



DEPARTMENT OF TOURISM

CITIZEN'S CHARTER
2022 (1st Edition)



DEPARTMENT OF TOURISM

**CITIZEN'S CHARTER
2022 (1st Edition)**



I. Mandate:

The Department of Tourism (DOT) is mandated to encourage, promote, and develop tourism as a major socio-economic activity to generate foreign currency and local employment and to spread the benefits of tourism to a wider segment of the population with the support, assistance, and cooperation of both the private and public sectors. The DOT assures the safe, convenient, enjoyable stay and travel of foreign and local tourists in the country.

II. Vision:

To develop a globally competitive, environmentally sustainable and socially responsible tourism industry that promotes inclusive growth through employment generation and equitable distribution of income thereby contributing to building a foundation for a high trusted society.

III. Mission:

The Department of Tourism (DOT) shall be the primary government agency charged with the responsibility to encourage, promote, develop tourism as a major socioeconomic activity to generate foreign currency and employment and to spread benefits of tourism to both the private and the public sector.

IV. Service Pledge:

As your partner in the promotion and development of tourism that seeks to generate revenue, create jobs and livelihood for the Filipinos and ensure the safe, enjoyable and convenient stay of foreign and domestic tourists in the country, we, the officials and employees of the Department of Tourism, do commit to:

- provide sincere and honest service to all clientele regardless of age, gender, nationality as well as cultural and religious orientation;
- render utmost care, urgency and propriety in addressing the needs of every individual and group that seek assistance from the Department;
- maintain decent and upright practices that demonstrate the qualities and ethical standards of good public service;
- act and resolve with promptness on complaints against irregular transactions, unclear rules and regulations, neglect in the performance of duties and responsibilities as well as unsatisfactory behavior of officials and employees; and
- help uplift the morale of the tourism sector by strengthening access to information, service delivery and consultation between the Department and its publics towards good governance.



LIST OF SERVICES

CENTRAL OFFICE – EXTERNAL SERVICES

Check Payables	08
Collection of Payments for Accreditation and Training/Fees/Bid Documents.....	10
Endorsement for Special Investor's Resident Visa	11
Endorsement of Tourism Development Project to the Board of Investments	15
Endorsement for Tourism Road Infrastructure Program (TRIP) Proposal	19
External Communications Handling	20
Freedom of Information (FOI) Requests	23
Internship Application (Online Applicants)	27
Internship Application (Walk in Applicants)	31
Issuance of Certificate of Tax Withheld	34
LDDAP/ADA Payables	35
Media Coverage Requests	36
Processing of Application for Vacant Position	37
Readily Available Photos, Videos, and/or Reports Requests	43
Statistics Technical Assistance	44
Technical Assistance to Local Government Unit for Tourism Development Projects ...	46

CENTRAL OFFICE - INTERNAL SERVICES

Assistance in the Formulation of Tourism-Related Speeches, Messages, Talkpoints, Graphic Layout/Artwork, and Information	49
Contract Notarization	51
Document Handling in the Office of the Chief of Staff	54
Document Handling in the Office of the Secretary	62
External Training Program	70
Fund Transfer to DOT Regional/Overseas Offices/Attached Agencies	73
Grant of Cash Advances	76
Information Technology Support	79
In-House Training Program	80
Issuance of Certificate of Availability of Funds	82
Issuance of Certificate of No Pending Cash Advance	84
Issuance of Order of Payment	86
Legal Review of Documents	88
Liquidation of Cash Advances	90
Outgoing Mails Handling	92
Payment of Salaries, Bonuses, Other Personal Benefits	94
Processing of Application for Compensatory Time-Off	97
Processing of Application for Leave	99



Processing of Application for Terminal Leave Credit Commutation and Payment	101
Processing of Certification of Allotment	103
Processing of Availment of Monetization of Leave Credits	105
Processing of GSIS and PAG-IBIG Loan Applications	107
Processing of Initial Salary	109
Processing of Landbank Mobile Salary Loan Applications	110
Processing of Letter of Intent to Retire, Resignation, and Authority to Transfer.....	112
Processing of Obligation Request Status	114
Processing of Payment to Suppliers, Consultants, GFA, Service Providers	135
Processing of Salary Differential or Adjustment	139
Processing of Travel Orders	141
Procurement of Goods and Services through other Alternative Methods of Procurement (Lease of Venue/Highly Technical/Direct Contracting/Agency to Agency)	142
Procurement of Goods and Services through Public Bidding	145
Procurement of Goods and Services through Shopping	150
Procurement of Goods and Services through Small Value Procurement	152
Receiving and Issuance of Supplies Materials, and Equipment	155
Records Creation and Control of DOT Issuances	156
Records Request Service	158
Reimbursement of Expenses	159
Remittance to DOT Overseas Offices	161
Request for Media Coverage	163
Request for On-The-Job Trainee	165
Request for Repair	167
Review of Work and Financial Plan of Various Delivery Units	169
Service Record/Certificate of Employment	173



REGIONAL OFFICES – EXTERNAL SERVICES

Accreditation of Tourism Frontliners	176
Accreditation of Hotels, Resorts, and Apartment Hotels	181
Accreditation of Mabuhay Accommodations.....	186
Accreditation of Homestay	191
Accreditation of Tourist Transport Operators and Motorized Bancas	195
Accreditation of Travel and Tour Services	200
Accreditation of MICE	206
Accreditation of Tourism Related Establishments	211
Accreditation of Farm Tourism Camps	216
Accreditation of Health and Wellness Tourism Establishments	221
Accreditation of Surf Camps	226
Airport Assistance and Access Passes	230
Complaints Handling Process	234
Payment Claims	238

PHILIPPINE COMMISSION ON SPORTS SCUBA DIVING – EXTERNAL SERVICES

Accreditation of Recreational Scuba Divers and Dive Professionals	241
Accreditation of Dive Establishments and Liveaboard Dive Boats	247

DOT FOREIGN OFFICE

External Services

Handling of Tourism Related Inquiries	257
---	-----

FEEDBACK AND COMPLAINTS MECHANISM	259
--	------------

DOT OFFICE DIRECTORY	261
-----------------------------------	------------



Central Office

External Services



CHECK PAYABLES

Payables or obligations of the agency to creditors shall be made through an issuance of Modified Disbursement System (MDS) checks or also known as government checks after the preparation and approval of related documents.

Office or Division:	Cash Section – General Services Division			
Classification:	Simple			
Type of Transaction:	G2B –Government to Business Entity G2C –Government to Citizen G2G – Government to Government			
Who may avail:	Business Owner/Signatory; Professional Speaker himself; or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID or Company ID (1 original, 1 photocopy)		BIR, Post Office, DFA, LTO, PSA, SSS, GSIS, Pag-IBIG, Company/Mother Office		
Authorization Letter (1 original) and Business Owner/Signatory's Valid ID (1 photocopy) in the case of a representative		Company/Mother Office Company's Owner/Signatory		
Special Power of Attorney (SPA) in the case of a representative (1 original notarized copy)		Payee/Speaker/ Creditors/ Employees		
Official Receipt (OR) or Collection Receipt (CR) and Sales/Billing Invoice of the company concern (1 original copy)		Company/Mother Office as issued by BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Cash section and presents Tax Certificate, and other requirements	1. Accepts and evaluates the requirements of the creditors	None	5 Minutes	Cashier
2. Affixes signature, name, and date in the Warrant Register Book and in the Disbursement Voucher	2. Ensures that the creditor fills out the Warrant Register Book and the Disbursement Voucher properly	None	5 minutes	Cashier
3. Issues Official Receipt (if through a Collection Receipt, provide sales/billing invoice) for a company-creditor	3. Checks the accuracy of Official Receipt (OR) issued by the client; or Collection Receipt and Sales/Billing Invoice and issues	None	5 minutes	Cash Staff



	the check/s and tax certificate/s			
TOTAL		None	15 minutes	



COLLECTION OF PAYMENTS FOR ACCREDITATION AND TRAINING/PARTICIPATION FEES/BID DOCUMENTS

Collectibles in cash or check from the Department of Tourism Stakeholders as payment for Accreditation and Training, Participation Fees and Bid Documents shall be made through an issuance of Order of Payment from the Accreditation Office and/or Accounting Division.

Office or Division:	Cash Section –General Services Division			
Classification:	Simple			
Type of Transaction:	G2B –Government to Business Entity G2C –Government to Citizen/Professional Speaker			
Who may avail:	Business Owner/Signatory; or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment (1 original copy)		Accreditation Office of DOT Accounting Division, PMD, OPMD, PCSSD,		
Acknowledgement Receipt for Direct Payments (ARDP)		PMD, OPMD, TRCRG, PCSSD,		
Cash Payment		Company/Mother Office		
Check Payment (<i>dated and payable to the Department of Tourism</i>)		Company/Mother Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to DOT Cash Section for payment or pay thru direct deposit/payment	Validates the Order of Payment (OP) Receives Acknowledgement Receipt (ARDP) For Direct Payments	None	2 minutes	Cashier
Pays the required amount by cash/check OR Thru Bank	Receives and counts/validates the cash/check payment in front of the client OR check pass book if thru Bank	None	3 minutes	Cashier
Receives the Official Receipt or Acknowledgement Receipt (ARDP) For Direct Payments	Issues Official Receipt or Validates the Acknowledgement Receipt (ARDP) For Direct Payments	None	2 minutes	Cashier
TOTAL		None	7 minutes	



ENDORSEMENT FOR SPECIAL INVESTOR'S RESIDENT VISA

Procedure for the endorsement of qualified foreign investors to the Bureau of Immigration for the availment of the Special Investor's Residents Visa.

Office or Division:	Project and Investment Evaluation Division	
Classification:	Complex Transaction	
Type of Transaction:	G2C (Government to Client)	
Who may avail:	Qualified Foreign Nationals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS		
1. DOT OTSR Form 003 (1 original copy or 1 scanned copy)	Project and Investment Evaluation Division	
2. Bank Certificate under oath signed by the Presidents or Senior/ Executive Vice President or officer with a rank not lower than Assistant Vice President or officer of equivalent rank, and proof of inward Remittances converted into pesos (e.g. credit advice, copy of tele graphic transfer, etc.) (1 original copy and 3 certified true copies or 1 scanned copy)	Bank	
3. Bangko Sentral Registration Document of Inward Foreign Direct Investment (1 original copy and 3 certified true copies or 1 scanned copy)	Bangko Sentral ng Pilipinas	
4. Applicant's Passport (4 photocopies or 1 scanned copy)	Proponent	
Additional Requirement for Applicant's dependent/s		
5. Passport of the applicant's legal spouse and dependent/s, if any (4 photocopies or 1 scanned copy)	Proponent	
6. Marriage certificate of applicant and his spouse (4 photocopies or 1 scanned copy)	Proponent	
7. Birth certificate of the applicant, his spouse and dependent children joining him/her to the Philippines. (4 photocopies or 1 scanned copy)	Proponent	
Additional requirements for Applicants applying outside the Philippines		
Police clearance duly authenticated by the Philippines Embassy or Consulate (1 original copy, 3 certified true copies or 1 scanned copy)	Police Station (investor's country or place of residence)	



Mental Health Certificate (1 original copy, 3 certified true copies or 1 scanned copy)	Competent Mental Health Institution in the Investor's country of place or residence or any of the following hospitals: a. National Center for Mental Health b. Philippine General Hospital c. Jose Reyes Memorial Hospital b. Veterans Memorial Hospital
Additional requirements for Applicants residing in the Philippines and Holder of 9(a), 9(b), 9(c) visa	
Police clearance duly authenticated by the Philippines Embassy or Consulate (1 original copy, 3 certified true copies or 1 scanned copy)	Police Station (investor's country or place of residence)
Medical Health Certificate from duly authorized physician noting that Applicant is not afflicted with AIDS or any loathsome, dangerous or contagious disease (inclusive of AIDS Test Result) (1 original copy, 3 certified true copies or 1 scanned copy)	Medical Institution (investor's country or place of residence)
Mental Health Certificate (1 original copy, 3 certified true copies or 1 scanned copy)	Competent Mental Health Institution in the Investor's country of place or residence or any of the following hospitals: a. National Center for Mental Health b. Philippine General Hospital c. Jose Reyes Memorial Hospital d. Veterans Memorial Hospital
Additional requirements for Applicants residing in the Philippines and Holder of 9(d), 9(f), 9(g), Sec 13, Sec 13(A) , Sec 13(G), , Sec 13(E) or 47(a) (2) visa	
NBI Clearance (1 original copy, 3 certified true copies or 1 scanned copy)	National Bureau of Investigation (NBI) Office
Bureau of Immigration Clearance Certification (1 original copy, 3 certified true copies or 1 scanned copy)	Bureau of Immigration Office
Medical Health Certificate from duly authorized physician noting that Applicant is not afflicted with AIDS or any loathsome, dangerous or contagious disease (inclusive of AIDS Test Result) (1 original copy, 3 certified true copies or 1 scanned copy)	Medical Institution (investor's country or place of residence)



Medical Health Certificate on physical fitness to be issued by the National Quarantine Office upon presentation of an AIDS results (1 original copy, 3 certified true copies or 1 scanned copy)		National Quarantine Office of the Investor's country/place of residence or any of the following hospitals: a. American Hospital b. Makati Center c. St. Luke's Hospital d. Manila Doctor's Hospital		
Mental Health Certificate (1 original copy, 3 certified true copies or 1 scanned copy)		Any of the following hospitals: a. National Center for Mental Health b. Philippine General Hospital c. Jose Reyes Memorial Hospital d. Veterans Memorial Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Application Form and complete documentary requirements to PIED's Investment Officer or thru email.	1.1 Acknowledge receipt of the complete documents Note: <i>For incomplete documents, the Investment officer shall return the application with necessary remarks on the lacking requirements</i>	None	30 minutes	Investment Officer
	1.2 Evaluate the completeness and correctness of the documents received 1.3 Prepare transmittal memorandum to the Office of the Undersecretary for TRCRG, Endorsement Letter to Bureau of Immigration, Letter Request for BSP Certification,	None	1 day	Investment Officer



	and Letter to the Proponent			
	1.4 Review the application, transmittal memorandum, Endorsement Letter to Bureau of Immigration, Letter Request for BSP Certification, and Letter to Proponent and affix initials and endorse to OTSR Director	None	5 hours	Division Chief
	1.5 Recommend the approval of the Application for Endorsement to the Undersecretary-TRCRG.	None	2 days	OTSR Director
	1.6 Approve the application by signing the Endorsement Letter to the Bureau of Immigration	None	2 days	TRCRG Undersecretary
2. Receive the soft copy of the signed endorsement as an advance copy	2.1 Affix seal and release to the proponent the soft copy of the signed endorsement.	None	30 minutes	Investment Officer
TOTAL		None	5 days and 6 hours	



ENDORSEMENT OF TOURISM DEVELOPMENT PROJECTS TO THE BOARD OF INVESTMENT AND PHILIPPINE ECONOMIC ZONE AUTHORITY

Procedure for agency endorsement of tourism development projects to appropriate government agencies for the availment of business incentives and grant of permits, clearances and franchises.

Office or Division:	Project and Investment Evaluation Division	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C (Government to Client) G2B (Government to Business Entity)	
Who may avail:	Qualified private tourism project developers/owners listed in IPP (Investment Priorities Plan) who want to avail business incentives, permits and clearances from government incentive giving agencies.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS		
DOT OTSR PIED Form 001 (1 notarized copy or 1 scanned copy)		Project and Investment Evaluation Division
1. Municipal/City Government's certification or approval of development project/activity in favor of the proponent/owner/Building Permit/Environmental Compliance Certificate (1 notarized copy or 1 scanned copy)		City Hall/Municipal Office/Department of Environment and Natural Resources
2. Project Description Outline (1 notarized copy or 1 scanned copy)		Proponent
3. Feasibility Study with statistical data that shows the need to construct an additional accommodation facility in the concerned location/region (<i>Accommodation Establishments only</i>) (1 notarized copy or 1 scanned copy)		Proponent
4. Vicinity/Location Map & Site Development Plan (1 notarized copy or 1 scanned copy)		Proponent
5. Typical floor plans & elevators of all structures & facilities preferably signed by a Licensed Architect. Exterior perspective or 5" x 7" reproduction of the same. Facilities for PWD to include room allocation. One PWD room for every 50 up to 150 rooms, and 1 for every 100 rooms thereof, for less than 50 rooms at		Proponent



least one PWD room. (1 notarized copy or 1 scanned copy)	
6. Copies of the Bureau of Lands Location (Survey) Plan and Certificate of Land Ownership or Lease Contract or Rights or any agreement entered into for the development of the land. (1 notarized copy or 1 scanned copy) <i>In the absence of the title/s to the property/ies, submit Affidavit of Ownership</i>	Bureau of Land/Registrar's Office
SPECIFIC REQUIREMENTS	
For Corporation/Partnership/Association and Other Entities: 1. Certified true copy of the applicant's Articles of Incorporation/Partnership (amended copy, if applicable) (1 notarized copy or 1 scanned copy) 2. Notarized Board Resolution authorizing the following: a. Authority to sign the application (1 notarized copy or 1 scanned copy) b. Authority to transact business with the Department (1 notarized copy or 1 scanned copy) c. Authority to file the application (1 notarized copy or 1 scanned copy)	Securities and Exchange Commission/Department of Trade and Industry
For Single/Sole Proprietorship: 1. Notarized authorization letter from the owner authorizing the following: a. Authority to transact business with the Department (1 notarized copy or 1 scanned copy) b. Authority to file the application certified true copy of the applicant's Bureau of Trade and Consumer Protection (1 notarized copy or 1 scanned copy)	Department of Trade and Industry



c. Certificate of Registration (BTCPCR) issued by DTI. (1 notarized copy or 1 scanned copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the DOT OTSR PIED Form 001 and all the Documentary Requirements thru email.	1.1.1 Check the completeness of the application documents. 1.1.2 Acknowledge receipt of complete documents for evaluation / appropriate action. 1.1.3. Incomplete application documents will be returned to the proponent for completion.	None	1day	PIED's Investment Officer
	1.2 Evaluate documents and prepare transmittal memorandum to the Office of the OIC- Undersecretary for TRCRG and Endorsement Letter to BOI / PEZA together with the letter to the proponent Application.	None	1day	PIED's Investment Officer
	1.3 Review transmittal Memorandum and Endorsement Letter to BOI / PEZA and affix initials and endorse to OTSR Director	None	2 days	Division Chief



	1.4 Endorse, Recommend approval to the TOCTSR OIC- Assistant Secretary	None	2 days	OTSR Director
	1.5 Review and affix initials and endorse to TRCRG OIC- Undersecretary	None	1 day	TRCRG Assistant Secretary
	1.6 Sign the Endorsement Letter to BOI / PEZA and remands the same to PIED for release.	None	3 days	TRCRG OIC- Undersecretary
2. Receive the soft copy of the signed endorsement as advance copy	2.1 Affix seal on the soft copy of the signed endorsement and release to the proponent.	None	30 minutes	PIED's Investment Officer
TOTAL		None	10 days 30 minutes	



ENDORSEMENT FOR TOURISM ROAD INFRASTRUCTURE PROGRAM (TRIP) PROPOSAL

Endorsement of TRIP proposals to concerned DOT regional offices for evaluation under the TRIP guidelines

Office or Division:	Office of the Undersecretary for Tourism Regulation, Coordination and Resource Generation (OUSEC-TRCRG)			
Classification:	Complex Transaction			
Type of Transaction:	G2G (Government to Government) G2C (Government to Citizen)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TRIP Proposal (1 original/photocopy)		Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward TRIP proposals to the Office of the OUSEC-TRCRG.	1.1 Receive and record TRIP proposals in the database.	None	1 day	Senior TOO/Executive Assistant IV
	1.2 Draft endorsements to concerned Regional Offices (ROs) and letters of receipt to proponents.	None	1 day	Senior TOO/Executive Assistant IV
	1.3 Approval of the Undersecretary on the endorsements to ROs and letters of receipt to proponents.	None	3 days	Undersecretary
	1.4 Send signed endorsements to concerned ROs and letters of receipt to proponents.	None	2 days	Senior TOO/Executive Assistant IV/ Administrative Aide VI
TOTAL		None	7 days	



EXTERNAL COMMUNICATIONS HANDLING

Handling procedure of external correspondence in the Office of the Secretary.

Office or Division:	Office of the Secretary			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client) G2B (Government to Business Entity) G2G (Government to Government)			
Who may avail:	External Party (Private/Public)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
External Correspondence (1 soft/original copy)		Requesting Party/Sender		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send correspondence via email or through DOT Records and Communications Section	1.1 Receive and acknowledge incoming communications.	None	15 minutes	Admin. Assistant V and Senior Admin. Assistant III
	1.2 Documents received through DOT Records and Communications Section shall be sent to OSEC's official email address (as scanned)	None	1 hour	Staff from Records and Communication Section
	1.3 Categorize documents/communications whether urgent,	None	15 minutes	Admin. Assistant V and Senior Admin. Assistant III



	external, or confidential.			
	1.4 Initially review and sort out received documents (includes staff work, if necessary)	None	2 hours	Administrative Assistant V, Senior Administrative Assistant III, and Executive Assistant IV
	<p>1.5 Route documents/ communications to offices concerned (<i>based on current designation and thematic assignments</i>)</p> <p>For documents/ communications intended for the COS/HEA, check completeness thereof and endorse the same to the aforementioned officials for appropriate action, instruction, and/or approval.</p>	None	20 minutes	Administrative Assistant V, Senior Administrative Assistant III, Executive Assistant IV
	1.6 Encode all documents received by OSEC, including corresponding action/s taken,	None	10 minutes	Administrative Assistant V, Senior Administrative Assistant III, and Executive Assistant IV



	through a matrix/summary			
	1.7 Review and provide instructions on the matrix/ summary and/or sign action documents, if applicable, for other offices, agencies, requesting parties, and/or agency clients	None	1 day and 4 hours	Head Executive Assistant
	1.8 Provide action/route documents to offices concerned (based on the instructions given by HEA on the summary of documents)	None	4 hours	Administrative Assistant V, Senior Administrative Assistant III, and Executive Assistant IV
TOTAL			2 days 4 hours	



FREEDOM OF INFORMATION (FOI) REQUESTS

This service covers the receiving and processing of the FOI requests received by the Department.

Office or Division:	General Services Division – Records & Communication Section	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C (Government to Client) G2B (Government to Business Entity) G2G (Government to Government)	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Manual FOI Requests		
1. FOI Request Form (2 original copy)	DOT – Records & Communication Section	
2. One (1) valid government issued I.D. with photograph and signature of the requesting party (1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, COMELEC, LTO	
3. Two (2) valid government issued I.D. with photograph and signature of the principal requestor <i>(if request is made through a representative)</i> (1 photocopy)	Requesting Party	
4. Signed written authorization of the principal requestor <i>(if request is made through a representative)</i> (1 original copy)	Principal Requestor	
5. Board Resolution, Corporate Secretary’s Certificate, or other acceptable written document <i>(if request is made by a juridical entity)</i> (1 original or certified true copy)	Requesting Company	
6. Company or organization I.D. <i>(if request is made by a natural person who is a member, employee, affiliated with, or related to the juridical entity, company, or organization and the request is made not in behalf of such)</i> (1 photocopy)	Requesting Party	
7. Signed written indorsement of the teacher, professor, or instructor <i>(if request is made by a student)</i> (1 original copy)	Academic Institution	
For eFOI Portal Requests		
1. eFOI Request Form	e-FOI Portal	



<p>2. One (1) valid government issued I.D. with photograph and signature of the requesting party (1 scanned copy)</p> <p>3. Two (2) valid government issued I.D. with photograph and signature of the principal requestor <i>(if request is made through a representative)</i> (1 scanned copy)</p> <p>4. Signed written authorization of the principal requestor <i>(if request is made through a representative)</i> (1 scanned copy)</p> <p>5. Board Resolution, Corporate Secretary's Certificate, or other acceptable written document <i>(if request is made by a juridical entity)</i> (1 digital certified true copy)</p> <p>6. Company or organization I.D. <i>(if request is made by a natural person who is a member, employee, affiliated with, or related to the juridical entity, company, or organization and the request is made not in behalf of such)</i> (1 scanned copy)</p> <p>7. Signed written indorsement of the teacher, professor, or instructor <i>(if request is made by a student)</i> (1 scanned copy)</p>		<p>www.foi.gov.ph</p> <p>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, COMELEC, LTO</p> <p>Requesting Party</p> <p>Principal Requestor</p> <p>Requesting Company</p> <p>Requesting Party</p> <p>Academic Institution</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the FOI Request Form with all the other requirements <i>(Manual Request)</i> ; or Fills-out the FOI Request Form in the eFOI portal and attach all the other requirements <i>(eFOI Portal Request)</i> .	<p>1. Receive and verify FOI request if it is a fully compliant FOI request and forward to the FDM.</p> <p>In case of denial, notify and advise the requesting party of the denial of</p>	None	1 day	FOI Receiving Officer (FRO)



	<p>the FOI request within 15 days.</p> <p><i>Request for Clarification shall toll the running of the 15 working day processing time and shall commence again after the required clarification is received by the FRO.</i></p> <p><i>If the information requested requires extensive search of the records or cannot be easily retrieved, a twenty (20) working day extension may be availed by the FRO/FDM.</i></p>			
	<p>1.2 Forward the request to the FOI Focal Person concerned.</p> <p>In case of denial, notify and advise the requesting party of the denial of the FOI request within 15 days.</p>	None	1 day	FOI Decision Maker (FDM)
	<p>3. Retrieve and provide the requested information to the FOI Decision Maker.</p>	None	10 days	FOI Focal Person



2. Receive the requested information.	4. Release the information to the requesting party.	None	1 day	FOI Decision Maker
TOTAL			15 days	



INTERNSHIP APPLICATION (ONLINE APPLICANTS)

Application for On-The-Job Training for Online Applicants.

Office or Division:	Training and Development Division			
Classification:	Complex Transaction			
Type of Transaction:	G2C (Government to Clients)			
Who may avail:	Students Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume (1 original copy)		Student Applicant		
Endorsement Letter from the Academic Institution (1 original)		Dean/Practicum Coordinator		
Parent's Consent /Waiver (1 photocopy)		Parent/Guardian or Practicum Coordinator		
Memorandum of Agreement (4 sets original copy)		Training and Development Division		
2x2 ID Picture (2 pcs)		Student Applicant		
Online DTR via Google Sheet (1 scanned/soft copy)		Training and Development Division		
Accomplishment Report (1scanned/soft copy)		On-the-Job Trainees		
Evaluation Form (1scanned/soft copy)		On-the-Job Trainees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ACCEPTANCE OF APPLICATION				
1. Send Resume and Endorsement Letter from the Academic Institution together with the complete requirements.	1.1 Acknowledge the receipt of the application, and provide a checklist of documentary requirements.	None	5 minutes	TDD Staff
	1.2 Screen and check all of the requirements submitted. <i>Note: Incomplete requirements shall not be accepted and returned to the applicant for completion. The applicant shall be notified of incomplete submission.</i>	None	15 minutes	TDD Staff
	2.1 Set a schedule for an interview and notify the	None	3 days	TDD Staff



	<p>applicant thru e-mail, text message, or thru other communication platforms of the schedule of interview.</p> <p><i>Note: Processing Time shall commence upon acknowledgement of applicant of the notification.</i></p>			
2.2 Attend the virtual interview conducted by TDD	2.2 Conduct virtual interview	None	1 hour	TDD Staff
	2.2 Evaluate applicants based on the results of the interview.	None	2 hours	TDD Staff
2.3 Acknowledge notification from TDD	<p>2.3 Notify the applicant of the result of the interview.</p> <p>If the applicant passed, the TDD shall inform the applicant of the schedule of pre-deployment orientation.</p> <p><i>Note: Processing Time shall commence upon acknowledgement of applicant of the notification.</i></p>	None	1 day	TDD Staff
3.1 Attend the pre-deployment orientation online	3.1 Conduct pre-deployment orientation online according to schedule.	None	1 hour	TDD Staff



	3.2 Prepare Memorandum endorsing the qualified OJT applicant and forward it to the requesting office.	None	30 minutes	TDD Staff
	3.3 Approve the endorsement memorandum	None	30 minutes	TDD Chief
3.2 Acknowledge the notification of deployment	3.4 Endorse the OJT for deployment to the assigned office and notify the OJT of his/her deployment	None	30 minutes	TDD Staff
4. Start the internship program. Note: Processing time for the internship proper depends on the OJT's performance	4. Monitor the OJT	None	-	TDD Staff
5.1 Upon completion of the prescribed hours of internship, OJT to submit complete requirements for checking and evaluation.	5.1 Check the completeness of the requirements submitted. <i>Note: Incomplete requirements will not be accepted and the concerned OJT shall be notified.</i>	None	15 minutes	TDD Staff
	5.2 Prepare the Certificate of Completion.	None	10 minutes	TDD Staff
	5.3 Approve and sign the Certificate of Completion	None	1 day	TDD Chief
5.2 Receive the Certificate of Completion	5.3 Notify the applicant that the Certificate is ready	None	15 minutes	TDD Staff



	for pick up and release the Certificate of Completion to the OJT.			
TOTAL		None	5 days 6 hours 30 minutes	TDD Staff



INTERNSHIP APPLICATION (WALK-IN APPLICANTS)

Application for On-the-Job Training for Walk-in Applicants

Office or Division:		Training and Development Division		
Classification:		Complex Transaction		
Type of Transaction:		G2C (Government to Client)		
Who may avail:		Students Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume (1 original copy)		Student applicant		
Endorsement Letter from the Academic Institution (1 original)		Dean/Practicum Coordinator		
Parent's Consent /Waiver (1 photocopy copy)		Parent/Guardian or Practicum Coordinator		
Memorandum of Agreement (4 sets original copy)		Training and Development Division		
Medical Certificate (1 photocopy)		Medical Laboratory or Academic Institution's Clinic		
2x2 ID Picture (2 pcs)		Student Applicant		
Monthly DTR (1 original copy)		Training and Development Division		
Accomplishment Report (1 original copy)		On-the-Job Trainees		
Evaluation Form (1 original copy)		On-the-Job Trainees		
Overtime Request /Official Business Pass (1 photocopy)		Training and Development Division		
Clearance Slip (1 photocopy)		Training and Development Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ACCEPTANCE OF APPLICATION				
1. Submit resume and endorsement letter with the complete requirements to the TDD.	1.1 Screen and review the documents submitted. <i>Note: Incomplete requirements shall not be accepted and returned to the applicant for completion.</i>	None	5 minutes	TDD Staff
	1.2 Set a schedule for an interview and notify the applicant	None	3 days	TDD Staff



	<i>Note: Processing Time shall commence upon acknowledgement of applicant of the notification.</i>			
2. Proceed to the DOT for the scheduled interview.	2.1 Screen and evaluate the OJT applicant through the conduct of the interview.	None	4 hours	TDD Staff
	2.2 Notify the applicant of the result of the interview. If the applicant passed, the TDD shall inform the applicant of the schedule of pre-deployment orientation. <i>Note: Processing Time shall commence upon acknowledgement of applicant of the notification.</i>	None	10 minutes	TDD Staff
3. Attend the pre-deployment orientation	3.1 Conduct pre-deployment orientation.	None	2 hours	TDD Staff
	4.1 Prepare Memorandum endorsing the qualified OJT applicant and forward it to the requesting office.	None	15 minutes	TDD Staff
	4.2 Approve the endorsement memorandum	None	30 minutes	TDD Chief



4. Proceed to the TDD office for deployment to the assigned DOT office.	4.3 Endorse the OJT to the assigned office and notify the OJT of his/her deployment	None	15 minutes	TDD Staff
5. Start the internship program Note: Processing time for the internship proper depends on the OJT's performance	5. Monitor the OJT	None	-	TDD Staff
6.1 Upon completion of the prescribed hours of internship, OJT to submit complete requirements for checking and evaluation.	6.1 Check the completeness of the requirements submitted. <i>Note: Incomplete requirements will not be accepted and the concerned OJT shall be notified.</i>	None	15 minutes	TDD Staff
	6.2 Prepare the Certificate of Completion.	None	15 minutes	TDD Staff
6.2 Receive the Certificate of Completion	6.3 Release the Certificate of Completion to the OJT.	None	5 minutes	TDD Staff
Total		None	3 days, 4 hours, 50 minutes	TDD Staff



ISSUANCE OF CERTIFICATE OF TAX WITHHELD

Issuance of Certificate of Tax Withheld (BIR Form 2306/2307) to creditors, suppliers, service providers covered under the tax law

Office or Division:		Accounting Division		
Classification:		Simple Transaction		
Type of Transaction:		G2B (Government to Business)		
Who may avail:		Creditors/Suppliers/ Service Providers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Disbursement Voucher with complete supporting documents (1 set of original copy)		Cash Division		
Tax Identification Number		Creditors/Suppliers/ Service Providers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Certificate of Tax Withheld upon claim of check/ADA thru the Cash Section	1.1 Receives request for Certification	None	10 minutes	Administrative Assistant
	1.2 Encodes BIR Form 2306/2307 thru online e-BIR Forms system.	None	20 minutes	Administrative Assistant
	1.3 Reviews & sign the Certificate of Tax Withheld (BIR Form 2306/2307).	None	10 minutes	Chief Accountant/ Accountant IV/ Accountant III
2. Cash Section to receive Certificate of tax withheld (BIR FORM 2306 & 2307) and release to requestor.	1.4 Release the Certificate of Tax Withheld (BIR Form 2306/2307) to Cash Section.	None	10 minutes	Administrative Aide
TOTAL		None	50 minutes	



LDDAP/ADA PAYABLES

Payables or obligations of the Department of Tourism to the creditors/speakers shall also be made through direct deposit at the creditors' or payees' Land Bank account after the preparation and approval of related documents and LDDAP/ADA (List of Due and Demandable Accounts Payable / Advice to Debit Account). Once approved, the Advice of Checks Issued and Cancelled (ACIC) will then be prepared, approved, and transmitted to the DOT's Land Bank branch of account together with the LDDAP/ADA for corresponding debit and credit of payment/s.

