



DEPARTMENT OF TOURISM

CITIZEN'S CHARTER
2023 (1st Edition)



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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.



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Central Office

External Services



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	7 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	7 minutes	Cashier
TOTAL		None	16 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
<i>Additional requirements for Applicants residing in the Philippines and Holder of 9(a), 9(b), 9(c) visa</i>	
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
<i>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</i>	
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:	Complex Transaction	
Type of Transaction:	G2C (Government to Client) G2B (Government to Business Entity)	
Who may avail:	Qualified private tourism project developers/owners listed in SIPP (Strategic 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
For Corporation/Partnership/Association and Other Entities:		
1. Articles of Incorporation/Partnership (amended copy, if applicable) (1 certified true copy or 1 scanned copy)		Securities and Exchange Commission / Department of Trade and Industry
2. Notarized Board Resolution authorizing the following:		Proponent
a. Authority to sign the application (1 original copy or 1 scanned copy)		
b. Authority to transact business with the Department (1 original copy or 1 scanned copy)		
c. Authority to file the application (1 original copy or 1 scanned copy)		
For Single/Sole Proprietorship:		
1. Notarized authorization letter from		Proponent



<p>the owner authorizing the following:</p> <ul style="list-style-type: none"> a. Authority to transact business with the Department (1 original copy or 1 scanned copy) b. Authority to file the application (1 original copy or 1 scanned copy) <p>2. Certificate of Registration (BTCPCR) issued by DTI. (1 certified true copy or 1 scanned copy)</p>	Department of Trade and Industry
Municipal/City Government's certification or approval of development project/activity in favor of the proponent/owner/Building Permit/Environmental Compliance Certificate (1 photocopy or 1 scanned copy)	City Hall/Municipal Office/Department of Environment and Natural Resources
Project Description Outline (1 original copy or 1 scanned copy)	Proponent
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 original copy or 1 scanned copy)	Proponent
SPECIFIC REQUIREMENTS	
Vicinity/Location Map & Site Development Plan (1 photocopy or 1 scanned copy)	Proponent
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 least one PWD room. (1 photocopy or 1 scanned copy)	Proponent
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 photocopy or 1 scanned copy)	Bureau of Land/Registrar's Office



<i>In the absence of the title/s to the property/ies, submit Affidavit of Ownership</i>				
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 investment officer or email.	<p>1.1 Evaluate the completeness and correctness of the documents received</p> <p>1.2 Acknowledge receipt of complete and correct documents.</p> <p>Note: If incomplete or incorrect documents, return the application to the proponent with necessary remarks on the lacking requirements.</p>	None	45 minutes	Investment Officer
	1.3 Prepare Letter of Endorsement to BOI or PEZA, Letter to the Proponent and Memorandum for TRCRG-Undersecretary	None	1 day	Investment Officer
	1.4 Review Letter of Endorsement to BOI or PEZA, Letter to the Proponent and Memorandum for TRCRG-Undersecretary	None	4 hours	Division Chief
	1.5 Recommend the approval of Endorsement to BOI/PEZA to the TRCRG-Assistant Secretary	None	3 days 4 hours	OTSR Director



	1.6 Endorse the approval of Endorsement to BOI/PEZA to the TRCRG-Undersecretary	None		TRCRG Assistant Secretary
	1.7 Approve the application by signing the Endorsement Letter to BOI / PEZA.			TRCRG Undersecretary
2. Receive the scanned copy of the signed Endorsement Letter as advance copy	2.1 Affix seal on the signed Letter of Endorsement and release to the proponent.	None	30 minutes	Investment Officer
TOTAL		None	5 days 1 hour 15 minutes	



ENDORSEMENT TO DFA OF DOT-ACCREDITED TOUR OPERATORS HANDLING CHINESE TOUR GROUPS

Procedure for the endorsement of DOT-accredited Tour Operators with CNTA-accredited counterparts handling Chinese tour groups to the Department of Foreign Affairs for the availment Group Tour Visa Processing.

Office or Division:	Project and Investment Evaluation Division			
Classification:	Complex Transaction			
Type of Transaction:	G2C (Government to Client) G2B (Government to Business Entity)			
Who may avail:	DOT-accredited Tour Operators with CNTA-accredited counterparts handling Chinese tour groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed and Sealed Cooperation Agreement with a CNTA – Accredited Travel Agency valid for not more than three (3) years with Embassy Authentication and/or with Consulate Apostille (2 original copies)		Proponent		
2. Notarized Affidavit of Guarantee addressed to the Undersecretary of DOT-Tourism Regulation, Coordination and Resource Generation (2 original copies)		Proponent		
3. Letter of Guarantee addressed to the concerned Philippine Consulate General (2 original copies)		Proponent		
4. Valid Accreditation Certificate (2 photocopies)		Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete and correct set of documentary requirements	1.1 Review the completeness and correctness of the documents submitted	None	45 minutes	Investment Officer
	1.2 Issue acknowledgement receipt to the applicant <i>If incomplete and/or incorrect requirement, return application for compliance</i>			
	1.3 Verify accreditation validity and prepare	None	1 day	Investment Officer



	Letter of Endorsement to DFA and Memorandum for the TRCRG Undersecretary			
	1.4 Review and affix initials on the Memorandum	None	4 hours	Division Chief
	1.5 Review and recommend approval to the TRCRG Assistant Secretary	None	3 days 4 hours	OTSR Director
	1.6 Review and endorse approval of the endorsement to DFA by affixing initials on the Endorsement Letter	None		TRCRG Assistant Secretary
	1.7 Approve by signing the Letter of Endorsement to DFA			TRCRG Undersecretary
2. Receive the scanned copy of the approved/signed Letter of Endorsement as an advance copy via email	<p>2.1 Affix seal and release to the proponent original and CTC of the signed Letter of Endorsement.</p> <p>Note: Releasing of the original and Certified True Copy Letter of Endorsement to the Applicant shall include 1 set of original copies of documentary requirements.</p>	None	40 minutes	Investment Officer
TOTAL		None	5 days 1 hour 20 minutes	



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	



INTERNSHIP APPLICATION (ONLINE APPLICANTS)

