 # of reported 6	complaints
		es		# of reported	complaints
		es	MPLAINTS	# of reported of 6	complaints
		es il	Total	# of reported	complaints
		es	MPLAINTS	# of reported of 6	complaints

REMARKS

Prepared by:

Date:

Darlene Hazel Serran

REGION I

		and the second se	RECEIVED		
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to
lanuary					
February					
March					
TOTAL	0	0	0	0	
A dowed by	1 * . Lat. 0. 1	STATE			
Month	Total # handled	Resolved/Closed	Pending	Current	Status
lanuary					
ebruary					
March					
OTAL	0	0	0		
- Ca.	the second	NATURE OF CO	MPLAINTS	- 13	
	Nature (for accred			# of reported	complaints
	Nature (for non-accr	edited enterprises)	TOTAL	0	
	Nature (for non-accr	edited enterprises)	TOTAL	0	
	Nature (for non-accr	edited enterprises)	TOTAL	0	
	Nature (for non-accr	edited enterprises)	TOTAL	0	
	Nature (for non-accr	edited enterprises)	TOTAL	0	1
	Nature (for non-accr		Total	0	j
		SOURCES OF CO	Total	0	
	Nature (for non-accr	SOURCES OF CO	Total		
		SOURCES OF CO	Total	0	
		SOURCES OF CO	Total MPLAINTS Total	0	

REMARKS

REGION II COMPLAINTS RECEIVED

		REGIO COMPLAINTS			
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
January	0	0	0	0	0
February	0	0	0	0	0
March	0	0	0	0	0
TOTAL	0	0	0	Ó	
	A L	STAT			
Month	Total # handled	Resolved/Closed	Pending	Current	Status
January	0	0	0	0	0
February	0	0	0	0	0
March	0	0	0	0	0
FOTAL	0	0	0		
		NATURE OF CO	MPLAINTS		
	Nature (for accred	dited enterprises)		# of reported	
				0	
	Nature (for non-accr	edited enterprises)	TOTAL	0	
	Sour	SOURCES OF CO	Total MPLAINTS	0 # of reported	
		r		0	
			Total	0	
DTAL NUMBER O	F PENDING COMPLAIN	IS FROM THE PREVIO	OUS YEAR (2019) :		54
		REMARI	KS '		
		UPINIVICIAI VILLI			

REGION III

		COMPLAINTS			
B C	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
Month	2	2	Endorsed to shrieb	non des contes	
anuary	5	3		2	
ebruary	2	1		1	
March	9	6	0	3	
TOTAL		STAT			
Month	Total # handled	Resolved/Closed	Pending	Current	Status
anuary	2	2			
February	3	3			
March	1		1		
TOTAL	6	5	1		
	(Fy tell	NATURE OF CO	OMPLAINTS	4	13.0
	Nature (for accre	dited enterprises)		# of reported	d complaints
P	oor hotel service and b		ence	1	
	responsive to booking i			1	1
	or travel agency service			2	2
	ncelled/Refund tickets,			1	L
Un	Nature (for non-acc responsive to booking				3
		1	Total		1
		SOURCES OF C	OMPLAINTS	- Andrewski - A	A second
		irces			d complaints
		guests			2
		veller ency Clients			5
J			Total		9
TOTAL NUMBER	OF PENDING COMPLAI	NTS FROM THE PRE	VIOUS YEAR (2019) :	100	

REMARKS

Prepared by:

Date:

Amiel Eldrich Peña TOO I 13-Apr-20

REGION IV A- CALABARZON

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to
lanuary	1	1	0	0	0
February	0	0	0	0	0
March	1	0	0	0	
TOTAL	2	1	0	0	
	12.4	STAT	us	1	
Month	Total # handled	Resolved/Closed	Pending	-	it Status
lanuary	1	0	1	Complaint en	dorsed to LGU
February				Complaint on	dorsed to LGU
March	1			Complaint en	
TOTAL	2	0	1		
	4	NATURE OF CO	OMPLAINTS	-59	
	Nature (for accre	dited enterprises)		# of reporte	d complaints
Co	mplaint of payment of	penalties for tour pa	ckage		1
	Nature (for non-acc Refund for reservation				1
		a payment for weddi	Total		
	Refund for reservation	o payment for weddi	Total		1
	Refund for reservation	a payment for weddi	Total	# of reporte	1
	Refund for reservation	sources of c	Total	# of reporte	1 1 1 2 2 4 complaints
	Refund for reservation	sources of c	Total	# of reporte	1 1 1 2 2 2 4 complaints

REMARKS

REGION IV B- MIMAROPA

Month		COMPLAINTS	RECEIVED		
	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
lanuary	2	2			
February	4	4	1		
March	1	1			1
TOTAL	7	7	1	0	
	1	STAT	the second s	C	Chatria
Month	Total # handled	Resolved/Closed	Pending	Current	Status
January	2	2			
February	3	3			
March	1	1			
TOTAL	6	6	0		
	19. V.	NATURE OF CO	OMPLAINTS	1.	
	Nature (for accre	dited enterprises)		# of reported	
	Malfuctio	ning boat		1	
	Request for refund fo			3	
	Request for refund fo			1	
Requ	est for refund for failur		ted tour	1	
	Unsatisfactory ser	vice of tour guide		1	L
	· · · · · · · · · · · · · · · · · · ·				
			TOTAL	7	7
	Nature (for non-acc	redited enterprises)			
			Total)
		SOURCES OF C			
		rces		# of reported	d complaints
	En	rces nail		# of reported	d complaints 1
	En SN	rces nail IED		# of reported	d complaints 1 2
	En SN	rces nail		# of reported	d complaints 1
	En SN	rces nail IED		# of reported	d complaints 1 2
	En SN	rces nail IED		# of reported	d complaints 1 2
	En SN	rces nail IED ro Provincial Office	OMPLAINTS Total	# of reported	d complaints 1 2 1

REMARKS

REGION V DI AINITE DEZ

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to
anuary	1	1			
ebruary				1	
March					
OTAL	1	1	0	0	
		STAT	US		14. Contraction 10. Contractio
Month	Total # handled	Resolved/Closed	Pending	Current	Status
anuary	1	1			
ebruary					
/larch					2
OTAL	1	1	0	7	
15 10 10 10	States and a	NATURE OF CO	MPLAINTS	Annal Annal Annal	1.1.1
	Nature (for accre	dited enterprises)		# of reported	complaints
	ravel and Tours is comp		unshine Mae Alzaga	1	
n employee of G	oldenace Resources, fo				
	Sunshine promised t	to pay her obligation.			
			TOTAL	1	1
	·····				
	Nature (for non-acc	redited enterprises)			
			Total	()
1.5		SOURCES OF C	and the second state of th	1 - 1993	2
	Sou		and the second state of th	(# of reported	2
5.3		irces	and the second state of th	1 - 1993	2
			and the second state of th	1 - 1993	2
5.5		irces	and the second state of th	1 - 1993	2
		irces	and the second state of th	1 - 1993	2
		irces	and the second state of th	1 - 1993	2
		irces	and the second state of th	1 - 1993	2
		irces	OMPLAINTS	1 - 1993	d complaints
		irces	and the second state of th	# of reported	d complaints
	T	irces TA	OMPLAINTS Total	# of reported	d complaints
		irces TA	OMPLAINTS Total	# of reported	d complaints
	T	irces TA	OMPLAINTS Total /IOUS YEAR (2019) :	# of reported	d complaints

Prepared by:

Date:

ROMMELA. NATANAUAN стоо

23-Apr-20

REGION VI

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
lanuary	4	4	0	0	
February	2	2	0	0	
March	16	13	0	3	
TOTAL	22	19	0	3	
	17 BAR	STAT	US		an le
Month	Total # handled	Resolved/Closed	Pending	Current	: Status
January	4	3	1	1- Sent NTE, no res establishment; 2- o after complainant clarification letter:	case resolved provided with
February	2	0	2	establishment, 1 - Facilitated respons complainant to res form resort yet DL	se from sort, no respons
March	13	0	13	16 - No response f establishment (clo COVID-19, informe that their complain addressed properl establishment will	sed) due to ed complainant nt will be y once the
TOTAL	19	3	16		
	1	NATURE OF CO	OMPLAINTS	And States	
	Nature (for accre	dited enterprises)		# of reported	l complaints
Improper service	s (Booking Refund and	guest handling) and	facilities of Tourism	1	8
		ities			
Alleged refusa	l of resort to assist gues	t concerns and accid	ents in the resort		
Alleged refusa	l of resort to assist gues	it concerns and accid	ents in the resort		
Alleged refusa	l of resort to assist gues	t concerns and accid	ents in the resort		
Alleged refusa	l of resort to assist gues	t concerns and accid	ents in the resort		
Alleged refusa	l of resort to assist gues	t concerns and accid	ients in the resort		
Alleged refusa	l of resort to assist gues	t concerns and accid			
Alleged refusa	l of resort to assist gues	t concerns and accid			
Alleged refusa	l of resort to assist gues	t concerns and accid			
Alleged retusa	l of resort to assist gues	t concerns and accid			
Alleged retusa	l of resort to assist gues	t concerns and accid	TOTAL	1	
Alleged retusa			TOTAL		
	Nature (for non-acc	redited enterprises)	TOTAL	1	
		redited enterprises)	TOTAL	1	9
	Nature (for non-acc	redited enterprises)	TOTAL	1	9
	Nature (for non-acc	redited enterprises)	TOTAL	1	9
	Nature (for non-acc	redited enterprises)	TOTAL	1	9
	Nature (for non-acc	redited enterprises)	TOTAL	1	9
	Nature (for non-acc	redited enterprises) guest handling) and	TOTAL facilities of Tourism	1	9
	Nature (for non-acc es (Booking Refund and	redited enterprises) guest handling) and	TOTAL facilities of Tourism	1	9
	Nature (for non-acc es (Booking Refund and	redited enterprises) guest handling) and sources of corres	TOTAL facilities of Tourism	1 	9 3 3 3 4 complaints
	Nature (for non-acc es (Booking Refund and solution of the solution of the sol	redited enterprises) guest handling) and sources of corr rces	TOTAL facilities of Tourism	1 	9 3 3 4 complaints 7
	Nature (for non-acc es (Booking Refund and solution of the solution of the sol	redited enterprises) guest handling) and sources of corres	TOTAL facilities of Tourism	1 	9 3 3 3 4 complaints 7
	Nature (for non-acc es (Booking Refund and solution of the solution of the sol	redited enterprises) guest handling) and sources of corr rces	TOTAL facilities of Tourism Total OMPLAINTS	1 	9 3 3 4 complaints 7
	Nature (for non-acc es (Booking Refund and solution of the solution of the sol	redited enterprises) guest handling) and sources of corr rces	TOTAL facilities of Tourism	1 	9 3 3 4 complaints 7
Improper service	Nature (for non-acc es (Booking Refund and solution of the solution of the sol	redited enterprises) guest handling) and sources of correct sources of correct courists Tourists	TOTAL facilities of Tourism Total OMPLAINTS Total	1 	9 3 3 4 complaints 7

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 outbtreak.

Prepared by:

Date:

Kristoffer Leo M. Velete TOOII 13-Apr-20

REGION VII

	Total # received	COMPLAINTS DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
Month	Iotal # received	DOT-accredited	Endorsed to sivico	Hon-accreated	Lindonsea to
lanuary February					
March	1			1	LGU
TOTAL	1	0	0	1	
	and the second sec	STAT	US		
Month	Total # handled	Resolved/Closed	Pending	Current	: Status
January					
February					
March	1	1		Resolved	
TOTAL	1	1	0		
1		NATURE OF CO	OMPLAINTS	# of reported	Electron 14
		redited enterprises	TOTAL))
		SOURCES OF C arces reign	Tota COMPLAINTS	# of reporte	0 d complaints 1
			Tota		1
1	OF PENDING COMPLAI				

REGION VIII

No. A CONTRACTOR	COMPLAINTS		and the second s	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1
Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to
0	0	0	0	
		US	and south	16.51)
Total # handled	Resolved/Closed	Pending	Current	Status
0	0	0		
		OMPLAINTS	Well and a start	
Nature (for accre	dited enterprises)		# of reported	d complaints
Nature (for non-acc	redited enterprises	TOTAL))
	and the second se	the second s) d complaints
	1005			
		Total		0
	0 Total # handled 0 Nature (for accre Nature (for non-acc	0 0 Total # handled Resolved/Closed 0 0 0 0 Nature (for accredited enterprises)	0 0 0 Total # handled Resolved/Closed Pending Total # handled Resolved/Closed Pending 0 0 0 0 0 0 0 0 0 Nature (for accredited enterprises)	0 0 0 0 STATUS Total # handled Resolved/Closed Pending Current 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 Nature (for accredited enterprises) # of reported 0 0 Nature (for non-accredited enterprises) # of reported 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0<

REMARKS

Prepared by:

,

REGION IX

A.f. auch	Total # received	COMPLAINTS DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to
Month	Total # received	DOI-accredited	Endorsed to SIVIED	Non-accreaned	chaorseu to
lanuary Tahurary					
February March					
TOTAL	0	0	0	0	
		STAT	And and a second s		2. 11×
Month	Total # handled	Resolved/Closed	Pending	Current	Status
		1			
lanuary					
February					
March					
TOTAL	0	0	0		
	1 Miles - 1 -	NATURE OF CO	OMPLAINTS	and the second second	S rep Com
	Nature (for accre	dited enterprises)		# of reported	d complaints
			TOTAL)
	Nature (for non-acc	redited enterprises))
	Nature (for non-acc	redited enterprises))
	Nature (for non-acc	redited enterprises))
	Nature (for non-acc	redited enterprises))
	Nature (for non-acc	redited enterprises))
	Nature (for non-acc	redited enterprises))
	Nature (for non-acc	redited enterprises))
	Nature (for non-acc	redited enterprises))
	Nature (for non-acc	redited enterprises))
	Nature (for non-acc	redited enterprises))
	Nature (for non-acc	redited enterprises))
	Nature (for non-acc	redited enterprises)			
	Nature (for non-acc	credited enterprises)	Total)
			Total)
		SOURCES OF C	Total)
		SOURCES OF C	Total)
		SOURCES OF C	Total)
		SOURCES OF C	Total)
		SOURCES OF C	Total)
		SOURCES OF C	Total	f reported) d complaints

REMARKS

DOT Region IX did not receive any complaints from Accredited and Non-Accredited Establishments for the First Qaurter of 2020.