Office or Division:	Cash Section –General Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B –Government to Business Entity G2C –Government to Citizen G2G – Government to Government			
Who may avail:	Business Owner/Signatory; Professional Speaker; or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (OR) or Collection Receipt (CR) and Sales/Billing Invoice (1 original copy)		Company/Mother Office as issued by BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If payment has been deposited already, proceed to DOT Cash section for pick-up of Tax Certificate/s and issuance of OR/s or Collection Receipt/s and Sales/Billing Invoice/s	Accepts and checks the accuracy of the Official Receipts	None	5 minutes	Cashier
Affixes signature, write complete name, and date in the received section of the Disbursement Voucher/s	Ensures that the client signs the Disbursement Vouchers and issues Tax Certificates	None	5 minutes	Cashier
Check the accuracy of the tax certificate/s; then, process completed	12 Attaches OR/s or CR/s and Sales/Billing Invoice/s to the DV	None	5 minutes	Cash Staff
TOTAL		None	15 minutes	



MEDIA COVERAGE REQUESTS

Procedure for granting requests for media and communication support primarily to the different offices of the Department including its regional offices, attached agencies, local government units, and other tourism stakeholders.

Office or Division:	Office of Public Affairs and Advocacy			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government) G2B (Government to Business Entities) G2C (Government to Client)			
Who may avail:	DOT and its attached agencies including external clients (LGUs/Tourism Stakeholders) through DOT Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved OPAA Request Form (1 original copy)		OPAA Office		
Event Background/Briefer (1 original copy)		Requesting Office/Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished OPAA Service Request Form with information on the proposed event.	1.1 Record request and prepare routing slip.	None	5 Minutes	Administrative Assistant, OPAA
	1.2 Assign to appropriate OPAA Division.	None	5 minutes	Director, OPAA
	1.3 Assign the request to OPAA staff.	None	5 minutes	Division Chief, OPAA
	1.4 Coordinate with client for logistics.	None	30 Minutes	Team leader, OPAA
	1.5 Send out media invites.	None	20 minutes	Information Officer, OPAA
	1.6 Follow-up media invitees.	None	5 Minutes	Information Officer, OPAA
	1.7 Send list of confirmed media to client.	None	5 Minutes	Information Officer, OPAA
TOTAL		None	1 hour 15 minutes	



PROCESSING OF APPLICATION FOR VACANT POSITIONS

Human Resource procedure for the processing of application of internal and external applicants to published vacant positions.

** Pursuant to 2017 ORAOHRA, filling up of vacant positions must not exceed nine (9) months from the date of publication.*

Office or Division:	Human Resource Division			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C (Government to Client) G2G (Government to Government)			
Who may avail:	Internal and External Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent (1 original copy or scanned copy sent thru email per vacant position applied for)		Applicants (Internal/External)		
Personal Data Sheet (1 original copy per vacant position applied for)		Applicants (Internal/External)		
Work Experience Sheet (1 original copy per vacant position applied for)		Applicants (Internal/External)		
Copy of Civil Service Eligibility or Board Rating (1 authenticated or photocopy, if original copy is presented)		Applicants (Internal/External)		
Certificate/s of Training/s (1 photocopy)		Applicants (Internal/External)		
Transcript of Records (1 authenticated copy or photocopy, if original copy is presented)		Applicants (Internal/External)		
Copy of Performance Rating for two (2) rating periods if applicable (1 certified copy)		Applicants (Internal/External)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1ST PHASE – PAPER SCREENING OF APPLICATIONS (COMPLEX TRANSACTION)				
1. Submit Letter of Intent with all supporting documents, through e-mail or through courier/walk-in at registered office address on or before the prescribed deadline.	1.1. Receive the application through email or personal delivery to HRD Office. If received through email, generate a response to	None	30 minutes	HRD Receiving Staff/ Recruitment, Selection & Placement (RSP) Processor (HRMO)



	acknowledge receipt. For personal delivery, acknowledge receipt thereof			
2. Await HR reply on the result of the initial screening	2.1 Prepare notice/letter informing applicant/s whether qualifications meet minimum Qualification Standards requirements with further advice as to the next step of hiring procedure.	None	5 days after deadline of publication	HRD-RSP Processor (HRMO)
	2.2 Sign the notice/letter reply to the applicant/s.	None	15 minutes	Chief, HRD
	2.2 Send out notice/letter reply.	None	1 hour	HRD Releasing Staff
TOTAL		None	6 days 45 minutes	

2ND PHASE – QUALIFYING EXAMINATIONS AND INITIAL INTERVIEW (for those who passed the paper screening) (COMPLEX TRANSACTION)				
3. Wait for the notification of the schedule for the preliminary interview and examination.	Schedule the conduct of initial interview, and qualifying exams (for Central Office's vacancies)	None	Within 5 days	Administrative Assistant V (Licensed Psychometrician)
4. Wait for the results of the initial interview and qualifying exams.	4.1 Prepare the report of examination and notice to the	None	2 days after the interview and exams	Administrative Assistant V (Licensed Psychometrician)



	applicant/s on the results of the initial interview and examination			
	4.2 Sign the evaluation report and notice to the applicant/s	None	Within 1 day	Chief, HRD
TOTAL		None	8 days	

3RD PHASE – CONDUCT OF INTERVIEW BY THE END-USER AND TECHNICAL EXAMS (for those who passed the HR's initial interview and qualifying exams)				
5. Await the schedule of end-user's interview and conduct of the technical examination	<p>5.1 Prepare endorsement to the end-user of the roster of qualified applicants.</p> <p>Central Office Vacancies: 1-2 weeks schedule for interview and technical exams given by the end-user.</p> <p>Regional Office Vacancies: Initial interview, qualifying and technical exams are done in the regional offices.</p> <p>End-users are given one month to give shortlist for panel interview and deliberation.</p>	None	10 minutes	RSP HR Processor (HRMO/Admin Assistant V)
	5.2 Sign the transmittal/ endorsement	None	5 minutes	Chief, HRD



	memorandum to the end-user/regional director.			
	5.3 Send out the signed memorandum to the office concerned or through email to the regional offices with all supporting documents.	None	15 minutes	RSP HR Processor (HRMO/Admin Assistant V)
	5.4 Inform the HRD-RSP of the conduct of interview and technical examination.	None	7 days from receipt of HRD's memo (1 month processing time with end-user)	End-user (operating unit)
	5.5 Notify applicant/s through phone call and/or email of the schedule 1 -2 weeks after notification (Central Office).	None	1 day from receipt of memo/advice from the end-user (Central Office)	RSP HR Processor (HRMO/Admin Assistant V)
	5.6 End-user to conduct the interview and technical examination (Central Office.)	None	14 days	End-user (operating unit) Administrative Assistant V (Licensed Psychometrician)
	5.7 Evaluate the examination results and submits Pre-Employment Interview Form. Inform HRD of the shortlist of candidates for	None	7 days after the interview and exams	End-user (operating unit) Chief, HRD (technical exams)



	the panel interview and deliberation.			
TOTAL		None	28 days 30 minutes	

4 TH PHASE – PANEL INTERVIEW AND DELIBERATION (for those who passed the end-user's interview and technical exams)					
6	Wait for the schedule of the Human Resource Merit Selection and Promotions Board (HRMPSB) panel interview.	6.1 Upon receipt of end-user's shortlist of qualified candidates, check the availability of HRMPSB members for the panel interview. Prepare the memorandum for the meeting and agenda. Prepare a comparative assessment sheets and an interview guide for the qualified candidates.	None	7 days	RSP HR Processor (HRMO/Admin Assistant V)
		6.2 Sign the memorandum and agenda	None	1 day	HRPMSB Chairperson
		6.3 Route the memorandum and agenda to HRMPSB members and notifies the candidate/s. Informs the Regional Office-Admin Officer at	None	1 day	RSP HR Processor (HRMO/Admin Assistant V)



	least a week before the schedule of the panel interview.			
	6.4 Conduct the panel interview.	None	1 day	HRMPSB Members
	6.5 Prepare Summary of Ratings prior to deliberation.		30 minutes	HRMPSB Secretariat
	6.6 Conduct deliberation of candidates.		1 days	HRMPSB Members
	6.7 Prepare HRMPSB Documentation.		7 days	HRMPSB Secretariat
	6.8 Route the HRMPSB documentations to HRMPSB members for signature.	None	3 days	HRMPSB Secretariat
	6.9 Submit the HRMPSB Documentation to the Office of the Secretary for approval.	None	1 hour	HRMPSB Secretariat
TOTAL		None	21 days 1 hour 30 minutes	



READILY AVAILABLE PHOTOS, VIDEOS, AND/OR REPORTS REQUESTS

Media and communication support primarily to the different offices of the Department including its regional offices, attached agencies, local government units, and other tourism stakeholders.

Office or Division:	Office of Public Affairs and Advocacy			
Classification:	Simple Transactions			
Type of Transaction:	G2G (Government to Government) G2B (Government to Business Entities) G2C (Government to Client)			
Who may avail:	DOT Offices and/or Tourism Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPAA Request Form (1 original copy)		OPAA Office		
Event Background/Briefer (1 photocopy)		Requesting Office/Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished OPAA Request Form.	1.1 Record request, assign control number to OPAA Request Form and prepares routing slip.	None	5 Minutes	Administrative Assistant, OPAA
	1.2 Review and assign to the appropriate OPAA Division.	None	5 minutes	Director, OPAA
	1.3 Assign request to OPAA staff.	None	5 minutes	Division Chief, OPAA
	1.4 Provide materials and prepares cover letter/email.	None	30 minutes	Person in charge of multi-media databank
	1.5 If sent through regular mail, follow the mailing procedure of the Records Section.	None	15 minutes	Administrative Assistant, OPAA
	1.6 Update requesting party on status of request.	None	5 Minutes	Administrative Assistant, OPAA
TOTAL		None	1 hour 5 minutes	



STATISTICS TECHNICAL ASSISTANCE

Procedure for the approval of requests for tourism-related statistical data filed by agency personnel/officers and/or its attached agencies; and external clients (private individuals/entities and/or other agencies).

Office or Division:	Statistics, Economic Analysis and Information Management Division			
Classification:	Complex Transaction			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) G2B (Government to Business Entity)			
Who may avail:	DOT Central, Regional and Foreign Office and its Attached Agencies Private Individuals/Entities and/or Other Government Agencies and Instrumentalities			
CHECKLIST OF REQUIREMENTS [Any of the two (2) listed requirements]		WHERE TO SECURE		
Letter Request (1 original copy or 1 scanned copy)		Requesting Office/Employee/Officer		
SEAIMD Data Request Form (1 original copy or 1 scanned copy)		SEAIMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request through e-mail and/or accomplish SEAIMD Request Form.	1.1 Evaluate the request and assign a project officer to handle the request.	None	4 hours	SEAIMD Chief/Head
	1.2 Prepare the requested statistical data/information, and forward to the SEAIMD Supervising TOO for review. Note: Depends on the complexity of the request and the availability of data	None	2 days, 4 hours	SEAIMD Project Officer
	1.3 Review and check the statistical data/information, and	None	4 hours	SEAIMD Supervising Tourism



	endorse to the SEAIMD Chief/Head for approval.			Operations Officer
	1.3 Review the statistical data/information and approve the release of the statistical data	None	4 hours	SEAIMD Chief/Head
2 Receive the approved requested data, and subject for release	2.1 Release data to the requesting party with Feedback Form to be accomplished by the latter.	None	30 minutes	SEAIMD Project Officer
TOTAL			4 days and 30 minutes	



TECHNICAL ASSISTANCE TO LOCAL GOVERNMENT UNITS FOR TOURISM DEVELOPMENT PROJECTS

Procedure for the approval of local government request for assistance for tourism development.

Office or Division:	Tourism Development Planning Division (TDPD)			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Local Government Units (LGU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original copy)		Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send formal written request.	1.1 Acknowledgement of written request.	None	30 minutes	TDPD Project Officer
	1.2 Evaluation of the request and scheduling of the conduct of the technical assistance with Regional Office concerned	None	1 day	TDPD Project Officers
	1.3 Approval of the request and assignment of project officer to handle the request.	None	1 hour	TDPD Chief
	1.4 Coordinate with concerned Regional Office on the conduct of local planning activities. Prepare the Clearance to Proceed and all	None	3 days	TDPD Project Officer



	accounting documents therefor.			
	<p>1.5 Prepare Request for Posting of Venue, Accommodation, Transportation and Consultant.</p> <p>Facilitate the processing of the Purchase Request for the requisition of workshop materials and airline tickets.</p>	None	5 days	TDPD Project Officer
2. Attend the LTDP	1.6 Deploy assigned Project Officer, DOT Regional Office counterpart, and resource speaker/ facilitator (if needed) to designated area of planning activity and conduct LTDP on the scheduled date and venue.	None	<p>5 days</p> <p><i>Note: Includes travel time for a 3 day workshop.</i></p>	TDPD Project Officer DOT Regional Office
TOTAL			14 days 1 hour, 30 mminutes	



Central Office

Internal Services



ASSISTANCE FOR THE FORMULATION OF TOURISM-RELATED SPEECHES, MESSAGES, TALKPOINTS, GRAPHIC LAYOUT/ARTWORK, AND INFORMATION

Communication support to DOT officials and employees for the preparation of speeches, messages, talk points, response to information requests, and graphic layout/artwork.

Office or Division:	Office of Public Affairs and Advocacy			
Classification:	Complex Transactions			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Officials/Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved OPAA Request Form (1 copy)		OPAA Office		
Event Background/Briefer (1 copy)		Requesting Office/Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished OPAA Service Request Form and information on the proposed event (if available).	1.1 Record request and prepares routing slip.	None	5 Minutes	Administrative Assistant, OPAA
Training	1.2 Delegate work to the division chief.	None	5 minutes	Director, OPAA
	1.3 Assign request to OPAA staff.	None	5 minutes	Division Chief, OPAA
	1.4 Prepare assigned task.	None	5 days	Assigned staff, OPAA
	1.5 Review output.	None	1 hour	Supervisor/Division Chief
	1.6 Approve material for clearance.	None	30 minutes	Director, OPAA
	1.7 Clear material for use of client.	None	2 hours	Assistant Secretary for Branding and Marketing Communications
	1.8 Send prepared	None	5 Minutes	Assigned staff, OPAA



	material to client.			
TOTAL		None	5 days 3 hour 50 minutes	



CONTRACT NOTARIZATION

Notarization of contracts between the Department of Tourism (DOT) and the service providers or suppliers.

Office or Division:	Legal Affairs Service			
Classification:	Technical Transaction			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	Department of Tourism (DOT) personnel			
CHECKLIST OF REQUIREMENTS				
<div>1. Four copies of originally signed contract.</div> <p>Four original copies or certified original copies of the following:</p> <div>2. Funding Certification signed by the Budget Chief;</div> <div>3. Certificate of Availability of Funds signed by the Accounting Chief;</div> <div>4. Approved BAC Resolution with the bidding documents;</div> <div>5. Terms of Reference;</div>				
WHERE TO SECURE				
<div>Requesting party or project officer</div> <div>Budget Division</div> <div>Accounting Division</div> <div>Procurement Management Division</div> <div>Procurement Management Division of Project Officer.</div>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the contracts with its supporting documents to the Legal Affairs Service.	<p>1.1. Acknowledge receipt of request and check the completeness of the documentary requirements.</p> <p>NOTE 1: If the documents are inconsistent and incomplete, the Administrative Assistant or the Legal Assistant shall not receive the documents and instruct the Project Officer for compliance.</p> <p>NOTE 2: If notarized</p>	None	30 minutes	Administrative Assistant or Legal Assistant



	documents cannot be released within the day due to volume of contracts to be notarized, Project Officers/ Requesting Parties are advised accordingly			
	1.2. Record the request in the LAS Notarization Tracking System;	None	15 minutes	Administrative Assistant or Legal Assistant
	1.3 Double-check the documents, assign the LAS Contract Number, and record in the LAS Encoded Contracts.	None	30 minutes	Administrative Assistant, Legal Assistant, or Legal Officer
	1.4. Fill out contract details (ID of contracting parties, date of notarization, notarial details), imprint the notary public stamp and dry seal, encode the notarial details in the Notarial Register, and sign/notarize the contract	None	1 hour	Administrative Assistant, Legal Assistant, or Legal Officer Notary Public
	1.5. Sort the notarized contracts into four (4) sets - LAS Copy - Notary Public Copy - Commission and Audit Copy - Project Officer Copy	None	15 minutes	Administrative Assistant, Legal Assistant, or Legal Officer
2. Acknowledge the receipt of the notarized contract.	2.1. Distribute/ Release one copy of the notarized contract to the Project	None	15 minutes	Administrative Assistant, Administrative Aide, or Legal Assistant



	Officer/Requesting Party NOTE: Notarized documents are collated and released to Project Officers/ Requesting Parties within the day			
TOTAL			2 hours and 45 minutes	



DOCUMENT HANDLING PROCEDURE IN THE OFFICE OF THE CHIEF OF STAFF

Procedure for the processing of internal agency documents/requests which require ministerial action/s on the part of the agency official/s concerned.

List of documents and corresponding categories:

INTERNAL DOCUMENTS		
SIMPLE	COMPLEX	HIGHLY TECHNICAL
<ul style="list-style-type: none"> • Daily Time Record • Application for Leave • Monetization of Leave Credits • Clearance Form • Terminal Leave • Acceptance of Retirement/Resignation/Transfer • Individual/Office Performance Commitment and Review Form • Travel Order / Authority • Special Order • Obligation Requests and Disbursement Vouchers (Reimbursements) • Request for Notice of Cash Allocation • Personnel Development Committee Action Slip and Nomination Forms • Transmittal letters to attached agencies • Request for Secretary's signature on a draft communication letter to other offices • Update Report Memorandum • Request for Renewal of JO Personnel 	<ul style="list-style-type: none"> • Project Proposal • Request for Realignment of Funds • Action Plan (Work and Financial Plans) • Project Procurement and Management Plan/Annual Procurement Plan • Competency-Based Assessment Process (CBAP) Related Documents • Position Paper • Requests for Hiring of JO Personnel • Request for Entry Exemption Documents (for review and signature) 	<ul style="list-style-type: none"> • Memorandum Circular • Administrative Order • Department Order • Memorandum of Agreement/Understanding • Human Resource Merit and Promotion Selection Board (HRMPSB) Resolutions

Office or Division:	Office of the Undersecretary for Legal and Special Concerns / Chief of Staff
Classification:	Simple, Complex, and Highly Technical Transaction
Type of Transaction:	G2G (Government to Government)
Who may avail:	DOT Offices/Personnel, Attached Agencies, Other Government Agencies and Instrumentalities, and/or Private Parties



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Daily Time Record (1 scanned/soft copy or 1 hard copy) 1.1 Accomplished Daily Time Record 1.2 Copy of leave form (if applicable)	Requesting Party
2. Application for leave (1 scanned/soft copy or 1 hard copy) 2.1 Accomplished Application for Leave 2.2 Copy of Special Order designating OIC (if applicable)	Requesting Party
3. Monetization of Leave Credits (1 scanned/soft copy or 1 hard copy) 3.1 Memorandum requesting for monetization of Leave Credits 3.2 Endorsement from Undersecretary concerned	Requesting Party
4. Clearance Form (1 scanned/soft copy or 1 hard copy) 4.1 Accomplished Clearance Form signed by all officials concerned 4.2 Copy of resignation letter/retirement letter (as accepted)	Requesting Party
5. Acceptance of Retirement/Resignation/Transfer (1 scanned/soft copy or 1 hard copy) 5.1 Letter of Request for Retirement/Resignation/Transfer 5.2 Draft letter of acceptance	Requesting Party
6. IPCR/OPCR (1 scanned/soft copy or 1 hard copy) 6.1 Draft Accomplished IPCR/OPCR	Requesting Party
7. Travel Order / Authority (1 scanned/soft copy or 1 hard copy) 7.1 Draft Travel Order 7.2 Itinerary of Travel (for official travel) 7.3 Copy of Special Order designating OIC (if applicable)	Requesting Party



8. Special Order (1 scanned/soft copy or 1 hard copy) 8.1 Draft Special Order 8.2 Memorandum providing brief background on the request	Requesting Party
9. Obligation Requests and Disbursement Vouchers (1 scanned/soft copy or 1 hard copy) 9.1 Copy of vouchers, duly signed by officials concerned 9.2 Copy of receipts/statement of account	Requesting Party
10. Request for Notice of Cash Allocation (1 scanned/soft copy or 1 hard copy) 10.1 Memorandum providing brief background on the request, duly 10.2 Draft letter addressed to DBM	Requesting Party, Financial Management Service
11. Personnel Development Committee Action Slip and/or Nomination Forms (1 scanned/soft copy or 1 hard copy) 11.1 Accomplished PDC Action Slips with corresponding consensus, and evaluation documents / Accomplished/Approved Nomination Forms 11.2 Memorandum endorsing the nomination to the Secretary	Requesting Party
12. Transmittal letters to attached agencies (1 scanned/soft copy or 1 hard copy) 8.1 Memorandum providing brief background relevant to the request 8.2 Copy of draft communication letter to be signed by the Secretary	Requesting Party
13. Update Report (1 scanned/soft copy or 1 hard copy)	Requesting Party



13.1 Memorandum, endorsed by the Undersecretary Concerned, providing update reports for the Secretary	
14. Project Proposal (1 scanned/soft copy or 1 hard copy) 14.1 Copy of Project Proposal signed by Undersecretary concerned 14.2 Budget Estimates reviewed by FMS 14.3 Travel Orders (if applicable) 14.4 Itinerary of Travel (if applicable) 14.5 Special Order designating OIC (if applicable)	Requesting Party
15. Request for Realignment of Funds (1 scanned/soft copy or 1 hard copy) 15.1 Memorandum providing brief background relevant to the request, endorsed by officials concerned	Requesting Party
16. Action Plan (1 scanned/soft copy or 1 hard copy) 16.1 Memorandum from Director, OTDPRIM providing brief background on the Action Plan 16.2 Attached Work and Financial Plans, endorsed and signed by officials concerned	Requesting Party
17. Project Procurement and Management Plan/Annual Procurement Plan (1 scanned/soft copy or 1 hard copy) 17.1 Memorandum providing brief background on the Plan to be approved 17.2 Copy of PPMP and APP	Requesting Party
18. CBAP Related Documents (1 scanned/soft copy or 1 hard copy)	Requesting Party



<p>18.1 Memorandum providing brief background relevant to the CBAP-related documents for approval</p> <p>18.2 Copy of documents to be approved</p>	
<p>19. Position Papers (1 scanned/soft copy or 1 hard copy)</p> <p>10.1 Transmittal Letter</p> <p>10.2 Draft Position Paper</p>	Legislative Liaison Unit / Requesting Party
<p>20. Requests for Renewal/Hiring of JO Personnel (1 scanned/soft copy or 1 hard copy)</p> <p>20.1 Endorsement letter from the Office of the OIC Undersecretary for Administration and Finance and concerned office</p> <p>20.2 Manpower complement</p> <p>20.3 Personal Data Sheet</p>	Requesting Party
<p>21. Request for Entry Exemption (1 scanned/soft copy or 1 hard copy)</p> <p>21.1 Draft Letter of Endorsement</p> <p>21.2 Copy of ID and Passports</p> <p>21.3 SRRVisa/Other type of visa</p> <p>21.4 Copy of endorsement letter of private sector/embassy/tourism establishment, if applicable</p>	Office of the Undersecretary for Admin and Finance (for SRRV) and Office of the Undersecretary for Tourism Development
<p>22. Memorandum Circular/ Administrative Orders/Department Orders (1 scanned/soft copy or 1 hard copy)</p> <p>22.1 Memorandum providing brief background on the draft Memorandum Circular/Administrative Order/ Department Order</p> <p>22.2 Draft MC/AO/DO, as reviewed by Legal Affairs Service and officials concerned</p>	Requesting Party



23. Human Resource Merit and Promotion Selection Board (HRMPSB) Resolutions (1 scanned/soft copy or 1 hard copy) 11.1 Documentary Requirements of applicants		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit relevant documents to the Office of the Undersecretary for Legal and Special Concerns (via email)	1.1 Acknowledge receipt of the document thru Gmail	None	10 minutes	Administrative Assistant V and Executive Assistant III
	1.2 Categorize the type of documents received from OSEC / offices within the DOT whether urgent, for initial/ clearance, for signature, and for instruction; simple, technical, or highly technical.	None	10 minutes	Administrative Assistant V and Executive Assistant III
	1.3 Review and sort documents for routing to concerned offices, if applicable (Offices under Legal & Special Concerns Sector / Admin, etc).	None	25 minutes	Administrative Assistant V and Executive Assistant III



	1.4 Encode documents for initial, signature, information and instructions of the Undersecretary through a matrix of all received documents within the day	None	4 hours	Executive Assistant III
	1.6 Submit each document via online messaging platform to the Undersecretary for his review and instructions, indicating specific remarks, if applicable	None	15 minutes	Executive Assistant III
	1.7 Download, review, provide instruction, and sign each document submitted	None	Simple: 1 day Complex: 3 days Highly Technical: 7 days	Undersecretary
	1.8 Review each instruction of the Undersecretary, and prepare action documents, transmittal/reply letters to client/requesting party as may be	None	Simple: 2 hours Complex: 4 hours Highly Technical: 1 day	Executive Assistant III



	instructed by the Undersecretary			
	1.9 Prepare and release signed documents, and endorse to the OSEC documents for the Secretary's signature.	None	1 hour	Administrative Assistant V and Executive Assistant III
	1.10 Encode initialed/signed documents in the online monitoring system.	None	15 minutes	Administrative Assistant V
TOTAL		None	Simple: 2 days (16 hours), 15 minutes Complex: 4 days, 2 hours, 15 minutes Highly Technical: 8 days, 6 hours, 15 minutes	



DOCUMENT HANDLING PROCEDURE IN THE OFFICE OF THE SECRETARY

Procedure for the processing of internal agency documents/requests which require ministerial action/s on the part of the agency official/s concerned.

List of documents and corresponding categories:

INTERNAL DOCUMENTS		
SIMPLE	COMPLEX	HIGHLY TECHNICAL
<ul style="list-style-type: none"> • Daily Time Record • Application for Leave • Monetization of Leave Credits • Clearance Form • Terminal Leave • Acceptance of Retirement/Resignation/Transfer • Individual/Office Performance Commitment and Review Form • Travel Order / Authority • Special Order • Obligation Requests and Disbursement Vouchers (Reimbursements) • Request for Notice of Cash Allocation • Personnel Development Committee Action Slip and Nomination Forms • Transmittal letters to attached agencies • Request for Secretary's signature on a draft communication letter to other offices • Update Report Memorandum • Request for Renewal of JO Personnel 	<ul style="list-style-type: none"> • Project Proposal • Request for Realignment of Funds • Action Plan (Work and Financial Plans) • Project Procurement and Management Plan/Annual Procurement Plan • Competency-Based Assessment Process (CBAP) Related Documents • Position Paper • Requests for Hiring of JO Personnel • Request for Entry Exemption Documents (for review and signature) 	<ul style="list-style-type: none"> • Memorandum Circular • Administrative Order • Department Order • Memorandum of Agreement/Understanding • Human Resource Merit and Promotion Selection Board (HRMPSB) Resolutions

Office or Division:	Office of the Secretary
Classification:	Simple, Complex, and Highly Technical Transaction
Type of Transaction:	G2G (Government to Government)



Who may avail:	DOT Offices/Personnel, Attached Agencies, Other Government Agencies and Instrumentalities, and/or Private Parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Daily Time Record (1 scanned/soft copy or 1 hard copy) 1.1 Accomplished Daily Time Record 1.2 Copy of leave form (if applicable)	Requesting Party
2. Application for leave (1 scanned/soft copy or 1 hard copy) 2.1 Accomplished Application for Leave Form 2.2 Copy of Special Order designating OIC (if applicable)	Requesting Party
3. Monetization of Leave Credits (1 scanned/soft copy or 1 hard copy) 3.1 Memorandum requesting for monetization of Leave Credits 3.2 Endorsement from Undersecretary concerned	Requesting Party
4. Clearance Form/Terminal Leave (1 scanned/soft copy or 1 hard copy) 4.1 Accomplished Clearance Form signed by all officials concerned 4.2 Copy of resignation letter/retirement letter (as accepted)	Requesting Party
5. Acceptance of Retirement/Resignation/Transfer (1 scanned/soft copy or 1 hard copy) 5.1 Letter of Request for Retirement/Resignation/Transfer 5.2 Draft letter of acceptance	Human Resource Division
6. IPCR/OPCR (1 scanned/soft copy or 1 hard copy) 6.1 Draft Accomplished IPCR/OPCR	Requesting Party
7. Travel Order / Authority (1 scanned/soft copy or 1 hard copy) 7.1 Draft Travel Order	Requesting Party



7.2 Itinerary of Travel (for official travel) 7.3 Copy of Special Order designating OIC (if applicable)	
8. Special Order (1 scanned/soft copy or 1 hard copy) 8.1 Draft Special Order 8.2 Memorandum providing brief background on the request	Requesting Party
9. Obligation Requests and Disbursement Vouchers (1 scanned/soft copy or 1 hard copy) 9.1 Copy of vouchers, duly signed by officials concerned 9.2 Copy of receipts/statement of account	Requesting Party
10. Request for Notice of Cash Allocation (1 scanned/soft copy or 1 hard copy) 10.1 Memorandum providing brief background on the request, duly 10.2 Draft letter addressed to DBM	Requesting Party, Financial Management Service
11. Personnel Development Committee Action Slip and/or Nomination Forms (1 scanned/soft copy or 1 hard copy) 11.1 Accomplished PDC Action Slip/Nomination Form 11.2 Memorandum endorsing the nomination to the Secretary	Requesting Party
12. Transmittal letters to attached agencies (1 scanned/soft copy or 1 hard copy) 12.1 Memorandum providing brief background relevant to the request 12.2 Copy of draft communication letter to be signed by the Secretary	Requesting Party



13. Update Report (1 scanned/soft copy or 1 hard copy) 13.1 Memorandum, endorsed by the Undersecretary Concerned, providing update reports for the Secretary	Requesting Party
14. Invitation for the Secretary (1 scanned/soft copy or 1 hard copy) 14.1 Event Profile Sheet (EPS)	Requesting Party
15. Project Proposal (1 scanned/soft copy or 1 hard copy) 15.1 Copy of Project Proposal signed by Undersecretary concerned 15.2 Budget Estimates reviewed by FMS 15.3 Travel Orders (if applicable) 15.4 Itinerary of Travel (if applicable) 15.5 Special Order designating OIC (if applicable)	Requesting Party
16. Request for Realignment of Funds (1 scanned/soft copy or 1 hard copy) 16.1 Memorandum providing brief background relevant to the request, endorsed by officials concerned	Requesting Party
17. Action Plan (1 scanned/soft copy or 1 hard copy) 17.1 Memorandum from Director, OTDPTIM providing brief background on the Action Plan 17.2 Attached Work and Financial Plans, endorsed and signed by officials concerned	Requesting Party
18. Project Procurement and Management Plan/Annual Procurement Plan (1 scanned/soft copy and 1 original) 18.1 Memorandum providing brief background on the Plan to be approved 18.2 Copy of PPMP and APP	Requesting Party