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

Office or Division:	Training and Development Division			
Classification:	Simple 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	30 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	35 minutes	TDD Staff
	1.3 Set a schedule for an interview and notify the	None	4 hours 25 minutes	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	2.1 Conduct virtual interview	None	35 minutes	TDD Staff
	2.2 Evaluate applicants based on the results of the interview.	None	45 minutes	TDD Staff
	2.3 Approves letter of endorsement	None	30 minutes	TDD Chief
2.3 Acknowledge notification from TDD	<p>2.4 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	6 hours	TDD Staff
3.1 Attend the pre-deployment orientation online	3.1 Conduct pre-deployment orientation online	None	1 hour 30 minutes	TDD Staff



	according to schedule.			
	3.2 Releases the signed endorsement letter to the requesting office and informs the applicant for the commencement of the internship	None	25 minutes	TDD Staff
TOTAL		None	1 day 7 hours 15 minutes	



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 Receives the submitted documents. <i>Note: Incomplete requirements shall not be accepted and returned to the applicant for completion.</i>	None	15 minutes	TDD Staff
	1.2 Screen and review the documents submitted.	None	2 hours 15 minutes	TDD staff
	1.3 Set a schedule for an	None	4 hours 30 minutes	TDD Staff



	<p>interview and notify the applicant</p> <p><i>Note: Processing Time shall commence upon acknowledgement of applicant of the notification.</i></p>			
2. Proceed to the DOT for the scheduled interview.	2.1 Screen and evaluate the OJT applicant through the conduct of the interview.	None	30 minutes	TDD Staff
	2.2 Evaluates the applicant based on the result of the interview	None	45 minutes	TDD staff
	2.3 Approves the endorsement letter	None	30 minutes	TDD Chief
	<p>2.2 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	2 hours	TDD Staff
3. Attend the pre-deployment orientation	3.1 Conduct pre-deployment orientation.	None	2 hours	TDD Staff
	3.2 Releases the signed endorsement letter to the requesting	None	3 hours 30 minutes	TDD Staff



	office and endorses the applicant to the requesting office			
Total		None	2 days 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	15 Minutes	Administrative Assistant, OPAA
	1.2 Assign to appropriate OPAA Division.	None	1 hour	Director, OPAA
	1.3 Assign the request to OPAA staff.	None	30 minutes	Division Chief, OPAA
	1.4 Coordinate with client for logistics.	None	1 hour	Team leader, OPAA
	1.5 Send out media invites.	None	1 hour	Information Officer, OPAA
	1.6 Follow-up media invitees.	None	4 hours 30 minutes	Information Officer, OPAA
	1.7 Send list of confirmed media to client.	None	1 hour	Information Officer, OPAA
TOTAL		None	1 day 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	



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. Invoice/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 specific requirements, please refer to list of Financial Management Service (FMS) Checklist of requirements per transaction)

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	5 minutes	Senior Administrative Assistant
	1.2 Assigns DV number and forwards to the reviewer	None	1 hour 30 minutes	Senior Administrative Assistant
	1.3 Checks/ reviews the propriety of supporting documents and analyzes the claim and reviews the computation of withholding taxes; Prepares JEV. Note: If documents are not in order, it shall be returned to the Project Officer for compliance	None	3 days	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	3 days	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 forwards the approved DVs	3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)	None	30 minutes	Administrative Assistant
	3.2 Signs LDDAP-ADA	None	1 hour	Chief Accountant
	4.1 Releases LDDAP-ADA to authorized signatories. Note: Signing of LDDAP-ADA by authorized signatories not included in the processing time.	None	25 minutes	Administrative Aide
	4.2 Upon receipt of signed LDDAP-ADA from authorized signatories, forward to Cash Section	None	5 minutes	Administrative Aide
5.1 Acknowledge notification from DOT Cash Section of the payment made	5. Prepares and submits ACIC to the bank upon receipt of signed LDDAP-ADA and notifies the creditor of the payment made through bank account Note: Crediting of payment in the	None	1 hour	Cashier



	bank may take at least 24 hours and is not included in the processing time.			
TOTAL		None	6 days 5 hours 5 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	1 hour	Administrative Assistant, OPAA
	1.2 Review and assign to the appropriate OPAA Division.	None	30 minutes	Director, OPAA
	1.3 Assign request to OPAA staff.	None	30 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	20 minutes	Administrative Assistant, OPAA
	1.6 Update requesting party on status of request.	None	20 minutes	Administrative Assistant, OPAA
TOTAL		None	3 hours 10 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:	Simple 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	10 minutes	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	6 hours	SEAIMD Project Officer
	1.3 Review and check the statistical data/ information, and endorse to the SEAIMD	None	30 minutes	SEAIMD Supervising Tourism Operations Officer



	Chief/Head for approval.			
	1.3 Review the statistical data/information and approve the release of the statistical data	None	30 minutes	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	10 minutes	SEAIMD Project Officer
TOTAL			7 hours 10 minutes	



PROCESSING OF REQUESTS OF 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 Review 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 and LGU on the conduct of local planning activities.	None	3 days	TDPD Project Officer
TOTAL			14 days 1 hour, 30 minutes	



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
	1.2 Delegate work to the division chief.	None	1 hour	Director, OPAA
	1.3 Assign request to OPAA staff.	None	1 hour	Division Chief, OPAA
	1.4 Prepare assigned task.	None	3 days	Assigned staff, OPAA
	1.5 Review output.	None	1 hour	Supervisor/Division Chief
	1.6 Approve material for clearance.	None	1 hour	Director, OPAA
	1.7 Clear material for use of client.	None	1 hour	Assistant Secretary for Branding and Marketing Communications
	1.8 Send prepared	None	30 minutes	Assigned staff, OPAA



	material to client.			
TOTAL		None	3 days 5 hours 35 minutes	



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				
	1.1 Receive and record invitations from external server training provider and forward to Division Chief	None	20 minutes	TDD Staff
	1.2 Assign evaluator/project officer to handle the received training invitation	None	10 minutes	
	1.2 Evaluate/ screen the proposal based on the department's mandate. <i>Note: If found relevant, the TDD</i>	None	5 hours	PDC Secretariat/ TDD Staff



	<p><i>shall prepare Memorandum inviting nominees signed by the Undersecretary for Administration and Finance and/or the Director for Administrative Service.</i></p> <p><i>If found not relevant, the Under secretary/ Director s hall be informed that the invitation is of no relevance to the Department's mandate.</i></p>			
	2.1 Prepare the Memorandum announcing the External Training Programs/Scholarship Programs and forward to the Division Chief for review/initial	None	9 hours	TDD Staff
	2.2 Review and affix initial and return to TDD Staff for Signature of Director of Administrative Services	None	30 minutes	TDD Chief
	2.3 Record and release the reviewed/initialed memorandum to the Director of Administrative Services	None	20 minutes	TDD Staff
	2.4 Receives the signed memorandum and	None	15 minutes	TDD Staff



	forwards to Records and Communication Section for dissemination Note: <i>During pandemic and WFH arrangements, the PDC Secretariat shall forward the announcement through e-mail.</i>			
2. Submit a completely filled-out nomination form <i>Note: Under the Work-from-Home Scheme, submission of nomination forms shall be conducted online.</i> <i>Turnaround time for the submission of nomination form depends on the employee</i>	Receives and records the accomplished registration form in the logbook -> Forwards to the assigned project officer Checks/Evaluates the entries in the submitted accomplished nomination form	None None	10 minutes 4 hours	TDD Staff TDD Staff
	Prepare comparative assessment and endorsement to convene the PDC and deliberate the training/scholarship nomination and/or endorse to the PDC	None	2 hours and 30 minutes	TDD Staff/PDC Secretariat