<u>Prepared by:</u> VERONICA JEAN B. ARJONA Data Controller II

REGION X

		COMPLAINTS			
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
anuary			1		
ebruary					
March					
TOTAL	0	0	0	0	
1.1	and a little second	STAT	the second se		
Month	Total # handled	Resolved/Closed	Pending	Current	Status
lanuary					
February					
March					
TOTAL	0	0	0		
- 45		NATURE OF CO dited enterprises)	OMPLAINTS	# of reported	also and
	Nature (for non-acc	redited enterprises	TOTAL))
		SOURCES OF C	Total	St. 1. 2)
	Sou	irces		# of reported	d complaints
·			Total		0
	OF PENDING COMPLAI	NTS FROM THE DEEN	/IOUS YEAR (2019) ·	1988 - 1989	
I VIAL INVINDER	or reasoning company	HIGTINGIN HIG PAC	noon inter learny .		
		REMA			

REGION XI

Month	1 m	DOT	RECEIVED Endorsed to SMED	Non-accredited	Endorsed to :
	Total # received	DOT-accredited	0	0	Endorsed to .
January	1	<u> </u>	0	0	
February	0	1	0	0	
March	1	2	0	0	
TOTAL	2	STAT		· · · · · · · · · · · · · · · · · · ·	1.95
Month	Total # handled	Resolved/Closed	Pending	Current	Status
				clos	
lanuary	1	1	0		
February	0	0	0		
March	1	0	1	pending; still unde	er investigation
TOTAL	2	1	1		
	1000	NATURE OF CO	OMPLAINTS		1444
	Nature (for accre	dited enterprises)		# of reporter	complaints
	ticket refund (due to)		L
reimbursement	of expenses/damages				17
Termbursement	or expenses, admages				
			TOTAL		2
	Nature (for non-ac	credited enterprises			
		one			
			Tota)
		SOURCES OF C			1.7 2015
	18 A.		ONIPLAINIS	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	0.110700.000
				1 # at tonarto	d complaints
		urces			d complaints
		ic tourists			d complaints 2
					2
			Tota		
ζ	domest	ic tourists			2
د TOTAL NUMBER		ic tourists			2
د TOTAL NUMBER	domest	ic tourists	VIOUS YEAR (2019)		2

Prepared by:

Date:

CAESAR PRUDENCIO A. REGIS Supervising TOO 13-Apr-20

REGION XII

		COMPLAINTS	the second se		
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to
anuary					
ebruary					
March					
OTAL	0	0	0	Q	
1. S.		STAT	and the second se		
Month	Total # handled	Resolved/Closed	Pending	Current	Status
anuary					
ebruary					
March					
TOTAL	0	0	0		
1	Mar and	NATURE OF Co dited enterprises)	OMPLAINTS	# of reported	Nation and
	Nature (for non-ac	credited enterprises	TOTAL		0
) Total		0
		SOURCES OF C) Total		0
) Total		
		SOURCES OF C) Total	# of reporte	0

Prepared by:

J

REGION XIII

		COMPLAINTS		a distanti a distanti	A Company of the owner owner owner owner owner
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
lanuary					
February					_
March		-		0	
TOTAL	0	0 STAT	0		124
Adauth	Total # handled	Resolved/Closed	Pending	Current	Status
Month	Total # Handled	Resolved/ closed	i chung		
January					
February					
March			3		
TOTAL	0	0	0		
7		NATURE OF CO	OMPLAINTS		
	Nature (for accre	dited enterprises)		# of reported	d complaints
	Nature (for non-act	credited enterprises	TOTAL))
		SOURCES OF C	Total		0
	So	urces		# of reporte	d complaints
			Tota		0
TOTAL NUMBER	OF PENDING COMPLA	NTS FROM THE PREV	VIOUS YEAR (2019) :		
		REMA	RKS		
No complaints re	ceived for the 1st quar				

Prepared by:

Date:

THERESE P. ABAO TOO 1

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

SECOND QUARTER

Summary

Nature of Complaints

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

Sources of Complaints

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

Respondents

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

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

Noted by:

Approved by:

V

JOSE L. TOLENTINO OIC, SMED

Nole My 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 2ND QUARTER	TOTAL # RECEIVED	DOT -ACCREDITED	ENDORSED TO SMED	NON-ACCREDITED	ENDORSED TO:
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	
TOTAL	139	26	0	113	

STATUS complaints against accredited toursim enterprise

QUARTER/REGION	TOTAL # HANDLED	RESOLVED/CLOSED	PENDING
1ST QUARTER		•	
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
TOTAL	26	19	7

		COMPLAINTS			
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
TOTAL	100	8	0	92	200, 211, 612
		STAT		52	And a state of the state of the
Month	Total # handled	Resolved/Closed	Pending	Curren	t Status
April	1	1	0		
Мау	1	1	0		
June	6	3	3	Pending Before R	egions 1, 3 and 4
TOTAL	8	5	3		
		NATURE OF CO	MPLAINTS	S. C. Barres	
	Nature (for accre	dited enterprises)		# of reporte	d complaints
		d Claim			76
		d Policy			3
		ment/Transaction			4
		mmunity Quarantine			6
	Visa Appklication and				2
		t Activities			1
	Non-response in the c		5		3
		ordination			1
		acilities			
	Charges o	or the fees			3
	0		TOTAL	9	9
	Nature (for non-acc	redited enterprises)			
	Refund				8
		SOURCES OF CC			8
	Sou			# of reported	d complaints
	Directly filed by 1				9
	BF				
	D'				L
	Presidential Co	molaint Centor			
	riesidential Co	mpiaint center	Total	1(00
TOTAL NUMBER C	OF PENDING COMPLAIN	ITS FROM THE PREVI	OUS QUARTER (1st)	1011111111111	etroit, 2
		REMAR	KS		S. C.

OTSR-SMED

Prepared by:

Ramon Nicopior STOO Date: 24-Jul-20

Month			DECENTED		
	Total # received	COMPLAINTS DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to
	1			1	City Governme of Baguio, The Manageme of CEDAR Peak, The Manageme of Megatower Residences
April					
May					
June					
TOTAL	1	0	0	1	
Month	Total # handled	STAT Resolved/Closed	US Pending	Curran	t Status
April				adddress the residen marketed by these trave July 10, it was agreed up Office will handle the en not covered by DOT like	I with the City Tourisr ce and City Council to cial condo units being I agents(Third Party). I son that the City Touri stablishments that we
May					
June					
TOTAL	0	0	0		
		NATURE OF CO			$f \in \mathbb{N} \to \mathbb{R}$
	Nature (for accred	dited enterprises)		# of reporter	d complaints
	Nature (for non-acci addressed to Director prward to our Office re	Joseph Francisco R. garding the reservat oking.com, marketed	Ortega of DOT- ion of l by 3rd Party. Ms.	1)
Condominium Units Angkana Koelnsper French Nest, travel	ger reserved through boo ger reserved the room agent, due to overboo cancellation was done	king as the reason. I	Ms. Koelnsperger		
Condominium Units Angkana Koelnsper French Nest, travel	ger reserved the room agent, due to overboo	king as the reason. I	Ms. Koelnsperger		
Condominium Units Angkana Koelnsper French Nest, travel	ger reserved the room agent, due to overboo	king as the reason. I	Ms. Koelnsperger oom rates.		
Condominium Units Angkana Koelnsper, French Nest, travel Found out that the o	ger reserved the room agent, due to overboo cancellation was done	king as the reason. I just to increase the r just sources of co	Ms. Koelnsperger oom rates.	1 # of reported 1	complaints
Condominium Units Angkana Koelnsper, French Nest, travel Found out that the o	ger reserved the room agent, due to overboo cancellation was done	king as the reason. I just to increase the r just sources of co	Ms. Koelnsperger oom rates. Total MPLAINTS	1 # of reported 1	complaints
Condominium Units Angkana Koelnsper, French Nest, travel found out that the o	ger reserved the room agent, due to overboo cancellation was done	king as the reason. I just to increase the r sources of co ces	Ms. Koelnsperger oom rates. Total	1 # of reported 1	complaints
Condominium Units Angkana Koelnsper, French Nest, travel found out that the o	ger reserved the room agent, due to overboo cancellation was done sperger Sour sperger	king as the reason. I just to increase the r sources of co ces	Ms. Koelnsperger oom rates. Total IMPLAINTS Total OUS QUARTER (1st)	1 # of reported 1	complaints

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
TOTAL	9	7	0	2	
		ST	ATUS		
Month	Total # handled	Resolved/Closed	Pending	Curr	ent Status
April	2	2			
May	2	2			
lune	3	3			
TOTAL	7	7	0		
	//		COMPLAINTS		
	Nature (for accre	dited enterprises)	COM DAINTS	# of repor	ted complaints
(Client complaint vs. unr		ncy	# of tepot	6
	Hotel rates ar				<u> </u>
(Nature (for non-acc Operating without CA Client complaint vs. unre	O and Accreditation			7 1 1
			Total		2
			COMPLAINTS	21	
	Sou			# of report	ted complaints
	SM	ED			9
			Total	1	9
OTAL NUMBER C	OF PENDING COMPLAIN	ITS FROM THE PREV	IOUS QUARTER (1st)	:	

Prepared by:

Date:

Darlene Hazel Serran Tourism Operations Officer I DOT-NCR Regional Office 24-Jul-20