19. CBAP Related Documents (1 scanned/soft copy or 1 hard copy) 19.1 Memorandum providing brief background relevant to the CBAP-related documents for approval 19.2 Copy of documents to be approved	Requesting Party
20. Position Papers (1 scanned/soft copy or 1 hard copy) 20.1 Draft transmittal letter 20.2 Draft Position Paper	Requesting Party
21. Requests for Renewal/Hiring of JO Personnel (1 scanned/soft copy or 1 hard copy) 21.1 Endorsement letter from the Office of the OIC Undersecretary for Administration and Finance and concerned office 21.2 Manpower complement 21.3 Personal Data Sheet	Requesting Party
22. Request for Entry Exemption (1 scanned/soft copy or 1 hard copy) 22.1 Draft Letter of Endorsement 22.2 Copy of ID and Passports 22.3 SRRVisa/Other type of visa 22.4 Copy of endorsement letter of private sector/embassy/tourism establishment, if applicable	Office of the Undersecretary for Admin and Finance (for SRRV) and Office of the Undersecretary for Tourism Development
23. Memorandum Circular/Administrative Orders/Department Orders (1 scanned/soft copy or 1 hard copy) 23.1 Memorandum providing brief background on the draft Memorandum Circular/Administrative Order/Department Order	Requesting Party



23. 2 Draft MC/AO/DO, as reviewed by Legal Affairs Service and officials concerned				
24. Human Resource Merit and Promotion Selection Board (HRMPSB) Resolutions (1 original copy of all related documents) 24.1 Documentary Requirements of applicants		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit relevant documents to the Office of the Secretary (via email)	1.1 Acknowledge receipt of the document thru Outlook or Gmail email accounts	None	10 minutes	Administrative Assistant V and Senior Administrative Assistant III
	1.2 Categorize the type of document whether urgent or confidential; simple, complex or highly technical	None	10 minutes	Administrative Assistant V and Senior Administrative Assistant III
	1.3 Initially review and sort out received documents (includes staff work, if necessary. Check completeness thereof, and send to the Office of the Chief of Staff for review and initials)	None	25 minutes	Administrative Assistant V, Senior Administrative Assistant III, and Executive Assistant IV
	1.4 Encode all documents	None	4 hours	Administrative Assistant V, Senior



	received by OSEC, including corresponding action/s taken, through a matrix/summary			Administrative Assistant III, and Executive Assistant IV
	1.5 Review and provide instructions on the matrix/summary and/or sign action documents, if applicable, for other offices, agencies, requesting parties, and/or agency clients	None	Simple: 1 day Complex: 2 days Highly Technical: 4 days	Head Executive Assistant
	1.6 Provide action on instructions of HEA (based on the summary of documents)	None	1 hour	Administrative Assistant V, Senior Administrative Assistant III, and Executive Assistant IV
	1.7 [Once received from OCOS] Documents for Secretary's signature shall be reviewed and summarized before forwarding to the Secretary	None	Simple: 1 hour Complex: 1 day Highly Technical: 3 days	Executive Assistant IV
	1.8 Approves/signs/ provides additional instruction as may be deemed necessary	None	Simple: 1 day Complex: 2 days, 6 hours	Secretary



			Highly Technical: 7 days	
	1.9 Prepare action documents or reply letter to client/requesting party as may be instructed by the Secretary	None	Simple: 1 hour Complex: 4 hours Highly Technical: 3 days	Executive Assistant IV
	1.10 Affix the DOT QR code and indicate the date on the signed documents.	None	5 minutes	Executive Assistant IV
	1.11 Prepare and transmit signed action documents to other offices, agencies, requesting party, and/or agency clients	None	10 minutes	Administrative Assistant V
TOTAL		None	Simple: 3 days Complex: 7 days Highly Technical: 17 days, 6 hours	



PROCESSING OF REQUEST FOR EXTERNAL TRAINING PROGRAM

Processing of external training programs

Office or Division:	Training and Development Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B (Government to Business Entities) G2G (Government to Government)			
Who may avail:	External Training Providers/Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Training Proposal/ Invitation from the Training Providers		External Training Provider/Institutions		
List of Training Programs and Schedule (1 original copy)		External Training Provider/Institutions		
Nomination Form (External)		Training and Development Division		
Comparative Assessment Form		Training and Development Division		
PDC Action Slip		Training and Development Division		
Memorandum for Committee Consensus		Training and Development Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ACCEPTANCE OF INVITATION OF THE TRAINING PROGRAM				
	1.2 Evaluate/ screen the proposal based on the department's mandate. <i>Note: If found relevant, the TDD shall prepare Memorandum inviting nominees signed by the Undersecretary for Administration and Finance and/or the Director for Administrative Service.</i> <i>If found not relevant, the Under</i>	None	1 hour	PDC Secretariat/ TDD Staff



	<i>secretary/ Director s hall be informed that the invitation is of no relevance to the Department's mandate.</i>			
	2.1 Prepare the Memorandum announcing the External Training Programs/Scholarship Programs	None	1 hour	TDD Staff
	2.2 Approve the memorandum.	None	30 minutes	TDD Chief
	2.3 Release to the Records Section with the attached nomination form for routing of announcement to all DOT offices. Note: <i>During pandemic and WFH arrangements, the PDC Secretariat shall forward the announcement through e-mail.</i>	None	5 minutes	TDD Staff
	Route the memorandum to all concerned DOT offices	None	1 day	Records Staff
3. Submit a completely filled-out nomination form <i>Note: Under the Work-from-</i>	Receive and screen nomination form/s based on the prescribed deadline of submission.	None	1 hour	TDD Staff



Home Scheme, submission of nomination forms shall be conducted online. Turnaround time for the submission of nomination form depends on the employee				
	Evaluate the nomination, prepare comparative assessment and endorsement to convene the PDC and deliberate the training/scholarship nomination and/or endorse to the PDC Chairperson the most qualified nominee/s.	None	1 hour	TDD Staff/PDC Secretariat
Acknowledge the notification	Upon approval of all PDC members, qualified nominees will be notified through email or notice of participation.	None	10 minutes	TDD Staff/PDC Secretariat
TOTAL		None	1 day 4 hours 45 minutes	



FUND TRANSFER TO DOT REGIONAL/OVERSEAS OFFICES/ATTACHED AGENCIES

Accounting process for fund transfer to DOT Regional/ Overseas Offices and its attached agencies in support of tourism-related activities and projects.

Office or Division:	Accounting Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Regional Offices/Foreign Offices/ DOT Attached Agencies			
CHECKLIST OF REQUIREMENTS (1 set original and 1 set photocopy)		WHERE TO SECURE		
GENERAL REQUIREMENTS				
1. Approved Work Program (1 photocopy)	Project Officer			
2. Approved Request for Fund Release (1 original copy)	Project Officer			
3. Liquidation of previous fund transfers (1 original copy)	Project Officer			
4. Obligation Request/ Budget Utilization Request (1 original copy)	Budget Division			
5. Certification on Allotment under GAA/TLA (1 original copy)	Budget Division			
6. Certificate of Availability of Funds (1 original copy)	Accounting Division			
7. Certificate of No Unliquidated Fund Transfer (1 original copy)	Accounting Division			
8. Disbursement voucher (2 original copies)	Accounting Division			
SPECIFIC REQUIREMENTS				
Adequate bond of Special Disbursing (1 original copy)	PDOT Foreign Office concerned			
Signed Fiscal Agency Service (If in foreign currency) (1 original copy)	Project Officer			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fund Transfer to Regional Offices/Attached Agencies				
1. Budget Division forwards the request for fund transfer and required documents to the Accounting Division	1.1 Receives the request for fund transfer and supporting documents Note: Incomplete documents shall not be accepted	None	10 minutes	Senior Administrative Assistant



	1.2 Checks/reviews completeness and propriety of supporting documents Note: Incomplete documents shall be returned to the office concerned	None	30 minutes	Senior Administrative Assistant
	1.3 Conducts final evaluation of completeness and propriety of supporting documents; Signs the DV/NTA	None	1 hour	Chief Accountant
2. Office of the authorized signatories receives the DVs Note: Processing time of signing of DV by the authorized signatory not included	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.	None	30 minutes	Administrative Aide
TOTAL		None	2 hours 10 minutes	
Fund Transfer to DOT Foreign Offices through the FOREX Account				
1. Budget Division forwards the request for fund transfer and required documents to the Accounting Division	1.1 Receives the request for fund transfer and supporting documents Note: Incomplete documents shall not be accepted	None	10 minutes	Senior Administrative Assistant
	1.2 Checks/reviews completeness and propriety of supporting documents Note: If documents are not in order, it shall be returned to the Project Officer for compliance	None	30 minutes	Senior Administrative Assistant



	1.3 Analyzes the request and reviews the computations; Prepares JEV	None	2 hours	Administrative Officer IV
	1.4 Conducts final evaluation of completeness of supporting documents; Signs the DV	None	2 hours	Chief Accountant
2. Office of the authorized signatories receives the DVs Note: Processing time of signing of DV by the authorized signatory not included	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.	None	1 hour	Administrative Aide
3. Office of authorized signatories forwards approved DVs	3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)	None	30 minutes	Administrative Assistant
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	30 minutes	Administrative Aide
TOTAL		None	6 hours 40 minutes	



GRANT OF CASH ADVANCES

Accounting process for cash advances of DOT Personnel (Regular and Co-Terminus Employees) acting as Special Disbursing Officer in the utilization of project funds or cash advances for official foreign travel allowance.

Office or Division:	Accounting Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Personnel (Regular and Co-Terminus Employees)			
CHECKLIST OF REQUIREMENTS (1 set original and 1 set photocopy)		WHERE TO SECURE		
GENERAL REQUIREMENTS				
1. Copy of Work Program/Project Proposal with Budget Estimate (1 photocopy)		DOT Employee		
2. Disbursement Voucher (2 original copies)		DOT Employee		
3. Certificate of No Pending Cash Advance (1 original copy)		Accounting Division		
4. Certificate of Availability of Funds (1 original copy)		Accounting Division		
5. Signed Fiscal Agency Service (foreign currency) (1 original copy)		Accounting Division		
6. Obligation Request/ Budget Utilization Report (one original copy)		Budget Division		
SPECIFIC REQUIREMENTS				
Approved SDO Designation (1 original copy)		Special Disbursing Officer/s		
Copy of Approved Bond Application (1 original copy)		Special Disbursing Officer/s		
For local/foreign travel allowance:				
1. Copy of Travel/Special Order (1 photocopy)		DOT Employee		
2. Approved Itinerary of Travel (Appendix A) (1 original copy)		DOT Employee		
3. Certificate of Last Travel Completed (Appendix B) (1 photocopy)		DOT Employee		
4. Prevailing UNDP rates for daily subsistence allowance (foreign travel) (1 original copy)		UNDP website		
5. Confirmed Flight Itinerary (1 photocopy)		Procurement Division		
6. Proof of exchange rate (foreign travel) (1 original copy)		LBP/BSP website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Budget Division forwards signed ORS and Disbursement Voucher with supporting documents to Accounting Division	1.1 Receives the documents submitted. Note: Incomplete documents shall not be accepted	None	10 minutes	Senior Administrative Assistant
	1.2 Checks/Reviews completeness and propriety of supporting documents. Note: If documents are not in order, it shall be returned to the Project Officer for compliance	None	30 minutes	Senior Administrative Assistant
	1.3 Analyzes the claim and reviews the computations; Prepares JEV	None	10 minutes	Administrative Officer IV
	1.4 Conducts final evaluation of completeness of supporting documents and validity of claims; Signs JEV and Box C of DV.	None	1 hour	Chief Accountant
2. Office of the authorized signatories receives the DVs Note: Processing time of signing of DV by the authorized signatory not included	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.	None	30 minutes	Administrative Aide
3. Office of authorized signatories	3.1 Upon receipt of signed Disbursement Vouchers, prepares	None	30 minutes	Administrative Assistant



forwards approved DVs	Advice to Debit Account (LDDAP-ADA)			
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	30 minutes	Administrative Aide
TOTAL		None	3 hours 20 minutes	



INFORMATION TECHNOLOGY SUPPORT

Provide IT technical assistance to the Department official and employee

Office or Division:		Information Technology Division		
Classification:		Simple Transaction		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		DOT Official and Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IT Support/Service Slip (1 original copy) or Request via email		ITD Requesting Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CASE 1: Resolvable ICT Concerns				
1. Proceed/call ITD or send request via email	1.1 Acknowledge request submitted thru email and list initial details of the request.	None	5 minutes	IT Administrative Aide
	1.2 Record in the request IT Service Logbook.	None	5 minutes	IT Administrative Aide
2. Inform the IT personnel the problem of the ICT equipment.	2.1 Conduct Assessment and perform troubleshooting of the problem.	None	2 hours	IT Personnel
	2.2 Record the findings using IT Support/Service Slip.	None	5 minutes	IT Personnel
3. Acknowledge service thru email or by affixing his/her signature on the Service Slip and provide feedback.	5.1 Turnover the finished job and request the end-user to sign the IT Support/Service Slip as proof of acceptance	None	5 minutes	IT Personnel
TOTAL		None	2 hours and 20 minutes	



IN-HOUSE TRAINING PROGRAM

Procedure for the availment of in-house training programs by the DOT employees/officials.

Office or Division:	Training and Development Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Government)			
Who may avail:	Government Employees/ Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
In-House Registration Form (1 original copy)		Training and Development Division		
Evaluation Forms (1 original copy)		Training and Development Division		
Memorandum Announcement of the Training Program (1 photocopy)		Training and Development Division		
Attendance Sheet (1 photocopy)		Training and Development Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Upon approval of the Training Work Program/ Training Proposal, prepare the memorandum announcing the training program and its proposed schedule.	None	15 minutes	TDD Staff/Project Officer
	Route the memorandum with the attached In-House Registration Form to the various offices in the department.	None	10 minutes	TDD Staff/Project Officer
1. Submit duly accomplished in-house registration form to the TDD.	Receive and check for the timeliness of the submission of the duly accomplished	None	10 minutes	TDD Staff/Project Officer



	registration form.			
ACTUAL CONDUCT OF TRAINING				
2. Attend the scheduled training program.	Conduct the training.	None		TDD Staff/Project Officer
3. Submit the training feedback/ evaluation forms.	Furnish the participants with a copy of the Feedback and Evaluation Forms. Consolidate the results thereof.	None	30 minutes	TDD Staff/Project Officer
4. Receive Certificates of Training.	Provide the Certificates of Training and Appearance to the participants.	None	30 minutes	TDD Staff/Project Officer
	Update the Employee Training Database and prepare a Terminal Report of the conducted training.	None	30 minutes	TDD Staff/Project Officer
TOTAL		None	2 hours 5 minutes	



ISSUANCE OF CERTIFICATE OF AVAILABILITY OF FUNDS

Issuance of Certificate of Availability of Funds for approved projects and events as pre-requisite to processing of payments

Office or Division:	Accounting Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Citizen)/ G2G (Government to Government)			
Who may avail:	Project Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Approved Work Program/Project Proposal with Budget Estimate (1 photocopy)		Project Officer		
2. BAC Resolution, PhilGEPS posting for total amounts equivalent to more than P50,000 but less than P500,000 (1 original copy)		Bids and Awards Committee		
3. For purchase of goods - Purchase Order (1 original copy) For procurement of service requirements - Service Contract/MOA (5 original copy)		Project Officer		
4. Certification of Allotment (5 original copy)		Budget Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Budget Division forwards the Certification of Availability of Allotment and the Contract, together with the supporting documents	1.1 Receives the request for CAF with supporting documents	None	10 minutes	Administrative Assistant II
	1.2 Reviews the contract and supporting documents	None	20 minutes	Administrative Assistant II
	1.3 Prepares the Certificate of Availability of Funds	None	30 minutes	Administrative Assistant II
	1.4 Conducts final review of the contract and supporting documents;	None	1 hour	Chief Accountant



	Signs the CAF			
2. Receives the CAF for the Contract with the supporting documents	2.1 Releases the Contract with CAF and supporting documents	None	10 minutes	Administrative Aide
Total:		None	2 hours 10 minutes	



ISSUANCE OF CERTIFICATE OF NO PENDING CASH ADVANCE

Issuance of Certificate of No Pending Cash Advance to accountable officers/ employees as pre-requisite to the availment of cash advance.

Office or Division:		Accounting Division		
Classification:		Simple Transaction		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		Accountable Officers/Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Special Disbursing Officer (SDO) or Travelling Official/Employ ee requests for a certification of No Pending Cash Advance.	1.1 Receives request for Certification	None	10 minutes	Senior Administrative Assistant
	1.2 Verifies cash advance balance in the Schedule of Cash Advances and Liquidation file.	None	10 minutes	Senior Administrative Assistant
	1.3 Encodes Certificate of No Pending Cash Advance.	None	20 minutes	Senior Administrative Assistant
	1.4 Reviews and signs Certificate of No Pending Cash Advance.	None	20 minutes	Chief Accountant
2. Receives Certification of No Pending Cash Advances	2.1 Releases of the Certificate of No Pending Cash Advances.	None	10 minutes	Senior Administrative Assistant



Total:	None	1 hours 10 minutes	
--------	------	--------------------	--



ISSUANCE OF ORDER OF PAYMENT

Issuance of Order of Payment Form to event participants for the collection of participation fees; refund of excess cash advances grants to Employee (Regular and Co-Terminus) for Official Travel and Special Disbursing Officer and refund of excess fund transfers from Local Government Units and Regional Offices.

Office or Division:	Accounting Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Citizen)/ G2G (Government to Government)			
Who may avail:	Event participants, Employees, LGUs, Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For participation fees:				
Confirmation of participation in the event (1 photocopy)		Event Organizer/ Project Officer		
For refund of cash advances:				
1. Approved liquidation report (1 photocopy) 2. Notice of Obligation Request and Status Adjustment (NORSA) (1 original copy)		Accounting Division		
For refund of financial assistance to LGUs/ROs:				
1. Deposit slip (1 photocopy) and/or 2. Disbursement Voucher of the concerned LGU/RO (1 photocopy)		LGUs/ROs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party presents documentary requirements.	1.1 Receives the request for issuance of Order of Payment and documentary requirements	None	10 minutes	Senior Administrative Assistant
	1.2 Evaluates the documents presented; confirm the amount to be paid;	None	20 minutes	Senior Administrative Assistant



	Prepares the Order of Payment			
	1.3 Reviews and signs the Order of Payment.	None	20 minutes	Chief Accountant
2. Receives the signed Order of Payment	2.1 Releases of Order of Payment.	None	10 minutes	Administrative Aide
Total:		None	1 hour	



LEGAL REVIEW OF DOCUMENTS

A legal comment or advice in writing which may be in a form of letter or a memorandum issued by the Legal Affairs Service to aid the requesting party regarding legal concerns.

Office or Division:	Legal Affairs Service			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Department of Tourism (DOT) personnel Other government agencies/ Local Government Units Project proponents (review of Memorandum of Understanding/Agreement)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/Memorandum for Legal Review		Requesting party		
Document subject for review and its supporting documents		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit request through: a. Email b. Post mail service c. Personal service	1.1. Receive request and check supporting documents from the requesting party;	None	5 minutes	Administrative Aide or Administrative Assistant
	1.2. Record the received request/ document in the incoming logbook and tracking system, and endorse to the Office of the Director;	None	20 minutes	Administrative Assistant or Legal Assistant
	2. Initial review of the request/ document by the Director and if applicable, assign the legal review of request/ document to the staff;	None	2 days	Director
	3. Legal review of the request/ document through research and consultations; Draft of response (letter or	None	10 days	Director, Lawyer, or Legal Assistant



	memorandum), if assigned to a staff, endorse to the Director for review;			
	4. Review and finalization of draft response (letter or memorandum)	None	3 days	Director
	6. Approve and sign the finalized response;	None	5 minutes	Director or Lawyer
	7. Record the approved and signed response (letter/ memorandum) in the logbook and tracking system;	None	5 minutes	Administrative Assistant or Administrative Aide
2.Acknowledge receipt of the response	8. Transmit the response to the requesting party via a. email b. post mail service c. personal service	None	30 minutes	Administrative Assistant or Administrative Aide
TOTAL		None	15 days, 1 hour and 5 minutes	



LIQUIDATION OF CASH ADVANCES

Liquidation of cash advances after completion of travel or end of the conduct of an official event

Office or Division:	Accounting Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Employees/ Accountable officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GENERAL REQUIREMENTS				
For local/foreign travel: 1. Official Receipts (1 original copy) 2. Passport, Ticket and Boarding Pass (1 photocopy) 3. Terminal Report (1 photocopy) 4. Certificate of Travel Completed (1 photocopy) 5. Certificate of Appearance (1 original) 6. Paid voucher (1 photocopy)		DOT Employee		
SPECIAL REQUIREMENTS				
For special projects: 1. Summary of Expenses (1 original copy) 2. Official Receipts (1 original copy)		DOT Employee (Project Officer)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accountable Officer submits Liquidation Report with complete supporting documents.	1.1 Receives the Liquidation Report and supporting Documents Note: Incomplete documents shall not be accepted	None	15 minutes	Senior Administrative Assistant
	a. Reviews and evaluates completeness and propriety of supporting documents. Prepares JEV. Note: If documents are not in order, it shall be returned to the Project Officer for compliance	None	1 hour	Senior Administrative Assistant



2. Receives copy of signed Liquidation Voucher	a. Conducts final evaluation of completeness and propriety of supporting documents; Signs Liquidation Voucher and JEV.	None	1 day	Chief Accountant
Total:		None	1 day 1 hour 15 minutes	



OUTGOING MAILS HANDLING (RECORDS SECTION)

This service covers the processing and delivery to the Phil post of the outgoing mails.

Office or Division:	General Services Division – Records & Communication Section			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Employees and Officials (Head Office, Regional Offices NCR and IV-B)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-out Control Slip for Mailing Services		Records and Communication Section		
2. One (1) Original Copy and two (2) Photocopies of the Mail piece		Requesting office/employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the properly filled-out control slip for mailing services and the mail piece.	1.1 Receive the mail piece with Control Slip for Mailing Services and validate details such as but not limited to sender's and recipient's mailing address and the completeness of the specified enclosures.	None	3 minutes	Admin Assistant/Admin Officer I
	1.2 Affix on the envelope the postage stamp and Postage Meter Machine with the corresponding postage rate.	None	1 minute	Admin Officer I
	1.3 Securely seal the envelopes for safe handling and transport of mails to the Post Office.	None	1 minute	Admin Assistant
	1.4 Record the outgoing mails in the tracking system to register	None	1 minute	Admin Assistant



	dispatched outgoing mails.			
	1.5 Prepare the Daily Statement Reading Receipt of Mails posted thru Postage Meter Machine.	None	2 minutes	Admin Assistant
	1.6 Approve the Daily Statement Reading Receipt of generated by signing at the approval portion of the Report.	None	1 minute	Section Head
	1.7 Deliver all the outgoing mails indicated in the approved Daily Statement Reading Receipt of Mails.	None	1 hour	Admin Assistant/Admin Officer I
TOTAL		None	1 hour 9 minutes	



PAYMENT OF SALARIES, BONUSES, AND OTHER PERSONNEL BENEFITS

Accounting process for the payment of salaries, bonuses, and other personnel benefits of DOT Personnel (Regular, Job Order and Co-Terminous Employees)

Office or Division:	Accounting Division	
Classification:	Simple Transaction	
Type of Transaction:	G2G (Government to Government)	
Who may avail:	DOT Employees	
CHECKLIST OF REQUIREMENTS (2 sets: 1 original and 1 photocopy)		WHERE TO SECURE
GENERAL REQUIREMENTS		
1. Duly certified payroll with computation of salary (1 original copy)		Human Resource Division
2. Payroll Register (1 original copy)		Human Resource Division
3. Disbursement Voucher (2 original copies)		Human Resource Division
4. Pay-out Form (1 original copy)		Human Resource Division
5. Obligation Request (ORs) (1 original copy)		Budget Division
6. Signed Daily Time Record (1 original copy)		DOT Employee
7. Certificate of Availability of Funds (1 original copy)		Accounting Division
SPECIFIC REQUIREMENTS		
For initial payment of salaries (regular employees with original appointment): 1. 1 Certified copy of duly approved appointment paper 2. 1 Certified copy of oath of office 3. 1 Certificate/ Notice of assumption to office 4. Statement of Assets and Liabilities (1 photocopy) In case of transfer: 1. Copy of authority to transfer (1 photocopy) 2. Clearance from previous office (1 photocopy) 3. Certification on the last day of service from previous office (1 photocopy) 4. Certification of last salary received from former office verified by concerned auditor (1 photocopy)		Human Resource Division
For Job Order Employees: 1. Job Order Contract (1 photocopy)		Human Resource Division



2. Accomplishment Report (1 original copy) 3. Certification of Services Rendered (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Budget Division forwards signed ORS and DV with supporting documents to the Accounting Division.	1.1 Receives the documents submitted. Note: Incomplete documents shall not be accepted	None	30 minutes	Senior Administrative Assistant
	1.2 Checks/ reviews completeness and propriety of supporting documents Note: If documents are not in order, it shall be returned to the Project Officer for compliance		30 minutes	Senior Administrative Assistant
	1.3 Analyzes the request and reviews the computations; Prepares JEV	None	1 hour	Administrative Officer IV
	1.4 Conducts final evaluation of completeness of supporting documents; Signs the DV	None	2 hours	Chief Accountant
2. Office of the authorized signatories receives the DV Note: Processing time of signing of DV by the	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for	None	1 hour	Administrative Aide



authorized signatory not included	signature on Box D			
3. Office of authorized signatories forwards approved DVs	3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)	None	2 hours	Administrative Assistant
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	1 hour	Administrative Aide
TOTAL		None	6 hours	



PROCESSING OF APPLICATION FOR COMPENSATORY TIME-OFF (CTO)

Procedure for the approval of applications for Compensatory Time-Off of DOT Employees

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	DOT Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application form for Compensatory Time-Off (CTO) (1 original copy)			HRD Compensation Benefits Section (CBS)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Application Form for CTO	1.1 Receive and record the accomplished CTO application form. Forward the accomplished form to the concerned HRD-CBS Processor.	None	5 minutes	HRD-CBS Receiving/Releasing Staff
	1.2 Encode in the Attendance & Leave Monitoring System for DTR updating	None	5 minutes	HRD-CBS Processor (HRMO)
	1.3 Indicate and certify the available overtime (OT) credit of the concerned personnel in the CTO application form 1.4 Record the dates and update the OT ledger card of	None	1 hour	HRD-CBS Processor (HRMO)



	the concerned personnel.			
TOTAL		None	1 hour 10 minutes	



PROCESSING OF APPLICATION FOR LEAVE

Human Resource procedure for the processing of following DOT employee/s leave applications:

- Vacation/Forced Leave
- Sick Leave
- Privilege Leave
- Forced Leave
- Other Types of Leave

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	DOT Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Leave Application Form (2 original copies) 2. Medical Certificate for more than 5 days of absences and in other cases pursuant to the CSC Omnibus Rules on Leave		HRD Compensation Benefits Section (CBS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Leave Application Form. <i>Employees shall file their respective leave applications within the prescribed period as provided for in the Omnibus Rules on Leave, otherwise shall be considered unauthorized absence.</i>	1.1 Receive and record the data contained in the Leave Application Form. Forward the form to the concerned HRD-CBS Processor.	None	5 minutes	HRD-CBS Receiving/Releasing Staff
	1.1 Review completeness of documentary requirements and certify leave balances; 1.2 Encode in the	None	1 day	HRD-CBS Processor (HRMO)



	Attendance & Leave Monitoring System for DTR updating.			
	1.3 Forward the leave application form to the Chief, HRD or the concerned official for final approval/ signature.	None	5 minutes	HRD-CBS Receiving/ Releasing Staff
	1.4 Sign the leave application form.	None	15 minutes	Chief, HRD or Approving Authority (in case of official filing the leave of absence)
2. Retrieve a copy of the approved leave form	2.1 Release the approved leave form and have the employee acknowledge the receipt thereof .	None	10 minutes	HRD-CBS Receiving/ Releasing Staff
TOTAL		None	1 day 35 minutes	



PROCESSING OF APPLICATION FOR TERMINAL LEAVE CREDIT COMMUTATION AND PAYMENT

Human Resource procedure to facilitate the processing of accumulated leave credit balance of retired or separated personnel and the corresponding terminal leave payment therefor.

Office or Division:	Human Resource Division			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C (Government to Client) G2G (Government to Government)			
Who may avail:	Retiring/Resigning DOT Employees/Official or those already separated from service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave Form (3 original copies or scanned copy thru email)		DOT Employees/Official		
GSIS Clearance* (1 photocopy or scanned copy thru email)		DOT Employees/Official Through the Human Resource Division or directly from the GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1ST PHASE – PROCESSING OF APPLICATION FOR TERMINAL LEAVE				
1. Submit the Leave Application Form to the Human Resource Division.	1.1 Receive and records the Leave Application. Forward to the HR Processor for certification of leave credit balances for terminal leave commutation.	None	5 minutes <i>Note: Longer processing time for those with incomplete leave records</i>	HRD Receiving/Releasing Staff
	1.2 Compute/update and encode the leave credit balances and affix initial in the certification part of the leave form.	None	15 minutes 10 days for Regional personnel due to validation and reconciliation of leave credits	HR Processor (Administrative Officer V)
	1.3 Sign the certification for leave credit balances.	None	5 minutes	Chief, HRD



	1.4 Forward to concerned signatories for approval.	None	5 minutes	HRD Receiving/Releasing Staff
	1.5 Sign/initial the Terminal Leave Application Form.	None	5 days	Concerned officials
	1.6 Forward to the Office of the Secretary for approval		3 days	Secretary
	1.7 Upon receipt of approved/signed terminal leave, release to the Budget Division for request from DBM.	None	15 minutes	HRD Receiving/Releasing Officer
2. Wait for the release of payment of terminal leave benefit.	2.1 Sign the ORS and initials the DV.	None	15 minutes	Chief, HRD
	2.2 Record and release the ORS and DV with the supporting documents to Budget Division (BD) for processing of obligation.	None	5 minutes	HRD Receiving/Releasing Staff
TOTAL		None	8 days 1 hour	



PROCESSING OF CERTIFICATION OF ALLOTMENT

The process of reviewing and approving of Certification of Allotment for DOT activities and projects.

Office or Division:	Budget Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none">Project Officers of Various Operating Units within DOTAll DOT employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Allotment / Funds (4 original copy, 1 photocopy)		Project Officer		
BAC Resolution (1 original copy)				
Contract (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Certification of Allotment to Budget Division	1.1 Checks the completeness of the requirements and accuracy of the Certification of Allotment for the activity or project <i>Note: If incomplete, documents will be returned to Project Officer</i>	None	10 minutes	Admin Assistant
	1.2 Receives the certification of allotment and forwards to assigned Budget Officer		2 minutes	
	2.1 Checks the availability of allotment based on the attached supporting documents <i>Note: If no funds available or not included in the approved WFP, documents will be returned to Project Officer</i> 2.2 Returns the documents to Admin		15 minutes	Budget Officer



	Assistant for assigning of control number			
	3. Assigns control number and forwards to Chief Budget Officer for review and approval		5 minutes	Admin Assistant
	4.1 Receives the Certification of Allotment 4.2 Reviews and approves the Certification of Allotment 4.3 Returns the signed Certification of Allotment to Admin Assistant		20 minutes	Chief Budget Officer
	5.1 Receives and encodes in the logbook and monitoring system the approved Certification of Allotment 5.2 Obtains one (1) original copy of Certification of Allotment for Budget Divisions' copy 5.3 Forwards the signed and approved Certification of Allotment to Accounting Division		8 minutes	Admin Assistant
TOTAL NO. OF TIME		1 hour		



PROCESSING OF AVAILMENT OF MONETIZATION OF LEAVE CREDITS

Procedure for the availment of monetization of leave credits by DOT officials and employees.