	Chairperson the most qualified nominee/s.			
	Receives and Records the committee's action on the endorsement of the nominees Forwards to HRDC/PDC Chairperson for approval of the Secretary	None	10 minutes	TDD Staff
	Receives and records the approved nomination and Release to project officer concern	None	10 minutes	TDD Staff
Acknowledge the notification	Upon approval of all PDC members, qualified nominees will be notified through email or notice of participation.	None	15 minutes	HRDC/TDD Staff/PDC Secretariat
TOTAL		None	22 hours and 50 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:	Complex 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	5 minutes	Senior Administrative Assistant



	1.2 Assign DV number and forward to reviewer/checker	None	1 hour and 30 minutes	Senior Administrative Assistant
	1.3 Checks/reviews completeness and propriety of supporting documents Note: Incomplete documents shall be returned to the office concerned	None	3 days	Senior Administrative Assistant
	1.3 Conducts final evaluation of completeness and propriety of supporting documents; Signs the DV/NTA	None	3 days	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	6 days 2 hours 5 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	5 minutes	Senior Administrative Assistant
	1.2 Assigns DV number and forwards to reviewer	None	1 hour 30 minutes	Senior Administrative Assistant



	<p>1.2 Checks/reviews completeness and propriety of supporting documents</p> <p>Note: If documents /are not in order, it shall be returned to the Project Officer for compliance</p> <p>Analyzes the request and reviews the computations; Prepares JEV</p>	None	3 days	Senior Administrative Assistant
	1.3 Conducts final evaluation of completeness of supporting documents; Signs the DV	None	3 days	Chief Accountant
	<p>1.4 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.</p> <p>Note: Processing time of signing of DV by the authorized signatory not included</p>	None	1 hour	Administrative Aide
	1.5 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)	None	30 minutes	Administrative Assistant
	1.6 Releases LDDAP-ADA to authorized signatories	None	30 minutes	Administrative Aide
TOTAL		None	6 days 3 hours 5 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:	Complex 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	5 minutes	Senior Administrative Assistant
	1.2 Assigns DV number and forwards to reviewer	None	1 hour 30 minutes	Senior Administrative Assistant
	1.2 Checks/Reviews completeness and propriety of supporting documents. Analyzes the claim and reviews the computations; Prepares JEV Note: If documents are not in order, it shall be returned to the Project Officer for compliance	None	3 days	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	3 days	Chief Accountant
2. Office of the authorized signatories receives the DVs Note: Processing time of signing of DV by the authorized	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.	None	30 minutes	Administrative Aide



signatory not included				
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
	3.2 Signs LDDAP-ADA	None	1 hour 30 minutes	Chief Accountant
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 days 5 hours 5 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	3 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	3 hours and 20 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. Prepares the Certificate of Availability of Funds	None	2 hours	Administrative Assistant II
	1.3 Conducts final review of the contract and supporting documents; Signs the CAF	None	3 hours	Chief Accountant



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	5 hours 20 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 hour 10 minutes	
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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	15 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	7 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	2 days	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	14 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	10 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 hour	Chief Accountant
Total:		None	2 hours 10 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	5 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	5 minutes	Admin Officer I
	1.3 Securely seal the envelopes for safe handling and transport of mails to the Post Office.	None	5 minutes	Admin Assistant
	1.4 Record the outgoing mails in the tracking system to register	None	30 minutes	Admin Assistant



	dispatched outgoing mails.			
	1.5 Prepare the Daily Statement Reading Receipt of Mails posted thru Postage Meter Machine.	None	30 minutes	Admin Assistant
	1.6 Approve the Daily Statement Reading Receipt of generated by signing at the approval portion of the Report.	None	15 minutes	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 30 minutes	



PREPARATION OF REQUIREMENTS FOR INITIAL SALARY AND SALARY DIFFERENTIAL DUE TO PROMOTION

Human Resource procedure to facilitate the preparation of requirements for the processing of the initial salary of newly appointed/hired and promoted 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)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly-signed DTR	1.1 Receive the duly-signed DTR and inputs data of new official or employee to the database.	None	20 minutes	HRD-CBS Processor (HRMO)
	2.2 Compute salaries and prepare the ORS and DV	None	1 day 4 hours	HRD staff
	2.3 Review and sign ORS and initials on the DV.	None	4 hours 15 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	20 minutes	HRD Receiving/Releasing Staff
TOTAL		None	2 days 55 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	30 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 2 hours	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	40 minutes	HRD-CBS Receiving/ Releasing Staff
	1.4 Certify leave credits.	None	4 hours 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	4 hours	HRD-CBS Receiving/ Releasing Staff
TOTAL		None	2 days 3 hours 25 minutes	



APPLICATION FOR RETIREMENT/SURVIVORSHIP/DISABILITY BENEFIT

Processing of retirement/survivorship/disability benefit for DOT personnel reaching the age of 65 and above. This is also the process which covers the steps on the preparation of indorsement to Government Service Insurance System (GSIS) for DOT employees who intend to apply for optional or mandatory retirement. It may also include the application for Resignation/Separation, Disability and Survivorship Benefits Claim.