		COMPLAINTS			
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to
April					
May					
une					
TOTAL	0	0	0	0	
		STAT			<u></u>
Month	Total # handled	Resolved/Closed	Pending	Current	Status
April					
May					
une					
OTAL	0	0 NATURE OF CC			
	Nature (for accre	dited enterprises)		# of reported	complaints
	Nature (for non-acc	redited enterprises)	TOTAL	0	
		SOURCES OF CO	Total	0	
	Sou	rces		# of reported	complaints
			Total	0	
OTAL NUMBER	OF PENDING COMPLAIN	ITS FROM THE PREV	IOUS QUARTER (1st)	:	
		~~~ ~			
		REMA	113		

**REGION I** 

Prepared by:

Date:

		REGIO COMPLAINTS			
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	0	0	0	0	0
May	0	0	0	0	0
lune	0	0	0	0	0
TOTAL	0	0	0	0	0
		STATI			<u></u>
Month	Total # handled	Resolved/Closed	Pending	Current	Status
April	0	0	0		
Мау	0	0	0		
lune	0	0	0		
TOTAL	0	0	0		
	*	NATURE OF CO	MPLAINTS		
	Nature (for accred	dited enterprises)		# of reported	l complaints
	Nature (for non-acci	redited enterprises)	TOTAL	0	
			Total	0	
		SOURCES OF CO		0	
	Sour			# of reported	complaints
TOTAL NUMBER (	OF PENDING COMPLAIN	TS FROM THE PREVI	Total	0	

#### **REGION II** COMPLAINTS RECEIVED

REMARKS

14-Jul-20 Date:

Prepared by:

THOMAS G. SANTOS

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	1			1	LGU- Angeles City
May	3	2		1	
	4			4	LGU- Mabalacat City and LGU- Provincial Gov't o
June					Zambales
TOTAL	8	2 STATU	0	6	
Month	Total # handled	Resolved/Closed	Pending	Curren	t Status
April	0	0	renuing	curren	1 310103
Арги	0	U			
Мау	2	0	2	No response from S Tours, Dau Branch	hadow Travel and
lune	0	0	0	No response from S Tours, Dau Branch, complaints to LGU-	Endorsed all
TOTAL	2	0	2		
		NATURE OF CO			
	Nature (for accre	dited enterprises)		# of reporte	d complaints
0	lient complaint vs. unr		ncv		4
Accom	Nature (for non-acc Refund on can modation non-responsi	celled booking	TOTAL		2 1
			TOTAL		3
		SOURCES OF CO	OMPLAINTS	4. *	
	Sou Travel Age			# of reported	d complaints
	Guests with exi				3
			Total		7

Prepared by:

Amiel Eldrich C. Peña Tourism Operations Officer I DOT Region III 22-Jul-20

Date:

	Total # received	COMPLAINTS DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	No complaints				
Мау	received for				
lune	3 months				
TOTAL			l		
Month	Total # handled	STAT Resolved/Closed	Pending	Current	Status
	Total # Halluled	Resolved/closed	renuing	current	Julus
April					
May					
lune					
TOTAL					
		NATURE OF CO	OMPLAINTS		
	Nature (for accred	dited enterprises)		# of reported	l complaints
			TOTAL		
	Nature (for non-acc	redited enterprises)			
		SOURCES OF CO	Total	0	
	Sou		JWPLAINIS	# of reported	complaints
	500			# of reported	complainto
			Total	0	
	E DENDING COMPLAIN		IOUS ONADTED (1-4)		
OTAL MURADER O	F FERDING COMPLAIN	13 PROIVI THE PREV	UUAKIEK (1St)		
TOTAL NUMBER O					
TOTAL NUMBER O		REMAR	1		

<u>Prepared by:</u> Jhera J. San Valentin Adminstrative Officer IV <u>Date:</u> 6 August 2020

Month	Total # received	COMPLAINTS DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	0	0	0	0	Not Applicable
	4	1	0	3	LGU/DOT Accre
May June	6	2	0	4	LGU/DOT Accre
TOTAL	10	3	0	7	100,201,000
	10	STAT		S 17 0 52	A State State
Month	Total # handled	Resolved/Closed	Pending	Currer	t Status
April	0	0	0	Not Ap	plicable
May	1	1	0		
June	2	2	0		
TOTAL	3	3	0		
1920.200		NATURE OF CO	OMPLAINTS		
	Nature (for accre	dited enterprises)		# of reporte	d complaints
	efund of Cancelled Tour	Package due to Pane			2
	of Cancelled Accommo				2
	Nature (for non-acc efund of Cancelled Tour fund of Accommodation Pending release of M	n Booking due to Par	demic demic		4 1 1
		SOURCES OF C	Total OMPLAINTS	1.500 100 200	6
		rces			ed complaints
3		Tourist			7
		ic Tourist			2
	Tourism S	takeholder			1
			Total		10
TOTAL NUMBER	OF PENDING COMPLAI	NTS FROM THE PREV		:	2

## REGION IV B- MIMAROPA

REMARKS

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

<u>Prepared by:</u> Cecil V. Aranton Chief TOO, TRD

Т

<u>Date:</u> 30-Jul-20

1		COMPLAINTS	RECEIVED		
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April					
Мау					
June					
TOTAL	0	0	0	0	
		STAT			
Month	Total # handled	Resolved/Closed	Pending	Current	Status
April					
May					
June					
TOTAL	0	0	0		
		NATURE OF CO	OMPLAINTS		
	Nature (for accre	dited enterprises)		# of reported	complaints
					i in the
			TOTAL	0	
	Nature (for non-acc	redited enterprises)			
	Hature (for non-acc	realized enterprises			
			Total	0	
		SOURCES OF CO	OMPLAINTS		
	Sou	rces		# of reported	complaints
			Total	0	
TOTAL MURIPORT					
I OTAL NUMBER	OF PENDING COMPLAIN	IS PROIVE THE PREV	IUUS QUARTER (IST)		
		REMAR	akc		
		LEIMAP			

**REGION V** 

Prepared by:

Date:

Manth	Total # received	COMPLAINTS R	Endorsed to SMED	Non-accredited	Endorsed to :
Month	Iotal # received	DOT-accredited	Endorsed to Sivied	Non-accreated	
April	5	3		2	3 DOT Handled; 3 Endorsed to LGU
May					1 DOT Handled
	1	1		1	1 LGU Endorsed; 1 DOT Handled
June TOTAL	6	4	0	3	
		STATUS			
Month	Total # handled	Resolved/Closed	Pending		t Status
April	3	3		3 - No response fr 2 - endorsed for L action	
May					Ψ
June	1	0	1	1- Emailed details regarding the TTA yet	
TOTAL	4	3	1		
		NATURE OF COM	APLAINTS		
		dited enterprises)			d complaints
	Refund for Accom	modation Bookings			5
			TOTAL		5
		redited enterprises) Tour Booking)			1
			Total MPLAINTS		1
		SOURCES OF CO			
		SOURCES OF CO			<b>d complaints</b> 6

REMARKS

All compalints 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

TOTAL2101STATUSMonthTotal # handledResolved/ClosedPendingCurrent StatusApril0000May0000une110resolved	
April         O         O         O         O         O           May         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0 </th <th></th>	
May         O         O         O         O         O           May         0         0         0         0         1         1           TOTAL         2         1         0         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         0         0         0         1         1         1         1         1         0         0         0         0         1         1         1         1         0         0         0         0         0         0         0         0         0         0         0         0         0         0         1         1         1         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         1         1         1         1         1         1         1         1         1         1         1         1         1	ints
Image: Stratus       Image: Stratus       Image: Stratus         Month       Total # handled       Resolved/Closed       Pending       Current Status         Month       Total # handled       Resolved/Closed       Pending       Current Status         April       0       0       0       0       0         May       0       0       0       0       0         Nature (for accredited enterprises)       # of reported complex       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1       1         May       0       0       1         Mature (for non-accredited enterprises)       1       1         Ms. Grace Marie A. Jimenez request on termination of contract with OYO       1	ints
Contract       2       1       0       1         TOTAL       2       1       0       1         Month       Total # handled       Resolved/Closed       Pending       Current Status         April       0       0       0       0       0         May       0       0       0       0       0         May       0       0       0       0       0         Iune       1       1       0       resolved       0         TOTAL       1       1       0       0       0         Nature (for accredited enterprises)       # of reported compla       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1       1         Mature (for non-accredited enterprises)       TOTAL       1       1         Mature (for non-accredited enterprises)       Mature (for non-accredited enterprises)       1	ints
STATUS         Month       Total # handled       Resolved/Closed       Pending       Current Status         April       0       0       0       0         May       0       0       0       0         Mune       1       1       0       resolved         TOTAL       1       1       0       0         Nature (for accredited enterprises)       # of reported compla         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1       1         Mature (for non-accredited enterprises)       TOTAL       1       1         Mature (for non-accredited enterprises)       TOTAL       1       1         Mature (for non-accredited enterprises)       TOTAL       1       1         Ms. Grace Marie A. Jimenez request on termination of contract with OYO       1       1	ints
MonthTotal # handledResolved/ClosedPendingCurrent StatusApril0000May0000Iune110resolvedIone1100NATURE OF COMPLAINTSMature (for accredited enterprises)# of reported complaAccommodation refund of Ms. Sarah Branam with Jpark Island Resort.1Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.1TOTAL1TOTAL1TOTAL1TOTAL1TOTAL1Mature (for non-accredited enterprises)TOTAL1Ms. Grace Marie A. Jimenez request on termination of contract with OYO1	ints
April       0       0       0       0         May       0       0       0       0         une       1       1       0       resolved         TOTAL       1       1       0       0         NATURE OF COMPLAINTS         Nature (for accredited enterprises)       # of reported compla         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1	iints
May       O       O       O         Nature       1       1       0       resolved         TOTAL       1       1       0       0         Nature (for accredited enterprises)       # of reported compla         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         May       0       0         May       0       0         May       0       0         May       1       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         May       0       0         May <td< td=""><td>ints</td></td<>	ints
Nature       1       1       0       resolved         NATURE OF COMPLAINTS         Nature (for accredited enterprises)       # of reported compla         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         OPEN PROVIDE TOTAL         Nature (for non-accredited enterprises)         TOTAL         TOTAL         Nature (for non-accredited enterprises)         Ms. Grace Marie A. Jimenez request on termination of contract with OYO	ints
TOTAL       1       1       0       0         NATURE OF COMPLAINTS         Nature (for accredited enterprises)       # of reported compla         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Mature (for non-accredited enterprises)       TOTAL       1         Ms. Grace Marie A. Jimenez request on termination of contract with OYO       1	ints
NATURE OF COMPLAINTS         Nature (for accredited enterprises)       # of reported compla         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Mature (for non-accredited enterprises)       1         Ms. Grace Marie A. Jimenez request on termination of contract with OYO       1	ints
Nature (for accredited enterprises)       # of reported complation         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Sarah Branam with Jpark Island Resort.       1         Accommodation refund of Ms. Grace Marie A. Jimenez request on termination of contract with OYO       1	hints
Accommodation refund of Ms. Sarah Branam with Jpark Island Resort. 1  Accommodation refund of Ms. Sarah Branam with Jpark Island Resort. 1  TOTAL 1  Nature (for non-accredited enterprises)  Ms. Grace Marie A. Jimenez request on termination of contract with OYO 1	
TOTAL     1       Nature (for non-accredited enterprises)     1	
TOTAL     1       Nature (for non-accredited enterprises)     1	
Nature (for non-accredited enterprises)         Ms. Grace Marie A. Jimenez request on termination of contract with OYO         1	
Nature (for non-accredited enterprises)         Ms. Grace Marie A. Jimenez request on termination of contract with OYO         1	
Nature (for non-accredited enterprises)         Ms. Grace Marie A. Jimenez request on termination of contract with OYO         1	
Nature (for non-accredited enterprises)         Ms. Grace Marie A. Jimenez request on termination of contract with OYO         1	
Nature (for non-accredited enterprises)         Ms. Grace Marie A. Jimenez request on termination of contract with OYO         1	-
Nature (for non-accredited enterprises)         Ms. Grace Marie A. Jimenez request on termination of contract with OYO         1	
Nature (for non-accredited enterprises)         Ms. Grace Marie A. Jimenez request on termination of contract with OYO         1	