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	DOT Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter/Memorandum of Request (1 original copy or scanned copy sent thru email)				
Application for Monetization Form (1 original copy or scanned copy sent thru email)			HRD Compensation Benefits Section (CBS)	
Supporting Document (Based on the reason provided for monetization under CSC guidelines) (1 photocopy or scanned copy of each supporting document)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1ST PHASE-SECURING APPROVAL OF MONETIZATION				
1. Submit Letter Request to avail of monetization, duly accomplished Application for Monetization Form, and supporting document thereto.	1.1 Receive and record the request/ application for monetization. <i>Note: Filing is for purposes of prioritization. Grant of monetization processed at the end of the year subject to availability of PS savings.</i> Forward to the HR-CBS Processor (HRMO) for processing.	None	3 minutes	HRD CBS Receiving/ Releasing Staff
	1.2 Review leave credits and record the number of days	None	3 hours	HRD-CBS HR Processor (HRMO)



	to be monetized in the leave ledger card. Compute the money value of the leave credits to be monetized.			
	1.3 Certify the leave credits balance in the application for monetization form and prepare endorsement memo for Admin Service Director.		1 hour	HRD Chief
	1.4 Approve the endorsement memo	None	1 day	Admin Service Director
	1.5 Release to approving authority concerned upon approval of the endorsement memo by the AS Director	None	10 minutes	HRD staff
TOTAL		None	1 day 4 hours 13 minutes	



PROCESSING OF GSIS AND PAG-IBIG LOAN APPLICATIONS

Human Resource procedure to facilitate the GSIS and PAG-IBIG loan applications of qualified DOT personnel.

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	Active DOT personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For GSIS Loan: Online Application		GSIS Kiosk		
For PAG-IBIG Loan:				
1. PAG-IBIG Loan Application Form (1 Original Copy)		1. Human Resource Division		
2. Latest copy of Payslip (1 original copy)		2. Human Resource Division		
3. Copy of Employee's ID (1 photocopy)		3. Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for GSIS Loan through the GSIS Kiosk / Submit accomplished PAG-IBIG Loan Application and other requirements	1.1 Upon receipt of notification, verify the member-borrower's net-take-home pay	None	5 minutes	DOT-HRD Agency Authorized Officer (AOO)/ Alternate
	1.2 Check the available leave credits of the member-borrower.	None	15 minutes	DOT-HRD AAO/ Alternate
	1.3 Sign and endorse the loan application form.	None	15 minutes	HRD Chief
2. Wait for the GSIS' approval/crediting of loan proceeds in UMID card / Wait for PAG-	2.1 Endorse/ confirm loan of qualified member-borrower for GSIS'	None	1 day	DOT-HRD AAO/ Alternate



IBIG's loan approval.	approval/ crediting of loan proceeds to the member's UMID card / File the member- borrower's loan application with PAG-IBIG.			
TOTAL		None	1 day 35 minutes	



PROCESSING OF INITIAL SALARY

Human Resource procedure to facilitate the processing of the initial salary of newly appointed/hired DOT officials and employees.

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client) G2G (Government to Government)			
Who may avail:	Newly-hired/appointed DOT Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
GENERAL REQUIREMENTS				
Daily Time Record (DTR) (2 original signed copies)			HRD-Compensation & Benefits Section (CBS)	
SPECIFIC REQUIREMENTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the generation of Daily Time Record .	1.1 Print out the Daily Time Record for signature of concerned personnel and immediate supervisor	None	10 minutes	HRD-CBS Processor (HRMO/ Admin Staff)
2. Submit duly-signed DTR	2.1 Receive the duly-signed DTR and inputs data of new official or employee to the database.	None	15 minutes	HRD-CBS Processor (HRMO)
	2.2 Prepare the ORS and DV	None	1 hour	HRD staff
	2.3 Review and sign ORS and initials on the DV.	None	30 minutes	Chief, HRD
	2.4 Record and release the ORS and DV with all supporting documents to the Budget Division (BD) for processing of obligation.	None	10 minutes	HRD Receiving/ Releasing Staff
TOTAL		None	2 hours 5 minutes	



PROCESSING OF LANDBANK ELECTRONIC SALARY LOAN

Human Resource procedure to facilitate the processing of Landbank Electronic Salary Loan applications of qualified DOT personnel.

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Active DOT Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Landbank ESL Form (1 original copy) (incorporates the Borrower's consent)		Human Resource Division -Compensation & Benefits Section (CBS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Landbank Electronic Salary Loan Form which incorporates the Borrower's Consent.	1.1 Upon receipt of application, verify the member-borrower's net-take-home pay.	None	10 minutes	HRD-CBS Processor (HRMO)
	1.2 Check the available leave credits of the member-borrower.	None	10 minutes	HRD-CBS Processor (HRMO)
	1.3 Generate the Transmittal Sheet	None	30 minutes	HRD-CBS Processor (HRMO)
	1.4 Sign the Transmittal Sheet.	None	1 day	HRD-CBS Processor (HRMO) Chief, HRD OIC, Usec for Admin and Finance
	1.5 Forward the Transmittal Sheet and await the Landbank evaluation of application and notification to	None	1 hour	HRD-CBS Processor (HRMO)



	apply loan through			
TOTAL		None	1 day 1 hour and 50 minutes	



PROCESSING OF LETTER OF INTENT TO RETIRE, RESIGNATION, AND AUTHORITY TO TRANSFER

Human Resource procedure to facilitate the processing of approval of letter of retiring, resigning, and transferring DOT personnel.

Office or Division:	Human Resource Division			
Classification:	Complex Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Requirements: Letter of Intent (1 original copy) Specific Requirement for Authority to Transfer: Copy of Appointment Paper from the recipient agency (1 photocopy or scanned copy)		DOT Employee/Official		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent at least 100 days prior to the date of effectivity of scheduled retirement.	2. Receive the Letter of Intent and record the same in the logbook. Forward to the HR Record Officer/ Administrative Assistant for processing.	None	5 minutes	HRD Receiving/ Releasing Staff
	1.2 Prepare the proforma Acceptance/ Approval of Retirement and endorsement memorandum to the Secretary.	None	5 minutes	HR Records Officer/Administrative Assistant V



	1.3 Initial the transmittal memorandum of the pro forma Acceptance/ Approval of Retirement.	None	10 minutes	Chief, HRD
	1.4 Forwards to the concerned officials for initial/ endorsement .	None	5 minutes	HRD Receiving/ Releasing Staff
	1.5 Endorse to the Office of the Secretary.	None	1 day	Concerned Officials
2. Wait for the acceptance/ approval of retirement	2.1 Sign the pro forma Acceptance/ Approval of Retirement.	None	3 days	Approving Authority
	2.2 Furnish the concerned employee with the copy of Acceptance/ Approval of Retirement.	None	1 hour	HR Records Officer/Administrative Assistant or Receiving/Releasing Staff
TOTAL		None	4 days 1 hour 25 minutes	



PROCESSING OF OBLIGATION REQUEST STATUS

Procedure for the processing of Obligation Request Status during the Alternative Working Arrangement.

Office or Division:	Budget Division		
Classification:	Simple Transaction		
Type of Transaction:	G2G – Government to Government		
Who may avail:	<ul style="list-style-type: none">• Project Officers of Various Operating Units within DOT• All DOT employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
General Requirements			
Certification of Availability of Allotment / Funds (4 original copies, 1 photocopy)		Project officer	
Obligation Request and Status (ORS) (3 original copy)			
Disbursement Vouchers (2 original copies)			
Specific Requirements for Cash Advance			
1. Overtime Pays (1 original copy each)			
<div>1.1 Duly certified payroll for the pay period / list of payees with overtime services rendered</div> <div>1.2 Authorization to claim payment for overtime services rendered</div> <div>1.3 Accomplishment Report</div> <div>1.4 Certification of overtime services rendered</div> <div>1.5 Duly accomplished / signed Daily Time Record (DTR)</div>		HR/Compensation	
2. Terminal Leave (1 original copy each except for 2.5, 2.6 and 2.10)			
<div>2.1 Duly accomplished / approved Application for Leave</div> <div>2.2 Complete / updated Service Record</div> <div>2.3 Clearance from the Office of the Ombudsman that the payee has no pending case</div> <div>2.4 Statement of Assets and Liabilities</div> <div>2.5 Copy of last appointment</div> <div>2.6 If due to retirement, copy of appointment showing highest salary received if salary under last appointment is not the highest</div> <div>2.7 Computation of terminal leave duly certified by the Human Resources Division (HRD)</div> <div>2.8 Clearance from Central or Regional Office</div> <div>2.9 Applicant's authorization to deduct all financial obligations with the agency</div> <div>2.10 Certified photocopy of Leave Card</div>		HR/Compensation	



3. Project Fund of Special Disbursing Officer (SDO) (1 original copy each except for 3.2)	
<p>3.1 Copy of Approved Special Order (SDO Designation) with the specific purpose for which the cash advance is granted (only permanently appointed officer / employee may be designated as SDO / accountable officer)</p> <p>3.2 Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p>3.3 Copy of Approved Bond Application (must be adequately bonded for the amount commensurate to the amount of accountability)</p> <p>3.4 Certification from Accounting Division that SDO has no pending unliquidated Cash Advance</p> <p>3.5 Fiscal Agency Service (FAS) signed by authorized signatories, if foreign currency is required</p>	<p style="text-align: center;"><i>Project Officer</i></p>
4. Current Operating Expenditures (COE) for remittances to DOT foreign Field Offices (1 original copy each except for 4.1)	
<p>4.1 Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p>4.2 Salaries, Wages and allowances, maintenance and operating expenses and/or list of activities/projects with estimated budget as basis for the cash advance</p> <p>4.3 Copy of Approved Bond Application (adequately bonded for the amount commensurate to the amount of accountability)</p> <p>4.4 Certification from Accounting Division that SDO has no pending unliquidated Cash Advance</p> <p>4.5 Fiscal Agency Service (FAS) signed by authorized signatories</p>	<p style="text-align: center;"><i>OPMD</i></p>
5. Salaries and Wages (1 original copy each except for 5.2)	



<p>5.1 Duly certified payroll for the specific pay period /list of payees with their net payments</p> <p>5.2 For initial payment of salaries (regular employees with original appointments):</p> <p>5.2.1 Certified copy of duly approved Appointment Paper</p> <p>5.2.2 Certified copy of Oath of Office</p> <p>5.2.3 Certificate / Notice of Assumption to Office</p> <p>5.2.4 Statement of Assets and Liabilities</p> <p>In case of transfer:</p> <p>5.2.5 Copy of authority to transfer</p> <p>5.2.6 Clearance from previous office</p> <p>5.2.7 Certification on the last day of service from former office</p> <p>5.2.8 Certification of last salary received from former office verified by the concerned auditor of previous office</p> <p>5.3 For Job Contract Employees:</p> <p>5.3.1 Job Order Contracts</p> <p>5.3.2 Accomplishment Report</p> <p>5.3.3 Certification of Services Rendered</p> <p>5.4 Duly accomplished / signed Daily Time Record (DTR)</p> <p>5.5 Computations of salary/wage duly certified by Human Resources Division (HRD)</p>	<p><i>Compensation and Benefits</i></p>
<p>6. Representation and Transportation Allowance (RATA) (1 original copy each)</p>	
<p>6.1 Duly certified list of payees entitled to RATA</p> <p>6.2 For Officers-in-Charge (OIC):</p> <p>6.2.1 Special Order for the OIC designation specifying the period covered and the corresponding entitlement of RATA</p> <p>6.3 If RATA entitlement is non-commutable:</p> <p>6.3.1 List of Expenses Incurred (not exceeding the authorized amount of RATA entitlement)</p> <p>6.3.2 Certification that the expenses incurred are official in nature, public in character and incurred in the best interest of the Department</p>	<p><i>Compensation and Benefit</i></p>
<p>7. Commutation of Leave (1 original copy each)</p>	
<p>7.1 Duly approved request for commutation of Leave</p>	<p><i>Compensation and Benefit</i></p>



<p>7.2 Certification from Human Resources Division (HRD) of total leave credits earned as of date of request</p> <p>7.3 Computation of claim for leave commutation duly certified by the Human Resources Division (HRD)</p>	
<p>8. Local Travel Allowance (1 original copy each except for 8.1, 8.2 and 8.4)</p>	
<p>8.1 Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p>8.2 Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>8.3 Approved Itinerary of Travel (Appendix A) detailing the transportation and travel expenses to be incurred as basis for the amount of cash advance</p> <p>8.4 Certificate of Last Travel Completed (Appendix B)</p> <p>8.5 Certification from Accounting Division that the official / employee has no unliquidated Cash Advances</p>	<p><i>Project Officer</i></p>
<p>9. Honoraria (1 original copy each)</p>	
<p>9.1 Duly certified payroll for the pay period /list of payees entitled to honoraria</p> <p>9.2 Basis for the honoraria claimed</p> <p>9.3 Computations of honoraria claimed (total honoraria received must not exceed 25% of annual basic pay of officer / employee)</p> <p>9.4 Outputs delivered / accomplished</p>	<p><i>Project Officer</i></p>
<p>10. Foreign Travel Allowance (1 original copy each except for 10.1, 10.2, 10.4, 10.7 and 10.8)</p>	
<p>10.1 Copy of Approved Work Program/ Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations/ cost basis)</p> <p>10.2 Certified True Copy of duly approved Travel /Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p>	<p><i>Project Officer</i></p>



<p>10.3 Approved Itinerary of Travel (Appendix A) detailing the transportation and travel expenses to be incurred as basis for the amount of cash advance</p> <p>10.4 Prevailing UNDP rates for daily subsistence allowance used in the computation of claim for travelling expenses</p> <p>10.5 If claiming for Representation Allowance: 10.5.1 Approval from Malacañang indicating the amount of representation allowance authorized</p> <p>10.6 Confirmed flight itinerary issued by the booking office/travel agency (for computation of travelling expenses)</p> <p>10.7 Proof of exchange rate at the time of travel</p> <p>10.8 Certificate of Last Travel Completed (Appendix B)</p> <p>10.9 Certification from Accounting Division that the official / employee has no unliquidated Cash Advances.</p> <p>10.10 Fiscal Agency Service (FAS) signed by authorized signatories</p>	
<p>11. Petty Operating Expenditures / Replenishment <i>(1 original copy each)</i></p>	
<p>11.1 Copy of Approved Special Order (SDO Designation) with the specific purpose for which the cash advance is granted (only permanently appointed officer/ employee may be designated as SDO / accountable officer)</p> <p>11.2 Report of Disbursement for previous cash advance granted</p> <p>11.3 Official Receipts/proofs of payment for expenses incurred</p> <p>11.4 Certification from Accounting Division that SDO has no pending unliquidated Cash Advance</p>	<p><i>Petty Cash Fund Custodian</i></p>
<p>Specific Requirements for Payment</p>	
<p>12. Purchase of Supplies and Materials Payment <i>(1 original copy each except for 12.1)</i></p>	
<p>12.1 Approved Annual Procurement Program</p> <p>12.2 Approved Purchase Request</p>	<p><i>Project Officer</i></p>



<p>12.3 Approved Purchase Order / duly notarized MOA</p> <p>12.4 Request for canvass / PhilGEPS posting / bidding with corresponding Terms of Reference (TOR)</p> <p>12.5 Abstract of Canvass with quotations from at least three (3) suppliers / service providers, signed by GSD (for total amounts equivalent to PHP50,000 and less)</p> <p>12.6 Copy of BAC Resolution, PhilGeps posting (for total amounts equivalent to more than PHP 50,000 but less than PHP 500,000)</p> <p>12.7 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP 500,000 and above)</p> <p>12.8 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>12.9 Original copy of Invoice / Statement of Account</p> <p>12.10 Original copy of Delivery Receipt</p> <p>12.11 Duly Signed Inspection and Acceptance Report</p>	
<p>13. Representation Expenses (Payment/Reimbursement) (1 original copy each)</p>	
<p>13.1 Original copy of duly signed authorization from the Head of Office or his duly designated representative, to sign for chit charges / reimburse expenses incurred for the implementation of a particular activity / undertaking</p> <p>13.2 Original copy of invoice / Statement of Account</p> <p>13.3 Certification that expense is official in nature, public in character and in the best interest of the Department</p> <p>13.4 Canteen Service form / Receipt</p> <p>13.5 Attendance Sheet</p>	<p><i>Project Officer</i></p>
<p>14. Professional Services Rendered (Consultants, Resource Persons, Translators, etc) (1 original copy each except for 14.1 and 14.7)</p>	
<p>14.1 Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE</p>	<p><i>Project Officer</i></p>



<p>should be supported by quotations / cost basis)</p> <p>14.2 Resume / Credentials of Contracted Individual</p> <p>14.3 Acceptance Invitation</p> <p>14.4 MOA / Contract of Services duly signed by both parties and duly notarized, indicating the professional fee and/or other types of emoluments agreed upon and the terms of payment</p> <p>14.5 Abstract of Canvass / Waiver of Canvass</p> <p>14.6 Original Copy of Statement of Account</p> <p>14.7 Copy of Speaker's presentation</p> <p>14.8 Proof of services rendered / Accomplishment Report (as stated in the contract)</p> <p>14.9 Certificate of Services Rendered / Acceptance of Deliverables per MOA / Contract</p>	
<p>15. Services Rendered by Contracted Service Providers (1 original copy each except for 15.1)</p>	
<p>15.1 Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p>15.2 Original copy of duly signed authorization from the Head of Office or his duly designated representative, to sign for chit charges / reimburse expenses incurred for the implementation of a particular activity / undertaking</p> <p>15.3 Original copy of Invoice / Statement of Account</p> <p>15.4 Supporting documents for the invoice (hotel folios, guest list, etc)</p> <p>15.5 Copy of Letter Contract with Conforme / duly notarized MOA or Contract signed by both parties</p> <p>15.6 Request for Canvass / PhilGEPS posting / bidding with corresponding Terms or Reference (TOR)</p> <p>15.7 Abstract of Canvass with quotations from at least three (3) suppliers / service</p>	<p><i>Project Officer</i></p>



<p>providers, signed by GSD (for total amounts equivalent to PHP50,000 and less)</p> <p>15.8 Copy of BAC Resolution, PhilGeps posting (for total amounts equivalent to more than PHP 50,000 but less than PHP 500,000)</p> <p>15.9 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP 500,000 and above)</p> <p>15.10 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>15.11 Certification that expense is official in nature, public in character and in the best interest of the Department</p>	
<p>16. Purchase of Foreign Transportation Expenses / Air Tickets <i>(1 original copy each except for 16.1 and 16.2)</i></p>	
<p>16.1 Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p>16.2 Certified True Copy of duly approved Travel / Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>16.3 Original copy of invoice / Statement of Account</p> <p>16.4 Original copy of used transportation ticket (used air ticket / e-ticket with boarding passes for airfares)</p> <p>16.5 If claiming payment for business class airfare: Malacañang approval authorizing business class accommodation on plane for the official travel</p> <p>16.6 Copy of Contract with the service provider (for air tickets)</p> <p>16.7 Request for Canvass / PhilGEPS posting / bidding with corresponding Terms or Reference (TOR)</p> <p>16.8 Abstract of Canvass with quotations from at least three (3) accredited travel agencies, signed by GSD (for total amounts equivalent to PHP50,000 and less)</p> <p>16.9 Copy of BAC Resolution, PhilGEPS posting (for total amounts equivalent to</p>	<p><i>Project Officer</i></p>



<p>more than PHP50,000 but less than PHP500,000)</p> <p>16.10 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP500,000 and above)</p> <p>16.11 Certification from Accounting Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p>	
<p>17. Hiring of Vehicles (1 original copy each except for 17.1)</p>	
<p>17.1 Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p>17.2 Original Copy of Approved Authority to Hire a Vehicle</p> <p>17.3 Original Copy of Statement of Account / Invoice</p> <p>17.4 Copy of Letter Contract with Conforme / duly notarized MOA or Contract signed by both parties</p> <p>17.5 Request for canvass / PhilGEPS posting / bidding with corresponding Terms of Reference (TOR)</p> <p>17.6 Abstract of Canvass with quotations from at least three (3) accredited transport companies, signed by GSD (for total amounts equivalent to PHP50,000 and less)</p> <p>17.7 Copy of BAC Resolution, PhilGEPS posting (for total amounts equivalent to more than PHP50,000 but less than PHP500,000)</p> <p>17.8 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP500,000 and above)</p> <p>17.9 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>17.10 Original Copies of Trip Tickets duly signed by passenger / project officer</p> <p>17.11 Passenger List</p> <p>17.12 Certification from the authorized signing officer of satisfactory services completed / rendered as stated in the contract / agreement</p>	<p><i>Project Officer</i></p>



18. Shipment / Freight Services (<i>1 original copy each except for 18.1</i>)	
<p>18.1 Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p>18.2 Original copy of invoice / statement of account from the contracted service provider</p> <p>18.3 Abstract of Canvass signed by the GSD</p> <p>18.4 Inspection Report for the goods shipped</p> <p>18.5 Proof of shipment</p> <p>18.6 Acknowledgment from the recipient that shipped goods were received in correct quantity and in good order</p>	<p style="text-align: center;"><i>Project Officer</i></p>
19. Procurement of Security, Janitorial and other similar services (<i>1 original copy each</i>)	
<p>19.1 Request of the concerned office for the requirements</p> <p>19.2 Approval of the request by the Secretary</p> <p>19.3 Approved Terms of Reference (TOR)</p> <p>19.4 Copy of Advertisement / Invitation to Bid</p> <p>19.5 Bid Tenders of participating bidders</p> <p>19.6 Participating bidders' registration, license and accreditation documents</p> <p>19.7 Abstract of Bids duly signed by the BAC Members</p> <p>19.8 BAC Resolution on the evaluation of bids and recommendation of award duly signed by the BAC members</p> <p>19.9 In case of negotiated purchase: Certification from BAC members that there were failure of public biddings (two biddings); Certificate of authority to negotiate / enter into negotiated contract</p> <p>19.10 Notice / Letter of Award signed by authorized official</p> <p>19.11 Job Order / Contract (Original) duly received by contractor</p> <p>19.12 Notice to commence to work</p> <p>19.13 Performance Bond</p>	<p style="text-align: center;"><i>Human Resource Division</i></p>



<p>19.14 Record of Attendance / Service (for security and janitorial services)</p> <p>19.15 Request for payment of the contractor / service provider for services rendered</p> <p>19.16 Certification of the concerned office that the service rendered by the contractor / service provider was satisfactory</p>	
<p>20. Extension of Security, Janitorial, and other similar service (1 original copy each)</p>	
<p>20.1 Request of Management to the contractor / service provider for the extension of services with the reasons therefore</p> <p>20.2 Copy of extension contract</p> <p>20.3 Period covered by the duration does not exceed one year</p> <p>20.4 Certification from BAC that:</p> <p>20.5 The original contract was awarded through public bidding</p> <p>20.6 The agency has substantially undertaken the procurement activities required prior to award the new contract</p> <p>20.7 The contract extension is undertaken due to circumstances beyond the control of the agency and that the agency cannot award a new contract within a month after the expiration of the term of the original contract</p> <p>20.8 The extension is merely an emergency measure to maintain status quo in the operations of the agency and to avoid interruption of service</p> <p>20.9 The current contractor / service provider has not violated any of the provision of the original contract</p> <p>20.10 The terms and conditions of the original contract shall not be changed or modified</p> <p>20.11 Performance bond</p> <p>20.12 Request for payment of the contractor / service provider for services rendered</p> <p>20.13 Record of attendance / service (for security and janitorial services)</p> <p>20.14 Certification of the concerned office that the service rendered by the contractor / service provider was satisfactory</p>	<p><i>Human Resource Division</i></p>
<p>21. Purchase of Equipment and Vehicle</p>	



(1 original copy each except for 21.1)	
<p>21.1 Approved annual procurement program / plan for the current year</p> <p>21.2 Allotment for equipment outlay</p> <p>21.3 Malacañang approval (as necessary)</p> <p>21.4 Approved purchase request</p> <p>21.5 Approved purchase order / duly notarized MOA</p> <p>21.6 Request for canvass / PhilGEPS posting / bidding with corresponding Terms of Reference (TOR)</p> <p>21.7 Abstract of canvass with quotations from at least three (3) suppliers / service providers, signed by GSD (for total amounts equivalent to PHP50,000 and less)</p> <p>21.8 Copy of BAC Resolution, PhilGEPS posting, (for total amounts equivalent to more than PHP50,000 but less than PHP500,000)</p> <p>21.9 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP500,000 and above)</p> <p>21.10 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>21.11 If from sole distributor:</p> <p style="padding-left: 20px;">21.11.1 Duly notarized certificate of exclusive distributorship of the dealer duly attested by the principal</p> <p style="padding-left: 20px;">21.11.2 certification from the supplier that does not have sub-dealers selling at lower prices</p> <p style="padding-left: 20px;">21.11.3 Certification from the requisitioning officer duly approved by the agency head that there are no suitable substitutes of the equipment that can be obtained at more advantageous terms of the government</p> <p>21.12 In case of negotiated purchase:</p> <p style="padding-left: 20px;">21.12.1 Certification from BAC members that there was failure of public biddings (two biddings)</p> <p style="padding-left: 20px;">21.12.2 Certificate of authority to negotiate / enter into negotiated contract</p>	<p style="text-align: center;"><i>Procurement and Management Division</i></p>



<p>21.13 Original cop of Supplier's invoice / statement of account</p> <p>21.14 Original copy of delivery receipt</p> <p>21.15 Inspection and acceptance report on the deliveries</p> <p>21.16 Results of test / analysis by proper government agency (if the terms are subject to test)</p> <p>21.17 Copy of Acknowledgment Receipt for Equipment (ARE)</p>	
<p>22. Repair of Equipment (1 original copy each)</p>	
<p>22.11 Request for Repair / Inspection Report</p> <p>22.12 Approved Job Order / duly notarized MOA</p> <p>22.13 Request for canvass / PhilGEPS posting/ bidding with corresponding Terms of Reference (TOR)</p> <p>22.14 Abstract of Canvass with quotations from at least three (3) service providers, signed by GSD (for total amounts equivalent to Php 50,000 .00 and less)</p> <p>22.15 Copy of BAC Resolution, PhilGeps posting, (for total amounts equivalent to more than Php 50,000.00 but less than Php 500,000.00)</p> <p>22.16 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to Php 500,000.00 and above)</p> <p>22.17 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>22.18 Original copy of Invoice /Statement of Account</p> <p>22.19 Duly signed Inspection and Acceptance Report</p> <p>22.20 Original copy of Delivery Receipt</p>	<p><i>General Services Division</i></p>
<p>Specific Requirements for Fund Transfer</p>	
<p>23. Financial Assistance to Local Government Units (LGUs) (1 original copy each)</p>	



- 23.1** Letter request from the Head of the LGU for financial assistance indicating there in the:
- 23.1.1** Name of the project / activity
 - 23.1.2** Period /duration of the project
 - 23.1.3** Tourism impact/significance of the project/ activity
 - 23.1.4** Amount requested
- 23.2** Approval / Resolution by the concerned Sangguniang Pambayan / Panglungsod/ Panglalawigan authorizing the Head of the LGU to request for financial assistance and to enter into agreement with the DOT relative thereto
- 23.3** Endorsement Letter from the concerned DOT Regional Director on the request for assistance
- 23.4** Evaluation / Recommendation of DOT - SPRC (Special Project and Review Committee) on the request for assistance
- 23.5** Copy of the MOA which shall stipulate the following:
- 23.5.1** Type/ Nature of the project to be funded which shall be in line with the mandate / programs of the DOT
 - 23.5.2** Impact on tourism of the project to be funded
 - 23.5.3** Use of the assistance exclusively for the approved purpose
 - 23.5.4** Time /period for the liquidation of the fund transfer (not applicable if fund release is thru donations)
 - 23.5.5** Amount of financial assistance granted
 - 23.5.6** Submission of Terminal Report within a specific period
 - 23.5.7** Sanctions to be imposed / undertaken for non-compliance with the provisions of the MOA
- 23.6** Liquidation Report with supporting documents for previous fund transfers duly audited by the Audit Team assigned at the concerned LGU (not applicable if fund transfer is thru donations)
- 23.7** Certification from Accounting Division that the LGU has no unliquidated fund transfer

Project Officer



24. Financial Assistance for Non-Government Organization (NGO) / People's Organization (PO) (1 original copy each)	
<p>24.1 Proposal or request for funding which shall include:</p> <p>24.1.1 Name of the Project</p> <p>24.1.2 Objectives</p> <p>24.1.3 Target beneficiaries</p> <p>24.1.4 Impact to the tourism industry</p> <p>24.1.5 Amount of assistance</p> <p>24.2 Eligibility requirements such as:</p> <p>24.2.1 Certificate of Registration with the Securities and Exchange Commission (SEC) and/or either Cooperative Dev't Authority (CDA) or the Department of Labor and Employment (DO LE)</p> <p>24.2.2 Authenticated copy of the Latest Articles of Incorporation or the Articles of Cooperation, showing the original incorporators/ organizers and the Secretary's certificate of incumbent officers, together with the Certificate of Filing with the SEC/Certificate of Approval by the CDA</p> <p>24.2.3 Financial Reports audited by an independent Certified Public Accountant for the past (3) three years preceding the date of project implementation. For NGO/ PO which has been in operation for less than three (3) years, report of accomplishment or any equivalent proof certified by its President and Secretary that it had previously implemented similar projects</p> <p>24.2.4 Disclosure by the NGO / PO of other related business, if any, and extent of ownership therein</p> <p>24.2.5 Work and Financial Plan, Sources and Details of Proponents Equity Participation in the Project</p> <p>24.2.6 List and/or photographs of similar projects previously completed by the NGO/PO, if any, indicating the source of funds for their implementation</p>	<p><i>Project Officer</i></p>



<p>24.2.7 A sworn affidavit of the Secretary of the NGO / PO that none of its incorporators, directors or officials is an agent of or related by consanguinity or affinity up to the fourth civil degree to the officials of the Government Organization authorized to process and/or approve the proposal, the MOA and the release of funds</p> <p>24.3 Initial evaluation and endorsement of the concerned DOT Officer / Regional Director / Attached Agency Officer on the request for assistance</p> <p>24.4 Certification for non-submission of requests to other DOT Attached Agencies</p> <p>24.5 Approved SPRC Resolution</p> <p>24.6 Signed Memorandum of Agreement (MOA)</p> <p>24.7 Liquidation Report with supporting documents for previous fund transfers, if any</p> <p>24.8 Certification from Accounting Division that the NGO/PO has no unliquidated fund transfer</p>	
<p>25. DOT Regional / Overseas Offices or DOT Attached Agencies <i>(1 original copy each except for 25.1 and 25.3)</i></p>	
<p>25.1 Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p>25.2 Approved Request for Fund Release</p> <p>25.2.1 If chargeable against TLA funds, duly approved SPRC Resolution</p> <p>25.2.2 If funded thru Regular Trust, purpose of the fund transfer / projects should be in line with the MOA between the DOT and Source Agencies; in the absence of MOA, fund transfers for projects shall be in line with purpose of the grant</p> <p>25.3 Copy of previous fund transfers and the corresponding liquidation thereof (if any)</p> <p>25.4 Certification from Accounting Division that the proponent has no unliquidated fund</p>	<p><i>Project Officer</i></p>



<p>transfer Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>25.5 For fund transfer to PDOT Overseas Office, copy of adequate bond of the SDO commensurate to the amount of accountability</p> <p>25.6 Fiscal Agency Service (FAS) signed by authorized signatories, if foreign currency is required</p>	
Specific Requirements for Reimbursement	
26. Actual Pre-Departure Allowance (1 original copy each except for 26.1 and 26.2)	
<p>26.1 Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p>26.2 Certified True Copy of duly approved Travel /Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>26.3 Authority to be Reimbursed actual pre-departure expenses</p> <p>26.4 Official receipts /proof of payment for expenses incurred</p> <p>26.5 Certificate of Travel Completed (Appendix B)</p>	DOT employees
27. Foreign Travel Allowance (1 original copy each except for 27.1, 27.2 and 27.9)	
<p>27.1 Copy of Approved Work Program/ Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations/cost basis)</p> <p>27.2 Certified True Copy of duly approved Travel / Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>27.3 If travelling expenses claimed is more than the authorized amount for travel allowance (actual expenses)</p> <p>27.3.1 Approval from Malacañang for the payment of actual travelling expenses</p> <p>27.3.2 Certification from the Secretary that the actual expense in excess of the prescribed travelling allowance is</p>	DOT Employees



<p>absolutely necessary in the performance of an assignment</p> <p>27.3.3 Bills and receipts for actual expenses claimed</p> <p>27.4 If claiming for reimbursement of Representation Allowance / Expenses:</p> <p>27.4.1 Authority from Malacañang for the amount of representation allowance/expenses allowed</p> <p>27.4.2 Proof of expenses incurred (official receipts for the representation expenses incurred)</p> <p>27.5 Copies of used transportation ticket (used air ticket / e-ticket with boarding passes for airfares)</p> <p>27.6 Receipts for Airport Terminal Fees at point of embarkation to go back to the Philippines, if any</p> <p>27.7 Proof of Differential Claim (e.g., bank receipt of forex); Computation of DSA entitlement/requirement and actual amount received</p> <p>27.8 Proof of exchange rate at the time of travel</p> <p>27.9 Certificate of Last Travel Completed (Appendix B)</p> <p>27.10 Certificate of Travel Completed (Appendix B)</p> <p>27.11 Certificate of Appearance</p> <p>27.12 Arrival and departure stamps on passport</p> <p>27.13 Official receipt for premium paid for accident insurance coverage for the duration of the travel</p> <p>27.14 Terminal Report</p> <p>27.15 Fiscal Agency Service (FAS) signed by authorized signatories</p>	
Special Requirements for Purchase	
<p>28. Local Transportation Expenses / Air Tickets (1 original copy each except for 28.1 and 28.2)</p>	
<p>28.1 Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p>	<p><i>DOT Employees</i></p>



<p>28.2 Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>28.3 Original Copy of Billing / Statement of Account</p> <p>28.4 Original Copy of used transportation ticket (used air ticket/ e-ticket with boarding passes for airfares)</p> <p>28.5 Abstract of Canvass signed by the GSD / Philgeps Posting</p>	
--	--

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits through email requests for obligation of fund attached with supporting documents to budget.dot@gmail.com	<p>1.1 Checks for the completeness of documentary requirements for requests for obligation of funds</p> <p><i>Note: If incomplete, documents will be returned to Project Officer</i></p> <p>1.2 Sends through email the requests for obligation of funds with supporting documents to assigned Budget Officer for evaluation</p>	None	2 hours	Administrative Assistant



	<p>2.1 Receives, evaluates and checks accuracy of requests for obligation of funds with supporting documents</p> <p><i>Note: If no funds available or not included in the approved WFP, documents will be returned to Project Officer</i></p> <p>2.2 Returns through email the evaluated request for Obligation of Funds to Admin Assistant for assigning of ORS number</p>		2 hours	Budget Officer
	<p>3.1 Receives the evaluated request for Obligation of Funds</p> <p>3.2 Assigns ORS number</p> <p>3.3 Forwards through email the evaluated and numbered ORS with supporting documents to Chief Budget Officer for review and approval</p>		2 hours	Administrative Assistant
	<p>4.1 Receives, reviews and approves the ORS</p> <p>4.2 Sends through email the signed and approved ORS to Budget Officer for encoding in the monitoring system</p>		2 hours	Chief Budget Officer



	<i>Note: Chief Budget Officer, upon reporting for work, will sign all the ORS with e-signature that was processed and collated by the Accounting Division during Skeletal Work Force</i>			
	<p>5.1 Receives the signed ORS with supporting document and encodes in the monitoring system</p> <p>5.2 Returns through email the signed ORS to Admin Assistant for release</p>		1 hour	Budget Officer
	<p>6.1 Receives the approved ORS and obtains 1 original copy of ORS for Budget Divisions' copy</p> <p>6.2 Forwards through email the signed and approved ORS with supporting documents to Accounting Division or Project Officer</p>		30 minutes	Administrative Assistant
TOTAL NO. OF TIME		7 hours 30 minutes		



PROCESSING OF PAYMENT TO SUPPLIERS, CONSULTANTS, GFA AND OTHER SERVICE PROVIDERS

Accounting process for the payment of purchased air tickets or local/ foreign transportation expenses official in character.