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed and accomplished Application Form for Retirement/Separation/Life Insurance Benefits		Human Resource Division -Compensation & Benefits Section (CBS) and HRD-Records Section		
2. Updated Service Record				
3. Certification of Leave Without Pay				
4. In case of deceased retiree, the legal heir /beneficiaries must submit the following: a. PSA Death Certificate b. PSA Marriage Certificate c. PSA Birth Certificate of Children d. Judicial or Extra Judicial Settlement of Estate (duly notarized)		Client		
5. In case of Disability Benefit: a. Doctor’s Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required complete documents	1.1 Receive/check the completeness of documents based on the HRD’s checklist of required attachments	None	5 minutes	HRD-Administrative Assistant/Receiving Officer
	1.2 Review and check the requirements submitted	None	30 minutes	HRD-Records Officer



	needed for retirement/ separation from the Government Service			
	1.3 Accomplish the Endorsement Form to GSIS	None	5 minutes	HRD-CBS Processor (HRMO)
	1.4 Approve/sign the Endorsement Form to GSIS	None	5 minutes	Chief, HRD
	1.5 Release/ forward the Endorsement Form intended for GSIS; and Notify the concerned DOT personnel of the submitted application for retirement/ separation claims (via text message/ phone call, Facebook messenger, etc.), immediately upon submission to and receipt by the GSIS	None	2 days	HRD-CBS Processor (HRMO)/Liaison Officer HRD Records Officer
TOTAL		None	2 days and 45 minutes	



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	None	20 minutes	Admin Assistant
	<i>Note: If incomplete, documents will be returned to Project Officer</i>			
	1.2 Receives the certification of allotment and forwards to assigned Budget Officer		20 minutes	Budget Officer
	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			



	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		30 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		10 minutes	Admin Assistant
TOTAL NO. OF TIME		1 hour 25 minutes		



PROCESSING OF GSIS APPLICATIONS

Human Resource procedure to facilitate the GSIS 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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for GSIS Loan through the GSIS Kiosk	1.1 Upon receipt of notification, verify the member-borrower's net-take-home pay	None	40 minutes	DOT-HRD Agency Authorized Officer (AOO)/ Alternate
	1.3 Endorse application thru online system	None	10 minutes	DOT-HRD Agency Authorized Officer (AOO)/ Alternate
2. Acknowledge notification	2.1 Notify the employee-borrower thru email of the endorsement made	None	40 minutes	DOT-HRD AAO/ Alternate
TOTAL		None	1 hour 30 minutes	



ENDORSEMENT 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	30 minutes	HRD Receiving/ Releasing Staff
	1.2 Prepare the proforma Acceptance/ Approval of Retirement and endorsement memorandum to the Secretary.	None	4 hours 15 minutes	HR Records Officer/Administrative Assistant V



	1.3 Initial the transmittal memorandum of the pro forma Acceptance/ Approval of Retirement.	None	1 hour	Chief, HRD
	1.4 Forwards to the concerned officials for initial/ endorsement .	None	30 minutes	HRD Receiving/ Releasing Staff
	1.5 Endorse to the Office of the Secretary.	None	1 day	Concerned Officials
TOTAL		None	1 day 6 hours 15 minutes	



PROCESSING PAG-IBIG LOAN APPLICATIONS

Human Resource procedure to facilitate 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		
1. PAG-IBIG Loan Application Form (1 Original Copy) 2. Latest copy of Payslip (1 original copy) 3. Copy of Employee's ID (1 photocopy)		1. Human Resource Division 2. Human Resource Division 3. Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	40 minutes	DOT-HRD Agency Authorized Officer (AOO)/ Alternate
	1.2 Sign and endorse the loan application form.	None	10 minutes	HRD Chief
2. Acknowledge notification from HRD	2.1 Submission of loan application of employee-borrower and notify employee-borrower	None	1 day	DOT-HRD AAO/ Alternate
TOTAL		None	1 day 50 minutes	



PROCESSING OF OBLIGATION REQUEST STATUS

Procedure for the processing of Obligation Request Status

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>	Project Officer
<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>	Project Officer



<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 <i>(1 original copy each except for 15.1)</i></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>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits through email requests for obligation of fund attached with supporting documents to budget.dot@gmail.com</p>	<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	20 minutes	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>		45 minutes	Budget Officer
	<p>3.1 Receives the evaluated request for Obligation of Funds</p> <p>3.2 Assigns ORS number</p> <p>3.3 Returns to Budget Officer for encoding in the monitoring status report</p> <p>3.4 Encodes in the Monitoring Status of Funds</p> <p>3.5 Encodes the Registry of Allotment and Obligation (RAO) and forwards to the Chief Budget Officer for final review</p>		2 hours 15 minutes	Administrative Assistant



	4.1 Receives, reviews and approves the ORS		2 hours	Chief Budget Officer
	5.1 Receives the signed ORS with supporting document and encodes in the monitoring system 5.2 Returns through email the signed ORS to Admin Assistant for release		1 hour	Budget Officer
	6.1 Receives the approved ORS and obtains 1 original copy of ORS for Budget Divisions' copy 6.2 Forwards through email the signed and approved ORS with supporting documents to Accounting Division or Project Officer		10 minutes	Administrative Assistant
TOTAL NO. OF TIME		6 hours 30 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/pr oposals 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	



RECEIVING AND 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	10 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	35 minutes	GSD Chief
2. Receives the supplies/materials /equipments	2. Releases/Issues the supplies/materials/equipment to requesting office.	None	10 minutes	Supply Officer
TOTAL		None	55 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	10 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	30 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	20 minutes	Admin Assistant/Admin Officer I
	1.4 Certify the veracity of true copies of officially numbered DOT issuances by affixing her signature.	None	30 minutes	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	10 minutes	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	10 minutes	Admin Assistant
TOTAL		None	1 hour and 50 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	40 minutes	Admin Assistant/Admin Officer I
	1.3 Certify the veracity of the retrieved document/record. Call the requesting employee that the certified copy of the officially numbered	None	20 minutes	Section Head



	issuance is ready for pick-up			
2. Receive the copy of the records requested.	2. Release the copy of the requested records to the requesting office / employee.	None	5 minutes	Admin Assistant
TOTAL		None	1 hour and 10 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	5 minutes	Senior Administrative Assistant



	<p>1.2 Checks/ reviews completeness and propriety of supporting documents</p> <p>Note: If documents are not in order, it shall be returned to the Project Officer for compliance</p> <p>1.3 Analyzes the request and reviews the computations; Prepares JEV</p>	None	3 days	Administrative Officer IV
	1.4 Conducts final evaluation of completeness of supporting documents; Signs the DV	None	3 days	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	30 minutes	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
	3.2 Signs LDDAP-ADA	None	1 hour	Chief Accountant
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	25 minutes	Administrative Aide
5.1 Acknowledge notification from DOT Cash Section of the payment made	5. Prepares and submits ACIC to the bank upon receipt of signed LDDAP-ADA and notifies the creditor of the payment made through bank account	None	1 hour	Cashier



	Note: Crediting of payment in the bank may take at least 24 hours and is not included in the processing time.			
TOTAL		None	6 days 5 hours 5 minutes	