Nature (for non-accredited enterprises)         Ms. Grace Marie A. Jimenez request on termination of contract with OYO         1	
Nature (for non-accredited enterprises)         Ms. Grace Marie A. Jimenez request on termination of contract with OYO         1	-
Nature (for non-accredited enterprises)         Ms. Grace Marie A. Jimenez request on termination of contract with OYO         1	
Ms. Grace Marie A. Jimenez request on termination of contract with OYO 1	
	_
	_
SOURCES OF COMPLAINTS	inte
Sources # of reported compla	mus
Received complaints through official emails, likewise, sent reply to the	
complainants.	
Total 0	
TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTER (1st) :	

## REGION VII

REMARKS

Prepared by:

Date:

ROWENA "Jing" B. LOPEZ Accreditation Officer 4-Aug-20

		COMPLAINTS			
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to
April	0	0	0	0	
May	0	0	0	0	
une	0	0	0	0	
TOTAL	0	0	0	0	
		STAT	US		
Month	Total # handled	Resolved/Closed	Pending	Current	Status
April	0	0	0		
May	0	0	0		
lune	0	0	0		
TOTAL	0	0	0		
		NATURE OF CO	OMPLAINTS		
	Nature (for accre	dited enterprises)		# of reported	complaints
					15
	Nature (for non-acc	- dited enterminer	TOTAL	(	)
	Nature (for non-acc	redited enterprises	<b>,</b>		
		SOURCES OF C	Total COMPLAINTS		00
	Sou	irces		# of reported	d complaints
			T		0
TOTAL NURADED	OF PENDING COMPLAI		Total		
	OF FENDING CONFLAN	and more the the	ite an afernituri (ani)		

## REGION VIII

REMARKS

No complaint received for the second quarter of 2020

Prepared by:

Date:

ESTEEVE S. TERADO Accreditation Staff Department of Tourism RO8 17 July 2020

Month April May Iune TOTAL Month April May Iune TOTAL	Total # received           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0           0		Endorsed to SMED 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 Curren	Endorsed to
April May June TOTAL Month April May June Month April May June May May May June May	0 0 0 0 7 Total # handled 0 0 0 0 0 0 0 0	0 0 0 <b>STATE</b> Resolved/Closed 0 0 0 0 0 NATURE OF CC	0 0 0 0 JS Pending 0 0 0 0 0	0 0 0 Curren	0
May International May International Month International May Intern	0 0 Total # handled 0 0 0 0 0 Nature (for accree	0 0 STATU Resolved/Closed 0 0 0 0 NATURE OF CC dited enterprises)	0 0 JS Pending 0 0 0 0	0 0 Curren	
une CTAL Month April May une CTAL	0 Total # handled 0 0 0 0 Nature (for accred	0 STATU Resolved/Closed 0 0 0 NATURE OF CC dited enterprises)	0 US Pending 0 0 0 0 0	0 Curren	t Status
Month April May une	Total # handled 0 0 0 0 0 Nature (for accred	STATU Resolved/Closed 0 0 0 NATURE OF CC dited enterprises)	US Pending 0 0 0 0 0 0	Curren	t Status
April May June	0 0 0 0 Nature (for accred	Resolved/Closed 0 0 0 0 NATURE OF CC dited enterprises)	Pending           0           0           0           0           0           0           0		t Status
April May June	0 0 0 0 Nature (for accred	0 0 0 NATURE OF CC lited enterprises)	0 0 0 0		t Status
May lune	0 0 0 Nature (for accred	0 0 0 NATURE OF CC lited enterprises)	0 0 0		
une	0 0 Nature (for accred	0 0 NATURE OF CC lited enterprises)	0		
	0 Nature (for accred	0 NATURE OF CC dited enterprises)	0		
TOTAL	Nature (for accred	NATURE OF CC lited enterprises)			
		lited enterprises)	OMPLAINTS		
	no re	cord		# of reporte	d complaints
					0
			TOTAL		0
	Nature (for non-acci	redited enterprises)			
	no re				
			Total		0
		SOURCES OF CO			
	Sou			# of reporte	d complaints
	no re				0
			Total		0
			1000		
	PENDING COMPLAIN	ITS FROM THE PREV	IOUS OUARTER (1ct)	:	
no redord	FLINDING CONFLAIN	19 FROM HILFACY	1000 QUANTER (430)		

#### **REGION IX**

REMARKS

No record>

Prepared by:

Date:

CHARLES ANTHONY C. ROTONI **Regional Accreditation Officer** 

July 15,2020 02:10pm

		COMPLAINTS	RECEIVED		
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	0				
May	0				
une	Ó				
TOTAL	0	0	0	0	
		STAT	US		
Month	Total # handled	Resolved/Closed	Pending	Current	Status
April	0				
Vlay	0				
une	0				
TOTAL	0	0	0	×	
		NATURE OF CO	OMPLAINTS		
	Nature (for accre	dited enterprises)		# of reported	complaints
				A	
	Nature (for non-acc	redited enterprises)	TOTAL	(	)
· · · · · · · · · · · · · · · · · · ·					
					\
			Total	(	)
	Sou	SOURCES OF C			
	Sou	SOURCES OF C		( # of reported	
	Sou				
	Sou				
	Sou			# of reported	
FOTAL NUMBER	Sou	rces	OMPLAINTS Total	# of reported	d complaints

# REGION X

Month	Total # received	COMPLAINTS DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :	
April	0	0	0	0		
Vlay	2	0		2	LGU/DOT 10	
une	0	0		0		
TOTAL	2	0	0	2		
		STAT	US			
Month	Total # handled	Resolved/Closed	Pending	Curren	Current Status	
April	0	0	0			
Мау	0	0		endorsed to LGU		
une	0	0	0			
TOTAL	0	0	0			
		NATURE OF CO	OMPLAINTS			
	Nature (for accred	dited enterprises)		# of reported complaints		
			TOTAL		0	
	Nature (for non-acc					
	refund of	bookings		2		
			Total		2	
		SOURCES OF C	OMPLAINTS			
	Sou	# of reported complaints				
,	domesti		2			
				· · · · · · · · · · · · · · · · · · ·		
			Total		2	
	OF PENDING COMPLAI					

# REGION XI

REMARKS

Prepared by:

Date:

Caesar Prudencio A. Regis STOO 4-Aug-20

	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :	
Month April	0					
Лау	0					
une	0					
OTAL	0	0	0	0		
		STATI				
Month	Total # handled	Resolved/Closed	Pending	Current	Current Status	
April .	0					
Лау	0					
une	0					
OTAL	0	0	0			
		NATURE OF CC	OMPLAINTS			
	Nature (for accred	dited enterprises)		# of reported complaints		
	Nature (for non-acc	redited enterprises)	TOTAL )		)	
		SOURCES OF C	Total OMPLAINTS	(	)	
	Sou	rces		# of reported	d complaints	
			Total		)	
	OF PENDING COMPLAI					

## REGION XII

,

REMARKS

SAIDA Y. PAGAYAO

•

#### **REGION XIII** COMPLAINTS RECEIVED

		COMPLAINTS			
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
April	Total # Teceived	Dorfacercuiteu	Endorsed to onles		
May					
lune	1	1			DOT Accreditati
TOTAL	1	1	0	0	
		STAT	US		
Month				Current Status	
April					
May					
June	1		1	On going	
TOTAL	1	0	1		
		NATURE OF CO	OMPLAINTS		
		dited enterprises)		# of reported complaints	
Re	equest for refund of bo	oking for accommod	ation		1
			TOTAL		1
	Nature (for non-acc	redited enterprises	)		
	Mature (for non acc	acuited circerprises,			
		SOURCES OF C	Tota	1	0
	Sol	Irces		# of reporte	d complaints
,	Client (dom		1		
2	cheffe (dom				
				21	
			Tota		1
TOTAL NUMBER	OF PENDING COMPLAI	NTS FROM THE PREV	/IOUS QUARTER (1st	):	

REMARKS

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

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

## THIRD QUARTER

## Summary:

Nature of Complaints

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

# Sources of Complaints

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

## Respondents

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

Submitted by:

Me

JOSE L. TOLENTINO HEAD OF COMPLAINT UNIT, SMED Approved by:

Neli VIRGILIOM. MAGUIGAD, ENP.

DIRECTOR, OTSR

(	/

# OTSR-SMED

			INTS RECEIVED	- Strady	L
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
TOTAL	78	17	0	61	L
			Y FOR ACCREDITED)		
Month	Total # handled	Resolved/Closed	Pending	Curr	ent Status
July	5 4	5 4	0		
August September	8	6	3	has already been su DOT-CMPL-R07-202	20-215 - Draft Decisio Ibmitted for approval 20-218 and DOT-CMP ing for respondents
TOTAL	17	15	3		
24.4-6-		NATURE C	F COMPLAINTS	1 1 2 2 3 4	100
	Nature (for accr	edited enterprises		# of repor	ted complaints
		nd Claim			13
	Booking	Transaction			1
	Non response t	o client's inquiries			1
	R	ates			1
	Recovery of	Sum of Money			1
	Execution of A	greed Settlement			1
			TOTAL		18
	Nature (for non-ad	credited enterprise	es)		
	Refu	nd Claim			46
	Inquiry abou	t Refund Policy			5
	Booki	ng Policy			2
	Cancella	tion Policy			2
	Ch	arges			2
	Recovery of	Sum of Money			3
	Used of Acc	reditation Seal			1
	Request	for Advise			1
	Passanger	Bill of Rights			1
	Release	of Passport			1
	Operation During C	ommunity Quarant	ine		1
		al Entry			1
			Total		66
L. D. D. D. S. S.		P/	ARTIES	a Bulling	
So	urces	No. of reported	Respondent Es		No. of reported
	l Non-Accredited)	complaints	(Accredited and N		complaints
Directly filed by	Complainant	78	Accomodation Estab	lishments	11
Endorsement fro			Frontliners		0
Agencies (i.e., Di Others)	(I, DFA, PNP, and		Mice		0
Complaint referr			Travel and Tour Age Tourist Air, Land and V		42
Complaint referr				vater mansport	8
,	Attache and other		Restaurants		1
Office within DO	1		SPA Oth and		
Others			Others		16
	Total	78		Total	78

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

REMARKS

Prepared by:

r

		COM	PLAINTS RECEIVED		
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July					
					Response to LGU L
A	1			1 (Basic Registration)	Trinidad, Benguet
August					To the owner of th
					establishment to
			1 1		respond to the
					complaints.
TOTAL	1	0	0	1	
1.5.5	1		NLY FOR ACCREDITED	) Current	Chattan
Month	Total # handled	Resolved/Closed	Pending	Current	Status
July	0	0	0		
August	0	0	0		
September	0	0	0		
TOTAL	0	0	0		
			E OF COMPLAINTS		
	Nature (for accre	edited enterprises)		# of reported	complaints
			TOTAL	0	
	Nature (for non-ac	credited enterprise		0	
			es)	0	
Failure to change	e of beddings promp	tly, disinfection, an	es)	0	
Failure to change	e of beddings promp		es)		
Failure to change	e of beddings promp	tly, disinfection, an	es)		
Failure to change	e of beddings promp	tly, disinfection, an	es)		
Failure to change	e of beddings promp	tly, disinfection, an	es)		
Failure to change	e of beddings promp	tly, disinfection, an	es)		
Failure to change	e of beddings promp	tly, disinfection, an	es)		
Failure to change	e of beddings promp	tly, disinfection, an	es)		
Failure to change	e of beddings promp	tly, disinfection, an	es)		
Failure to change	e of beddings promp	tly, disinfection, an	es)		
Failure to change	e of beddings promp	tly, disinfection, an	allowing minors to	2	
Sou	e of beddings prompt che	tly, disinfection, an- ick in.	es) d allowing minors to Total PARTIES Respondent Establisi	2 2 ment (Accredited and	No. of reported
Sou (Accredited and	e of beddings prompt che	tly, disinfection, an	es) d allowing minors to Total PARTIES Respondent Establisi	2 2 nment (Accredited and credited)	
Sou (Accredited and Directly filed by 0	e of beddings prompt che 	tly, disinfection, an- ick in.	es) d allowing minors to Total PARTIES Respondent Establish Non-Ac	2 2 nment (Accredited and credited)	No. of reported complaints
Sou (Accredited and Directly filed by G	e of beddings prompt che 	tly, disinfection, an- ick in.	es) d allowing minors to Total PARTIES Respondent Establish Non-Ac	2 2 nment (Accredited and credited)	No. of reported complaints
Sou (Accredited and Directly filed by 0 ndorsement fro	e of beddings prompt che 	tly, disinfection, an- ick in.	es) d allowing minors to Total PARTIES Respondent Establish Non-Ac	2 2 nment (Accredited and credited)	No. of reported complaints
Sou (Accredited and Directly filed by 0 ndorsement fro	e of beddings prompt che 	tly, disinfection, an- ick in.	es) d allowing minors to Total PARTIES Respondent Establish Non-Ac	2 2 nment (Accredited and credited)	No. of reported complaints
Sou (Accredited and Directly filed by G	e of beddings prompt che 	tly, disinfection, an- ick in.	es) d allowing minors to Total PARTIES Respondent Establish Non-Ac	2 2 nment (Accredited and credited)	No. of reported complaints
Sou	e of beddings prompt che 	tly, disinfection, an- ick in.	es) d allowing minors to Total PARTIES Respondent Establish Non-Ac	2 2 nment (Accredited and credited)	No. of reported complaints
Sou (Accredited and Directly filed by G	e of beddings prompt che 	tly, disinfection, an- ick in.	es) d allowing minors to Total PARTIES Respondent Establish Non-Ac	2 2 nment (Accredited and credited)	No. of reported complaints

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

REMARKS

Prepared by:

<u>Date:</u> OCT. 13, 2020

ANGELA M. FAGUTAO STOO

Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July	Total # received	4	Endorsed to Silled	2	DTI, LGU
	++	5		1	DTI, LGU
August		8		2	DTI, LGU
September				5	011, 100
TOTAL	0	17	0		STREET, MARKEN AND AND AND AND AND AND AND AND AND AN
	1		FOR ACCREDITED)		ant Etature
Month	Total # handled	Resolved/Closed	Pending	Curro	ent Status
July		4			
August		4	1	TTA is already pro	cessing Refund
September		7	1		ent still settling but has been forwarded
TOTAL	0	15	2		
		the second se	FCOMPLAINTS	the Director	C billing and a billing and a
		edited enterprises)		# of repor	ted complaints
		onduct			1
	Re	fund			11
	Inconsis	stent Rate			1
	alleged not a	ccepting guests			1
	Provisional of	Pork to Muslim			1