Office or Division:	Accounting Division	
Classification:	Simple Transaction	
Type of Transaction:	G2G (Government to Government)	
Who may avail:	DOT Project Officers/Employees	
CHECKLIST OF REQUIREMENTS (2 sets: 1 original and 1 photocopy)		WHERE TO SECURE
GENERAL REQUIREMENTS		
1. Copy of Approved Work Program/Project Proposal with Budget Estimate (1 photocopy)	Project Officer	
2. Duly approved Travel/Special Order indicating the entitlements (1 Certified True Copy)	Project Officer	
3. Purchase Request or Job Request (1 original copy)	Project Officer	
4. For purchase of goods - Purchase Order (1 original copy) For procurement of service requirements - Notarized Service Contract/MOA (1 original copy)	Project Officer	
5. Request for Canvass/PhilGEPS posting/bidding with corresponding Terms of Reference (1 photocopy)	Project Officer	
6. Disbursement Voucher (2 original copies)	Project Officer	
7. Billing/Statement of Account (1 original Copy)	Creditor	
8. Signed Abstract of Canvass with quotations from at least three (3) suppliers/service providers (P50,000 or less) (1 original copy)	Procurement Management Division	
9. BAC Resolution, PhilGEPS posting for total amounts equivalent to more than P50,000 but less than P500,000 (1 original copy)	Bids and Awards Committee	
10. BAC Resolution, Bid Documents, Notice/Letter of Award, Performance Bond for total amounts equivalent to P500,000 and above (1 original copy)	Bids and Awards Committee	
11. Obligation Request/Budget Utilization Request (1 original copy)	Budget Division	
12. Certification of Allotment (1 original copy)	Budget Division	
13. Certificate of Availability of Funds (1 original copy)	Accounting Division	
14. Certificate of Satisfactory Performance (1 original copy)	Project Officer	
SPECIFIC REQUIREMENTS		



For air tickets - air ticket/e-ticket with boarding passes for airfares (1 original copy)		Project Officer		
If claiming for business class airfare: Written approval from the Office of the President authorizing the procurement of business class air tickets for the official travel (1 original copy)		Office of the President		
For Professional Service Rendered: <ul style="list-style-type: none"> - Resume/Credentials of Contracted Individual (1 original copy) ; - Copy of Speaker's presentation (1 original copy); and - Proof of Services Rendered/Accomplishment Report/Accomplished survey form (1 original copy) 		Consultants, Resource Persons, Translators, etc.		
For hotel accommodation – Guest Folios/List (1 original copy)		Contracted service providers		
For transportation rental – trip tickets (1 original copy)		Creditor		
For delivery of goods, equipment and other supplies – Delivery Receipt and Duly signed Inspection and Acceptance Report (1 original copy)		Supplier and GSD		
For security, janitorial and other similar services <ul style="list-style-type: none"> - Notice to Commence Work (1 original copy) - Record of Attendance/Service (1 original copy) 		Creditor		
If from sole distributor: <ol style="list-style-type: none"> 1. Duly notarized certificate of exclusive distributorship of the dealer duly attested by the principal (1 original copy) 2. Certification that it does not have sub-dealers (1 original copy) 3. Certification that no suitable substitute can be obtained at advantageous term of the government (1 original copy) 		Creditor/ Contractor Creditor/ Contractor Project Officer		
In case of negotiated purchase: <ol style="list-style-type: none"> 1. Resolution declaring failure of public bidding (1 original copy) 2. Certificate of authority to negotiate (1 original copy) 		Bids and Awards Committee Project Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Project Officer or Budget Division forwards the signed ORS/BUR and Disbursement Voucher with supporting documents to Accounting Division	1.1 Receives the documents submitted. Note: Incomplete documents shall not be accepted	None	30 minutes	Senior Administrative Assistant
	1.2 Checks/ reviews the propriety of supporting documents. Note: If documents are not in order, it shall be returned to the Project Officer for compliance	None	1 hour	Senior Administrative Assistant
	1.3 Analyzes the claim and reviews the computation of withholding taxes; Prepares JEV.	None	1 hour	Administrative Officer IV
	1.4 Conducts final evaluation of completeness of supporting documents and validity of claims; Signs JEV and Box C of DV. Note: If documents are not in order, it shall be returned to the Project Officer for compliance	None	1 day	Chief Accountant
2. Office of the authorized signatories receives the DVs Note: Processing time of signing of DV by the authorized signatory not included	2.1 Releases signed DVs, including supporting documents to the authorized approving officers	None	1 hour	Administrative Aide



	for signature on Box D.			
3. Office of authorized signatories forwards the approved DVs	3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)	None	3 hours	Administrative Assistant
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	30 minutes	Administrative Aide
TOTAL		None	1 day 7 hours	



PROCESSING OF SALARY DIFFERENTIAL OR ADJUSTMENT

Human Resource procedure to facilitate the processing of initial salary of newly appointed/hired DOT officials and employees.

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client) G2G (Government to Government)			
Who may avail:	DOT officials and employees (newly-promoted or entitled to step increment)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit supporting documents to process salary differential/ adjustment.	1.1 Receive and record the submission of supporting documents. Forward the documents to the HRD-CBS Processor.	None	5 minutes	HRD-CBS Receiving/ Releasing Staff
	1.2 Review completeness of requirements/ attachments and input data in the database.	None	15 minutes	HRD-CBS Processor (HRMO)
	1.3 Review the computation before routing of ORS and DV.	None	30 minutes	Accounting Division's (AD) staff
	1.4 Sign the ORS and initial the DV.	None	15 minutes	Chief, HRD
	1.5 Record and release the ORS and DV with the supporting documents to Budget Division (BD) for processing of obligation.	None	5 minutes	HRD Receiving/ Releasing Staff



TOTAL	None	1 hour 10 minutes	
--------------	------	-------------------	--



PROCESSING OF TRAVEL ORDERS

All government employees should be issued travel orders when on both domestic and foreign travel as mandated by the agency.

Office or Division:	Office of the Undersecretary for TRCRG			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DOT-TRCRG Central and Regional Personnel (Regular and Contractual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order (TO) Form		All Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Travel Order to OUSEC-TRCRG.	1.1 OUSEC-TRCRG to receive/acknowledge the said form whether hand carried or emailed.	None	1 minute	Executive Assistant III
	1.2 OUSEC-TRCRG to validate information in the submitted TO.	None	1 minute	Executive Assistant III
	1.3 Forward to the Undersecretary for his approval/signature.	None	1 day	Executive Assistant III
	1.4 Once signed, forward document to Records Section for certification/numbering.	None	1 day (Based on bulk processing of Travel Orders from Regional Offices)	Admin Assistant/Admin Officer
	1.5 Upon receipt of processed TO (from Records Section), forward to the concerned Regional Offices.	None	15 minutes	Executive Assistant III
TOTAL		None	2 days 17 minutes	



PROCUREMENT OF GOODS AND SERVICES THROUGH OTHER ALTERNATIVE METHODS OF PROCUREMENT (LEASE OF VENUE/HIGLY TECHNICAL/DIRECT CONTRACTING/AGENCY TO AGENCY)

All procurement activities of the DOT Main Office requirements for goods and services under Alternative Methods of Procurement regardless of the amount and source of funds.

Office or Division:		Procurement Management Division		
Classification:		Complex Transaction		
Type of Transaction:		Government to Government		
Who may avail:		Project Officer/Requesting Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (PR) with complete specification based on the approved APP/Work Program (1 original copy)		Requesting Office		
Terms of Reference (TOR) signed by the Project Officer (1 original copy)		Requesting Office		
Rating Sheet (LOV)/Criteria for Consultant signed by the Project Officer		Requesting Office		
Market Study (LOV) signed by the Project Officer (1 original copy)		Requesting Office		
Email address of preferred Hotel (at least three (3) within the vicinity of the selected location (1 original copy)		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PR/ TOR/Rating Sheet/ Criteria/Market Study/Email Address	1.1 Receive and log the request in the incoming logbook	None	3 minutes	Administrative Staff
	1.2 Prepare the Request for Quotation	None	1 hour	Procurement Officer
	1.3 Issue the Request for Quotation (RFQ)/ Request for Proposal (RFP) to the prospective service	None	4 days (including the deadline for the submission of quotations/ proposal)	Procurement Officer



	provider thru fax or email			
	1.4 Receive and open quotations/proposals submitted	None		
	1.5 Prepare the Abstract of Quotation (LOV)	None	30 minutes	Procurement Officer
	1.6 Prepare BAC Resolution to be signed by the BAC members	None	1 hour	Procurement Officer
	1.7 Signing of BAC Resolution	None	2 days Note: The no. of days for the signing of the BAC resolution will depend on the availability of the BAC members	BAC Members
	1.8 Prepare the Purchase Order (PO) upon receipt of the approved BAC Resolution	None	30 minutes	Procurement Officer
	1.9 Prepare the Obligation Request Status (ORS) or Budget Utilization Request (BUR)	None	30 minutes	Procurement Officer
	1.10 Log the PO for release in	None	5 minutes	Administrative Staff



	the outgoing logbook			
	1.11 Release the PO for processing or other documents for Contract of Agreement to the end-user	None	5 minutes	Administrative Staff
TOTAL		None	6 days 3 hours 43 minutes	



PROCUREMENT OF GOODS AND SERVICES THROUGH PUBLIC BIDDING

All procurement activities of the DOT Main Office requirements for supplies/materials, equipment and/or services under Public Bidding modes of procurement where amounts involved above One Million Philippine Pesos (PhP1,000,000.00) or its equivalent amount in other foreign currencies and above, regardless of the source of funds.

Subject to the application of Republic Act (RA) No. 9184 or the “*Government Procurement Reform Act*”

Office or Division:	Procurement Management Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/Government to Businesses			
Who may avail:	Project Officer/Requesting Office/Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (PR) with complete specification based on the approved APP/Work Program (1 original copy)		Requesting Office		
Terms of Reference (TOR) signed by the Project Officer(1 original copy)		Requesting Office		
Order of Payment (Bidder) (no copy)		PMD		
Official Receipt (Bidder) (1 photocopy)		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved PR/TOR .	1.1 Receive and log the request in the incoming logbook.	None	3 minutes	Administrative Staff
	1.2 Schedule the request for Pre-Procurement Conference and Notification of Project Officer.			
2. Project Officer shall attend for clarification of the TOR.	Conduct of Pre-Procurement Conference.	None	1 day	BAC Secretariat/ Members/Project Officer
3. Project Officer to submit revised TOR (including soft copy).	3.1 Preparation of Bidding documents .	None	1 day	BAC Secretariat



	3.2 Post the Invitation to Bid (ITB) in the PhilGEPS, DOT website and Bulletin Board for at least seven (7) days.	None	8 days including the submission of the Eligibility Bidding Documents	BAC Secretariat
4. Project Officer and Interested Bidders shall attend for some clarification with the Bidding Requirements.	4.1 Pre-Bid Conference.	None	1 day (Scheduled date: 12 days before the opening of bids)	BAC Secretariat/ Members/Project Officer/ Bidders
	4.2 Prepare the Supplemental/Bid Bulletin upon receipt of the revised Terms of Reference and post at the PhilGEPS website on the scheduled date.	None	1 day (Scheduled date: 7 days before the opening of bids)	BAC Secretariat
5. Bidder shall request for the Order of Payment for the Bidding Documents.	Prepare the Order of Payment.	None	3 minutes	BAC Secretariat
6. Bidder shall proceed to the Cashier for payment of Bidding Document.	6.1 Cashier shall receive payment and issue Official Receipt.		10 minutes	BAC Secretariat
	a. Approved Budget for the Contract: PhP500,000.00 and below.	PhP500.00		
	b. Approved Budget for the Contract: more than	PhP1,000.00		



	PhP500,000.00 up to 1 Million.			
	c. Approved Budget for the Contract: more than 1 Million up to 5 Million.	Php5,000.00		
	d. Approved Budget for the Contract: more than 5 Million up to 10 Million.	PhP10,000.00		
	e. Approved Budget for the Contract: more than 10 Million up to 50 Million.	Php25,000.00		
	f. Approved Budget for the Contract: more than PhP50 Million up to 500 Million.	PhP50,000.00		
	g. Approved Budget for the Contract: more than 500 Million.	PhP75,000.00		
7. Bidder shall return to PMD to present copy of OR and to receive bid documents.	Release bid docs upon presentation of Official Receipt.		10 minutes	
8. Interested bidders shall submit its bid submission.	Receive bidder's submission.		10 minutes	
9. Project Officer and Interested Bidders shall attend for the opening of Bids.	9.1 Opening of Bids.	None	1 day	BAC Secretariat/ BAC Members/Project Officers/Bidders / Observers
	9.2 Prepare the Abstract as Read and as Calculated.	None	30 minutes	BAC Secretariat



10. Bidder to accommodate and present documents required during the visit.	10.1 Conduct of Post-Qualification.		1 day	
	10.2 Prepare the Post-Qualification Evaluation Report.	None	30 minutes	BAC Secretariat
	10.3 Preparation of BAC Resolution.		1 hour	BAC Secretariat
	10.4 Signing of BAC Resolution.	None	2 days Note: The nos. of days for the signing of the BAC resolution will depends on the availability of the BAC members	BAC Secretariat
	10.5 Prepare and issue the Notice of Award to the awarded bidder .	None	30 minutes upon approval of the BAC Chairperson.	BAC Secretariat
11. Submit Performance Security.	11.1 Receive Performance Security.		10 days from Notice of Award	
	11.2 Prepare the Contract of Agreement for review upon receipt of the Performance Security from the awarded Bidder.	None	1 day including the preparation and review	BAC Secretariat /Legal Service
	11.3 Prepare the request for the Certification of Funds Availability (CAF).	None	1 day including the signatory of Budget and Accounting Division	BAC Secretariat
	11.4 Release to the awarded bidder the Contract of Agreement for signature.	None	5 minutes	BAC Secretariat



12. Awarded bidder shall submit the signed Contract of Agreement .	12.1 Release to Legal Service for initial .	None	5 minutes upon receipt from the awarded bidder	BAC Secretariat/ Legal Service
	12.2 Release to approving authority for signature.		1 day	
	12.3 Release to Legal Service for notarization of the Contract of Agreement.	None	5 minutes upon receipt	BAC Secretariat
	12.4 Release to Project Officer, OSEC and FMS copy of the notarized Contract of Agreement.	None	5 minutes upon receipt	BAC Secretariat
	12.5 Issue the Notice to Proceed to the awarded bidder upon approval of the approving official.	None	30 minutes upon approval of the approving official	BAC Secretariat
TOTAL		None	29 days 3 hours 56 minutes	



PROCUREMENT OF GOODS AND SERVICES THROUGH SHOPPING

All procurement activities of the DOT Main Office requirements for supplies/materials, equipment and/or services under the “Shopping” mode of procurement where amounts involved does not exceed Fifty Thousand Pesos (PhP50,000.00) or its equivalent amount in other foreign currencies, regardless of the source of funds. All procurement activities, including processing time, are based on the provisions of Republic Act no. 9184 or the Government Procurement Act.

Office or Division:		Procurement Management Division		
Classification:		Complex Transaction		
Type of Transaction:		Government to Government (Internal)		
Who may avail:		Project Officer/ Requesting Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (PR) with complete specification based on the approved APP/Work Program (1 original copy)		Requesting Office		
Terms of Reference (TOR) signed by the Project Officer (1 original copy)		Requesting Office		
Certification/Authority to hire vehicles (Rental of Vehicles) (1 original copy)		General Services Division		
Rating Sheet/Criteria for Consultant signed by the Project Officer (Consultancy) (1 original copy)		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Project Officer shall submit the PR/ TOR/Certification or Authority to hire vehicles/ Rating Sheet.	1.1 Receive and log the request in the incoming logbook.	None	3 minutes	Administrative Staff
	1.2 Prepare the Request for Quotation.	None	1 hour	Procurement Officer
	1.3 Invite at least three (3) suppliers by sending the Request for Quotation/ proposal thru fax or email.	None	3 days including deadline for the submission of quotations Extension of another 3 days for failure to complete the	Procurement Officer



			quotations in case no quotation is submitted.	
	1.4 Opening of 3 quotations.			
	1.5 Preparation of the Abstract of Quotation.	None	30 minutes	Procurement Officer
	1.6 Preparation of the Purchase Order to be signed by the designated signatory	None	30 minutes	Procurement Officer
	1.7 Preparation of Obligation Request Status (ORS) or Budget Utilization Request (BUR).	None	30 minutes	Procurement Officer
	1.8 Release the documents to the end-user for processing.	None	5 minutes	Administrative Staff
TOTAL		None	3 days 2 hours 38 minutes	



PROCUREMENT OF GOODS AND SERVICES THROUGH SMALL VALUE PROCUREMENT (SVP)

All procurement activities of the DOT Main Office requirements for supplies/materials, equipment and/or services under the “Small Value Procurement” mode of procurement where amounts involved is more than Fifty Thousand Pesos (PhP50,000.00) but does not exceed One Million Philippine Pesos (PhP1,000,000.00) or its equivalent amount in other foreign currencies, regardless of the source of funds. All procurement activities, including processing time, are based on the provisions of Republic Act no. 9184 or the Government Procurement Act.

Office or Division:	Procurement Management Division			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Government (Internal)			
Who may avail:	Project Officer/Requesting Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (PR) with complete specification based on the approved APP/Work Program (1 original copy)		Requesting Office		
Terms of Reference (TOR) signed by the Project Officer (1 original copy)		Requesting Office		
Certification/Authority to hire vehicles (Rental of Vehicles) (1 original copy)		General Services Division		
Rating Sheet/Criteria for Consultant signed by the Project Officer (Consultancy) (1 original copy)		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Project Officer shall submit the PR/TOR/Certification or Authority to hire vehicles/ Rating Sheet.	1.1 Receive and log the request in the incoming logbook.	None	3 minutes	Administrative Staff
	1.2 Prepare the Request for Quotation.	None	1 hour	Procurement Officer
	1.3 Post the Request for Quotations (RFQ) in the PhilGEPS, DOT website and Bulletin Board	None	5 days (including the deadline for the submission of quotations)	Procurement Officer



	for at least three (3) days.			
	1.4 Invite at least three (3) suppliers by sending the Request for Quotation/ proposal thru fax or email.		20 minutes	
	1.5 Receive and open the sealed bids/quotations submitted by interested suppliers/ service providers.	None	5 minutes	Procurement Officer and Management Division Representative
	1.6 Prepare the Abstract of Quotation.	None	30 minutes	Procurement Officer
	1.7 Prepare BAC Resolution to be signed by the BAC members.	None	1 hour	Procurement Officer
	1.8 Route the BAC Resolution to BAC members for their signature.		2 days Note: The no. of days for the signing of the BAC resolution will depend on the availability of the BAC members	BAC Members
	1.9 Prepare the Purchase Order upon receipt of the Approved BAC Resolution.	None	30 minutes	Procurement Officer
	1.10 Prepare the Obligation Request Status (ORS) or Budget	None	30 minutes	Procurement Officer



	Utilization Request (BUR).			
	1.11 Log the PO for release in the outgoing logbook.	None	5 minutes	Administrative Staff
	1.12 Release the PO for processing or other documents for Contract preparation to the end-user.	None	5 minutes	Administrative Staff
TOTAL		None	7 days 4 hours 8 minutes	



ISSUANCE OF SUPPLIES, MATERIALS AND EQUIPMENT

Releasing of supplies, materials and equipment to the requesting office or accountable officer.

Office or Division:		General Services Division - Supply and Property Section		
Classification:		Simple Transaction		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		DOT Employee/s and/or Officials		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved and Funded PO/JO (1 original copy)			Accounting Division	
Delivery Receipt (1 original copy)			Supplier	
Sales Invoice/Official Receipt (1 original copy)			Supplier	
Requisition and Issue Slip (RIS) (2 original copy)			End-User	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits RIS /PAR to the GSD.	1.2 Receives the Requisition and Issue Slip/PAR and verifies the availability of stocks and equipments.	None	5 minutes	Supply Officer
	1.3 Approves the RIS (in case of Supplies); and PAR to be signed by the accountable officer/end-user(in case of Equipment).	None	5 minutes	GSD Chief
2. Receives the supplies/materials /equipments	2. Releases/Issues the supplies/materials/equipment to requesting office.	None	5 minutes	Supply Officer
TOTAL		None	15 minutes	



RECORDS CREATION AND CONTROL FOR DOT ISSUANCES – ASSIGNMENT OF OFFICIAL RECORD NUMBER

This service covers the assignment of Official Record Number to DOT Issuances such as Department Order, Special Order and Travel Order. Official records number is assigned to these issuances to establish the Official DOT record.

Office or Division:		General Services Division – Records & Communication Section		
Classification:		Simple Transaction		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		DOT Employees and Officials (Head Office, Regional Offices and Foreign Offices)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of the DOT issuance		Concerned office or employee/official		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original copy of the DOT issuance for numbering/(email)	1.1 Verify the propriety of the submitted document or issuance it approved and duly signed by the authorized official and if it is printed in the DOT letterhead.	None	5 minutes	Admin Assistant
	1.2 Assign an official reference number to identify the document and records it on the designated logbook and encode it in the tracking system indicating the subject/title of the document, the assigned reference number and the date of issuance.	None	2 minutes	Admin Assistant/Admin Officer I



	1.3 Photocopy, stamp certified copy, and scan the officially numbered DOT issuances and forwards it to the Head of the Records and Communication Section for signature.	None	3 minutes	Admin Assistant/Admin Officer I
	1.4 Certify the veracity of true copies of officially numbered DOT issuances by affixing her signature.	None	1 hour	Section Head
	1.5 Call the requesting office/employee that the certified copy of the officially numbered DOT issuance is ready for pick-up.	None	1 minute	Admin Assistant
2. Receive the certified copy of the officially numbered DOT issuance.	2. Release the certified true copy of the officially numbered DOT issuance to the requesting office / employee.	None	1 minute	Admin Assistant
TOTAL		None	1 hour and 12 minutes	



RECORDS REQUEST SERVICE

This service covers the provision of DOT records as requested. The requested records can be in a plain photocopy of the original or a certified copy.

Office or Division:	General Services Division – Records & Communication Section			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Employees and Officials (Head Office, Regional Offices and Foreign Offices)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly accomplished CONTROL SLIP FOR RECORDS' REQUEST AND ISSUANCE;		Records and Communication Section or dotrecordssection@tourism.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Control Slip for Records' Requests and Issuance Form.	1.1 Receive and verify the vital information supplied in the Control Slip for Records' Requests and Issuance.	None	5 minutes	Admin Assistant
	1.2 Locate the requested document / record from the storage facility depending on the availability of documents/records	None	5 minutes	Admin Assistant/Admin Officer I
	1.3 Certify the veracity of the retrieved document/record.	None	1 hour	Section Head
2. Receive the copy of the records requested.	2. Release the copy of the requested records to the requesting office / employee.	None	1 minute	Admin Assistant
TOTAL		None	1 hour and 11 minutes	



REIMBURSEMENT OF EXPENSES

Accounting process for the reimbursement of expenses by DOT employees incurred during the conduct of official business.

Office or Division:	Accounting Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Employees (Special Disbursing Officer/s)			
CHECKLIST OF REQUIREMENTS (2 sets: 1 original and 1 photocopy)		WHERE TO SECURE		
GENERAL REQUIREMENTS				
1. Authority to Reimburse (1 original copy)		DOT Employee		
2. Disbursement Voucher (2 original copies)		DOT Employee		
3. Invoice/ Statement of Account (1 original copy)		Accounting Division		
4. Certification that the expense is official in nature, public in character and in the best interest of the department (1 original copy)		DOT Employee		
5. Certificate of Availability of Funds (1 original copy)		Accounting Division		
6. Obligation Request/ Budget Utilization Report (1 original copy)		Budget Division		
SPECIFIC REQUIREMENTS				
1. Reimbursement of meals - Canteen Service Form/Receipt (1 original copy)		DOT Employee		
2. Reimbursement of meals - Attendance Sheet (1 original copy)		DOT Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Budget Division forwards signed ORS and DV with supporting documents to the Accounting Division.	1.1 Receives the documents submitted. Note: Incomplete documents shall not be accepted	None	30 minutes	Senior Administrative Assistant
	1.2 Checks/ reviews completeness and propriety of supporting documents Note: If documents are not in order, it shall be returned to the Project Officer for compliance	None	1 hour	Senior Administrative Assistant



	1.3 Analyzes the request and reviews the computations; Prepares JEV	None	30 minutes	Administrative Officer IV
	1.4 Conducts final evaluation of completeness of supporting documents; Signs the DV	None	1 hour	Chief Accountant
2. Office of the authorized signatories receives the DV	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D	None	1 hour	Administrative Aide
3. Office of authorized signatories forwards approved DVs Note: Processing time for signing by Authorized Signatory not included	3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)	None	2 hours	Administrative Assistant
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	1 hour	Administrative Aide
TOTAL		None	7 hours	



REMITTANCE TO DOT OVERSEAS OFFICES

Remittance of fund to DOT Overseas Offices in foreign currency as support for tourism-related activities and projects

Office or Division:	Accounting Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Foreign Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GENERAL REQUIREMENTS				
1. 1 Original Copy of Signed Disbursement Vouchers payable to: a. DOT Forex Accommodation Account; and b. DOT Foreign Office Including the attached supporting documents		Cash Division		
2. Signed LDDAP-ADA stamped received by the bank (1 original copy)		Cash Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cash Section forwards LDDAP-ADA received by Landbank and other supporting documents	1.1 Receives documents from Cash Section Note: Incomplete documents shall not be accepted	None	1 hour	Administrative Assistant III
	1.2 Verifies the recipient's account details; Encode Application to Purchase Foreign Exchange Currency, assign FAS number and enter details to logbook	None	1 day	Administrative Assistant III
	1.3 Reviews documents and signs the application to purchase foreign exchange.	None	1 day	Chief Accountant
2. Office of the authorized signatories receives	2.1 Releases the signed Application to Purchase Foreign	None	4 hours	Administrative Aide



the application to purchase	Exchange to authorized signatory.			
3. Legal Service forwards the notarized document Note: Notarization not included in the processing time	3.1 Upon receipt, reproduces a copy of the notarized document.	None	1 hour	Administrative Assistant III
4. Cash Section receives the documents	4.1 Releases notarized Application to Purchase Foreign Currency and supporting documents to Cash Section.	None	1 hour	Administrative Aide
TOTAL		None	2 days and 7 hours	



REQUEST FOR MEDIA COVERAGE (INTERNAL)

Processing of request for media coverage of DOT events, projects and programs to include photos and/or video documentation and preparation of press release. The service also extends to sharing of content in social and digital media platforms.

Office or Division:	Office of Public Affairs and Advocacy			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT and Attached Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved OPAA Request Form (1 original copy)		OPAA Office		
Event Background/Briefer (1 original copy)		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OPAA Service Request Form and provide information of the proposed event.	1.1 Record request and prepare routing slip.	None	5 Minutes	Administrative Assistant, OPAA
	1.2 Assign to appropriate OPAA Division.	None	5 minutes	Director, OPAA
	1.3 Assign the request to OPAA staff.	None	5 minutes	Division Chief, OPAA
	1.4 Coordinate with requesting office/party.	None	30 Minutes	Team leader, OPAA
Coverage Proper				
	1.5. Cover the event assigned.	None	Based on the program timeline	Photographer/ videographer, writer OPAA
	1.6 Prepare social media post photo and caption.	None	1 hour	Writer or team lead OPAA
	1.7 Prepare press release.		2 hours	Information Officer/writer, OPAA
	1.8 Review materials.	None	1 hour	Supervisor/Division Chief
	1.9 Approve material for clearance.	None	30 minutes	Director, OPAA



	1.10 Clear material for sharing.	None	2 hours	Assistant Secretary for Branding and Marketing Communications
	1.11 Send prepared material to Requesting Office/Party.	None	5 Minutes	Assigned staff, OPAA
	1.12 Cascade materials to media outlets and shares contents on social media platforms.	None	20 minutes	Assigned staff, OPAA
	1.13 Prepare News Monitoring Report.	None	2 hours	Media monitor, OPAA
	1.14 Prepare Media Mileage Report on event.	None	2 hours	Media monitor, OPAA
	1.15 Share Media Mileage Report to Requesting Office/Party with signed cover memorandum.	None	1 hour	Assigned staff, OPAA
TOTAL		None	1 day 4 hours 40 minutes	



REQUEST FOR ON-THE-JOB TRAINEE

Procedure for the grant of request from various DOT Offices for On-the-Job Trainees (OJTs).

Office or Division:		Training and Development Division		
Classification:		Simple Transaction		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		DOT Divisions/Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Office Trainee Form (1 original)		Training and Development Division		
Internship Plan Form (1 scanned/soft copy)		Training and Development Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the TDD office to obtain a OJT request form or request a form via email	Provide the OJT request form.	None	10 minutes	TDD Staff
2. Accomplish the Request Form signed by the Head of the requesting office together with the Internship Plan then submit the same to the TDD.	2.1 Encode the request in the OJT Request Monitoring Database.	None	10 minutes	TDD Staff
	2.2 Process the request accordingly and inform the requesting office of the schedule of the deployment of the OJT <i>Note: The grant/deployment of OJTs to the requesting office depends on</i>	None	1 day	TDD Staff



	<i>the availability of OJT's.</i>			
TOTAL			1 day 20 minutes	



REQUEST FOR REPAIR

Request for minor repair and services of office furniture/equipment/vehicle that can be done by the Maintenance Section.