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	5 minutes	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	2 hours 15 minutes	Administrative Assistant III
	1.3 Reviews documents and signs the application to purchase foreign exchange.	None	30 minutes	Chief Accountant
2. Office of the authorized signatories receives	2.1 Releases the signed Application to Purchase Foreign	None	15 minutes	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	30 minutes	Administrative Aide
TOTAL		None	4 hours 35 minutes	



REQUEST FOR MINOR REPAIRS

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	20 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	20 minutes	Electrician/ Maintenance personnel
	1.2 Approval of RMRS		40 minutes	GSD Chief
	1.3 Preparation of Purchase Request and purchase of spare parts	None	6 hours	Maintenance Personnel



	1.4 Undertake the necessary repairs on Office Furniture/ Equipment and Motor vehicle.	None	2 hours	Electrician/ Maintenance personnel
TOTAL		None	1 day 2 hours 20 minutes	



REQUEST FOR 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. Submits request form	1.2 Receive request and forward the request to the HR Records Officer for processing.	None	10 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	2 days and 4 hours	HR Records Officer/Administrative Assistant V
	1.4 Submit to the Division Chief for signing.	None	20 minutes	HR Records Officer/Administrative Assistant V
	1.5 Sign the Service Record and/or Certification of Employment.	None	20 minutes	Chief, HRD
	1.6 Release the document/s requested/ (delivers HR Personnel); or e-mail the signed requested	None	20 minutes	HR Records Officer/Releasing Staff (HRMA or Admin Aide)



	documents to clients			
TOTAL		None	2 days 5 hours 10 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	
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 or DOT-accredited institution
Negative Drug Test Result (Scanned Copy)	Government Accredited Drug Testing Laboratory
ADDITIONAL REQUIREMENTS FOR PERMANENT RESIDENT ALIEN	
Note: In addition to the requirements stated above, a permanent resident alien applicant shall submit the following:	
Alien Certificate of Registration (ACR I-Card)	Bureau of Immigration
Valid Permanent Resident Visa or Immigrant Visa / Retiree’s Visa	Bureau of Immigration Philippine Retirement Authority
Alien Employment Permit, if a Retiree’s Visa Holder	Department of Labor and Employment
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	DOT Regional Offices



documentary requirements can be substituted by a Sworn Statement of Undertaking	
• Negative Drug Test Result (Scanned Copy)	
ADDITIONAL REQUIREMENTS FOR PERMANENT RESIDENT ALIEN	
<i>Note: In addition to the requirements stated above, a permanent resident alien applicant shall submit the following:</i>	
Alien Certificate of Registration (ACR I-Card)	Bureau of Immigration
Valid Permanent Resident Visa or Immigrant Visa / Retiree's Visa	Bureau of Immigration Philippine Retirement Authority
Alien Employment Permit, if a Retiree's Visa Holder	Department of Labor and Employment
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)	<i>DOT or DOT Accredited Training Institutions</i>
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)



ADDITIONAL REQUIREMENTS FOR PERMANENT RESIDENT ALIEN	
<i>Note: In addition to the requirements stated above, a permanent resident alien applicant shall submit the following:</i>	
Alien Certificate of Registration (ACR I-Card)	Bureau of Immigration
Valid Permanent Resident Visa or Immigrant Visa / Retiree's Visa	Bureau of Immigration Philippine Retirement Authority
Alien Employment Permit, if a Retiree's Visa Holder	Department of Labor and Employment
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 filling 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
ADDITIONAL REQUIREMENTS FOR PERMANENT RESIDENT ALIEN	
<i>Note: In addition to the requirements stated above, a permanent resident alien applicant shall submit the following:</i>	
Alien Certificate of Registration (ACR I-Card)	Bureau of Immigration
Valid Permanent Resident Visa or Immigrant Visa / Retiree's Visa	Bureau of Immigration Philippine Retirement Authority
Alien Employment Permit, if a Retiree's Visa Holder	Department of Labor and Employment
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
ADDITIONAL REQUIREMENTS FOR PERMANENT RESIDENT ALIEN	
<i>Note: In addition to the requirements stated above, a permanent resident alien applicant shall submit the following:</i>	
Alien Certificate of Registration (ACR I-Card)	Bureau of Immigration
Valid Permanent Resident Visa or Immigrant Visa / Retiree's Visa	Bureau of Immigration Philippine Retirement Authority
Alien Employment Permit, if a Retiree's Visa Holder	Department of Labor and Employment
SPECIFIC REQUIREMENTS FOR MASTER COMMUNITY 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 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
ADDITIONAL REQUIREMENTS FOR PERMANENT RESIDENT ALIEN	
<i>Note: In addition to the requirements stated in Section 7, a permanent resident alien applicant shall submit the following:</i>	
Alien Certificate of Registration (ACR I-Card)	Bureau of Immigration
Valid Permanent Resident Visa or Immigrant Visa / Retiree's Visa	Bureau of Immigration Philippine Retirement Authority
Alien Employment Permit, if a Retiree's Visa Holder	Department of Labor and Employment
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 by 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)
Surfing Instructor's Training Certification Course or has any valid certification from any internationally qualified and recognized surfing certifying organization (Scanned Copy)	Academy of Surfing Instructors, International Surfing Association, or any internationally qualified and recognized surfing certifying organization
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
1. Fill out Online Application Form and upload scanned copies of documentary requirements. <i>Status of the Online Application will reflect as: "FOR EVALUATION"</i>	2.1 Evaluate the completeness and correctness of documents uploaded and the information provided in the online application form. 2.2 Submit documents for review of Division Chief. <i>Status of the Online Application will reflect as: "FOR REVIEW AND RECOMMENDATION FOR APPROVAL"</i> <i>*Note: For incomplete documents, the Accreditation Officer shall return the application with necessary remarks on the lacking requirements.</i>	NONE	5 hours	Accreditation Officer
	2.3 Review documents and forward to the Regional Director for approval. <i>Status of the Online Application will reflect as: "FOR APPROVAL"</i>	NONE	1 day	Division Chief



	<p>2.4 Approve application and tag as</p> <p><i>Status of the Online Application will reflect as:</i> “APPROVED/ DISAPPROVED”</p> <ul style="list-style-type: none"> Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant. 	NONE	1 day	Regional Director
	<p>2.5 Print Accreditation Certificate and ID, if any</p>	NONE	1 hour	Accreditation Officer
	<p>2.6 Sign Accreditation Certificate</p>		1 hour	Regional Director
	<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 minutes	Accreditation Officer
Total Processing Time :			3 Working Days	