	Quality	of Services			2
		credited enterprise	TOTAL		17
		fund			4
	No CAO and	Accreditation			1
			Total		5
TOTAL DAY	STUDY OF ALL	PA	RTIES	6 - C. 11	and a significant
Sou	urces	No. of reported	Respondent Es	tablishment	No. of reported
	Non-Accredited)	complaints	(Accredited and N	lon-Accredited)	complaints
Directly filed by C		3	Accomodation Estat		10
Endorsement fro		-	Frontliners		
Agencies (i.e., DT					
Others)			Mice		
Complaint referre		14	Travel and Tour Age		11
Complaint referre			Tourist Air, Land and	Water Transport	
Offices, Tourism	Attache and other	5	Restaurants		
Office within DO	r l		SPA		
Others			Others		
Others				Total	21

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

REMARKS

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

Prepared by:

Date:

DARLENE HAZEL SERRAN TOO1

#### **REGION I** COMPLAINTS RECEIVED Total # received DDT-accredited Endorsed to SMED Non-accredited Endorsed to : Month To the owner/manager of the establishment for an 1 . 0 1 appropriate action. July To the owner/manager of 0 the establishment for an 1 1 -August September TOTAL appropriate action. 0 0 0 0 2 2 STATUS (ONLY FOR ACCREDITED) Current Status Total # handled Resolved/Closed Month Pending Refunded the total amount of liability July 1 1 0 Reimbursement in process -1 1 August September 0 0 . TOTAL 1 NATURE OF COMPLAINTS 2 1 Nature (for accredited enterprises) Refund Claim # of reported complaints 2 TOTAL 2 Nature (for non-accredited enterprises) 0 Total 0 PARTIES Respondent Establishment (Accredited and Non-Accredited) No. of reported Sources (Accredited and Non-Accredited) No. of reported complaints complaints Directly filed by Complainant Accomodation Establishments 2 2 Endorsement from Government Frontliners 0 Agencies (i.e., DTI, DFA, PNP, and 0 Mice 0 Others) Complaint referred by SMED Travel and Tour Agency Tourist Air, Land and Water Transport 0 0 Complaint referred by Regional 0 Offices, Tourism Attache and other Office within DOT Others 0 Restaurants 0 SPA 0 0 Others 0 Total Total 2 2 TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd ):

Date:

Prepared by: Jessereile Ann Laudencia

23-Oct-20

# REGION II

	otal # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
luly	2	2	0	0	
August	1	1	0	0	PLGU-Batanes
September					
TOTAL	3	3	0	0	
			FOR ACCREDITED)		
Month 1	Total # handled	Resolved/Closed	Pending	Currei	nt Status
luly	2	1	0	Refunded the tot liability Hotel is compliar Health and Safet	nt to the Minimu
August	1	1	0		total amount of bility
September					
TOTAL	3	2	0		
	A Starting and		F COMPLAINTS	241.33	2402200
	Nature (for accr	edited enterprises)		# of report	ed complaints
	leisure) F	19 Pandemic (travel lefund claim			2
A check-in guest wa		of COVID 19 conduc left the hotel	ted by LGU Sta. Ana		1
N	ature (for non-a	ccredited enterprise	total		3
			Total		0
			ARTIES	tablichment	
Source (Accredited and No	n-Accredited)	No. of reported complaints	ARTIES Respondent Es (Accredited and N	Ion-Accredited)	No. of reported complaints
Source (Accredited and No	n-Accredited)	No. of reported	ARTIES Respondent Es	Ion-Accredited)	No. of reported
Source (Accredited and No Directly filed by Corr Endorsement from G Agencies (i.e., DTI, D	n-Accredited) Iplainant Government	No. of reported complaints	ARTIES Respondent Es (Accredited and N	Ion-Accredited)	No. of reported complaints
Source (Accredited and No Directly filed by Com Endorsement from C Agencies (i.e., DTI, D Others)	on-Accredited) oplainant Government FA, PNP, and	No. of reported complaints	ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice	lon-Accredited) blishments	No. of reported complaints
Source (Accredited and No Directly filed by Corr Endorsement from G Agencies (i.e., DTI, D Others) Complaint referred I	on-Accredited) oplainant Government FA, PNP, and Dy SMED	No. of reported complaints	ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age	Ion-Accredited) blishments	No. of reported complaints 2
Source (Accredited and No Directly filed by Corr Endorsement from G Agencies (i.e., DTI, D Others) Complaint referred I Complaint referred I	on-Accredited) oplainant sovernment FA, PNP, and oy SMED oy Regional	No. of reported complaints 1	ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and	Ion-Accredited) blishments	No. of reported complaints 2
Source (Accredited and No Directly filed by Corr Endorsement from G Agencies (i.e., DTI, D Others) Complaint referred I Complaint referred I Offices, Tourism Atta	on-Accredited) oplainant sovernment FA, PNP, and oy SMED oy Regional	No. of reported complaints	ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and Restaurants	Ion-Accredited) blishments	No. of reported complaints 2
Source (Accredited and No Directly filed by Corr Endorsement from G Agencies (i.e., DTI, D Others) Complaint referred I Complaint referred I	on-Accredited) oplainant sovernment FA, PNP, and oy SMED oy Regional	No. of reported complaints 1	ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and	Ion-Accredited) blishments	No. of reported complaints 2

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

REMARKS

Prepared by:

Date: 6 Oct. 2020

THOMAS G. SANTOS Sr. TOO

			GION V		
Month 1	otal # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July	0	0	0	0	N/A
August	0	0	0	0	N/A
September	0	0	0	0	N/A
TOTAL	0	0	0	0	
IUTAL			FOR ACCREDITED)		
Month	otal # handled	Resolved/Closed	Pending	Curre	ent Status
			0	N/A	
July	0	0			
August	0	0	0	N/A	
September	0	0	0	N/A	
TOTAL	0	0	0		
	S. C. BART		F COMPLAINTS	A BLOCK TO A	
		edited enterprises)		# of repor	ted complaints
	Refund	of payment			0
				I	
			TOTAL		0
		the device market			0
N	ature (for non-ad	ccredited enterprise	25}		0
		0			
		0			0
			Total		0
SWIMP ENG	61 (F. 18)	P/	ARTIES		
Source	5	No. of reported	Respondent Es	stablishment	No. of reported
(Accredited and No		complaints	(Accredited and N		complaints
Directly filed by Com		0	Accomodation Esta		0
Endorsement from @	iovernment		Frontliners		0
Agencies (i.e., DTI, D	FA, PNP, and	0			-
			Mice		0
Others)		0	Travel and Tour Age		0
	SMED		Tourist Air Land and	Water Transport	0
Complaint referred b			Tourist Any cana and		
Complaint referred I Complaint referred I	y Regional	0	Restaurants		0
Complaint referred I Complaint referred I Offices, Tourism Atta	y Regional	0	Restaurants		0
Complaint referred I Complaint referred I Offices, Tourism Atta Office within DOT	y Regional		Restaurants SPA		0
Others) Complaint referred I Complaint referred I Offices, Tourism Atta Office within DOT Others	y Regional	0 0 0	Restaurants	Total	0

#### **REGION V**

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

REMARKS

Prepared by:

Date:

ROMMEL A. NATANAUAN CTOO 10/16/2020

Month 1	fotal # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July					
August					
September					
TOTAL	0	0	0	0	
		STATUS (ONL)	FOR ACCREDITED	1	
Month 1	fotal # handled	Resolved/Closed	Pending	Curre	nt Status
July					
August					
September					
TOTAL	0	0	0		
		NATURE O	F COMPLAINTS		
	Nature (for accr	edited enterprises		# of report	ed complaints
	_				
				_	
			TOTAL		0
N	ature (for non-a	coredited enterprise			0
N	ature (for non-a	credited enterprise			0
N	ature (for non-a	credited enterprise			0
N	ature (for non-a	coredited enterprise			0
N	ature (for non-ac	coredited enterprise			0
N	ature (for non-ac	credited enterpris			0
N	ature (for non-a	coredited enterprise			0
N	ature (for non-a	credited enterprise			0
N	ature (for non-a	crediked enterpris			0
N	ature (for non-si	coredked enterprise			0
N	ature (for non-se	credited enterpris			0
N	ature (for non-a		es)		
N		PJ	es)	tablishment	
Source		P/ No. of reported	es) Total		0
Source (Accredited and No	ts Nr-Accredited)	PJ	es) Total Respondent Es	ion-Accredited)	0 No. of reporte
Source (Accredited and Nc Directly filed by Com	ts m-Accredited) npleinant	P/ No. of reported	Total ACTIES Respondent Es Accredited and N	ion-Accredited)	0 No. of reporte
Source (Accredited and by Con Directly filed by Con Endorsement from ( Agencies (Le., UT), C Others)	ss mplainant Government XFA, PNP, and	P/ No. of reported	Total ARTIES Respondent Es (Accomodation Estal Frontlines Milce	ion-Accredited) Mishments	0 No. of reporte
Source (Accredited and Ne Directly filed by Con Endorsement from Agencies (e., DT), C Others) Others)	ts xn-Accredited) ppleinant Sovernment XFA, PNP, and by SMED	P/ No. of reported	Total ACTIES Respondent Es (Accredited and N Accomodation Estal Frontiners Mice Travel and Tour Age	ion-Accredited) Mishments	0 No. of reporte
Source (Accredited and by Directly filed by Con Endorsement from Agencies (i.e., UT, C Agencies (i.e., UT, C Omplaint referred) Complaint referred	ts n-Accredited) plainant Government XFA, PNP, and by SMED by Regional	P/ No. of reported	Total WITIES Total Respondent Es Accomodition Estai Frontlines Mice Travel and Tour Ages Travel and Tour Ages	ion-Accredited) Mishments	0 No. of reporte
Source (Accredited and Nc Diractly filed by Com Endorsement from Agencies (i.e., DT), C Others) Complaint referred Complaint referred Offices, Tourism Att	ts n-Accredited) plainant Government XFA, PNP, and by SMED by Regional	P/ No. of reported	Total KTIES Respondent Es (Accredited and N Accornolition Estal Frontilners Mice Travel and Tour Age Turufs XI, Lund and Y Restaurants	ion-Accredited) Mishments	0 No. of reporte
Source (Accredited and No Diracity filed by Con Endorsement from Agencies (L., 2017, 6 Others) Complaint referred Complaint referred Offices, Tourism Att	ts n-Accredited) plainant Government XFA, PNP, and by SMED by Regional	P/ No. of reported	Total WHIES Respondent Es (Accomdition Estal Frontliners Mice Travel and Tour Age Tourist XII, Lund and Restaurants SPA	ion-Accredited) Mishments	0 No. of reporte
Source (Accredited and Nc Diractly filed by Com Endorsement from Agencies (i.e., DT), C Others) Complaint referred Complaint referred Offices, Tourism Att	ts n-Accredited) plainant Government XFA, PNP, and by SMED by Regional	P/ No. of reported	Total KTIES Respondent Es (Accredited and N Accornolition Estal Frontilners Mice Travel and Tour Age Turufs XI, Lund and Y Restaurants	ion-Accredited) Mishments	0 No. of reporte

REMARKS

		COMPLAINTS	RECEIVED	1000	C. C. C. C.
Month	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July	0	0	0	0	
August	1	0	D	1	Region VI
September	0	0		0	
TOTAL	1	0	0	1	
	121-1-1	STATUS (ONLY FO	R ACCREDITED)	5	
Month	Total # handled	Resolved/Closed		Curre	nt Status
kuly	2	2	0		
huny	-				
August	0	0	Ð		
			0		
September	0	0			
TOTAL	2	2	0		
		NATURE OF CO	OMPLAINTS		
	Nature (for accredite	ed enterprises)		# of report	ed complaints
	Refund of pa	yment			0
			TOTAL		0
			IVIAL		·
	iture (for non-accred		and and down		1
Fake Travel and To	ur Agency (using add	ress of accredited	raver and toor		0
agency	but name of travel a	gency from Region	VI)		0
			Total		1
		PARTI	es		
Sources	(Accredited and	PARTI No. of reported	ES Respondent Es		No. of reported
Non-Accred	(Accredited and dited)	PARTI	ES Respondent Es (Accredited and N	on-Accredited)	No. of reported complaints
Non-Accred	(Accredited and dited)	PARTI No. of reported	ES Respondent Es	on-Accredited)	No. of reported
Non-Accrec Directly filed by Complain	(Accredited and dited)	PARTI No. of reported compleints	ES Respondent Es (Accredited and N	on-Accredited)	No. of reported
Non-Accres Directly filed by Complain Endorsement from Gove	(Accredited and lited) nant mment Agencies	PARTI No. of reported compleints	ES Respondent Es [Accredited and N Accomodation Estab Frontliners	on-Accredited)	No. of reported complaints 0
Non-Accres Directly filed by Complain Endorsement from Gove	(Accredited and lited) nant mment Agencies	PARTI No. of reported completints 1	ES Respondent Es (Accredited and N Accomodation Estat Frontliners Mice	on-Accredited) lishments	No. of reported complaints 0 0
Non-Accres Directly filed by Complain Endorsement from Gove (I.e., DTI, DFA, PNP, and (	(Accredited and lited) nant mment Agencies Debers)	PARTI No. of reported completints 1	ES Respondent Es (Accredited and N Accomodation Estab Frontliners Mice Travel and Tour Age	on-Accredited) Ilshments	No. of reported complaints 0 0 0
Non-Accres Directly filed by Complain Endorsement from Gove (I.e., DTI, DFA, PNP, and ( Complaint referred by Sh	(Accredited and lited) nant mment Agencies Others)	PARTI No. of reported completits 1 0	ES Respondent Es (Accredited and N Accomodation Estat Frontliners Mice	on-Accredited) Ilshments	No. of reported complaints 0 0