Office or Division:	General Services Division – Maintenance Section			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Request for Minor Repairs and Services Form (RMRS) (1 original signed copy)		GSD-Maintenance		
Terms of Reference/ PR/ RIS (2 original copies)		Requesting Office/ End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished RMRS	1.1 Receive RMRS and record the same to the repair service logbook.	None	5 minutes	Maintenance personnel
	1.2 Inspect the complaint/damage to determine the action to be taken and if the request can be handled by Maintenance or will be coordinated w/a third party contractor.	None	1 hour	Electrician/ Maintenance personnel
	1.1 Accomplish the RMRS (Findings and Recommendations) and/or Pre-repair Inspection Report.	None	15 minutes	Electrician/ Maintenance personnel
	1.2 Approval of RMRS		5 minutes	GSD Chief



	<p>1.3 Undertake the necessary repairs on Office Furniture/ Equipment and Motor vehicle.</p> <p><i>* Note: Processing Time for repairs requiring parts replacement shall commence only upon delivery of the parts.</i></p>	None	3 hours	Electrician/ Maintenance personnel
TOTAL		None	4 hours 25 minutes	



REVIEW OF WORK AND FINANCIAL PLAN OF VARIOUS DELIVERY UNITS

Work and Financial Plan (WFP) is the annual plan of programs, activities and projects (PAPs) of various delivery units with its corresponding budget, performance indicators, and physical target, brief description of PAPs, and date of implementation. The Planning Service is mandated to review the WFP to ensure that the PAPs are aligned with the thrust of the Administration, National Tourism Development Plan and Planning and Budgeting Thrust for a given year. Likewise, review of the WFP includes the identification of appropriate performance indicators if it conforms with the DBM approved performance indicators.

Office or Division:	Planning Service			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Various Delivery Units of the DOT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished WFP and signed by the head of the delivery unit with the following data: <ul style="list-style-type: none"> Objective of the PAP Performance Indicators Quarterly Physical Targets Date of Implementation Budget Cost basis 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of WFP.	1.1 Initial review as to the completeness of the template (browse). Note: If incomplete, return to the delivery unit; if complete, receive WFP.	None	5 minutes	Planning Officer II
	1.2 Record the submission to the Monitoring sheet and endorse to Planning Officer II.	None	2 minutes	Administrative Assistant III
	1.3 Draft endorsement to	None	30 minutes	Planning Officer II



	FMS for review of the budget estimates.			
	1.4 Sign the endorsement to FMS.	None	1 day	Director
	1.5 Transmit endorsement and copy of the WFP to FMS for review of the cost basis.	None	2 minutes	Administrative Assistant III
	1.6 Review of the WFP (Simultaneous review with FMS) Note: FMS shall return the signed budget estimate to the Planning Service once the delivery unit has complied with the requirements of the FMS. <i>(Please refer to the FMS Service on the Review of Cost Basis for the timeline).</i>	None	1 day	Planning Officer II/ Planning Officer IV
	1.7 Draft communication to concerned delivery unit on the evaluation of the WFP for any findings and endorse it to the Planning Service Director for review and signature.	None	30 minutes	Planning Officer II



	1.8 Review and approval of the draft communication		1 day	Director
2. Receive memorandum.	Transmit the signed communication to the concerned delivery unit (for Regional Offices, through email; within the Central Office, through logbook).	None	5 minutes	For email – Planning Officer II Within the Central Office - Administrative Assistant III
3. Submission of compliance to the memorandum.	3.1 Receive and record Monitoring Sheet	None	2 minutes	Administrative Assistant III
	3.2 Review the compliance Note: Once delivery unit has complied with the requirements, the following shall affix their initial on each page of WFP: <ul style="list-style-type: none"> • Planning Officer II • Director, Planning Service • Assistant Secretary for Admin and Finance 	None	2 hours	Planning Officer II
	3.3 Draft endorsement memo for approval of WFP.	None	30 minutes	Planning Officer II



	3.4 Sign the endorsement to the Office of the Secretary for approval of the WFP.	None	1 day	OIC-Undersecretary for Admin and Finance
	3.5 Transmit the endorsement to the Office of the Secretary.	None	5 minutes	Administrative Assistant III
	3.6 Approval of the WFP	None	6 days	Office of the Secretary
	3.7 Once approved and signed by the Secretary, the WFP shall be reproduced for distribution to the concerned delivery unit, FMS, Procurement and GFPS.	None	30 minutes	Administrative Aide
TOTAL		None	12 days 4 hours 21 minutes	



SERVICE RECORD/CERTIFICATION OF EMPLOYMENT

Issuance of service record and/or certification of employment of active or discharged DOT personnel upon request.

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government) G2C (Government to Stakeholders)			
Who may avail:	DOT Personnel (Active Service/Discharged)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GENERAL REQUIREMENTS				
Service Record (2 original copies)		HRD Personnel Records Section		
Certification of Employment (2 original copies)		HRD Personnel Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enter the request in the log sheet provided at the HR front desk or phone in/e-mail the request.	1.1 Instruct and assists the requesting personnel to login their request. In case request is made through phone call, list down documents requested. Acknowledge receipt of the request	None	3 minutes	HRD Receiving Staff (HRMA or Admin Aide)
	1.2 Receive and forward the request to the HR Records Officer for processing.	None	3 minutes	HRD Receiving Staff (HRMA or Admin Aide)
	1.3 Update and/or print and initials the Service Record and/or Certification of Employment.	None	10 minutes 3 days (previously discharged personnel)	HR Records Officer/Administrative Assistant V



	1.4 Submit to the Division Chief for signing.	None	1 hour	HR Records Officer/Administrative Assistant V
	1.5 Sign the Service Record and/or Certification of Employment.	None	5 minutes	Chief, HRD
	1.6 Notify requesting party to claim the requested documents (for discharged personnel).	None	10 minutes	HR Records Officer/Releasing Staff
2. Proceed to Human Resource Division to claim the requested document/s.	2. Release the document/s requested/ (delivers HR Personnel); or e-mail the signed requested documents to clients	None	1 minute	HR Records Officer/Releasing Staff (HRMA or Admin Aide)
3. Acknowledge the receipt of requested document/s.	Request employee to sign the log sheet to acknowledge receipt of document/s; or if via e-mail, request employee to acknowledge receipt	None	5 minutes	HR Records Officer/Releasing Staff (HRMA or Admin Aide)
TOTAL		None	1 hour 37 minutes	



REGIONAL OFFICES



ACCREDITATION OF TOURISM FRONTLINERS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

In consideration to the economic impact of the COVID-19 outbreak to the tourism industry, all accreditation fees are waived until further notice.

Office or Division:	Regional Accreditation Units		
Classification:	Simple Transaction		
Type of Transaction:	G2C		
Who may avail:	FRONTLINERS Regular Regional Guide Master Regional Guide Regular Community Guide Master Community Guide Specialist Guide Tourism Trainer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
SPECIFIC REQUIREMENTS FOR NEW APPLICATION FOR REGULAR REGIONAL GUIDES			
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph	
Valid Occupational Permit (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)	
Valid NBI/Police Clearance (Scanned Copy)		National Bureau of Investigation	
Valid Health Certificate (Scanned Copy)		Local Government Unit (Health Office)	
Valid Certificate of Training - Tour Guiding (Scanned copy)		DOT, DOT-accredited institution,	
Negative Drug Test Result (Scanned Copy)		Government Accredited Drug Testing Laboratory	
Signed Sworn Statement of Undertaking (By virtue of DOT MC 2022-001, other documentary requirements can be substituted by a Sworn Statement of Undertaking) • Negative Drug Test Result (Scanned Copy)		DOT Regional Offices	
SPECIFIC REQUIREMENTS FOR RENEWAL APPLICATION FOR REGULAR REGIONAL GUIDES			
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph	
Occupational Permit (at least issued in 2020) (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)	
Health Certificate (at least issued in 2020) (Scanned Copy)		Local Government Unit (Health Office)	
NBI or Police Clearance – except for senior citizens (at least issued in 2020) (Scanned Copy)		National Bureau of Investigation/Philippine National Police	
Negative Drug Test Result (Scanned Copy)		Government Accredited Drug Testing Laboratory	
Signed Sworn Statement of Undertaking (By virtue of DOT MC 2022-001, other documentary requirements can be substituted by a Sworn Statement of Undertaking) • Negative Drug Test Result (Scanned Copy)		DOT Regional Offices	



SPECIFIC REQUIREMENTS FOR MASTER REGIONAL GUIDES (by virtue of DOT MC 2022-001, acceptance of applications for Master Regional Guides, Master Community Guides and Specialty Guides is suspended)	
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph
Letter of intent to upgrade level of classification from Regular Regional Tour Guide to Master Regional Tour Guide (Scanned Copy)	Applicant
Proof of having been a DOT-Accredited Regional Tour Guide for at least ten (10) consecutive years (Scanned Copy)	Applicant/Department of Tourism
Commendation or proof of superior guiding performance from any association of DOT-Accredited travel and tour agencies, tourism council, and other tourism-related organizations excluding Tour Guide associations (Scanned Copy)	DOT-Accredited Travel and Tour Agencies Association, tourism council, and other tourism-related organizations excluding Tour Guide associations
Certificate of Training on Filipino Brand of Service or its equivalent conducted by DOT (Scanned Copy)	DOT or DOT Accredited Training Institutions
Valid Mayor's Permit/Occupational (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)
Valid NBI Clearance (Scanned Copy)	National Bureau of Investigation
Valid Health Certificate (Scanned Copy)	Local Government Unit (Health Office)
Negative Drug Test Result (Scanned Copy)	Government Accredited Drug Testing Laboratory
Valid Certificate of Training - Tour Guiding (Scanned copy)	DOT, DOT-accredited institution, TESDA, CHED and DEPED Schools
ADDITIONAL REQUIREMENT FOR MASTER REGIONAL GUIDES NOT TRAINED BY DOT/DOT ACCREDITED TRAINING INSTITUTIONS (by virtue of DOT MC 2022-001, acceptance of applications for Master Regional Guides, Master Community Guides and Specialty Guides is suspended)	
For Applicants not trained by DOT or DOT-accredited institution – Certificate of Training on Basic First-aid / Basic Life Support (Scanned Copy)	Government Agencies/ Private Training Institutions (Philippine Red Cross, TESDA, DOH, BFP, and others)
SPECIFIC REQUIREMENTS NEW APPLICATIONS FOR REGULAR COMMUNITY GUIDES	
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph
Valid Police/Barangay Clearance (issued within 6 months from the date of filing of application) (Scanned Copy)	Local Government Unit (Barangay Office) Philippine National Police
Valid Health Certificate (Scanned Copy)	Local Government Unit (Health Office)
Valid Certificate of Training – Community Guides Training (Scanned copy)	DOT Office of Industry Manpower Development/ DOT Regional Offices
SPECIFIC REQUIREMENTS RENEWAL APPLICATIONS FOR REGULAR COMMUNITY GUIDES	
Police/Barangay Clearance (at least issued in 2020) (Scanned Copy)	Local Government Unit (Barangay Office) Philippine National Police
Health Certificate (Scanned Copy)	Local Government Unit (Health Office)
Signed Sworn Statement of Undertaking	DOT Regional Offices



SPECIFIC REQUIREMENTS FOR MASTER COMMUNITY GUIDES (<i>by virtue of DOT MC 2022-001, acceptance of applications for Master Regional Guides, Master Community Guides and Specialty Guides is suspended</i>)	
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph
Letter of Application to upgrade level classification from Regular Community Tour Guide to Master Community Tour Guide	<i>Applicant</i>
Proof of having at least two (2) consecutive accreditation periods as a DOT-Accredited Community Tour Guide (Scanned Copy)	<i>Applicant/Department of Tourism</i>
Commendation or proof of superior guiding performance from any association of DOT-accredited travel and tour agencies, tourism council, and other tourism-related organizations excluding Tour Guide associations (Scanned Copy)	<i>DOT-Accredited Travel and Tour Agencies Association, tourism council, and other tourism-related organizations excluding Tour Guide associations</i>
Certificate of Training on Filipino Brand of Service or its equivalent conducted by DOT (Scanned Copy)	<i>DOT- Office of Industry Manpower Development or DOT Regional Offices</i>
Valid Barangay Clearance	Local Government Unit (Barangay Office)
Valid Health Certificate (Scanned Copy)	Local Government Unit (Health Office)
Negative Drug Test Result (Scanned Copy)	Government Accredited Drug Testing Laboratory
SPECIFIC REQUIREMENTS FOR TOURISM TRAINERS	
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph
Valid Mayor's Permit/Occupational (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)
Valid Health Certificate (Scanned Copy)	Local Government Unit (Health Office)
Training Modules Approved DOT/TESDA/TIBFI (Scanned Copy)	DOT Office of Industry Manpower and Development (DOT-OIMD), Technical Education and Skills Development Authority (TESDA) or Tourism Industry Board Foundation, Inc. (TIBFI)
SPECIFIC REQUIREMENTS FOR SURFING INSTRUCTORS	
Duly Accomplished Online Application Form	www.accreditation.tourism.gov.ph
Valid Mayor's Permit/Occupational (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)
Valid NBI Clearance/Police Clearance (Scanned Copy)	National Bureau of Investigation
Valid Health Certificate (Scanned Copy)	Local Government Unit (Health Office)
Negative Drug Test Result	Government Accredited Drug Testing Laboratory
Surfing Instructor's Training Certification Course or has any valid certification from any internationally qualified and recognized surfing association (Scanned Copy)	Academy of Surfing Instructors, International Surfing Association, or any internationally qualified and recognized surfing association
Valid Certifications for First Aid Course, Basic Life Support - Cardio Pulmonary Resuscitation, Water Safety Course (Scanned Copy)	Philippine Red Cross, Philippine Coast Guard, Philippine Life Saving or other organization accredited by PCG or recognized/accredited by PCG accredited entity



Signed Sworn Statement of Undertaking (By virtue of DOT MC 2022-001, other documentary requirements can be substituted by a Sworn Statement of Undertaking) • Negative Drug Test Result (Scanned Copy)		DOT Regional Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time	Applicant
2. Fill out Online Application Form and upload scanned copies of documentary requirements.	2.1 Submit the application "FOR EVALUATION"	NONE	30 minutes	Accreditation Officer
	2.2 Evaluate the completeness and correctness of documents uploaded and the information provided in the online application form.			
	2.3 Submit documents for review of Division Chief. <i>*Note: For incomplete documents, the Accreditation Officer shall return the application with necessary remarks on the lacking requirements.</i>	NONE	1 day	Accreditation Officer
	2.4 Review documents and forward to the Regional Director for approval.	NONE	1 day	Division Chief
	2.5 Approve application and tag as "CERTIFICATE FOR PRINTING" .	NONE	2 days	Regional Director
	2.6 Print Accreditation Certificate and ID if any	NONE	1 hour	Accreditation Officer
	2.7 Sign Accreditation Certificate		30 mins	



	<p>2.7 Notify the applicant through the online system that the Accreditation Certificate is ready for pick-up.</p> <p>2.8 Tag the application as "CERTIFICATE RELEASED"</p>		30 mins	<p>Regional Director</p> <p>Accreditation Officer</p>
Total Processing Time :			4 days, 19 hours and 30mins	



ACCREDITATION OF HOTELS, RESORTS, AND APARTMENT HOTELS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

In consideration to the economic impact of the COVID-19 outbreak to the tourism industry, all accreditation fees are waived until further notice.

Classification:	Highly Technical Transaction			
Type of Transaction:	G2B			
Who may avail:	TOURISM ENTERPRISES			
	Accommodation Establishments - Hotels, Resorts, Apartment Hotels			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Online Application Form		www.accreditation.tourism.gov.ph		
Valid Mayor's Permit/ Business Permit (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)		
Valid Comprehensive General Liability Insurance Policy (minimum amount of coverage of P 500,000.00) (Scanned Copy)		Any duly registered Insurance Provider with the Insurance Commission		
Accomplished Self-Assessment Form (Scanned Copy)		DOT Regional Offices		
SPECIFIC REQUIREMENT FOR RENEWAL APPLICATIONS				
Sworn Statement of Undertaking <i>(By virtue of DOT MC 2022-001, all other documentary requirements for renewal applicants, except for Duly Accomplished Online Application Form and Valid Mayor's Permit, can be substituted by a Sworn Statement of Undertaking)</i>		DOT Regional Offices		
ADDITIONAL REQUIREMENTS FOR STAR RATING ACCREDITATION <i>(by virtue of DOT MC 2022-001, acceptance of applications for Star Rating Accreditation is suspended)</i>				
Valid Comprehensive General Liability Insurance Policy (minimum amount of coverage of P 1,000,000.00) (Scanned Copy)		Any duly registered Insurance Provider with the Insurance Commission		
Appropriate National Certification of Key Employees (e.g. Housekeeping, Front Office, Food & Beverage, Food Production) (Scanned Copy)		Technical Education and Skills Development Authority (TESDA)		
Quality Recognition and/or Awards (Scanned Copy)		Any reputable international or national institutions		
Letter of Request of Assessment (Scanned Copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Create an account online via the DOT Accreditation Portal accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time	Applicant



<p>2.Fill out Online Application Form and upload scanned copies of documentary requirements.</p>	<p>2.1 Submit the application as “FOR EVALUATION”</p> <p>2.2 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and submit the application as “FOR INSPECTION”.</p> <p><i>Note:</i> For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p> <p>2.3 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p>	<p>NONE</p> <p>NONE</p>	<p>30 minutes</p> <p>1 hour</p> <p>17 days</p>	<p>Accreditation Officer</p>
<p>*Note 1: Inspection for Renewal shall only be conducted every second renewal period.</p> <p>*Note 2: Star Rating Applications shall be endorsed to the Office of Tourism Standards and Regulation.</p>				
<p>3.Prepare for inspection and wait for the inspection team</p>	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/</p>	<p>NONE</p>	<p>1 day</p>	<p>Inspection team</p>



	discussion of initial findings to the establishment's authorized representative			
	<p>3.3 Prepare and upload finalized inspection report and submit "FOR APPROVAL".</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>*Note:</p> <ul style="list-style-type: none"> • When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued. • When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise. <p>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</p> <p>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>	NONE	1 day	Accreditation Officer /Inspector
	3.5 Review and approve inspection report, recommended	NONE	1 hour/ report	Division Chief



	<p>classification, and application to the Regional Director.</p> <p><i>*Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</i></p>			
	<p>3.6 Approve the issuance of accreditation and tag the application as “FOR PRINTING”</p> <p><i>*Note: A system generated email shall be sent to the applicant advising the approval of the application. If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</i></p>	NONE	1 hour	Regional Director
	<p>3.7 Print Accreditation Certificate</p> <p>3.8 Sign Accreditation Certificate</p> <p>3.9 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.</p> <p>3.10 Tag the application as “CERTIFICATE RELEASED”</p>	NONE	<p>1 hour</p> <p>30 minutes</p> <p>30 minutes</p>	<p>Accreditation Officer</p> <p>Regional Director</p> <p>Accreditation Officer</p>



Total Processing Time:	19 days, 5 hours and 30 minutes
-------------------------------	--

***Note 1:** An electronic copy of the certificate may be secured from the Online Accreditation System.

***Note 2 :** *The system will prompt the applicant to accomplish the Client Satisfaction and Feedback form through a notification.*

***Note 3:** *Processing time shall only start upon receipt of complete and correct documents.*



ACCREDITATION OF MABUHAY ACCOMMODATIONS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

In consideration to the economic impact of the COVID-19 outbreak to the tourism industry, all accreditation fees are waived until further notice.

Classification:	Highly Technical Transaction			
Type of Transaction:	G2B			
Who may avail:	TOURISM ENTERPRISES			
	Accommodation Establishments – Mabuhay Accommodation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph		
Valid Mayor’s Permit/Business Permit (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)		
Valid Comprehensive General Liability Insurance Policy - minimum amount of coverage of P 200,000.00 (Scanned Copy)		Any duly registered Insurance Provider with the Insurance Commission		
SPECIFIC REQUIREMENTS FOR RENEWAL APPLICANTS				
Signed Sworn Statement of Undertaking (<i>By virtue of DOT MC 2022-001, all other documentary requirements for renewal applicants, except for Duly Accomplished Online Application Form and Valid Mayor’s Permit, can be substituted by a Sworn Statement of Undertaking</i>) (Scanned Copy)		DOT Regional Offices		
PREMIUM ACCREDITATION (<i>by virtue of DOT MC 2022-001, acceptance of applications for Premium Accreditation is suspended</i>)				
Valid Mayor’s Permit/Business Permit (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)		
Valid Comprehensive General Liability Insurance Policy - minimum amount of coverage of P 300,000.00 (Scanned Copy)		Any duly registered Insurance Provider with the Insurance Commission		
Appropriate National Certification of Key Employees (e.g. Housekeeping, Front Office, Food & Beverage, Food Production) (Scanned Copy)		Technical Education and Skills Development Authority (TESDA)		
Quality Recognition and/or Awards (Scanned Copy)		Any reputable international or national institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on applicant’s response time	Applicant



2. Fill out Online Application Form and upload scanned copies of documentary requirements	2.1 Receive and submit the application as “ FOR EVALUATION ”	NONE	30 minutes	Accreditation Officer
	2.2 Evaluate completeness and correctness of documents uploaded, and the information provided in the online application form, and submit the application as “ FOR INSPECTION ”.		1 hour	
	2.3 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).		17 days	
*Note 1: Inspection for Renewal shall only be conducted every second renewal period. *Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.				
3.Prepare for inspection and wait for the inspection team	3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements. 3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment’s authorized representative <i>*Note : If failed to meet requirements for Premium, application will</i>	NONE	1 day	Inspection Team



	be re-categorized for Regular Accreditation.			
	<p>3.3 Prepare and upload finalized inspection report and tag as “FOR APPROVAL”.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>*Note:</p> <ul style="list-style-type: none"> When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued. <p>When certain deficiency/ies are found during the inspection, a Letter of Non-Compliance shall be issued to the Tourism Enterprise.</p> <p>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</p> <p>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>	NONE	1 day	Accreditation Officer/Inspector
	3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.	NONE	1 hour/report	Division Chief



	<p>*Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>			
	<p>3.6 Approve the issuance of accreditation and tag the application as “FOR PRINTING”</p> <p><i>*Note: A system generated email shall be sent to the applicant advising the approval of the application. If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</i></p>	NONE	1 hour	Regional Director
	<p>3.7 Print Accreditation Certificate</p> <p>3.8 Sign Accreditation Certificate</p> <p>3.9 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for releasing.</p> <p>3.10 Tag the application as “CERTIFICATE RELEASED”</p>	NONE	<p>1 hour</p> <p>30 minutes</p> <p>30 minutes</p>	<p>Accreditation Officer</p> <p>Regional Director</p>



TOTAL PROCESSING TIME	19 days, 5 hours and 30 minutes
------------------------------	--

***Note 1:** An electronic copy of the certificate may be secured from the Online Accreditation System.

***Note 2 :** *The system will prompt the applicant to accomplish the Client Satisfaction and Feedback form through a notification.*

***Note 3:** *Processing time shall only start upon receipt of complete and correct documents.*



ACCREDITATION OF HOMESTAY

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

In consideration to the economic impact of the COVID-19 outbreak to the tourism industry, all accreditation fees are waived until further notice.

Classification:	Highly Technical Transaction			
Type of Transaction:	G2B			
Who may avail:	TOURISM ENTERPRISES Accommodation Establishments – Homestay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph		
Valid Mayor’s Permit/Business Permit (Scanned copy)		Local Government Unit (Business Permit and Licensing Office)		
Proof of attendance to a Homestay Program Scanned copy)		Department of Tourism – Office of Industry Manpower Development or any DOT-accredited Training Center		
PREMIUM ACCREDITATION (by virtue of DOT MC 2022-001, acceptance of applications for Premium Accreditation is suspended)				
Special Recognitions (e.g. ASEAN Homestay Award, etc) (Scanned Copy)		Any reputable international or national institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on applicant’s response time	Accreditation Officer
2. Fill out Online Application Form and upload scanned copies of documentary requirements.	2.1 Submit the application as “ FOR EVALUATION ” 2.2 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and submit the application as “ FOR INSPECTION ”.	NONE	30 minutes 1 hour	Accreditation Officer



	<i>Note:</i> For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.			
	2.3 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).	NONE	17 days	Accreditation Officer
*Note 1: Inspection for Renewal shall only be conducted every second renewal period. *Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.				
3.Prepare for inspection and wait for the inspection team.	3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements. 3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment's authorized representative. <i>*Note : If failed to meet requirements for Premium, application will be re-categorized for Regular Accreditation.</i>	NONE	1 day	Inspection Team
	3.3 Prepare and upload finalized inspection report and submit as	NONE	1 day	Accreditation Officer/Inspector

	<p>“FOR APPROVAL”.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>*Note:</p> <p><i>When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></p> <p><i>When certain deficiency/ies are found during the inspection, a Letter of Non-Compliance shall be issued to the Tourism Enterprise.</i></p> <p>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</p> <p>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>*Note: <i>If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</i></p>	NONE	1 hour/report	Division Chief



	3.6 Approve the issuance of accreditation and tag the application as “ FOR PRINTING ” <i>*Note: A system generated email shall be sent to the applicant advising the approval of the application. If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</i>	NONE	1 hour	Regional Director
	3.7 Print Accreditation Certificate		1 hour	Accreditation Officer
	3.8 Sign Accreditation Certificate and/or ID		30 minutes	Regional Director
	3.9 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for releasing. 3.10 Tag the application as “ CERTIFICATE RELEASED ”	NONE	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME:			19 days, 5 hours and 30 minutes.	
*Note 1: An electronic copy of the certificate may be secured from the Online Accreditation System.				
*Note 2 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through a notification.				
*Note 3: Processing time shall only start upon receipt of complete and correct documents.				



ACCREDITATION OF TOURIST TRANSPORT OPERATORS AND MOTORIZED BANCAS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

In consideration to the economic impact of the COVID-19 outbreak to the tourism industry, all accreditation fees are waived until further notice.

Classification:	Highly Technical Transaction																																		
Type of Transaction:	G2B																																		
Who may avail:	TOURISM ENTERPRISES Tourist Land Transport Operators Tourist Water Transport Operators Tourist Air Transport Operators Motorized Bancas																																		
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>Duly Accomplished Online Application Form</td><td>accreditation.tourism.gov.ph</td></tr> <tr> <td>Valid Mayor's Permit/ Business Permit (Scanned Copy)</td><td>Local Government Unit (Business Permit and Licensing Office)</td></tr> <tr> <td colspan="2"> ADDITIONAL REQUIREMENTS FOR TOURIST LAND TRANSPORT (REGULAR & PREMIUM) <i>(by virtue of DOT MC 2022-001, acceptance of applications for Premium Accreditation is suspended)</i> </td></tr> <tr> <td>Valid Tourist Transport Service Franchise (Scanned Copy)</td><td>Land Transportation Franchising Regulatory Board (LTFRB)</td></tr> <tr> <td>Valid LTO Certificate of Registration of Vehicles (Scanned Copy)</td><td>Land Transportation Office (LTO)</td></tr> <tr> <td>LTFRB Confirmation of Units of the current year (Scanned Copy)</td><td>Land Transportation Franchising Regulatory Board (LTFRB)</td></tr> <tr> <td>Proof of Attendance to DOT conducted Seminar for Tourist Drivers (Scanned Copy)</td><td>Department of Tourism – Office of Industry Manpower Development (DOT-OIMD)</td></tr> <tr> <td colspan="2"> ADDITIONAL REQUIREMENTS FOR TOURIST WATER TRANSPORT </td></tr> <tr> <td>Valid DTI Business Name Certificate for Single Proprietorship, for Partnership/Corporation SEC Registration and Articles of Incorporation and its by-laws (Scanned Copy)</td><td>Department of Trade and Industry Securities and Exchange Commission</td></tr> <tr> <td>Valid MARINA Certificate of Public Convenience (Scanned Copy)</td><td>Maritime Industry Authority (MARINA)</td></tr> <tr> <td>Valid Certificate of Inspection by MARINA (Scanned Copy)</td><td>Maritime Industry Authority (MARINA)</td></tr> <tr> <td>Valid Certificate of Compliance with MC 65/65A of MARINA (Scanned Copy)</td><td>Maritime Industry Authority (MARINA)</td></tr> <tr> <td colspan="2"> ADDITIONAL REQUIREMENTS FOR TOURIST AIR TRANSPORT </td></tr> <tr> <td>Valid DTI Business Name Certificate for Single Proprietorship, for Partnership/Corporation SEC Registration and Articles of Incorporation and its by-laws (Scanned Copy)</td><td>Department of Trade and Industry Securities and Exchange Commission</td></tr> <tr> <td>Valid Certificate of Airworthiness (Scanned Copy)</td><td>Civil Aviation Authority of the Philippines (CAAP)</td></tr> <tr> <td>Valid Franchise to Operate the aircraft (Scanned Copy)</td><td>Civil Aeronautics Board (CAB)</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Duly Accomplished Online Application Form	accreditation.tourism.gov.ph	Valid Mayor's Permit/ Business Permit (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)	ADDITIONAL REQUIREMENTS FOR TOURIST LAND TRANSPORT (REGULAR & PREMIUM) <i>(by virtue of DOT MC 2022-001, acceptance of applications for Premium Accreditation is suspended)</i>		Valid Tourist Transport Service Franchise (Scanned Copy)	Land Transportation Franchising Regulatory Board (LTFRB)	Valid LTO Certificate of Registration of Vehicles (Scanned Copy)	Land Transportation Office (LTO)	LTFRB Confirmation of Units of the current year (Scanned Copy)	Land Transportation Franchising Regulatory Board (LTFRB)	Proof of Attendance to DOT conducted Seminar for Tourist Drivers (Scanned Copy)	Department of Tourism – Office of Industry Manpower Development (DOT-OIMD)	ADDITIONAL REQUIREMENTS FOR TOURIST WATER TRANSPORT		Valid DTI Business Name Certificate for Single Proprietorship, for Partnership/Corporation SEC Registration and Articles of Incorporation and its by-laws (Scanned Copy)	Department of Trade and Industry Securities and Exchange Commission	Valid MARINA Certificate of Public Convenience (Scanned Copy)	Maritime Industry Authority (MARINA)	Valid Certificate of Inspection by MARINA (Scanned Copy)	Maritime Industry Authority (MARINA)	Valid Certificate of Compliance with MC 65/65A of MARINA (Scanned Copy)	Maritime Industry Authority (MARINA)	ADDITIONAL REQUIREMENTS FOR TOURIST AIR TRANSPORT		Valid DTI Business Name Certificate for Single Proprietorship, for Partnership/Corporation SEC Registration and Articles of Incorporation and its by-laws (Scanned Copy)	Department of Trade and Industry Securities and Exchange Commission	Valid Certificate of Airworthiness (Scanned Copy)	Civil Aviation Authority of the Philippines (CAAP)	Valid Franchise to Operate the aircraft (Scanned Copy)	Civil Aeronautics Board (CAB)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE																																		
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph																																		
Valid Mayor's Permit/ Business Permit (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)																																		
ADDITIONAL REQUIREMENTS FOR TOURIST LAND TRANSPORT (REGULAR & PREMIUM) <i>(by virtue of DOT MC 2022-001, acceptance of applications for Premium Accreditation is suspended)</i>																																			
Valid Tourist Transport Service Franchise (Scanned Copy)	Land Transportation Franchising Regulatory Board (LTFRB)																																		
Valid LTO Certificate of Registration of Vehicles (Scanned Copy)	Land Transportation Office (LTO)																																		
LTFRB Confirmation of Units of the current year (Scanned Copy)	Land Transportation Franchising Regulatory Board (LTFRB)																																		
Proof of Attendance to DOT conducted Seminar for Tourist Drivers (Scanned Copy)	Department of Tourism – Office of Industry Manpower Development (DOT-OIMD)																																		
ADDITIONAL REQUIREMENTS FOR TOURIST WATER TRANSPORT																																			
Valid DTI Business Name Certificate for Single Proprietorship, for Partnership/Corporation SEC Registration and Articles of Incorporation and its by-laws (Scanned Copy)	Department of Trade and Industry Securities and Exchange Commission																																		
Valid MARINA Certificate of Public Convenience (Scanned Copy)	Maritime Industry Authority (MARINA)																																		
Valid Certificate of Inspection by MARINA (Scanned Copy)	Maritime Industry Authority (MARINA)																																		
Valid Certificate of Compliance with MC 65/65A of MARINA (Scanned Copy)	Maritime Industry Authority (MARINA)																																		
ADDITIONAL REQUIREMENTS FOR TOURIST AIR TRANSPORT																																			
Valid DTI Business Name Certificate for Single Proprietorship, for Partnership/Corporation SEC Registration and Articles of Incorporation and its by-laws (Scanned Copy)	Department of Trade and Industry Securities and Exchange Commission																																		
Valid Certificate of Airworthiness (Scanned Copy)	Civil Aviation Authority of the Philippines (CAAP)																																		
Valid Franchise to Operate the aircraft (Scanned Copy)	Civil Aeronautics Board (CAB)																																		



ADDITIONAL REQUIREMENTS FOR MOTORIZED BANCA				
Valid DTI Business Name Certificate for Single Proprietorship, for Partnership/Corporation SEC Registration and Articles of Incorporation and its by-laws (Scanned Copy)		Department of Trade and Industry Securities and Exchange Commission		
Valid Certificate of Public Convenience (CPC) or Provisional Authority (PA) Special Permit with attached rider, containing trips and authorized rates and/or Certification that an application for CPC with MARINA (Scanned Copy) is under process indicating therein the case number and date of application.		Maritime Industry Authority (MARINA)		
Valid MARINA Certificate of Inspection, which validity shall not be less than three (3) months from the date of filing application (Scanned Copy)		Maritime Industry Authority (MARINA)		
Valid copy of the Compulsory Passenger Insurance with appropriate coverage for each passenger (Scanned Copy)		Any duly registered Insurance Company with the Insurance Commission		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on applicant's response time.	Applicant
2.Fill out Online Application Form and upload scanned copies of documentary requirements.	<p>2.1 Submit the application as "FOR EVALUATION"</p> <p>2.2 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and submit the application as "FOR INSPECTION".</p> <p><u>Note:</u> For incomplete documents, the Evaluator shall return the application with</p>	NONE	<p>One (1) day per application with less than 50 units</p> <p><i>For less than 50 units- 1 day</i></p> <p><i>For 50 up to 200 units – 2days</i></p> <p><i>For above 200 units – 3days</i></p>	Accreditation Officer



	necessary remarks on the lacking requirements.			
	2.3 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).	NONE	15 days	Accreditation Officer
<i>*Note:</i> Inspection for Renewal shall only be conducted every second renewal period.				
3.Prepare for inspection and wait for the inspection team.	<p>3.1 Conduct physical inspection of the vehicles/units and garage and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the operator/ authorized representative.</p> <p><i>*Note : If failed to meet requirements for Premium, application will be re-categorized for Regular Accreditation.</i></p>	NONE	1 day	Inspection Team
	<p>3.3 Prepare and upload finalized inspection report and submit as “FOR APPROVAL”.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p><i>*Note:</i> When certain deficiency/ies are found during the inspection, a Letter of Non-</p>	NONE	1 day	Accreditation Officer



	Compliance shall be issued to the Tourism Enterprise, with 1month compliance period.			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>*Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	NONE	1 hour/report	Division Chief
	<p>3.6 Approve the issuance of accreditation and tag the application as “FOR PRINTING”</p> <p>*Note: A system generated email shall be sent to the applicant advising the approval of the application. If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p> <p>3.7 Print Accreditation Certificate</p>	NONE	<p>1 hour</p> <p>1 hour</p>	<p>Regional Director</p> <p>Accreditation Officer</p>
	3.8 Sign Accreditation Certificate and/or ID	NONE	30 minutes	Regional Director



	<p>3.9 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick up.</p> <p>3.10 Tag the application as “CERTIFICATE RELEASED”</p>		30 minutes	Accreditation Officer
TOTAL PROCESSING TIME			19 days and 4 hours	
<p><u>*Note 1:</u> An electronic copy of the certificate may be secured from the Online Accreditation System.</p> <p><u>*Note 2 :</u> <i>The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through a notification.</i></p> <p><u>*Note 3:</u> <i>Processing time shall only start upon receipt of complete and correct documents.</i></p>				



ACCREDITATION OF TRAVEL AND TOUR SERVICES

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

In consideration to the economic impact of the COVID-19 outbreak to the tourism industry, all accreditation fees are waived until further notice.