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		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				
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)		
Sworn Statement of Undertaking (<i>All other documentary requirements for renewal applications can be substituted by an SoU by virtue of DOT MC 2022-001</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 Intent / Request for 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 and submit.</p> <p><i>Status of the Online Application will reflect as:</i> “FOR EVALUATION”</p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p><i>Status of the Online Application will reflect as: “FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</i></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>NONE</p>	<p>5 hours</p>	<p>Accreditation Officer</p>
<p>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</p> <p>*Note 2: Star Rating Applications shall be endorsed to the Office of Tourism Standards and Regulation.</p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p><i>Status of the Online Application will reflect as: “FOR INSPECTION”</i></p>	<p>NONE</p>	<p>15 days</p>	<p>Accreditation Officer</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>NONE</p>	<p>1 day</p>	<p>Accreditation Inspection team</p>



	3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment's authorized representative			
	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p><i>Status of the Online Application will reflect as: "FOR REVIEW AND RECOMMENDATION FOR APPROVAL"</i></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
	3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.	NONE	1 day	Division Chief



	<p><i>Status of the Online Application will reflect as: “FOR APPROVAL”</i></p> <ul style="list-style-type: none"> • Note: <i>If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</i> 			
	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p><i>Status of the Online Application will reflect as: “APPROVED/ DISAPPROVED”</i></p> <ul style="list-style-type: none"> • Note: <i>A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</i> 	NONE	1 day	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 release/pick-up.</p> <p>3.10 Tag the application as “CERTIFICATE RELEASED”</p>	NONE	<p>1 hour</p> <p>30 minutes</p> <p>1 hour</p> <p>30 minutes</p>	<p>Accreditation Officer</p> <p>Regional Director</p> <p>Accreditation Officer</p>



Total Processing Time:

20 Working Days

***Note 1 :** *The system will prompt the applicant to accomplish the Client Satisfaction and Feedback form through an e-mail notification.*

***Note 2:** *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 the applicant’s response time	Applicant



<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p><i>Status of the Online Application will reflect as: "FOR EVALUATION"</i></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p><i>Status of the Online Application will reflect as: "FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)"</i></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	NONE	5 hours	Accreditation Officer
<p>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged "without inspection", the application will proceed to Agency Action 3.5</p> <p>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p><i>Status of the Online Application will reflect as: "FOR INSPECTION"</i></p>	NONE	15 days	Accreditation Officer
<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</p>	NONE	1 day	Accreditation 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.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p><i>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</i></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),</p>	NONE	1 day	Accreditation Officer



	<p>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>Status of the Online Application will reflect as: "FOR APPROVAL"</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 day	Division Chief
	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: "APPROVED/ DISAPPROVED"</p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as "Certificate for Printing" If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 day	Regional Director



	3.7 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	3.8 Sign Accreditation Certificate		30 minutes	Regional Director
	3.9 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer
	3.10 Tag the application as “ CERTIFICATE RELEASED ”		30 minutes	
Total Processing Time:			20 Working Days	
<i>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i>				
<i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i>				



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 Training 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 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required Status of the Online Application will reflect as: “ FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION) ”	NONE	5 hours	Accreditation Officer



	Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.			
*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5 *Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.				
	2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc). <i>Status of the Online Application will reflect as: “FOR INSPECTION”.</i>	NONE	15 days	Accreditation Officer
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	Accreditation Inspection Team
	3.3 Prepare and upload finalized	NONE	1 day	Accreditation Officer



	<p>inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p><i>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</i></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>	NONE	1 day	Division Chief



	<p>Status of the Online Application will reflect as: “FOR APPROVAL”</p> <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/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: “APPROVED/ DISAPPROVED”</p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 day	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</p>	NONE	<p>1 hour</p> <p>30 minutes</p> <p>1 hour</p> <p>30 minutes</p>	<p>Accreditation Officer</p> <p>Regional Director</p> <p>Accreditation Officer</p>



	“CERTIFICATE RELEASED”			
TOTAL PROCESSING TIME:		20 Working Days		
Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.				
*Note 2: 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
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 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p><i>Status of the Online Application will reflect as: "FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)"</i></p>	NONE	5 hours	Accreditation Officer



	Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.			
<p>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</p> <p>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p><i>Status of the Online Application will reflect as: “FOR INSPECTION”</i></p>	NONE	15 days	Accreditation Officer
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	Accreditation Inspection Team
	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief</p>	NONE	1 day	Accreditation Officer



	<p>for review and approval.</p> <p><i>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</i></p> <p><i>*Note: When certain deficiency/ies are found during the inspection, a Letter of Non-Compliance shall be issued to the Tourism Enterprise, with 1month compliance period.</i></p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p><i>Status of the Online Application will reflect as: “FOR APPROVAL”</i></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 day	Division Chief
	<p>3.6 Approve/ Disapprove the application for accreditation.</p>	NONE	1 day	Regional Director



	<p><i>Status of the Online Application will reflect as: “APPROVED/ DISAPPROVED”</i></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant..</p>			
	<p>3.7 Print Accreditation Certificate</p> <p>3.8 Sign Accreditation Certificate and/or ID</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>1 hour</p> <p>30 minutes</p>	<p>Accreditation Officer</p> <p>Regional Director</p> <p>Accreditation Officer</p> <p>Accreditation Officer</p>
TOTAL PROCESSING TIME			20 Working Days	
<p>*Note 1: An electronic copy of the certificate may be secured from the Online Accreditation System.</p> <p>*Note 2 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through a notification.</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)
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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 and submit. <i>Status of the Online Application will reflect as: "FOR EVALUATION"</i>	2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required <i>Status of the Online Application will reflect as: "FOR IDENTIFICATION (WITH OR</i>	NONE	5 hours	Accreditation Officer



	<i>WITHOUT INSPECTION)</i> <i>Note:</i> For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.			
<i>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</i> <i>*Note 2:</i> For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.				
	2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc). <i>Status of the Online Application will reflect as: “FOR INSPECTION”</i>		15 days	Accreditation Officer
3.Prepare for inspection and wait for the inspection team	3.1 Conduct physical inspection of the tourism facilities and services 3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment’s authorized representative.	NONE	1 day	Accreditation Inspection Team
	3.3 Prepare and upload finalized inspection report and submit. 3.4 Forward inspection report to the Division Chief for review and approval. <i>Status of the Online Application will</i>	NONE	1 day	Accreditation Officer



	<p>reflect as: “FOR REVIEW AND RECOMMENDATION FOR 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>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p><i>Status of the Online Application will</i></p>	NONE	1 day	Division Chief