Non-Accrec Directly filed by Complain Endorsement from Gove (I.e., DTI, DFA, PNP, and ( Complaint referred by Sh Complaint referred by Sh	(Accredited and dited) mment Agencies Others) AED gional Offices,	PARTI No. of reported completits 1 0	ES Respondent Es (Accredited and N Accomodation Estab Frontliners Mice Travel and Tour Age	on-Accredited) Ilshments	No. of reported complaints 0 0 0
Non-Accres Directly filed by Complete Endorsement from Gove (I.e., DTI, DFA, PNP, and G Completint referred by SR Completint referred by SR Tourism Attache and oth	(Accredited and dited) mment Agencies Others) AED gional Offices,	PARTI No. of reported compleints 1 0 0	ES Respondent Es (Accredited and N Accomodation Estat Frontliners Mice Travel and Tour Age Tourist Air, Land and V	on-Accredited) Ilshments	No. of reported complaints 0 0 0 1 0
Non-Accres Directly filed by Complete Endorsement from Gove (I.e., DTI, DFA, PNP, and i Completint referred by SR Completint referred by Re Tourism Attache and oth DOT	(Accredited and dited) mment Agencies Others) AED gional Offices,	PARTI No. of reported completes 1 0 0 0	ES Respondent Es (Accerdited and N Accerndition Estab Frontliners Mice Travel and Tour Age Tourist Air, Land and V Restaurants SPA	on-Accredited) Ilshments	No. of reported complaints 0 0 0 1 0 0
Non-Accres Directly filed by Complete Endorsement from Gove (I.e., DTI, DFA, PNP, and i Completint referred by SR Completint referred by Re Tourism Attache and oth DOT	(Accredited and dited) nant mment Agencies Others) MED ngional Offices, er Office within	PARTI No. of reported completing 0 0 0 0	ES Respondent Es [Accredited and N Accomodation Estab Frontliners Mice Travel and Tour Age Tourist Air, Land and W Restaurants	on-Accredited) Alshments Incy Veter Transport	No. of reporter complaints 0 0 0 1 0 0 0 0 0 0
Directly filed by Complain Endorsement from Gove (I.e., DTI, DFA, PNP, and i Complaint referred by SR Complaint referred by Re Tourism Attache and oth DDT	(Accredited and dited) mment Agencies Others) AED gional Offices,	PARTI No. of reported completes 1 0 0 0	ES Respondent Es (Accerdited and N Accerndition Estab Frontliners Mice Travel and Tour Age Tourist Air, Land and V Restaurants SPA	on-Accredited) Ilshments	No. of reporter complaints 0 0 0 1 0 0 0 0 0 0
Non-Accres Directly filed by Complete Endorsement from Gove (i.e., DTI, DFA, PNP, and it Completint referred by SR Completint referred by SR Completint referred by RR Tourism Attache and oth DOT	(Accredited and dited) nant mment Agencies Others) MED gional Offices, er Office within Total	PARTI No. of reported completints 1 0 0 0 0 1	ES Respondent Es JAccredited and N Accomodation Estab Frontliners Mice Travel and Tour Age Tourist Air, Land and V Restaurants SPA Others	on-Accredited) /Ishments ncy /ater Transport Total	No. of reporter complaints 0 0 0 1 0 0 0 0 0 0
Non-Accres Directly filed by Complete Endorsement from Gove (i.e., DTI, DFA, PNP, and it Completint referred by SR Completint referred by SR Completint referred by RR Tourism Attache and oth DOT	(Accredited and dited) nant mment Agencies Others) MED gional Offices, er Office within Total	PARTI No. of reported completints 1 0 0 0 0 1	ES Respondent Es JAccredited and N Accomodation Estab Frontliners Mice Travel and Tour Age Tourist Air, Land and V Restaurants SPA Others	on-Accredited) /Ishments ncy /ater Transport Total	No. of reporter complaints 0 0 0 1 0 0 0 0 0 0
Non-Accres Directly filed by Complete Endorsement from Gove (i.e., DTI, DFA, PNP, and it Completint referred by SR Completint referred by SR Completint referred by RR Tourism Attache and oth DOT	(Accredited and dited) nant mment Agencies Others) MED gional Offices, er Office within Total	PARTI No. of reported compleints 1 0 0 0 0 1 1 ROM THE PREVIOU	ES Respondent Es (Accredited and h Accomodation Estab Frontlines Mice Travel and Tour Age Touris As, Land and V Restaurants SPA Others Is QUARTERS (1st and	on-Accredited) /Ishments ncy /ater Transport Total	No. of reporter complaints 0 0 0 1 0 0 0 0 0 0
Non-Accrec Directly filed by Complain	(Accredited and dited) nant mment Agencies Others) MED gional Offices, er Office within Total	PARTI No. of reported completints 1 0 0 0 0 1	ES Respondent Es (Accredited and h Accomodation Estab Frontlines Mice Travel and Tour Age Touris As, Land and V Restaurants SPA Others Is QUARTERS (1st and	on-Accredited) /Ishments ncy /ater Transport Total	No. of reporter complaints 0 0 0 1 0 0 0 0 0 0
Non-Accres Directly filed by Complete Endorsement from Gove (i.e., DTI, DFA, PNP, and it Completint referred by SR Completint referred by RR Tourism Attache and oth DOT	(Accredited and dited) nant mment Agencies Others) MED gional Offices, er Office within Total	PARTI No. of reported compleints 1 0 0 0 0 1 1 ROM THE PREVIOU	ES Respondent Es (Accredited and h Accomodation Estab Frontlines Mice Travel and Tour Age Touris As, Land and V Restaurants SPA Others Is QUARTERS (1st and	on-Accredited) /Ishments ncy /ater Transport Total	No. of reporter complaints 0 0 0 1 0 0 0 0 0 0
Non-Accres Directly filed by Complete Endorsement from Gove (i.e., DTI, DFA, PNP, and it Completint referred by SR Completint referred by SR Completint referred by RR Tourism Attache and oth DOT	(Accredited and dited) nant mment Agencies Others) MED gional Offices, er Office within Total	PARTI No. of reported compleints 1 0 0 0 0 1 1 ROM THE PREVIOU	ES Respondent Es (Accredited and h Accomodation Estab Frontlines Mice Travel and Tour Age Touris As, Land and V Restaurants SPA Others Is QUARTERS (1st and	on-Accredited) /Ishments ncy /ater Transport Total	No. of reporter complaints 0 0 0 1 0 0 0 0 0 0
Non-Acces Directly filed by Completi Endorsement from Grove (I.e., DTI, DFA, PNP, and I Completint referred by R4 Tourbaint referred by R4 Tourbain Attache and oth DOT DOT TOTAL NUMBER OF PENE	(Accredited and dited) nant mment Agencies Others) MED gional Offices, er Office within Total	PARTI No. of reported compleints 1 0 0 0 0 1 1 ROM THE PREVIOU	es Respondent Es (Accredited and h Accomodistion Estab Frontliners Milce Travel and Tour Age Tourist Ay, Lind and V Restaurants SPA Others Is QUARTERS [1st and RIS	on-Accredited) /Ishments ncy /ater Transport Total	No. of reporter complaints 0 0 0 1 0 0 0 0 0 0
Non-Accres Directly filed by Completi Endorsement from Gove (i.e., DTI, DFA, PNP, and i Completint referred by RF Completint referred by RF Completint referred by RF Tourism Attache and oth DDT	(Accredited and dited) nant mment Agencies Others) MED gional Offices, er Office within Total	PARTI No. of reported compleints 1 0 0 0 0 1 1 ROM THE PREVIOU	ES Respondent Es (Accredited and h Accomodation Estab Frontlines Mice Travel and Tour Age Touris As, Land and V Restaurants SPA Others Is QUARTERS (1st and	on-Accredited) /Ishments ncy /ater Transport Total	No. of reporter complaints 0 0 0 1 0 0 0 0 0 0

Prepared by:

Date:

JHERA J. SAN VALENT AO IV

	Total # manufact	DOT accordited	Endowed to Charp		Endousedte
Month ' July	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to
	2	1	0	1	LGU
August September	2	0	0	2	LGU
TOTAL	6	2	0	4	LGU
IUIAL	0			4	SCHOOL VIL
Month 1	Total # handled	Resolved/Closed	Y FOR ACCREDITED)	Cum	ent Status
			Pending		
July	1	1		NOT a	applicable
August	0	0		Not A	Applicable
September	1	1		Not A	Applicable
TOTAL	2	2	0		
		NATURE	OF COMPLAINTS		
		edited enterprises		# of report	ted complaints
		commodation pac			1
Ref	und of unused ad	commodation pac	kage		1
			TOTAL		2
N	ature (for non-ac	credited enterpris			2
		credited enterprise	es)		2
LGU E	nvironmental Cle	arance to a Beach	es) Resort		
LGU E Re	nvironmental Cle efusal to give a Se	arance to a Beach enior Citizen discou	es) Resort Int		1
LGU E Re Pensio	nvironmental Cle efusal to give a Se on House operatio	arance to a Beach enior Citizen discou ng without LGU cle	es) Resort nt arance		1
LGU E Re Pensio	nvironmental Cle efusal to give a Se on House operatio	arance to a Beach enior Citizen discou ng without LGU cle	es) Resort Int		1 1 1
LGU E Re Pensio	nvironmental Cle efusal to give a Se on House operatio	arance to a Beach enior Citizen discou ng without LGU cle	es) Resort nt arance		1 1 1
LGU E Re Pensio	nvironmental Cle efusal to give a Se on House operatio	arance to a Beach enior Citizen discou ng without LGU cle	es) Resort nt arance		1 1 1
LGU E Re Pensio	nvironmental Cle efusal to give a Se on House operatio	arance to a Beach enior Citizen discou ng without LGU cle	es) Resort nt arance		1 1 1
LGU E Re Pensio	nvironmental Cle efusal to give a Se on House operatio	arance to a Beach enior Citizen discou ng without LGU cle	es) Resort nt arance		1 1 1
LGU E Re Pensio	nvironmental Cle efusal to give a Se on House operatio	arance to a Beach enior Citizen discou ng without LGU cle	es) Resort nt arance		1 1 1
LGU E Re Pensio	nvironmental Cle efusal to give a Se on House operatio	arance to a Beach enior Citizen discou ng without LGU cle	es) Resort nt arance		1 1 1
LGU E Re Pensio	nvironmental Cle efusal to give a Se on House operatio	arance to a Beach enior Citizen discou ng without LGU cle ing advertised in so	es) Resort Int arance ocial media without		1 1 1 1
LGU E Re Pensio	nvironmental Cle efusal to give a Se on House operation at are for rent be	arance to a Beach enior Citizen discou ng without LGU cle ing advertised in so	es) Resort Int arance ocial media without Total ARTIES	ablishment	1 1 1 1 4
LGU E Re Pensio Lodging Houses tha Source:	nvironmental Cle efusal to give a Se on House operation at are for rent be	arance to a Beach enior Citizen discou ng without LGU cle ing advertised in so gadvertised in so P/ No. of reported	es) Resort Int arance botial media without Total ARTIES Respondent Esta		1 1 1 1 4 No. of reported
LGU E Re Pensio Lodging Houses tha	nvironmental Cle efusal to give a Se in House operation at are for rent be s n-Accredited)	arance to a Beach enior Citizen discou ng without LGU cle ing advertised in so	es) Resort Int arance ocial media without Total ARTIES	n-Accredited)	1 1 1 1
LGU E Re Pensio Lodging Houses tha Sources (Accredited and Nor Directly filed by Com	nvironmental Cle efusal to give a Se on House operation at are for rent be s n-Accredited) plainant	arance to a Beach enior Citizen discou ng without LGU cle ing advertised in so g advertised in so P P No. of reported complaints	es) Resort Int arance Dicial media without Total ARTIES Respondent Esta (Accredited and No Accomodation Estable)	n-Accredited)	1 1 1 1 4 No. of reported complaints
LGU E Re Pensio Lodging Houses tha Lodging Houses tha Sources (Accredited and Nor Directly filed by Comp indorsement from Go	nvironmental Cle efusal to give a Se on House operation at are for rent be s n-Accredited) plainant overnment	arance to a Beach enior Citizen discou ng without LGU cle ing advertised in so g advertised in so P P No. of reported complaints	es) Resort Resort Int arance botial media without Total ARTIES Respondent Esta (Accredited and No	n-Accredited)	1 1 1 1 4 No. of reported complaints
LGU E Re Pensio Lodging Houses tha Lodging Houses tha Sources (Accredited and Nor Directly filed by Comp indorsement from Go Agencies (i.e., DTI, DF	nvironmental Cle efusal to give a Se on House operation at are for rent be s n-Accredited) plainant overnment	arance to a Beach enior Citizen discou ng without LGU cle ing advertised in so g advertised in so P P No. of reported complaints	es) Resort Int arance Dicial media without Total ARTIES Respondent Esta (Accredited and No Accomodation Estable)	n-Accredited)	1 1 1 1 4 No. of reported complaints
LGU E Re Pensio Lodging Houses tha Lodging Houses tha Sources (Accredited and Nor Directly filed by Comp Endorsement from Ge Agencies (i.e., DTI, DF Dthers)	nvironmental Cle efusal to give a Se in House operation at are for rent be s n-Accredited) plainant overnment SA, PNP, and	arance to a Beach enior Citizen discou ng without LGU cle ing advertised in so g advertised in so P P No. of reported complaints	es) Resort Resort Int arance bocial media without Total Respondent Esta (Accredited and No Accomodation Establ Frontliners Mice	n-Accredited) ishments	1 1 1 1 1 No. of reported complaints 5
LGU E Re Pensio Lodging Houses tha Lodging Houses tha Sources (Accredited and Nor Directly filed by Comp Indorsement from Go Agencies (i.e., DTI, DF Dthers) Iomplaint referred b	nvironmental Cle efusal to give a Se in House operation at are for rent be s n-Accredited) plainant overnment FA, PNP, and y SMED	arance to a Beach enior Citizen discou ng without LGU cle ing advertised in so g advertised in so P P No. of reported complaints	es) Resort Resort Int arance ocial media without Total ARTIES Respondent Esta (Accredited and No Accomodation Establ Frontliners	n-Accredited) ishments	1 1 1 1 4 No. of reported complaints