Classification:	Highly Technical Transaction																								
Type of Transaction:	G2B																								
Who may avail:	TOURISM ENTERPRISES Travel and Tour Agencies Travel Agencies Tour Operators Online Travel Agencies																								
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>Duly Accomplished Online Application Form</td><td>accreditation.tourism.gov.ph</td></tr> <tr> <td>Valid Mayor's Permit/ Business Permit (Scanned Copy)</td><td>Local Government Unit (Business Permit and Licensing Office)</td></tr> <tr> <td>For General Manager, proof of managerial experience in travel and tour operations (Scanned Copy) or Proof of passing a travel and tour operator course(Scanned Copy)</td><td>Local Government Unit/ Previous Employer DOT-accredited Training Center</td></tr> <tr> <td colspan="2">ADDITIONAL REQUIRMENTS FOR REGULAR ACCREDITATION (TOUR OPERATOR, TRAVEL AGENCY, TRAVEL AND TOUR AGENCY) NEW AND RENEWAL</td></tr> <tr> <td>Proof of working capital of P500,000.00</td><td></td></tr> <tr> <td>For Corporation/Partnership/Cooperatives, paid-up /partners' capital</td><td>Securities and Exchange Commission</td></tr> <tr> <td>For Single Proprietorship, Original Copy of Bank Certification with Check Writer (Scanned Copy)</td><td>Any BSP-registered bank</td></tr> <tr> <td>Signed Sworn Statement of Undertaking (<i>By virtue of DOT MC 2022-001, all other documentary requirements, except for Duly Accomplished Online Application Form and Valid Mayor's Permit, can be substituted by a Sworn Statement of Undertaking</i>) (Scanned Copy)</td><td>DOT Regional Offices</td></tr> <tr> <td colspan="2">ADDITIONAL REQUIREMENTS FOR ONLINE TRAVEL AND TOUR AGENCIES (NEW APPLICATIONS)</td></tr> <tr> <td>Contract of Lease for occupied office or Certificate of Title for the Office (Scanned Copy)</td><td>Establishment Management/ Owner Land Registry Authority (LRA)</td></tr> <tr> <td>Documentary proof reflecting a minimum of P500,000 working capital (e.g. Bank Certificate with Check Writer, GIS, Certificate of Bonds, AFS & ITR) (Scanned Copy)</td><td>Any BSP-registered bank, Securities and Exchange Commission Bureau of Internal Revenue (BIR)</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Duly Accomplished Online Application Form	accreditation.tourism.gov.ph	Valid Mayor's Permit/ Business Permit (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)	For General Manager, proof of managerial experience in travel and tour operations (Scanned Copy) or Proof of passing a travel and tour operator course(Scanned Copy)	Local Government Unit/ Previous Employer DOT-accredited Training Center	ADDITIONAL REQUIRMENTS FOR REGULAR ACCREDITATION (TOUR OPERATOR, TRAVEL AGENCY, TRAVEL AND TOUR AGENCY) NEW AND RENEWAL		Proof of working capital of P500,000.00		For Corporation/Partnership/Cooperatives, paid-up /partners' capital	Securities and Exchange Commission	For Single Proprietorship, Original Copy of Bank Certification with Check Writer (Scanned Copy)	Any BSP-registered bank	Signed Sworn Statement of Undertaking (<i>By virtue of DOT MC 2022-001, all other documentary requirements, except for Duly Accomplished Online Application Form and Valid Mayor's Permit, can be substituted by a Sworn Statement of Undertaking</i>) (Scanned Copy)	DOT Regional Offices	ADDITIONAL REQUIREMENTS FOR ONLINE TRAVEL AND TOUR AGENCIES (NEW APPLICATIONS)		Contract of Lease for occupied office or Certificate of Title for the Office (Scanned Copy)	Establishment Management/ Owner Land Registry Authority (LRA)	Documentary proof reflecting a minimum of P500,000 working capital (e.g. Bank Certificate with Check Writer, GIS, Certificate of Bonds, AFS & ITR) (Scanned Copy)	Any BSP-registered bank, Securities and Exchange Commission Bureau of Internal Revenue (BIR)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE																								
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph																								
Valid Mayor's Permit/ Business Permit (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)																								
For General Manager, proof of managerial experience in travel and tour operations (Scanned Copy) or Proof of passing a travel and tour operator course(Scanned Copy)	Local Government Unit/ Previous Employer DOT-accredited Training Center																								
ADDITIONAL REQUIRMENTS FOR REGULAR ACCREDITATION (TOUR OPERATOR, TRAVEL AGENCY, TRAVEL AND TOUR AGENCY) NEW AND RENEWAL																									
Proof of working capital of P500,000.00																									
For Corporation/Partnership/Cooperatives, paid-up /partners' capital	Securities and Exchange Commission																								
For Single Proprietorship, Original Copy of Bank Certification with Check Writer (Scanned Copy)	Any BSP-registered bank																								
Signed Sworn Statement of Undertaking (<i>By virtue of DOT MC 2022-001, all other documentary requirements, except for Duly Accomplished Online Application Form and Valid Mayor's Permit, can be substituted by a Sworn Statement of Undertaking</i>) (Scanned Copy)	DOT Regional Offices																								
ADDITIONAL REQUIREMENTS FOR ONLINE TRAVEL AND TOUR AGENCIES (NEW APPLICATIONS)																									
Contract of Lease for occupied office or Certificate of Title for the Office (Scanned Copy)	Establishment Management/ Owner Land Registry Authority (LRA)																								
Documentary proof reflecting a minimum of P500,000 working capital (e.g. Bank Certificate with Check Writer, GIS, Certificate of Bonds, AFS & ITR) (Scanned Copy)	Any BSP-registered bank, Securities and Exchange Commission Bureau of Internal Revenue (BIR)																								



ADDITIONAL REQUIREMENTS FOR ONLINE TRAVEL AND TOUR AGENCIES (RENEWAL APPLICATIONS)	
Contract of Lease for occupied office space or Certificate of Title for the Office (Scanned Copy)	Establishment Management/ Owner Land Registry Authority (LRA)
Audited Financial Statement and ITR for the preceding year reflecting a minimum of P500,000.00 working capital (at least covering FY 2019 or 2020) (Scanned Copy)	Bureau of Internal Revenue (BIR)
Signed Sworn Statement of Undertaking (<i>By virtue of DOT MC 2022-001 other documentary requirements can be substituted by a Sworn Statement of Undertaking</i>) (Scanned Copy) <ul style="list-style-type: none"> • For General Manager, proof of managerial experience in travel and tour operations Proof of passing a travel and tour operator course 	DOT Regional Office
SPECIFIC REQUIREMENTS FOR TRAVEL AND TOUR AGENCY ON A WORK FROM HOME ARRANGEMENT (NEW APPLICATION)	
Valid Mayor's Permit/ Business Permit (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)
Declaration of Work-From-Home Operation (Scanned Copy)	DOT Regional Offices
Barangay Certificate of Residency stating that the applicant has been a resident of the said barangay for at least 1 year (Scanned Copy)	Local Government Unit (Barangay Office)
Signed Sworn Statement of Undertaking (<i>By virtue of DOT MC 2022-001 other documentary requirements can be substituted by a Sworn Statement of Undertaking</i>) (Scanned Copy) <ul style="list-style-type: none"> • For General Manager, proof of managerial experience in travel and tour operations Proof of passing a travel and tour operator course • <i>Proof of working capital of P500,000.00 For Corporation/Partnership/ Cooperatives, paid-up /partners' capital. For Single Proprietorship, Original Copy of Bank Certification with Check Writer</i> 	DOT Regional Office
SPECIFIC REQUIREMENTS FOR TRAVEL AND TOUR AGENCY ON A WORK FROM HOME ARRANGEMENT (NEW APPLICATION)	
Valid Mayor's Permit/ Business Permit (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)
Declaration of Work-From-Home Operation (Scanned Copy)	DOT Regional Office
Signed Sworn Statement of Undertaking (<i>By virtue of DOT MC 2022-001 other documentary requirements can be substituted by a Sworn Statement of Undertaking</i>) (Scanned Copy)	DOT Regional Office



<ul style="list-style-type: none">• For General Manager, proof of managerial experience in travel and tour operations Proof of passing a travel and tour operator course• <i>Proof of working capital of P500,000.00 For Corporation/Partnership/ Cooperatives, paid-up /partners' capital. For Single Proprietorship, Original Copy of Bank Certification with Check Writer</i>				
ADDITIONAL REQUIREMENTS FOR PREMIUM ACCREDITATION (by virtue of DOT MC 2022-001, acceptance of applications for Premium Accreditation is suspended)				
Audited Financial Statements or any document to prove that the establishment has a minimum of P 1,500,000.00 working capital (Scanned Copy)		Bureau of Internal Revenue (BIR)		
Proof of Membership of good standing from any duly recognized national or international associations (Scanned Copy)		Any reputable international or national institutions		
Recognition/Commendation or Awards received (Scanned Copy)		Any reputable international or national institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time.	Applicant
2. Fill out Online Application Form and upload scanned copies of documentary requirements	<p>2.1 Submit the application as "FOR EVALUATION"</p> <p>2.2 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and submit the application as "FOR INSPECTION".</p> <p><u>Note</u> : For incomplete documents, the Evaluator shall return the application with necessary remarks</p>	NONE	<p>30 minutes</p> <p>1 hour</p>	Accreditation Officer



	on the lacking requirements.		17 days	
	2.3 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).			
*Note: Inspection for Renewal shall only be conducted every second renewal period.				
3.Prepare for inspection and wait for the inspection team	<p>3.1 Conduct physical inspection of the tourism facilities and services</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment's authorized representative.</p> <p>*Note: <i>If failed to meet requirements for Regular, application will be re-categorized for Basic Registration.</i></p>	NONE	1 day	Inspection Team
	<p>3.3 Prepare and upload finalized inspection report and submit as "FOR APPROVAL".</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>*Note:</p> <p><i>When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></p> <p><i>When certain deficiency/ies are found during the inspection, a Letter of Non-Compliance shall be</i></p>	NONE	1 day	Accreditation Officer



	<p>issued to the Tourism Enterprise.</p> <p>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</p> <p>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>*Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	NONE	1 hour/report	Division Chief
	<p>3.6 Approve the issuance of accreditation and tag the application as "FOR PRINTING"</p> <p>*Note: A system generated email shall be sent to the applicant advising the approval of the application. If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 hour	Regional Director
	<p>3.7 Print Accreditation Certificate</p> <p>3.8 Sign Accreditation Certificate</p>	NONE	<p>1 hour</p> <p>30 minutes</p>	<p>Accreditation Officer</p> <p>Regional Director</p>
	3.9 Notify the applicant through the	NONE	30 minutes	Accreditation Officer



	online system that the Accreditation Certificate, Sticker/s are ready for releasing. 3.10 Tag the application as “ CERTIFICATE RELEASED ”			
TOTAL PROCESSING TIME:		19 days, 5 hours and 30 minutes		
*Note 1: An electronic copy of the certificate may be secured from the Online Accreditation System.				
*Note 2: <i>The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through a notification.</i>				
*Note 3: <i>Processing time shall only start upon receipt of complete and correct documents.</i>				



ACCREDITATION OF M.I.C.E.

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

In consideration to the economic impact of the COVID-19 outbreak to the tourism industry, all accreditation fees are waived until further notice.

Classification:	Highly Technical Transaction
Type of Transaction:	G2B
Who may avail:	MICE MICE Organizer MICE Facility/Venue
CHECKLIST OF REQUIREMENTS	
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph
Valid Mayor's Permit/Business Permit (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)
ADDITIONAL REQUIREMENTS FOR MICE ORGANIZER – REGULAR ACCREDITATION	
Company Portfolio (Scanned Copy)	Establishment Management
Audited Financial Statement reflecting a minimum working capital of P500,000.00(Scanned Copy)	Bureau of Internal Revenue (BIR)
For General Manager, documents to prove a minimum of three (3) years relevant experience in event organizing (Scanned Copy) or Proof of attendance to a PCO/Event Organizer's Training or its equivalent (Scanned Copy)	Local Government Unit/ Previous Clients DOT-accredited Training Center
Sworn Statement of Undertaking <i>(By virtue of DOT MC 2022-001, all other documentary requirements for MICE Organizers, except for Duly Accomplished Online Application Form and Valid Mayor's Permit, can be substituted by a Sworn Statement of Undertaking)</i>	DOT Regional Office
ADDITIONAL REQUIREMENTS FOR MICE ORGANIZER – PREMIUM ACCREDITATION (by virtue of DOT MC 2022-001, acceptance of applications for Premium Accreditation is suspended)	
Proof of successfully handling of at least five (5) domestic and international event organized and services with at least 1,000 participants per event or at least 100 exhibitors (Scanned Copy)	Previous clients
Audited Financial Statement reflecting a minimum working capital of P500,000.00 (Scanned Copy)	Bureau of Internal Revenue (BIR)
For General Manager, documents to prove a minimum of three (3) years relevant	Local Government Unit/ Previous Clients



experience in event organizing (Scanned Copy) or Proof of attendance to a PCO/Event Organizer's Training or its equivalent (Scanned Copy)	DOT-accredited Training Center			
Proof of Membership of good standing from any duly recognized national or international associations (Scanned Copy)	Any reputable international or national institutions			
Recognition/Commendation or Awards received (Scanned Copy)	Any reputable international or national institutions			
ADDITIONAL REQUIREMENT FOR MICE VENUE/FACILITY – REGULAR ACCREDITATION				
Valid Comprehensive General Liability Insurance Policy (minimum amount of coverage of P 500,000.00) (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission			
Sworn Statement of Undertaking <i>(By virtue of DOT MC 2022-001, all other documentary requirements for MICE Venue/Facility, except for Duly Accomplished Online Application Form and Valid Mayor's Permit, can be substituted by a Sworn Statement of Undertaking)</i>	DOT Regional Office			
ADDITIONAL REQUIREMENT FOR MICE VENUE/FACILITY – PREMIUM ACCREDITATION (by virtue of DOT MC 2022-001, acceptance of applications for Premium Accreditation is suspended)				
Valid Comprehensive General Liability Insurance Policy (minimum amount of coverage of P 1,000,000.00) (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission			
Quality Assurance Certification/ Award given by an international or national organization (Scanned Copy)	Any reputable international or national institutions			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time.	Applicant
2. Fill out Online Application Form and upload scanned copies of documentary requirements	2.1 Submit the application as "FOR EVALUATION" 2.2 Evaluate completeness and correctness of documents uploaded and the	NONE	30 minutes 1 hour	Accreditation Officer



	<p>information provided in the online application form, and submit the application as “FOR INSPECTION”.</p> <p><u>Note:</u> For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>			
	2.3 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).	NONE	17 days	Accreditation Officer
*Note: Inspection for Renewal shall only be conducted every second renewal period.				
3.Prepare for inspection and wait for the inspection team.	<p>3.1 Conduct physical inspection of the tourism facilities and services</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment’s authorized representative.</p> <p><u>*Note:</u> If failed to meet requirements for Regular, application will be re-categorized for Basic Registration.</p>	NONE	1 day	Inspection Team
	3.3 Prepare and upload finalized inspection report and submit as “FOR APPROVAL” .	NONE	1 day	Accreditation Officer/Inspector



	<p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>*Note: When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</p> <p>When certain deficiency/ies are found during the inspection, a Letter of Non-Compliance shall be issued to the Tourism Enterprise.</p> <p>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</p> <p>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>*Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	NONE	1 hour/report	Division Chief
	3.6 Approve the issuance of	NONE	1 hour	Regional Director



	accreditation and tag the application as “ FOR PRINTING ” <i>*Note: A system generated email shall be sent to the applicant advising the approval of the application. If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</i>			
	3.7 Print Accreditation Certificate 3.8 Sign Accreditation Certificate	NONE	1 hour 30 minutes	Accreditation Officer Regional Director
	3.9 Tag the application as “ CERTIFICATE RELEASED ”	NONE	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME			19 days, 5 hours and 30 minutes.	
*Note 1: An electronic copy of the certificate may be secured from the Online Accreditation System.				
*Note 2 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through a notification.				
*Note 3: Processing time shall only start upon receipt of complete and correct documents.				



ACCREDITATION OF TOURISM-RELATED ESTABLISHMENTS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

In consideration to the economic impact of the COVID-19 outbreak to the tourism industry, all accreditation fees are waived until further notice.

Classification:	Highly Technical Transaction
Type of Transaction:	G2B
Who may avail:	TOURISM ENTERPRISES Tourism Related Establishments Adventure/ Eco-tourism Facilities Museums and Galleries Restaurants Rest Areas Tourist Shops / Department Stores Tourism Training Centers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph
Valid Mayor's Permit/ Business Permit (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)
ADDITIONAL REQUIREMENTS FOR TOURIST SHOPS (DIVE SHOPS)	
Valid Certificate of Accreditation from the Philippine Commission on Sports Scuba Diving (Scanned Copy)	Philippine Commission on Sports Scuba Diving
<i>Sworn Statement of Undertaking (By virtue of DOT MC 2022-001, all other documentary requirements for tourist shops (dive shop), can be substituted by a Sworn Statement of Undertaking) (Scanned Copy)</i> <ul style="list-style-type: none"> Valid Certificate of Accreditation from the Philippine Commission on Sports Scuba Diving 	DOT Regional Office
ADDITIONAL REQUIREMENTS FOR SHOOTING RANGE	
Valid License from the Bureau of Firearms and Explosives Division of the Philippine National Police (PNP) (Scanned Copy)	Philippine National Police
ADDITIONAL REQUIREMENTS FOR TOURISM TRAINING CENTERS	
List of training Programs/Modules approved by DOT/TESDA/TIBFI (Scanned Copy)	DOT/TESDA/TIBFI
Bureau of Immigration Certification on acceptance of foreign students, for ESL only (Scanned Copy)	Bureau of Immigration
<i>Sworn Statement of Undertaking (By virtue of DOT MC 2022-001, all other documentary requirements for Tourism Training Centers, except for Duly Accomplished Online Application Form and Valid Mayor's Permit, can be substituted by a Sworn Statement of Undertaking)</i>	DOT Regional Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on applicant's response time	Applicant
2. Fill out Online Application Form and upload scanned copies of documentary requirements	<p>2.1 Submit the application as “FOR EVALUATION”</p> <p>2.2 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and submit the application as “FOR INSPECTION”.</p> <p><i>Note:</i> For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	NONE	<p>30 minutes</p> <p>1 hour</p>	Accreditation Officer
	2.3 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).	NONE	17 days	Accreditation Officer
*Note: Inspection for Renewal shall only be conducted every second renewal period.				
3.Prepare for inspection and wait for the inspection team.	3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with	NONE	1 day	Inspection Team



	<p>statutory and regulatory requirements</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment's authorized representative.</p>			
	<p>3.3 Prepare and upload finalized inspection report and submit as "FOR APPROVAL".</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>*Note:</p> <p><i>When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></p> <p><i>When certain deficiency/ies are found during the inspection, a Letter of Non-Compliance shall be issued to the Tourism Enterprise.</i></p> <p>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</p> <p>*For major deficiencies (e.g. structural installations), the property shall rectify the</p>	NONE	1 day	Accreditation Officer/Inspector



	identified deficiency/ies within 1 year.			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p><i>*Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</i></p>	NONE	1 hour	Division Chief
	<p>3.6 Approve the issuance of accreditation and tag the application as “FOR PRINTING”</p> <p><i>*Note: A system generated email shall be sent to the applicant advising the approval of the application. If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</i></p>	NONE	1 hour	Regional Director
	<p>3.7 Print Accreditation Certificate</p> <p>4.7 Sign Accreditation Certificate</p>	NONE	<p>1 hour</p> <p>30 minutes</p>	<p>Accreditation Officer</p> <p>Regional Director</p>



	<p>4.8 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for releasing.</p> <p>4.9 Tag the application as “CERTIFICATE RELEASED”</p>	NONE	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME			19 days, 5 hours and 30 minutes	
<p><u>*Note 1:</u> An electronic copy of the certificate may be secured from the Online Accreditation System.</p> <p><u>*Note 2 :</u> The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through a notification.</p> <p><u>*Note 3:</u> Processing time shall only start upon receipt of complete and correct documents.</p>				



ACCREDITATION OF FARM TOURISM CAMPS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

In consideration to the economic impact of the COVID-19 outbreak to the tourism industry, all accreditation fees are waived until further notice.

Classification:	Highly Technical Transaction		
Type of Transaction:	G2B/G2G		
Who may avail:	TOURISM ENTERPRISES		
	Farm Tourism Camps Day Farm Farm Stay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph	
Valid Mayor's Permit/ Business Permit (Scanned Copy) or Appropriate Government Permit and / or proof of legal instrument that the land is being allocated for farm tourism use, (for Demonstration farms of government, academic and/or research institutions) (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)	
Valid Business Name Registration Certificate, for Single Proprietorship/ Valid SEC Registration Certificate, for Corporations/ Valid CDA Registration Certificate (Scanned Copy)		Department of Trade and Industry Securities and Exchange Commission Cooperative Development Authority	
ADDITIONAL REQUIREMENTS FOR PREMIUM ACCREDITATION OF FARM STAYS AND DAY FARM (<i>by virtue of DOT MC 2022-001, acceptance of applications for Premium Accreditation is suspended</i>)			
Any of the following Certificate of Recognition (Scanned Copy): • Good Agricultural Practice (GAP) Certification • Good Animal Husbandry Practice (GAHP) Certification • Good Aquaculture Practices (GAqP) Certification • Participatory Guarantee System Certification • Third-Party Organic Certification		Department of Agriculture	
ADDITIONAL REQUIREMENTS FOR FARM STAYS			
Valid Comprehensive General Liability (CGL) Insurance Policy with a minimum coverage of P250,000.00 (Scanned Copy)		Insurance Companies	



Permits from other government agencies , if applicable (DENR, FDA Certification for processed farm products) (Scanned Copy)		Department of Environment and Natural Resources		
ADDITIONAL REQUIREMENTS FOR RENEWAL OF DAY FARMS				
Valid Certificate or Proof of Training of at least two (2) staff (in-house farm guide and a permanent staff) on First aid / Basic Life Support /CPR (Cardio Pulmonary Resuscitation) (Scanned Copy)		DOT and DOLE recognized training providers/ DOH, PRC, BFP and TESDA		
Proof of Completion by the Operator/ Staff of a 10-hour farm-tourism related course completed within the last two (2) years		Conducted by DOT/DOT-recognized associations, organizations, institutions, academe, concerned LGUs or other government agencies		
ADDITIONAL REQUIREMENTS FOR RENEWAL OF FARM STAYS - PREMIUM				
Valid Certificate or Proof of Training of at least two (2) staff (in-house farm guide and a permanent staff) on First aid / Basic Life Support /CPR (Cardio Pulmonary Resuscitation) (Scanned Copy)		DOT and DOLE recognized training providers/ DOH, PRC, BFP and TESDA		
Proof of Completion by the Operator/ Staff of a 12-hour farm-tourism related course completed within the last two (2) years		Conducted by DOT/DOT-recognized associations, organizations, institutions, academe, concerned LGUs or other government agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on applicant's response time	Applicant
2. Fill out Online Application Form and upload scanned copies of documentary requirements	2.1 Submit the application as “FOR EVALUATION” 2.2 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and submit the application as “FOR INSPECTION” . <i>Note:</i> For incomplete documents, the	NONE	30 minutes 1 hour	Accreditation Officer



	Evaluator shall return the application with necessary remarks on the lacking requirements.			
	2.3 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).	NONE	17 days	Accreditation Officer
*Note: Inspection for Renewal shall only be conducted every second renewal period.				
3.Prepare for inspection and wait for the inspection team.	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment's authorized representative.</p>	NONE	1 day	Inspection Team
	<p>3.3 Prepare and upload finalized inspection report and submit as "FOR APPROVAL".</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>*Note: <i>When the enterprise involved in tourism is not accreditable with the</i></p>	NONE	1 day	Accreditation Officer/Inspector



	<p>DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</p> <p>When certain deficiency/ies are found during the inspection, a Letter of Non-Compliance shall be issued to the Tourism Enterprise.</p> <p>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</p> <p>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>*Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	NONE	1 hour	Division Chief
	<p>3.6 Approve the issuance of accreditation and tag the application as “FOR PRINTING”</p> <p>*Note: A system generated email shall be sent to the applicant advising the approval of the application. If disapproved, a system-generated Disapproval</p>	NONE	1 hour	Regional Director



	Letter will be sent to the applicant.			
	3.7 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	4.7 Sign Accreditation Certificate		30 minutes	Regional Director
	4.8 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for releasing. 4.9 Tag the application as “ CERTIFICATE RELEASED ”	NONE	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME			19 days, 5 hours and 30 minutes	
*Note 1: An electronic copy of the certificate may be secured from the Online Accreditation System.				
*Note 2 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through a notification.				
*Note 3: Processing time shall only start upon receipt of complete and correct documents.				



ACCREDITATION OF HEALTH AND WELLNESS TOURISM ESTABLISHMENTS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

In consideration to the economic impact of the COVID-19 outbreak to the tourism industry, all accreditation fees are waived until further notice.

Classification:	Highly Technical Transaction	
Type of Transaction:	G2B	
Who may avail:	TOURISM ENTERPRISES: Health and Wellness Tourism Ambulatory Clinics Tertiary Hospitals Spas	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph
Valid Mayor's Permit/ Business Permit		Local Government Unit (Business Permit and Licensing Office)
Valid Business Name Registration Certificate, for Single Proprietorship / Valid SEC Registration Certificate, for Corporations (Scanned Copy)		Department of Trade and Industry Securities and Exchange Commission
ADDITIONAL REQUIREMENT FOR TERTIARY HOSPITALS AND AMBULATORY CLINICS		
Valid License to Operate from the Health Facility Services Regulatory Bureau (HFSRB) of the Department of Health (DOH) or its equivalent (Scanned Copy)		Department of Health
Signed Sworn Statement of Undertaking (<i>By virtue of DOT MC 2022-001, all other documentary requirements for applicants of Health and Wellness Facilities, except for Duly Accomplished Online Application Form and Valid Mayor's Permit, can be substituted by a Sworn Statement of Undertaking</i>) (Scanned Copy)		DOT Regional Office
ADDITIONAL REQUIREMENT FOR SPAS		
Valid DOH License as duly registered massage therapist for massage supervisors		Department of Health
Signed Sworn Statement of Undertaking (<i>By virtue of DOT MC 2022-001, all other documentary requirements for applicants of Health and Wellness Facilities, except for Duly Accomplished Online Application Form and Valid Mayor's Permit, can be substituted by a Sworn Statement of Undertaking</i>) (Scanned Copy)		DOT Regional Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on applicant's response time	Applicant
2. Fill out Online Application Form and upload scanned copies of documentary requirements	<p>2.1 Submit the application as “FOR EVALUATION”</p> <p>2.2 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and submit the application as “FOR INSPECTION”.</p> <p><i>Note:</i> For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	NONE	<p>30 minutes</p> <p>1 hour</p>	Accreditation Officer
	2.3 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).	NONE	17 days	Accreditation Officer
<i>Note:</i> Inspection for Renewal shall only be conducted every second renewal period.				
3.Prepare for inspection and wait for the inspection team.	3.1 Conduct physical inspection of the tourism facilities and services and	NONE	1 day	Inspection Team



	<p>validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment's authorized representative.</p>			
	<p>3.3 Prepare and upload finalized inspection report and submit as "FOR APPROVAL".</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>*Note: <i>When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></p> <p><i>When certain deficiency/ies are found during the inspection, a Letter of Non-Compliance shall be issued to the Tourism Enterprise.</i></p> <p>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</p> <p>*For major deficiencies (e.g. structural installations), the</p>	NONE	1 day	Accreditation Officer/Inspector



	property shall rectify the identified deficiency/ies within 1 year.			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p><i>*Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</i></p>	NONE	1 hour	Division Chief
	<p>3.6 Approve the issuance of accreditation and tag the application as “FOR PRINTING”</p> <p><i>*Note: A system generated email shall be sent to the applicant advising the approval of the application. If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</i></p>	NONE	1 hour	Regional Director
	<p>3.7 Print Accreditation Certificate</p> <p>3.8 Sign Accreditation Certificate</p>	NONE	<p>1 hour</p> <p>30 minutes</p>	<p>Accreditation Officer</p> <p>Regional Director</p>



	<p>3.9 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for releasing.</p> <p>3.10 Tag the application as “CERTIFICATE RELEASED”</p>	NONE	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME			19 days, 5 hours and 30 minutes	
<p><u>*Note 1:</u> An electronic copy of the certificate may be secured from the Online Accreditation System.</p> <p><u>*Note 2 :</u> The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through a notification.</p> <p><u>*Note 3:</u> Processing time shall only start upon receipt of complete and correct documents.</p>				



	documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.			
	2.3 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).	NONE	17 days	Accreditation Officer
Note: Inspection for Renewal shall only be conducted every second renewal period.				
3.Prepare for inspection and wait for the inspection team.	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment's authorized representative.</p>	NONE	1 day	Inspection Team
	<p>3.3 Prepare and upload finalized inspection report and submit as "FOR APPROVAL".</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>*Note:</p>	NONE	1 day	Accreditation Officer/Inspector



	<p>When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</p> <p>When certain deficiency/ies are found during the inspection, a Letter of Non-Compliance shall be issued to the Tourism Enterprise.</p> <p>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</p> <p>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>*Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	NONE	1 hour	Division Chief
	<p>3.6 Approve the issuance of accreditation and tag the application as “FOR PRINTING”</p> <p>*Note: A system generated email shall be sent to the applicant advising the</p>	NONE	1 hour	Regional Director



	approval of the application. If disapproved, a system-generated Disapproval Letter will be sent to the applicant.			
	3.7 Print Accreditation Certificate 3.8 Sign Accreditation Certificate	NONE	1 hour 30 minutes	Accreditation Officer Regional Director
	3.9 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for releasing. 3.10 Tag the application as “CERTIFICATE RELEASED”	NONE	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME			19 days, 5 hours and 30 minutes	
*Note 1: An electronic copy of the certificate may be secured from the Online Accreditation System.				
*Note 2 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through a notification.				
*Note 3: Processing time shall only start upon receipt of complete and correct documents.				