	<p>reflect as: “FOR APPROVAL”</p> <ul style="list-style-type: none"> Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection. 			
	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p><i>Status of the Online Application will reflect as:</i> “APPROVED/ DISAPPROVED”</p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing”</p> <p><i>If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</i></p>	NONE	1 day	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>	NONE	<p>1 hour</p> <p>30 minutes</p> <p>1 hour</p>	<p>Accreditation Officer</p> <p>Regional Director</p> <p>Accreditation Officer</p>



	3.10 Tag the application as “ CERTIFICATE RELEASED ”		30 minutes	
TOTAL PROCESSING TIME:			20 Working Days	
<i>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i>				
<i>*Note 2: 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 P1,000,000.00 (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 and submit. <i>Status of the Online Application will reflect as: "FOR EVALUATION"</i>	2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if	NONE	5 hours	Accreditation Officer



	<p>inspection is required</p> <p><i>Status of the Online Application will reflect as: “FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</i></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>			
<p>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</p> <p>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p><i>Status of the Online Application will reflect as: “FOR INSPECTION”</i></p>	NONE	15 days	Accreditation Officer
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</p>	NONE	1 day	Accreditation Inspection team



	establishment's authorized representative			
	<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: 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>	NONE	1 day	Accreditation Officer
	3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.	NONE	1 day	Division Chief



	<p><i>Status of the Online Application will reflect as: “FOR APPROVAL”</i></p> <ul style="list-style-type: none"> • Note: <i>If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</i> 			
	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p><i>Status of the Online Application will reflect as: “APPROVED/ DISAPPROVED”</i></p> <p>Note: <i>A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</i></p>	NONE	1 day	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 pick-up.</p> <p>3.10 Tag the application as “CERTIFICATE RELEASED”</p>		<p>1 hour</p> <p>30 minutes</p>	<p>Accreditation Officer</p>
TOTAL PROCESSING TIME			20 Working days	
<p>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</p> <p>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</p>				



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
<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p><i>Status of the Online Application will reflect as: "FOR EVALUATION"</i></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p><i>Status of the Online Application will reflect as: "FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)"</i></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	NONE	5 hours	Accreditation Officer
<p>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged "without inspection", the application will proceed to Agency Action 3.5</p> <p>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>				



	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p><i>Status of the Online Application will reflect as: “FOR INSPECTION”</i></p>	NONE	15 days	Accreditation Officer
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.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p><i>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</i></p>	NONE	1 day	Accreditation Officer



	<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>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as: “FOR APPROVAL”</p> <ul style="list-style-type: none"> • Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection. 	NONE	1 day	Division Chief



	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p><i>Status of the Online Application will reflect as:</i> “APPROVED/ DISAPPROVED”</p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 day	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>1 hour</p> <p>30 minutes</p>	<p>Accreditation Officer</p> <p>Regional Director</p>
TOTAL PROCESSING TIME			20 Working Days	
<p>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</p> <p>*Note 2: 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 (by virtue of DOT MC 2022-001, acceptance of applications for Premium Accreditation is suspended)		
Any of the following Certificate of Recognition (Scanned Copy): <ul style="list-style-type: none"> • 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 and submit. Status of the Online Application will reflect as: “FOR EVALUATION”		2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required	NONE	5 hours	Accreditation Officer



	<p><i>Status of the Online Application will reflect as: “FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</i></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>			
<p>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</p> <p>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p><i>Status of the Online Application will reflect as: “FOR INSPECTION”</i></p>	NONE	15 days	Accreditation Officer
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.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p><i>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</i></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,	NONE	1 day	Division Chief



	<p>recommended classification, and application to the Regional Director.</p> <p><i>Status of the Online Application will reflect as: “FOR APPROVAL”</i></p> <ul style="list-style-type: none"> • Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection. 			
	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p><i>Status of the Online Application will reflect as: “APPROVED/ DISAPPROVED”</i></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 day	Regional Director



	3.7 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	3.8 Sign Accreditation Certificate		30 minutes	Regional Director
	3.9 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer
	3.10 Tag the application as “ CERTIFICATE RELEASED ”		30 minutes	
TOTAL PROCESSING TIME			20 Working Days	
<i>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i>				
<i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i>				



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 and submit. <i>Status of the Online Application will reflect as: "FOR EVALUATION"</i>	2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required <i>Status of the Online Application will reflect as: "FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)"</i>	NONE	5 hours	Accreditation Officer
<p>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged "without inspection", the application will proceed to Agency Action 3.5</p> <p>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>				
	2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc). <i>Status of the Online Application will reflect as: "FOR INSPECTION"</i>	NONE	15 days	Accreditation Officer
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.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p><i>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</i></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</p>	NONE	1 day	Accreditation Officer/Inspector



	<p>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>Status of the Online Application will reflect as: "FOR APPROVAL"</p> <ul style="list-style-type: none"> Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection. 	NONE	1 day	Division Chief
	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: "APPROVED/ DISAPPROVED"</p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as "Certificate for Printing" If disapproved, a system-generated Disapproval Letter will be sent to the applicant..</p>	NONE	1 day	Regional Director



	3.7 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	3.8 Sign Accreditation Certificate		30 minutes	Regional Director
	3.9 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer
	3.10 Tag the application as “CERTIFICATE RELEASED”		30 minutes	
TOTAL PROCESSING TIME:			20 Working Days	
<i>*Note 1 :</i> The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.				
<i>*Note 2:</i> Processing time shall only start upon receipt of complete and correct documents.				



ACCREDITATION OF SURF 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			
Who may avail:	TOURISM ENTERPRISES – Surf Camps			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Online Application Form		accrreditation.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		
Valid Comprehensive General Liability Insurance Policy (minimum amount of coverage of P 500,000.00) (Scanned Copy)		Department of Health		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Create an account online via the DOT Accreditation Portal (accrreditation.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 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required <i>Status of the Online Application will reflect as: "FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)"</i>	NONE	5 hours	Accreditation Officer



***Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5**

***Note 2:** For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.

	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p><i>Status of the Online Application will reflect as: “FOR INSPECTION”</i></p>	NONE	15 days	Accreditation Officer
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	Accreditation Inspection Team
	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p><i>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</i></p>	NONE	1 day	Accreditation Officer



	<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>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as: “FOR APPROVAL”</p> <ul style="list-style-type: none"> Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection. 	NONE	1 day	Division Chief



	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p><i>Status of the Online Application will reflect as:</i> “APPROVED/ DISAPPROVED”</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 day	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 release/pick-up.</p> <p>3.10 Tag the application as “CERTIFICATE RELEASED”</p>	NONE	<p>1 hour</p> <p>30 minutes</p> <p>1 hour</p> <p>30 minutes</p>	<p>Accreditation Officer</p> <p>Regional Director</p> <p>Accreditation Officer</p>
TOTAL PROCESSING TIME			20 Working Days	
<p>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</p> <p>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</p>				