LGU E Re Pensio Lodging Houses tha Lodging Houses tha Sources (Accredited and Nor Directly filed by Comp Endorsement from Go Agencies (i.e., DTI, DF Dthers) Complaint referred by Complaint referred by	nvironmental Cle efusal to give a Se in House operation at are for rent be s n-Accredited) plainant overnment A, PNP, and y SMED y Regional	arance to a Beach enior Citizen discou ng without LGU cle ing advertised in so g advertised in so P P No. of reported complaints	es) Resort Resort Int arance Docial media without Total Respondent Esta (Accredited and No Accomodation Establ Frontliners Mice Travel and Tour Agen Tourist Air, Land and W	n-Accredited) ishments	1 1 1 1 1 No. of reported complaints 5
LGU E Re Pensio Lodging Houses that Lodging Houses that Sources (Accredited and Nor Directly filed by Comp Indorsement from Ge Agencies (i.e., DTI, DF Dthers) Complaint referred by Complaint referred by Diffices, Tourism Atta	nvironmental Cle efusal to give a Se in House operation at are for rent be s n-Accredited) plainant overnment A, PNP, and y SMED y Regional	arance to a Beach enior Citizen discou ng without LGU cle ing advertised in so g advertised in so P P No. of reported complaints	es) Resort Resort Int arance Docial media without Total Respondent Esta (Accredited and No Accomodation Establ Frontliners Mice Travel and Tour Agen Tourist Air, Land and W Restaurants	n-Accredited) ishments	1 1 1 1 1 No. of reported complaints 5
LGU E Re Pensio Lodging Houses tha Lodging Houses tha Sources (Accredited and Nor Directly filed by Comp Endorsement from Go Agencies (i.e., DTI, DF Dthers) Complaint referred by Complaint referred by	nvironmental Cle efusal to give a Se in House operation at are for rent be s n-Accredited) plainant overnment A, PNP, and y SMED y Regional	arance to a Beach enior Citizen discou ng without LGU cle ing advertised in so g advertised in so P P No. of reported complaints	es) Resort Resort Int arance Docial media without Total Respondent Esta (Accredited and No Accomodation Establ Frontliners Mice Travel and Tour Agen Tourist Air, Land and W	n-Accredited) ishments	1 1 1 1 1 No. of reported complaints 5

#### **REGION IV-B**

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

REMARKS

<u>Prepared by:</u> Cecil V. Aranton Chief, TRD

22-Oct-20

Month	Total # received	DOT-accredited	NTS RECEIVED Endorsed to SMED	Non-accredited	Endorsed to :
luly	0	0	0	0	
August	0	0	0	0	
September	0	0	0	0	
TOTAL	0	0	0	0	
		STATUS (ONLY	FOR ACCREDITED)	000000000	20, 112, 112
Month	Total # handled	Resolved/Closed	Pending	Curre	nt Status
		0	0		
July	0				
August	0	0	0		
September	0	0	0		
TOTAL	0	0 NATURE O	0 F COMPLAINTS	2 1 1 1 2 1 2 2	A southern the
	Nature Hor acer	edited enterprises)		# of report	ed complaints
P	Nature (for non-ad	credited enterprise	TOTAL 25)		0
F	Nature (for non-ad	credited enterprise			0
ß	Nature (for non-ad		25)		0
Source	:es	P/ No. of reported	25) Total ARTIES Respondent Es	tablishment	0 No. of reported
Source (Accredited and N	es on-Accredited)	P/	Total ARTIES Respondent Es (Accredited and N	tablishment Ion-Accredited)	0
Source (Accredited and N Directly filed by Con	es on-Accredited) mplainant	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal	tablishment Ion-Accredited)	0 No. of reported
Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DTI, f	es on-Accredited) mplainant Government	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners	tablishment Ion-Accredited)	0 No. of reported
Source Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DTI, 1 Others)	es lon-Accredited) mplainant Government DFA, PNP, and	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice	itablishment Jon-Accredited) blishments	0 No. of reported
Source Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DTI, f Others) Complaint referred	es lon-Accredited) mplainant Government DFA, PNP, and by SMED	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age	tablishment Ion-Accredited) blishments	0 No. of reported
Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DTI, f Others) Complaint referred Complaint referred	es on-Accredited) mplainant Government DFA, PNP, and by SMED by Regional	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and N	tablishment Ion-Accredited) blishments	0 No. of reported
Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DTI, Others) Complaint referred Complaint referred Offices, Tourism At	es on-Accredited) mplainant Government DFA, PNP, and by SMED by Regional	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and N Restaurants	tablishment Ion-Accredited) blishments	0 No. of reported
Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DTI, f Others) Complaint referred Complaint referred	es on-Accredited) mplainant Government DFA, PNP, and by SMED by Regional	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and N	tablishment Ion-Accredited) blishments	0 No. of reported
Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DTI, Others) Complaint referred Complaint referred Offices, Tourism At	es on-Accredited) mplainant Government DFA, PNP, and by SMED by Regional	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and N Restaurants	tablishment Ion-Accredited) blishments	0 No. of reported

#### **REGION V**

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

Month			NTS RECEIVED		
	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
August	1			1	LGU
September TOTAL	9	4	0	5	
	3		FOR ACCREDITED)		and the second second
Month	Total # handled	Resolved/Closed	Pending	Curr	ent Status
			, chung		(Booking refunded)
July	2	2			
August	6	6		1 Case Closed (Booking refunded Case Closed (breach of lease con 2 referred to NBI Region VI for appropriate action, 1 referred to lloilo City, 1 referred to LGU San Jose,Antique	
		4	· · · · · · · · · · · · · · · · · · ·	1 referred to LGU	Malay, Aklan
September	1	1		(Booking refunde	d)
TOTAL	9	9	0		
		NATURE O	FCOMPLAINTS		
		edited enterprises)		# of repor	ted complaints
Non -refur	nd of tour package	s and accommodati	on booking		3
U	nlawful terminatio	on of Contract of Lea	ise		1
			TOTAL		4
	Nature (for non-ad	credited enterprise			4
1		c <b>redited enterprise</b> e Fraud			4
	Onlin	e Fraud	s)		
	Onlin		s)		2
	Onlin	e Fraud	s)		2
	Onlin	e Fraud	s)		2
	Onlin	e Fraud	s)		2
	Onlin	e Fraud	s)		2
	Onlin	e Fraud	s)		2
	Onlin	e Fraud	s)		2
	Onlin	e Fraud	s)		2
	Onlin	e Fraud	s)		2
	Onlin	e Fraud s and accommodati	s) on booking Total		2 3
Non -refur	Onlir nd of tour package	e Fraud s and accommodati	s) on booking Total		2 3
Non -refur	Onlir nd of tour package	e Fraud s and accommodati	s) on booking Total	tablishment	2 3
Non -refur	Onlir nd of tour package	e Fraud s and accommodati s and accommodati PA No. of reported complaints	s) on booking Total RTIES Respondent Es	tablishment Ion-Accredited)	2 3 5 No. of reported
Non -refur Source (Accredited and N Directly filed by Con	Onlin nd of tour package ces lon-Accredited) mplainant	e Fraud s and accommodati	s) on booking Total RTIES Respondent Es (Accredited and N Accomodation Estal	tablishment Ion-Accredited)	2 3 5 No. of reported complaints
Non -refur Source (Accredited and N Directly filed by Coi Endorsement from Agencies (i.e., DT), i	Onlin nd of tour package ses lon-Accredited) mplainant Government	e Fraud s and accommodati s and accommodati PA No. of reported complaints	s) on booking Total RTIES Respondent Es (Accredited and N Accomodation Estal Frontliners	tablishment Ion-Accredited)	2 3 5 No. of reported complaints
Non -refur Source (Accredited and N Directly filed by Coi Endorsement from Agencies (i.e., DTI, Others)	Onlin nd of tour package ses ion-Accredited) mplainant Government DFA, PNP, and	e Fraud s and accommodati s and accommodati PA No. of reported complaints	s) on booking Total RTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice	tablishment Ion-Accredited) blishments	2 3 3 5 No. of reported complaints 4
Non -refur Source (Accredited and N Directly filed by Co Endorsement from Agencies (i.e., DT), Others) Complaint referred	Onlin nd of tour package ses on-Accredited) mplainant Government DFA, PNP, and by SMED	e Fraud s and accommodati s and accommodati PA No. of reported complaints	s) on booking Total RTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age	tablishment Ion-Accredited) Dishments	2 3 5 No. of reported complaints
Non -refur Source (Accredited and N Directly filed by Co Endorsement from Agencies (i.e., DT), Others) Complaint referred	Onlin nd of tour package ses on-Accredited) mplainant Government DFA, PNP, and by SMED	e Fraud s and accommodati s and accommodati PA No. of reported complaints	s) on booking Total RTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and N	tablishment Ion-Accredited) Dishments	2 3 3 5 No. of reported complaints 4
Non -refur Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DT), Others) Complaint referred Complaint referred Offices, Tourism At	Onlin nd of tour package ses on-Accredited) mplainant Government DFA, PNP, and by SMED by Regional	e Fraud s and accommodati s and accommodati PA No. of reported complaints	s) on booking Total RTIES Respondent Ess (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and N Restaurants	tablishment Ion-Accredited) Dishments	2 3 3 5 No. of reported complaints 4
Non -refur Source (Accredited and N Directly filed by Co Endorsement from Agencies (i.e., DT), Others) Complaint referred Complaint referred	Onlin nd of tour package ses on-Accredited) mplainant Government DFA, PNP, and by SMED by Regional	e Fraud s and accommodati s and accommodati PA No. of reported complaints	s) on booking Total RTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and N	tablishment Ion-Accredited) Dishments	2 3 3 5 No. of reported complaints 4

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

REMARKS

Prepared by:

Kristoffer Leo M. Velete TOOII DOTVI-TRD

Date: 8-Oct-20

Month 1	otal # received	DOT-accredited	NTS RECEIVED Endorsed to SMED	Non-accredited	Endorsed to :
luly	0				
August	0		1		
September	6	3	0	2	
TOTAL	5	3	0	2	
		STATUS (ONLY	FOR ACCREDITED)		C.S.R. END
Month	Fotal # handled	Resolved/Closed	Pending	Currer	nt Status
July	0				
August	0				
September	6	3	3	No reply yet from LGU's concerned	
TOTAL	6	3	3	of date.	
	0 1		FCOMPLAINTS	1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.	C. States
	Nature (for acc	edited enterprises)		# of reporte	ed complaints
3		and on room bookin			3
		havior in handling o			1
b.) mappropriate	and importe be	Havior in handling o	Thate customers		
			TOTAL		4
N	ature Her non-a	ccredited enterprise			
		und on room bookin			1
b.) An employee		allegedly harrassin	g local and loreign		1
	residens	t in the area			
	-				
			Total		2
	1.1100.000.000	P	ARTIES	Service Service	Section 1
Contraction of the	ac	No. of reported	Respondent Es		No. of reporte complaints
Source		complaints			5
(Accredited and No	on-Accredited)	complaints			<b>–</b>
(Accredited and No Directly filed by Con	on-Accredited) aplainant	complaints 2	Accomodation Esta		5
(Accredited and No Directly filed by Con Endorsement from ( Agencies (i.e., DTI, D	on-Accredited) aplainant Government		Accomodation Esta Frontliners		5
(Accredited and No Directly filed by Con Endorsement from C Agencies (i.e., DTI, D Others)	on-Accredited) aplainant Sovernment DFA, PNP, and	2	Accomodation Estat Frontliners Mice	blishments	5
(Accredited and No Directly filed by Con Endorsement from C Agencies (i.e., DTI, D Others) Complaint referred	on-Accredited) aplainant Government OFA, PNP, and by SMED		Accomodation Esta Frontliners Mice Travel and Tour Age	blishments ency	
(Accredited and No Directly filed by Con Endorsement from C Agencies (i.e., DTI, D Others) Complaint referred Complaint referred	on-Accredited) nplainant Sovernment DFA, PNP, and by SMED by Regional	2	Accomodation Esta Frontliners Mice Travel and Tour Age Tourist Air, Land and	blishments ency	3
(Accredited and No Directly filed by Con Endorsement from C Agencies (i.e., DTI, D Others) Complaint referred Complaint referred	on-Accredited) nplainant Sovernment DFA, PNP, and by SMED by Regional	2	Accomodation Esta Frontliners Mice Travel and Tour Age	blishments ency	3
(Accredited and No Directly filed by Con Endorsement from C Agencies (i.e., DTI, D Others) Complaint referred Complaint referred Offices, Tourism Att	on-Accredited) nplainant Sovernment DFA, PNP, and by SMED by Regional	2	Accomodation Esta Frontliners Mice Travel and Tour Age Tourist Air, Land and	blishments ency	3