AIRPORT ASSISTANCE AND ACCESS PASSES

Airport Assistance and access pass requests are privileges that may be availed by DOT-Accredited Tourism Related Establishments and other Government Units.

Office or Division:	Airport Reception and Information Unit/DOT-NCR Regional Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government) G2B (Government to Business)			
Who may avail:	Government Offices and LGUs DOT-Accredited Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Letter request approved by the DOT-NCR Regional Director received:</p> <p>Airport Assistance/ Lei Reception: Three (3) working days prior to the arrival/departure of guest Leis, on the scheduled day assistance</p> <p>Airport Assistance with access pass and/or vehicle pass: 5-6 working days prior to the scheduled arrival/departure of guests</p> <p>Only flight assistance requests approved by the Regional Director of DOT-NCR Office shall be accommodated. No flight assistance requests made through telephone/SMS will be entertained.</p>		From TREs endorsed by the Office of the DOT-NCR Regional Director		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse of approved letter request	1.1 Acknowledge letter request	None	10 minutes	Officer and Assistant Officer of the Month
	1.2 Forward request to the HEAD, ARIU for information and instructions	None	1 day	Officer and Assistant Officer of the Month
	1.3 Coordinate with the requesting party in accordance with the instructions of Hea	None	1 day	Officer and Assistant Officer of the Month



	<p>Lei reception: Requesting party must provide their own welcome leis to the ARIU Office on the day of the arrival</p> <p>Pass Control: Prepare issuance of access/vehicle pass, if needed; and</p> <p>Log the flight request and preparation of placard</p>			
Arrival Procedure				
NAIA Terminal 1				
	Coordinate with the Immigration and Customs Supervisor On-duty before the arrival of the flight	None	1 hour	ARIU Officer On-duty
1. Guest arrival at the airport.	1.1 Arrive at the arrival concourse with the placard and lei (if requested) prior to the arrival of the flight to ensure smooth facilitation	None		
	1.2 Flash the placard as soon as the first passenger disembarked	None		
	1.3 Welcome the passenger and don the lei (if	None		



	needed), introduce themselves and inform them of the requesting party			
	1.4 Guide/lead the guests after immigration counters	None		
	1.5 DOT ARIU guide/lead the guest to the assigned conveyor for luggage retrieval	None		
	1.6 Guide/Lead the guest for Customs clearance	None		
	1.7 Endorse guests to the requesting party's representative at the arrival lobby or arrival extension area.	None		
NAIA Terminals 2 and 3				
	Coordinate with the Immigration and Customs Supervisor On- duty before the arrival of the flight	None		
1. Guest arrival at the airport.	1.1 Arrive at the conveyor area, located after the Immigration counters, at least 5 minutes prior to the arrival of the flight.	None	1 hour	ARIU Officer On- duty
	1.2 DOT-ARIU will welcome the	None		



	passenger and don the lei (if included in the request), introduce themselves, inform them of the requesting party.			
	1.3 DOT-ARIU will guide/lead the guest to the assigned conveyor for luggage retrieval.	None		
	1.4 DOT-ARIU will guide/lead the guest for Customs clearance	None		
	1.5 Endorse the guest to the Endorse guests to the requesting party's representative at the arrival lobby or the arrival curbside.	None		
Departure Procedure				
Coordinate with ARIU staff on-duty on the time of their arrival at the airport departure area	DOT-ARIU will meet and assist the guest from the departure entrance.	None	30 minutes	ARIU Officer On-duty
1. Arrival of the guest for departure.	Lead the guests to the assigned check-in counters.	None		
	Lead guests to the Immigration Counter.	None		
TOTAL		None	2 days 1 hour 30 mins	

Note: Decisions from the Pass Control to approve or disapprove access pass.



COMPLAINTS HANDLING PROCESS

Section 14b (4) of the Republic Act 9593 otherwise known as the Tourism Act of 2009 mandates the Standards Monitoring and Enforcement Division to act on complaints regarding accredited tourism enterprises, and after due notice and hearing, impose fines, downgrade, suspend or revoke the accreditation, for violation of the terms thereof.

Office or Division:		Office of Tourism Standards and Regulation		
Classification:		Highly Technical Transaction		
Type of Transaction:		G2G (Government to Client) G2B (Government to Business Entity)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Complaint		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complaint Letter.	1.1 Receive and formally document the complaint and send an acknowledgment letter to the complainant. Note: <i>If filed in the Central Office/Standards Monitoring and Enforcement Division (SMED), SMED Officer shall endorse the complaint to the Regional Office concerned.</i>	None	1 day	Accreditation/SMED Officer Regional Director
	Issue a Show-Cause	None	3 days	Accreditation Officer



	<p>Order/Notice to Explain to the respondent.</p> <p>Note:</p> <p>The respondent shall reply to the Show-Cause Order/Notice to Explain within the prescribed period. If no response is received, the DOT Regional Office shall resolve the complaint.</p>			Regional Director
	1.2 Receive, review and evaluate to the respondent's explanation letter and provide copy of the same to the complainant.	None	1 day	Accreditation Officer
	<p>1.3 Conduct investigation through spot checks, incognito visits, interview, research etc. to verify the veracity of the complaints.</p> <p>1.4 A written report on the conducted investigation,</p>	None	<p>Investigation to commence upon receipt of explanation of all parties involved</p> <p>1 day after the investigation is conducted.</p>	Accreditation Officer



	together with a recommended resolution of the complaint shall be submitted to SMED.			
	<p>1.5 Prepare complaint resolution based on the concerned Regional Office's recommendation</p> <p>1.6 The OTSR Director shall recommend to the Undersecretary of Tourism Regulation, Coordination and Resource Generation (TRCRG) the approval of the resolution.</p>	None	10 days	SMED Officer, OTSR Director
	<p>1.7 Approve/deny the resolution.</p> <p>If not approved, TRCRG Undersecretary shall return the complaint to OTSR-SMED for further evaluation.</p>	None	1 day	TRCRG
	1.8 Release the resolution to both parties.	None	1 day	SMED Officer



	Note: If either of the parties are not amenable to the resolution issued by TRCRG, an appeal may be filed by any party to the Secretary within fifteen (15) working days upon receipt of the resolution, otherwise, it will become final and executory.			
TOTAL		None	18 days	



PAYMENTS CLAIM

Processing of obligation request (OBR) to initiate the facilitation of payment to various entities. This process is the last step in ensuring that the Cash Unit can release payments to suppliers, employees and other entities.

Office or Division:	Cash Unit/DOT-NCR Regional Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	DOT-NCR Regional Office Employees and Creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Disbursement Voucher (DV) duly-signed by the Unit Head of the End User, DOT Accountant and the Regional Director endorsed by the Accounting Unit		Accounting Unit		
Official receipt from the collecting party (<i>except for DOT Employees</i>)		Creditor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsement of the duly-signed DV from the Office of the Director.	1.1 Receive the duly-signed DV and record in the logbook.	None	2 minutes	Disbursement Officer
	1.2 Check documents and its attachments, information and amount as indicated in the DV.	None	10 minutes	Internal Audit Accounting/Cashier
	1.3 Prepare check/LDDAP ADA FINDES, ACCIC.	None	2 hours	Cashier
	1.4 Review and approval check/LDDAP-ADA, FINDES, ACCIC.	None	2 hours	Head of Finance and Accounting/Budget Officer
	1.5 Prepare Bank Documents	None	1 hours	Disbursement Officer
	1.6 Request collecting entity to go to Cash Window.	None	5 minutes	Cashier



2. Issue Official Receipt from creditor and sign acknowledgement receipt.	Endorse Official Receipt to Accounting Unit	None	3 minutes	Cashier
TOTAL		None	5 hours 20 minutes	



Philippine Commission on Sports Scuba Diving (PCSSD)



ACCREDITATION OF RECREATIONAL SCUBA DIVERS AND DIVE PROFESSIONALS – NEW APPLICATION

A certification issued by the PCSSD recognizing the holder's compliance with the minimum standards required in the operation as a diving professional.

Office or Division:	PCSSD		
Classification:	Simple Transaction		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Any individual who is a Filipino citizen, or foreign national with a valid proof of permanent residency issued by the Bureau of Immigration and a valid work permit issued by the Department of Labor and Employment, and possessing the required permit or license issued by other concerned authorities, desiring to teach, train, or conduct activities related to sports SCUBA diving.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For New Applications:			
<div>1. Accomplished Application Form (1 copy)</div> <div>2. Current Diver’s C-card (1 scanned or photocopy)</div> <div>3. 2 x 2 ID Picture (1 scanned copy or original copy)</div> <div>4. Electronic signature (1 scanned copy)</div> <div>5. Data Privacy Consent Form (1 scanned copy or original copy)</div> <div>6. Payment of Accreditation Fees (and its subsequent proof, usually a deposit slip/official receipt)</div> <div><div>• Scanned or photocopy of Bank deposit/transfer</div><div>• Cash Transaction</div></div> <div>Additional requirements for Foreign nationals (scanned or photocopy):<div><div>• Valid Alien Certificate of Registration (ACR)</div><div>• Valid Alien Employment Permit (AEP)</div><div>• Valid Working Visa</div></div><div>*If applicable for Foreign nationals:<div><div>• Valid Special Resident Retiree’s Visa (SRRV) OR Special Investor’s Resident Visa (SIRV) as per Philippine Retirement Authority,</div></div></div></div>		<div>PCSSD website: www.divephilippines.com.ph</div> <div>Diver’s Certifying Agency</div> <div>Applicant</div> <div>Applicant</div> <div>PCSSD/Accreditation Officer or PCSSD website www.divephilippines.com.ph</div> <div><div><div>• Landbank of the Philippines</div><div>• DOT Cash Section</div></div><div>Bureau of Immigration</div><div>Bureau of Immigration</div><div>Department of Labor and Employment (DOLE)</div><div>Philippine Retirement Authority/ Department of Labor and Employment</div></div>	



<div>holders of this ID must secure an Alien Employment Permit (AEP)</div> <div><ul style="list-style-type: none">Valid Special Working Permit (SWP)</div> <div>SPECIFIC REQRT FOR DECLARED DIVE PRO</div> <div>PCSSD CERT OF ACCREDITATION FOR THE AFFILIATED DIVE ESTB OR LIVEABOARD</div>		Bureau of Immigration		
For Renewal Applications:				
<div>For Renewal Applications:</div> <div><div><div>1. Current Diver’s C-card (1 scanned or photocopy)</div><div>2. Data Privacy Consent Form (1 scanned copy or original copy)</div><div>3. Payment of Accreditation Fees (and its subsequent proof, usually a deposit slip/official receipt)</div></div><div><ul style="list-style-type: none">Scanned or photocopy of Bank deposit/transferCash Transaction</div></div> <div>Additional requirements for Foreign nationals if expired prior to their renewal period (scanned or photocopy):</div> <div><ul style="list-style-type: none">Alien Certificate of Registration (ACR)Alien Employment Permit (AEP)Valid Working Visa</div> <div>*If applicable for Foreign nationals:</div> <div><ul style="list-style-type: none">Special Resident Retiree’s Visa (SRRV) OR Special Investor’s Resident Visa (SIRV) as per Philippine Retirement Authority, holders of this ID must secure an Alien Employment Permit (AEP)</div> <div>Special Working Permit (SWP)</div>		<div>Diver's Certifying Agency</div> <div>PCSSD/Accreditation Officer or PCSSD website www.divephilippines.com.ph</div> <div><ul style="list-style-type: none">Landbank of the PhilippinesDOT Cash Section</div> <div>Bureau of Immigration</div> <div>Bureau of Immigration</div> <div>Department of Labor and Employment (DOLE)</div> <div>Philippine Retirement Authority/ Department of Labor and Employment</div> <div>Bureau of Immigration</div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Access PCSSD's website at www.divephilippines.com.ph			Based on the applicant's preference.	<i>Applicant</i>
2. Fill out the application form directly from the PCSSD's website and click submit OR Download the application form from the website and submit the scanned copy of the application form to accreditation@divephilippines.com.ph	2. Acknowledge/ Receive the application form 2.1. Review the application form submitted by the applicant. 2.2 Respond to the applicant regarding the documentary requirements needed for the accreditation.		2. 5 minutes upon receipt. 2.1. and 2.2. 25 minutes	<i>Accreditation Officer, PCSSD</i>
3. Completion and Submission of scanned or copies of all documentary requirements.	4. Review the documentary requirements submitted by the applicant. If all documents are complete and valid, the dive individual will receive an email on how to settle the accreditation fees. If incomplete, the applicant will be notified of the other requirements for compliance before he/she will be notified of the payment process.		30 minutes upon receipt of requirements.	<i>Accreditation Officer, PCSSD</i>
5. Payment of Accreditation Fees:	4. The Accreditation Officer will acknowledge	Accreditation Fee for Diving Individuals:		



<p>4.1 If paid via bank deposit, proof of payment must be sent to accreditation@divephilippines.com.ph</p> <p>OR</p> <p>4.2 If paid personally, applicants will notify the PCSSD/Accreditation officer</p>	<p>receipt of deposit slip.</p> <p>4.1 Accreditation Officer to process Order of Payment with submitted deposit slip or proof of payment for submission to DOT-Cash Section for processing of Acknowledgement Receipt.</p> <p>4.1.2 Cash Section to verify payment from Landbank of the Philippines.</p> <p>4.1.3 The Accreditation Officer will issue the Acknowledgement receipt and send the copy to the applicant through email. Hard/original copy will be issued together with the PCSSD ID.</p> <p>4.2 The Accreditation Officer will process Order of Payment, and assist the applicant to the Cash Section. Cash Section to issue the</p>	<p>Php 1, 000.00- Dive professional</p> <p>Php 500.00- Non-Professional Diver</p> <p>Php 1, 000.00- Professional Diver</p> <p>Free of Charge- Declared Dive Individuals</p>	<p>4.1 30 minutes</p> <p>4.1.2 1 day</p> <p>4.1.3 30 minutes</p> <p>OR</p>	<p><i>Applicant and Accreditation Officer, PCSSD</i></p>
---	--	---	---	--



	Official Receipt to the applicant.		4.2 30 minutes	
5. A. Receive Identification Card as PCSSD Accredited Diver (Voluntary Dive Individual): 5.1.A. Applicant may personally pick-up the PCSSD ID to the PCSSD Office 5.2 Accreditation Officer may mail the ID through the DOT Records Section	5.Accreditation Officer will process the PCSSD ID and Welcome Letter of the applicant upon receipt of payment 5.1.A Accreditation officer will issue the PCSSD ID to the applicant 5.2.A. Accreditation will send the soft copy of the PCSSD ID with Welcome Letter and the soft copy of the acknowledgement receipt and will route the hard/original copy to the DOT-Records Section to send it to the registered address of the applicants through the Post Office		5.1.A and 5.1.B Based on the applicant's preference 5.2.A and 5.2.B. 1 day 6 hours	<i>Applicant and Accreditation Officer, PCSSD</i>
5.B. Receive Identification Card as PCSSD Accredited Diver	5. B. Applicant will receive the PCSSD ID and Welcome Letter if the dive establishment they are affiliated with is inspected and accredited			



<p>(Declared Dive Individual):</p> <p>5.1.B. Applicant may personally pick-up the PCSSD ID to the PCSSD Office</p> <p>5.2.B Accreditation Officer may mail the ID through the DOT Records Section</p>	<p>5.1.B. Accreditation officer will issue the PCSSD ID to the applicant</p> <p>5.2.B Accreditation Officer will route the PCSSD ID with the Welcome Letter to the DOT Records Section and the Records Section will mail it to the registered address of the applicants through the Post Office (2 hrs c/o records)</p>			
TOTAL:		1,000.00	3 days	



ACCREDITATION OF DIVE ESTABLISHMENTS AND LIVEBOARD DIVE BOATS

A certification issued by the PCSSD recognizing the holder's compliance with the minimum standards required in the operation of a sports scuba diving establishment and liveboard dive boat.

Office or Division:	Philippine Commission on Sports SCUBA
Classification:	Highly Technical Transaction
Type of Transaction:	G2B (Government to Business Entity)
Who may avail:	<p>Any establishment organized under Philippine laws and duly registered with concerned government agencies/authorities engaged in sports scuba diving activities, whether or not for a fee, such as:</p> <ul style="list-style-type: none"> ▪ Dive Center ▪ Dive Resort ▪ Dive Shop (Wholesale and Retail Shop) ▪ Air Refilling Station ▪ Liveboard Dive Boat
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For New Applications:	
<p>1. Accomplished the Online Application Form (1 original copy to be printed by Accreditation Officer, or 1 scanned copy to be filled-out and submitted by the applicant)</p>	www.divephilippines.com.ph
<p>2. Data Privacy Consent Form (1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant)</p> <p>(For Corporations, attach a Secretary's Certificate or Special Power of Attorney as an additional supporting document)</p> <p>(1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant)</p>	<p>Template will be sent upon submission of the application form or template available at www.divephilippines.com.ph</p> <p>To be produced by the dive establishment</p>
3. Valid Mayor's Business permit	Office of the Mayor – Business Processing and Licensing Office



(1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant)	
4. DTI or SEC Certificate (for which is applicable to the business entity) (1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant)	Department of Trade and Industry (DTI) or Securities and Exchange Commission (SEC)
5. Accident Management Plan or Emergency Plan appropriate for a particular destination. (1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant)	Template available at www.divephilippines.com.ph or the establishment may use their own template provided that it has the necessary information similar to the PCSSD template.
6. Company Logo (high resolution) (1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant)	To be produced by the dive establishment
7. Valid Certification Cards of Declared Dive Individuals or Employed and Freelance Dive Professionals; (1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant)	To be produced by the dive establishment
8. Payment of Accreditation Fees (and its subsequent proof, usually a deposit slip/official receipt) <ul style="list-style-type: none"> • Bank deposit/transfer • Cash Transaction 	<ul style="list-style-type: none"> • Landbank of the Philippines • DOT Cash Section
To be checked during random inspection: 1. First Aid Kit 2. Oxygen (O2) Facility (with non-rebreather mask and regulator that delivers 15L/min)	



3. Spineboard	
<p>Disclosure on their application as to the hiring of foreign employee/s (whether or not on full-time capacity) together with the submission of the corresponding documentary requirements (1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant), to wit:</p> <p>a. Alien Certificate of Registration (ACR);</p> <p>b. Valid Working Visa;</p> <p>c. Alien Employment Permit (AEP);</p> <p>d. Special Resident Retiree's Visa (SRRV) or Special Investor's Resident Visa (SIRV)/ Employment Permit (AEP) (if applicable); and</p> <p>e. Special Working Permit (SWP)</p>	<p>Bureau of Immigration</p> <p>Bureau of Immigration</p> <p>Department of Labor and Employment</p> <p>Philippine Retirement Authority/ Department of Labor and Employment</p> <p>Bureau of Immigration</p>
For Renewal Applications:	
<p>1. Accomplished the Online Application Form (1 original copy to be printed by Accreditation Officer, or 1 scanned copy to be filled-out and submitted by the applicant)</p> <p>2. Data Privacy Consent Form (1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant)</p> <p>(For Corporations, attach a Secretary's Certificate or Special Power of Attorney as an additional supporting document)</p> <p>(1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant)</p>	<p>www.divephilippines.com.ph</p> <p>Template will be sent upon submission of the application form or template available at www.divephilippines.com.ph</p> <p>To be produced by the dive establishment</p>



<p>3. Valid Mayor's Business permit (1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant)</p> <p>4. Valid Certification Cards of Declared Dive Individuals or Employed and Freelance Dive Professionals; (1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant)</p> <p>5. Payment of Accreditation Fees (and its subsequent proof, usually a deposit slip/official receipt)</p> <ul style="list-style-type: none"> • Bank deposit/transfer • Cash Transaction <p>To be checked during random inspection:</p> <ol style="list-style-type: none"> 1. First Aid Kit 2. Oxygen (O2) Facility (with non-rebreather mask and regulator that delivers 15L/min) 3. Spineboard <p>Specific Requirements:</p> <p>Additional requirements if expired prior to their renewal period:</p> <p>Disclosure on their application as to the hiring of foreign employee/s (whether or not on full-time capacity) together with the submission of the corresponding documentary requirements(1 original copy to be submitted through post mail or 1 scanned copy to be submitted through email by the applicant), to wit:</p> <p>a. Alien Certificate of Registration (ACR);</p>	<p>Office of the Mayor – Business Processing and Licensing Office</p> <p>To be produced by the dive establishment</p> <ul style="list-style-type: none"> • Landbank of the Philippines • DOT Cash Section <p>Bureau of Immigration</p>
--	--



b. Valid Working Visa; c. Alien Employment Permit (AEP); d. Special Resident Retiree's Visa (SRRV) or Special Investor's Resident Visa (SIRV)/ \Employment Permit (AEP) (if applicable); and Special Working Permit (SWP)		Bureau of Immigration Department of Labor and Employment Philippine Retirement Authority/ Department of Labor and Employment Bureau of Immigration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the application form directly from the PCSSD's website and click submit with the attached requirements. Or Download and fill-out the application form, and submit the scanned copy with the attached requirements to the PCSSD email address: accreditation@divephilippines.com.ph	1.1 Acknowledge and review the application form with the attached requirements.	None	30 minutes	Accreditation/ Inspection Officer, PCSSD
2. Submit the complete scanned copies of all the documentary requirements.	2.1 Accreditation Officers to evaluate the submitted documentary requirements.	None	1 hour 30 minutes	Accreditation/ Inspection Officer, PCSSD
	2.1.A If complete, send an email detailing the	None	30 minutes	Accreditation/ Inspection Officer, PCSSD



	<p>payment procedure to the compliant applicant/s.</p> <p>2Note: If incomplete, a notification will be sent instructing the submission of the complete documentary requirements</p>			
<p>3. Pay the full amount of the required Accreditation Fees via bank deposit and submit proof of payment through PCSSD email address, accreditation@divephilippines.com.ph</p> <p>OR</p> <p>Proceed to the PCSSD-DOT Office to personally pay the Accreditation Fee.</p>	<p>3.1 Acknowledge receipt of proof of payment (deposit slip).</p> <p>OR</p> <p>Process the Order of Payment, and assist applicant to the Cash Section for the issuance of official receipt.</p>	<p>PhP 5,000.00</p>	<p>5 minutes</p> <p>OR</p> <p>30 minutes</p>	<p>Accreditation/ Inspection Officer, PCSSD</p>
	<p>3.2 Accreditation Officer to process Order of Payment with submitted deposit slip for submission to</p>	<p>None</p>	<p>1 day</p>	<p>Accreditation/ Inspection Officer, PCSSD</p>



	DOTCash Section for processing of the Acknowledge ment Receipt.			
	3.3 Cash Section to verify payment from Landbank of the Philippines.	None		Accreditation/ Inspection Officer, PCSSD
	3.4. Issuance of the Acknowledge ment Receipt. Note: hardcopy to be provided during inspection	None	20 minutes	Accreditation/ Inspection Officer, PCSSD
4. Physical Inspection – Verification of facility, equipment, declared foreign and local employees, etc. – Air quality test (tests oil mist, water vapor, carbon monoxide and carbon dioxide content)	4.1 Accreditation /Inspection officers to send notification of schedule of the random inspection. Scheduling and preparation for physical inspection. Notify applicant of the scheduled inspection	None	17 days	Accreditation/ Inspection Officer, PCSSD



	<p>4.2 Accreditation /Inspection officers to conduct the random inspection.</p> <p>Note: For lacking physical requirements Accreditation officers to issue compliance memorandum (within 30 working days)</p>	None	1 hour 20 minutes	Accreditation/ Inspection Officer, PCSSD
	4.2. A Accreditation Officer to process the accreditation certificate if there is no discrepancy with the inspection.	None	1 day 6 hrs	Accreditation/ Inspection Officer, PCSSD
	4.2.A.1 Accreditation Officer to issue scanned copy of the accreditation certificate and forward the hard copy to Records Section for mailing to applicant.	None		Accreditation/ Inspection Officer, PCSSD
	4.2.B Accreditation officers to	None	5 minutes	Accreditation/ Inspection Officer, PCSSD



	issue compliance memorandum if there is discrepancy with the inspection.			
TOTAL		PhP 5,000.00	20 days	



DOT FOREIGN OFFICES

EXTERNAL SERVICES



HANDLING OF TOURISM RELATED INQUIRIES

This services covers the handling of tourism related inquiries of stakeholders by the DOT foreign offices

Office or Division:	DOT Foreign Offices			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the lobby of DOT Foreign Office and logs in the security logbook	1. Gives the logbook to the client	None	1 minute	Security
2. Proceeds to the Information Counter of the DOT Foreign Office and submits their queries	2. Attends to the queries of the clients	None	1 hour	DOT personnel
Total		None	1 hour 1 minute	



FEEDBACK AND COMPLAINTS MECHANISM



FEEDBACK AND COMPLAINTS MECHANISM	
<i>How to send feedback?</i>	Fill out the feedback form distributed at the DOT offices and drop it in the feedback boxes at the lobby of the DOT. For accreditation feedback, fill out the survey link in the online accreditation system/email.
<i>How feedbacks are processed?</i>	<p>The Monitoring Division and Standards Monitoring and Enforcement Division collects all the feedback forms (manual and online) and prepares a monthly report for the concerned offices. Upon receiving reply from the concerned office, the client will be informed via e-mail or phone call.</p> <p>For follow-up or queries, contact dot.artatwg@gmail.com</p>
<i>How to file a complaint?</i>	<p>For accreditation and tourism related complaints, contact feedback@tourism.gov.ph</p> <p>For other complaints, contact dot.artatwg@gmail.com</p> <p>Kindly indicate full name of complainant, person being complained of, narration of facts/incident, evidence.</p>
<i>How complaints are processed?</i>	<p>Upon receipt and evaluation of the complaint, the Standards Monitoring and Enforcement Division and/or the Committee on Anti-Red Tape Secretariat shall forward the complaint to the concerned office or personnel for their explanation.</p> <p>Feedback from the person complained of shall be directly sent to the complainant.</p>
<i>Contact Information of DOT, ARTA, PCC, and CCB</i>	<p>Standards Monitoring and Enforcement Division: 8459-5200 to 5230 loc. 216</p> <p>Anti-Red Tape Authority: 8478-5091/8478-5099</p> <p>Presidential Complaints Center: 8888</p> <p>Contact Center ng Bayan: 09088816565 (SMS) email@contactcenterngbayan.gov.ph</p>



DOT OFFICE DIRECTORY



Office/ Agency/ Bureau/ Field Office	Office Address	Contact No.	Email Address
Department of Tourism	The New DOT Bldg., 359 Sen. Gil Puyat Ave., Makati City	459-5200 to 30	sbrp@tourism.gov.ph
Department of Tourism – NCR	The New DOT Bldg., 359 Sen. Gil Puyat Ave., Makati City	459-5200 to 30	dotncr@tourism.gov.ph
Department of Tourism – CAR	Baguio Tourism Complex, Governor Pack Road, Baguio City	(074) 424-8667 (074) 442-7014	dotcar@tourism.gov.ph
Department of Tourism – Region 1	Oasis Country Resort Nat'l Highway, Brgy. Sevilla, San Fernando City, La Union	(072) 242-1656	dot1@tourism.gov.ph
Department of Tourism – Region 2	#2 Dalan na Pav-vurulan, Regional Government Center Carig Sur, Tuguegarao City	(078) 373-9563 (078) 373-0786	Dot2@tourism.gov.ph
Department of Tourism – Region 3	Level 2, Robinsons Starmalls, Jose Abad Santos Ave., San Fernando City, Pampanga	(045) 458-2358 (045) 625-8525	dot3@tourism.gov.ph
Department of Tourism – Region 4A	Dencris Business Center, Halang, National Highway, Calamba City	(049) 508-0761 (049) 508-0748	dot4a@tourism.gov.ph
Department of Tourism – Region 4B	The New DOT Bldg., 359 Sen. Gil Puyat Ave., Makati City	459-5200 to 30	dot.mimaropa@gmail.com dot4b@tourism.gov.ph
Department of Tourism – Region 5	Regional Center Site,	(052) 742-5004	dot5@tourism.gov.ph



Rawis, Legazpi City	
------------------------	--



Office/ Agency/ Bureau/ Field Office	Office Address	Contact No.	Email Address
Department of Tourism – Region 6	Western Visayas Regional Tourism Center, Capitol Grounds, Bonifacio Drive, Iloilo	(033) 509-3550	dot6@tourism.gov.ph
Department of Tourism – Region 7	LDM Bldg., cor. Legaspi and MJ Cuenco St. Cebu City	(032) 412-1980 (032) 412-1967	dot7@tourism.gov.ph
Department of Tourism – Region 8	Leyte Park Hotel Compound, Magsaysay Blvd., Tacloban	(053) 832-0901	dot8@tourism.gov.ph
Department of Tourism – Region 9	GF Samboangan Bayanihan, Cooperative Bldg., Gov. Vicente Alvarez St. cor. Calveria St., Zamboanga City	(062) 993-0030	dot9@tourism.gov.ph
Department of Tourism – Region 10	DOT Bldg., Limketkai Center, Cagayan De Oro City	(088) 880-0172	dot10@tourism.gov.ph
Department of Tourism – Region 11	Rm. 512, LANDCO Corporate Center Bldg., Laurel Ave., Davao City	(082) 221-0070 (082) 221-6955	dot11@tourism.gov.ph
Department of Tourism – Region 12	KL Lucena Realty Bldg. Alunan Avenue cor. Jose Abad Santos St., Koronadal City	(083) 520-1274	dot12@tourism.gov.ph
Department of Tourism – Region 13	Butuan VPH Bldg. 2, T. Carlo Extension, Butuan City	(085) 815-6040	dot13@tourism.gov.ph
Office/ Agency/ Bureau/ Field Office	Office Address	Contact No.	Email Address
Tourism Infrastructure & Enterprise Zone Authority (TIEZA)	6th and 7th floor, Tower 1 Double Dragon, Meridian Tower Diosdado Macapagal Ave, Pasay, 1308 Metro manila	5274-8136	occoo@tieza.gov.ph
Tourism Promotions Board (TPB)	4th floor Legaspi Towers, Roxas Blvd. Manila	525-9318	venus_tan@tpb.gov.ph
Intramuros Administration (IA)	5th floor, palacio del Gobernador Bldg. Aduano cor. Gen. Luna St. Intramuros, Manila	527-3155	administrator@intramuros.gov.ph
National Parks Development Committee (NPDC)	Agrifina Circle, Rizal Park, Manila	302-7119	



Nayong Pilipino Foundation (NPF)	Burgos Street cor. Finance Road, Ermita, Manila 405-0309	
Duty Free Philippines Corporation (DFPC)	2nd floor Eha Bldg., Fiesta mall Ninoy Aquino Avenue, Parañaque City 552-4337	
Philippine Retirement Authority (PRA)	29th floor Citibank Tower 8741 Paseo de Roxas, Makati 848-1412	