	(RO) or to another government agency (if respondent is not accredited).			
	The Notice to Explain shall state the: 1. Acts complained of/ nature of violation 2. Specific rules and regulations violated 3. Imposable penalty for violation if proven liable			
	1.4 Review of Notice to Explain or Endorsement Letter		1 day	Division Chief
	1.5 Approval of Notice to Explain		1 day	Regional Director
	1.6 Issuance of Notice to Explain (NTE) to the respondent or Endorsement Letter. <i>Note: Period within which to submit explanation, which shall not be more than 3 calendar days from receipt of the NTE.</i>	NONE	4 hrs	Accreditation Officer
	1.7 Receive and evaluate respondent's Answer/ Explanation and furnish a copy to the complainant via formal notice.	NONE	2 days	Accreditation Officer
2. Filing of reply to the respondent's answer/explanation <i>Note: a reply must be submitted within 5 calendar days within receipt of the respondent's answer/explanation</i>	2.1 Receive and evaluate respondent's Reply	NONE	1 day	
	2.2 Conduct investigation through evaluation of all documents submitted and attached to Complaint, Explanation and Reply.		3 days	
	As deemed necessary, spot checks, incognito visits, interview, research etc. may also be conducted to verify the veracity of the claims presented.		1 day	



	<p>2.3 Preparation Investigation Report, Summary Resolution/Endorsment</p> <p>2.4 Review of Investigation Report</p> <p>2.5 Approval of investigation Report</p> <p>2.6 Issuance of Summary Resolution/Submission of Recommendation to the Office of Tourism Standards and Regulation for Decision</p> <p>The Regional Director may resolve disposition of the following complaints by issuance of a Summary Resolution:</p> <ul style="list-style-type: none">1. Acts complained of does not involve standards of facilities and services2. Acts complained of is NOT a violation of DOT rules and regulations3. Claims for refund or other money claims. If the parties fail to settle amicably	NONE	<p>1 day</p> <p>1 day</p> <p>4 hrs</p>	
Note: Summary Resolution is final and executory				
	<p>2.7 Receipt and Evaluation of Recommendation and Investigation Report</p> <p>2.8 Preparation of Decision</p> <p>2.9 Review of Draft Decision and submission to the OTSR Director</p> <p>2.10 Recommend approval of Decision</p> <p>2.11 Approval of Decision</p> <p>Note: If either or both of the parties are not amenable to the Resolution/Decision approved</p>		<p>4 hrs</p> <p>3 days</p> <p>1 day</p> <p>1 day</p> <p>1 day</p>	<p>SMED Officer</p> <p>SMED Complaints Unit Head</p> <p>OTSR Director</p> <p>Undersecretary, TRCRG</p>



	<i>by TRCRG, an Appeal may be filed by either party to the Office of the Secretary within 15 calendar days from receipt of the Decision , otherwise it shall be final and executory.</i>			
Total Processing Time:		20 Working Days		



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 (DOT) – Central Office	The New DOT Building, 351 Senator Gil Puyat Avenue, Brgy. Bel Air, Makati City	(02) 8459- 5200	osec@tourism.gov.ph
DOT – NCR	The New DOT Building, 351 Senator Gil Puyat Avenue, Brgy. Bel Air, Makati City	(02) 8459- 5200	dotncr2@tourism.gov.ph
DOT – CAR	Baguio Tourism Complex Barangay Military Cut-Off , Governor Pack Road, Baguio City, 2600	(074) 442- 7014; 442- 8848; 309- 8204	dotcar@tourism.gov.ph
DOT – Region 1	2nd Floor, Nisce Business Center Building, Quezon Avenue, Barangay Catbangan, City of San Fernando, La Union. 2500	(072) 888- 2098	dot1@tourism.gov.ph
DOT – Region 2	#2 Dalan na Pavvurulun Regional Government Center, Barangay Carig Sur, Tuguegarao City 3500	(078) 304- 1503; 304- 1499; 376- 9563	dot2@tourism.gov.ph
DOT – Region 3	Ground Floor, Clark Center Two-2, Jose Abad Santos Avenue, Berthaphil II, Clark Freeport Zone, Pampanga 2010	(045) 499- 0497	dot3@tourism.gov.ph
DOT – Region 4A	G/F Dencris Business Center, Halang, National Hwy., Calamba City, Laguna	(049) 539- 2170	dot4a@tourism.gov.ph
DOT – Region 4B	The New DOT Building, 351 Senator Gil Puyat Avenue, Brgy. Bel Air, Makati City	(02) 8459- 5200	dot4b@tourism.gov.ph
DOT – Region 5	Regional Center Site, Rawis 4500 Legazpi City	09171523254; 09173277200	bicol.dot@gmail.com
DOT – Region 6	Ground Floor, Casa Real de Iloilo (Old Provincial Capitol), Barangay Danao, Iloilo City	(033) 500- 0004	dot6@tourism.gov.ph
DOT – Region 7	Ground Floor LDM Building, Legaspi Street, Barangay San Roque (Ciudad), Cebu City, Cebu	(032) 412- 1967; 254- 2711	dot7@tourism.gov.ph



DOT – Region 8	Brgy. 25 Kanhuraw Hill, Magsaysay Blvd., Tacloban City, Leyte, Philippines 6500	09988889715; 09153705501	dot8@tourism.gov.ph
DOT – Region 9	GF Samboangan Bayanihan Cooperative Building, Gen. Vicente Alvarez Street, corner Claveria Street, Barangay Zone IV Zamboanga City, 7000	(062) 993- 0030	dot9@tourism.gov.ph
DOT – Region 10	Rosario Crescent St., Brgy. 31, Limketkai Center, Cagayan de Oro City, 9000	(088) 856- 4048	dot10@tourism.gov.ph
DOT – Region 11	Unit 1 to 5, Ground Floor COPE Development Corporation Brgy 34-D , C.M Recto St., Davao City 8000	(082) 221- 0070; 237- 9275	dot11@tourism.gov.ph
DOT – Region 12	Ground Floor Sanle Building, Benigno Aquino cor. Lapu-Lapu Street, Zone III, Koronadal	(083) 228- 8667	dot12@tourism.gov.ph
DOT – Region 13	VPH Building, 2 T. Calo Ext, Brgy. Limaha, Butuan City, 8600	(085) 815- 6040	dot13@tourism.gov.ph