	on-Accredited) nplainant Sovernment DFA, PNP, and by SMED by Regional	2	Accomodation Esta Frontliners Mice Travel and Tour Age Tourist Air, Land and Restaurants	blishments ency	3

REMARKS

Prepared by:

Date:

Month T	otal # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
July					
August	1	1			
September					
TOTAL	1	1	0	0	
1.2		STATUS (ONLY	FOR ACCREDITED)		Service and
Month T	otal # handled	Resolved/Closed	Pending	Currer	nt Status
luly					
August	1	1		Revoked PAC and F	PCAO
September					
	1	1	0		
TOTAL	1		F COMPLAINTS		A PROPERTY AND
31.121	N-Auro (fee acor	and the second se		# of reports	ed complaints
		edited enterprises) nd mandatory healt		# of reporte	1
violated loc	ai ordinatices, ai	nu manuatory near	II protocola		-
Na	ature (for non-ad	ccredited enterprise	TOTAL es)		1
Na	ature (for non-ad	ccredited enterprise			1
Na	ature (for non-ac	ccredited enterprise	25)		
Na	ature (for non-ac		es)		0
		P/	es) Total ARTIES		0
Source	:5	P/ No. of reported	25) Total ARTIES Respondent Es	tablishment	0 No. of reported
Source (Accredited and No	es m-Accredited)	P/	Total ARTIES Respondent Es (Accredited and N	tablishment Ion-Accredited)	0 No. of reported complaints
Source (Accredited and No Directly filed by Com	es phainant	P/ No. of reported	25) Total ARTIES Respondent Es	tablishment Ion-Accredited)	0 No. of reported
Source (Accredited and No Directly filed by Com Endorsement from G	es in-Accredited) inplainant Sovernment	P/ No. of reported	Total ARTIES Respondent Es (Accredited and N	tablishment Ion-Accredited)	0 No. of reported complaints
Source (Accredited and No Directly filed by Com Endorsement from G Agencies (i.e., DTI, D Others)	es in-Accredited) iplainant Sovernment FA, PNP, and	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice	stablishment Jon-Accredited) blishments	0 No. of reported complaints
Source (Accredited and No Directly filed by Com Endorsement from G Agencies (i.e., DTI, D Others) Complaint referred b	es in-Accredited) iplainant Sovernment FA, PNP, and by SMED	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age	stablishment Jon-Accredited) blishments ency	0 No. of reported complaints
Source	es in-Accredited) iplainant Sovernment FA, PNP, and by SMED	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice	stablishment Jon-Accredited) blishments ency	0 No. of reported complaints
Source (Accredited and No Directly filed by Com Endorsement from G Agencies (i.e., DTI, D Others) Complaint referred b Complaint referred b	rs in-Accredited) iplainant sovernment FA, PNP, and by SMED by Regional	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age	stablishment Jon-Accredited) blishments ency	0 No. of reported complaints
Source (Accredited and No Directly filed by Com Endorsement from G Agencies (i.e., DTI, D Others) Complaint referred b	rs in-Accredited) iplainant sovernment FA, PNP, and by SMED by Regional	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and N	stablishment Jon-Accredited) blishments ency	0 No. of reported complaints
Source (Accredited and No Directly filed by Com Endorsement from G Agencies (i.e., DTI, D Others) Complaint referred to Complaint referred to Offices, Tourism Atta	rs in-Accredited) iplainant sovernment FA, PNP, and by SMED by Regional	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and N Restaurants	stablishment Jon-Accredited) blishments ency	0 No. of reported complaints 1
Source (Accredited and No Directly filed by Com Endorsement from G Agencies (i.e., DTI, D Others) Complaint referred t Complaint referred to Offices, Tourism Atta Office within DOT	rs in-Accredited) iplainant sovernment FA, PNP, and by SMED by Regional	P/ No. of reported complaints	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and N Restaurants SPA	stablishment Jon-Accredited) blishments ency	0 No. of reported complaints

Month	Total # received	DOT-accredited	NTS RECEIVED Endorsed to SMED	Non-accredited	Endorsed to :
July					
August	1				
September					
TOTAL	0	0	0	0	
	1.5 N 2		FOR ACCREDITED)		
Month	Total # handled	Resolved/Closed	Pending	Currer	nt Status
luly					
August					
September TOTAL	0	0	0		
IUIAL	0 1	_	F COMPLAINTS	5 1 2 2 1 2 1 m 1 2	s (illines) : -
	Nature (for accr	edited enterprises)		# of reporte	ed complaints
ľ	Vature (for non-a	ccredited enterprise	TOTAL		0
N	Vature (for non-a		es)		0
	Vature (for non-ad	P/	es) Total		0
Source	:es	P/ No. of reported	es)		
Source (Accredited and N	es on-Accredited)	P/	Total Respondent Es	Ion-Accredited)	0 No. of reported
Source (Accredited and N Directly filed by Con Endorsement from	es on-Accredited) mplainant Government	P/ No. of reported	Total ARTIES Respondent Es (Accredited and N	Ion-Accredited)	0 No. of reported
Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DTI, I	es on-Accredited) mplainant Government	P/ No. of reported	Total ARTIES Respondent Es (Accredited and N Accomodation Estal	Ion-Accredited)	0 No. of reported
Source (Accredited and N Directly filed by Con Endorsement from	es on-Accredited) mplainant Government DFA, PNP, and	P/ No. of reported	Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age	Ion-Accredited) blishments	0 No. of reported
Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DTI, I Others) Complaint referred	es on-Accredited) mplainant Government DFA, PNP, and by SMED	P/ No. of reported	Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice	Ion-Accredited) blishments	0 No. of reported
Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DTI, I Others)	es on-Accredited) mplainant Government DFA, PNP, and by SMED by Regional	P/ No. of reported	Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age	Ion-Accredited) blishments	0 No. of reported
Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DTI, I Others) Complaint referred Complaint referred	es on-Accredited) mplainant Government DFA, PNP, and by SMED by Regional	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and N	Ion-Accredited) blishments	0 No. of reported
Source (Accredited and N Directly filed by Con Endorsement from Agencies (i.e., DTI, I Others) Complaint referred Complaint referred Offices, Tourism At	es on-Accredited) mplainant Government DFA, PNP, and by SMED by Regional	P/ No. of reported	Total Total ARTIES Respondent Es (Accredited and N Accomodation Estal Frontliners Mice Travel and Tour Age Tourist Air, Land and N Restaurants	Ion-Accredited) blishments	0 No. of reported

#### **REGION IX**

#### **REGION X COMPLAINTS RECEIVED** DOT-accredited Endorsed to SMED Non-accredited Endorsed to : Month Total # received July August September 0 0 TOTAL 0 0 STATUS (ONLY FOR ACCREDITED) **Current Status** Resolved/Closed Pending Total # handled Month July August September 0 TOTAL 0 0 NATURE OF COMPLAINTS # of reported complaints Nature (for accredited enterprises) TOTAL 0 Nature (for non-accredited enterprises) Total 0 PARTIES No. of reported No. of reported **Respondent Establishment** Sources (Accredited and Non-Accredited) complaints (Accredited and Non-Accredited) complaints Accomodation Establishments Directly filed by Complainant Endorsement from Government Frontliners Agencies (i.e., DTI, DFA, PNP, and Mice Others) **Complaint referred by SMED Travel and Tour Agency** Tourist Air, Land and Water Transport **Complaint referred by Regional** Restaurants Offices, Tourism Attache and other Office within DOT SPA Others Others 0 Total Total 0 TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd ) : REMARKS

Prepared by:

#### COMPLAINTS RECEIVED DOT-accredited Endorsed to SMED Non-accredited Endorsed to : Total # received Month July LGU 3 August 3 0 September 0 3 TOTAL 0 3 STATUS (ONLY FOR ACCREDITED) **Current Status** Resolved/Closed Pending Month Total # handled July August September 0 TOTAL 0 0 NATURE OF COMPLAINTS # of reported complaints Nature (for accredited enterprises) TOTAL 0 Nature (for non-accredited enterprises) 3 non-refund of payments made 3 Total PARTIES No. of reported **Respondent Establishment** No. of reported Sources (Accredited and Non-Accredited) complaints (Accredited and Non-Accredited) complaints Accomodation Establishments **Directly filed by Complainant** 3 Endorsement from Government Frontliners Agencies (i.e., DTI, DFA, PNP, and Mice Others) **Travel and Tour Agency** 3 Complaint referred by SMED Complaint referred by Regional Tourist Air, Land and Water Transport Offices, Tourism Attache and other Restaurants Office within DOT SPA Others Others Total 3 Total 3

**REGION XI** 

## TOTAL NUMBER OF PENDING COMPLAINTS FROM THE PREVIOUS QUARTERS (1st and 2nd ): none

#### **REGION XII** COMPLAINTS RECEIVED Endorsed to : DOT-accredited Endorsed to SMED Non-accredited Month **Total # received** July August September 0 0 0 0 TOTAL STATUS (ONLY FOR ACCREDITED) **Current Status** Month Total # handled **Resolved/Closed** Pending July August September 0 TOTAL 0 0 NATURE OF COMPLAINTS # of reported complaints Nature (for accredited enterprises) TOTAL 0 Nature (for non-accredited enterprises) Total 0 PARTIES No. of reported **Respondent Establishment** No. of reported Sources complaints complaints (Accredited and Non-Accredited) (Accredited and Non-Accredited) **Accomodation Establishments Directly filed by Complainant** Endorsement from Government Frontliners Agencies (i.e., DTI, DFA, PNP, and Mice Others) **Travel and Tour Agency Complaint referred by SMED** Tourist Air, Land and Water Transport **Complaint referred by Regional** Restaurants Offices, Tourism Attache and other SPA Office within DOT Others Others 0 Total Total 0

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

REMARKS

Prepared by:

## **REGION 12**

Month		COMPLAIN			
wonu	Total # received	DOT-accredited	Endorsed to SMED	Non-accredited	Endorsed to :
uly	0				
August	0				
September	0				
OTAL	0				
	THE PARALE OF ST	STATUS (ONLY	FOR ACCREDITED)	<b>的话题是不可以</b> 有	
Month	Total # handled	Resolved/Closed	Pending	Current	Status
uly					
August					
September					
TOTAL					
		NATURE OF	COMPLAINTS	and the second second	
	Nature (for accred	ited enterprises)		# of reported	complaints
	Nature (for non-accr	edited enterprises)	TOTAL	0	
			Total	0	
		PA	RTIES		
Sources	(Accredited and	PA No. of reported	RTIES Respondent Establishm	nent (Accredited and	No. of reported
			RTIES	nent (Accredited and	
Directly filed by Comp	lainant		RTIES Respondent Establishm	nent (Accredited and	
Directly filed by Comp	lainant vernment Agencies		RTIES Respondent Establishm Accomodation Establish	nent (Accredited and	
Directly filed by Comp Indorsement from Go i.e., DTI, DFA, PNP, an	lainant vernment Agencies nd Others)		RTIES Respondent Establishm Accomodation Establish Frontliners Mice	nent (Accredited and ments	
Directly filed by Comp Endorsement from Go (i.e., DTI, DFA, PNP, ar Complaint referred by	lainant vernment Agencies nd Others) SMED		RTIES Respondent Establishm Accomodation Establish Frontliners Mice Travel and Tour Agency	nent (Accredited and ments	
Directly filed by Comp Endorsement from Go i.e., DTI, DFA, PNP, ar Complaint referred by Complaint referred by	lainant vernment Agencies nd Others) SMED Regional Offices,		RTIES Respondent Establishm Accomodation Establish Frontliners Mice Travel and Tour Agency Tourist Air, Land and Wate	nent (Accredited and ments	
Directly filed by Comp Endorsement from Go (i.e., DTI, DFA, PNP, ar Complaint referred by Complaint referred by Fourism Attache and o	lainant vernment Agencies nd Others) SMED Regional Offices,		RTIES Respondent Establishm Accomodation Establish Frontliners Mice Travel and Tour Agency Tourist Air, Land and Wate Restaurants	nent (Accredited and ments	
Sources Directly filed by Comp Endorsement from Go (i.e., DTI, DFA, PNP, ar Complaint referred by Complaint referred by Fourism Attache and o DOT Dthers	lainant vernment Agencies nd Others) SMED Regional Offices,		RTIES Respondent Establishm Accomodation Establish Frontliners Mice Travel and Tour Agency Tourist Air, Land and Wate	nent (Accredited and ments	

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

#### **REGION XIII** COMPLAINTS RECEIVED DOT-accredited Endorsed to SMED Non-accredited Endorsed to : Total # received Month July 0 0 August 0 September 0 0 0 0 TOTAL STATUS (ONLY FOR ACCREDITED) **Current Status** Total # handled Resolved/Closed Pending Month July 0 0 August September 0 0 TOTAL 0 0 NATURE OF COMPLAINTS # of reported complaints Nature (for accredited enterprises) TOTAL 0 Nature (for non-accredited enterprises) 0 Total DADTIES

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

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

REMARKS

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.

Prepared by: