



DEPARTMENT OF TOURISM

**CITIZEN'S CHARTER
2025 (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, and 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



1. 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, Procurement Division and/or Accounting Division.

Office or Division:	Cash Section – General Service Division			
Classification:	Simple Transaction			
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, OPD, OMD		
Acknowledgement Receipt for Direct Payments (ARDP) (3 original copies and type)		PMD, OPD, OMD, TRCRG		
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
1. Proceeds to DOT Cash Section for payment or pay through direct deposit/payment	1.1 Validates the Order of Payment (OP) and receives Acknowledgement Receipt for Direct Payments (ARDP)	None	4 minutes	<i>Cashier I / Cashier II / Cashier III, Cash Section</i>
2. Pays the required amount by cash/check or through Bank	2.1 Receives and counts/validates the cash/check payment in front of the client or check pass book if through Bank	None	8 minutes	<i>Cashier I / Cashier II / Cashier III, Cash Section</i>
3. Receives the Official Receipt or Acknowledgement Receipt for Direct Payments (ARDP)	3.1 Issues Official Receipt or Validates the Acknowledgement	None	4 minutes	<i>Cashier I / Cashier II / Cashier III, Cash Section</i>



	Receipt for Direct Payments (ARDP)			
Total processing time		None	16 minutes	



2. 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 (SIRV).

Office or Division:	Project and Investment Evaluation Division (PIED)	
Classification:	Complex Transaction	
Type of Transaction:	G2C (Government to Client)	
Who may avail:	Qualified Foreign Nationals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS		
Duly Accomplished and Notarized Application Form (DOT-PIED Form 003) (3 original copies)	Project and Investment Evaluation Division	
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.) (3 original copies)	Bank	
Bangko Sentral Registration Document of Inward Foreign Direct (1 original copy, 2 certified true copy)	Bangko Sentral ng Pilipinas	
Photocopy of the biographical page of Applicant's Passport (3 photocopies)	Proponent	
<i>Additional Requirement for Applicant's dependent/s</i>		
Photocopy of the biographical page of passport of the Applicant's legal spouse and qualified dependent/s, if any (3 photocopies)	Proponent	
Copy of Marriage Certificate/Contract of the applicant and spouse authenticated by the Philippine Embassy/Consulate (1 original and 2 photocopies)	Proponent	
Copy of Birth Certificate / Family/ Household registry of the applicant, his spouse and dependent children joining him/her to the Philippines authenticated by the Philippine Embassy/Consulate (1 original and 2 certified true copies)	Proponent	
<i>Additional requirements for Applicants applying outside the Philippines OR Applicants residing in the Philippines holding 9(a), 9(b), 9(c) visa</i>		



Police clearance duly authenticated by the Philippines Embassy or Consulate (1 original copy, 2 certified true copies or 1 scanned copy)		Police Station (investor's country or place of residence)		
Mental Health Certificate (1 original copy, 2 certified true copies or 1 scanned copy)		Competent Mental Health Institution in the Investor's country of place or 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, 2 certified true copies or 1 scanned copy)		Competent Medical Institution in the Investor's country or place of residence		
Additional requirements for Applicants residing in the Philippines holding 9(d), 9(f), 9(g), Sec 13, Sec 13(A), Sec 13(G), Sec 13(E) or 47(a) (2) visa				
NBI Clearance (1 original copy, 3 certified true copies or 1 scanned copy)		National Bureau of Investigation (NBI) Office		
Bureau of Immigration Clearance Certification (1 original copy, 3 certified true copies or 1 scanned copy)		Bureau of Immigration Office		
Medical Health Certificate from duly authorized physician noting that Applicant is not afflicted with AIDS or any loathsome, dangerous or contagious disease (inclusive of AIDS Test Result) (1 original copy, 3 certified true copies or 1 scanned copy)		Any competent Medical Institution licensed/accredited by the Philippine Department of Health		
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)		Department of Health - Bureau of Quarantine		
Mental Health Certificate (1 original copy, 3 certified true copies or 1 scanned copy)		Any competent Mental Health Institution licensed/accredited by the Philippine Department of Health		
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	1.1 Acknowledge receipt of the complete documents	None	10 minutes	Investment Officer PIED



Officer or thru email.				
	<p>1.2 Evaluate the completeness and correctness of the documents received</p> <p>Note: <i>For incomplete documents, the Investment officer shall return the application with necessary remarks on the lacking requirements</i></p>	None	20 minutes	<i>Investment Officer PIED</i>
	1.3 Validate total amount of investment and type of investment.	None	4 hours	<i>Investment Officer PIED</i>
	1.4 Prepare transmittal memorandum to the Office of the Undersecretary for TRCRG, Endorsement Letter to Bureau of Immigration, Letter Request for BSP Certification, and Letter to the Proponent	None	4 hours	<i>Investment Officer PIED</i>
	1.5 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 TDRG Assistant Secretary	None	5 hours	<i>Division Chief PIED</i>



	1.6 Recommend the approval of the Application for Endorsement to the Undersecretary-TRCRG.	None	1 day	<i>Assistant Secretary TDRG</i>
	1.7 Approve the application by signing the Endorsement Letter to the Bureau of Immigration	None	2 days	<i>Undersecretary TRCRG</i>
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. Note: Release of Signed Endorsement to the Proponent shall be subject to the presentation of a valid ID/ passport of the applicant, or submission of an authorization letter with valid ID, for representatives claiming on behalf of the applicant.	None	30 minutes	<i>Investment Officer PIED</i>
TOTAL PROCESSING TIME		None	4 days and 6 hours	



3. ENDORSEMENT FOR THE CANCELLATION OR DOWNGRADING OF SPECIAL INVESTOR'S RESIDENT VISA (SIRV)

Procedure for the endorsement of cancellation or downgrading of Visa of SIRV holders to the Bureau of Immigration.

Office or Division:	Project and Investment Evaluation Division (PIED)			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	EO 63 SIRV Holders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Notarized letter request for the cancellation or downgrading of the SIRV duly signed by the SIRV holder			Proponent	
Photocopy of the biographical page of SIRV Holder's Passport (2 photocopies)			Proponent	
Photocopy of the SIRV			Proponent	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notarized letter request to PIED's Investment Officer or thru email. (invest@tourism.gov.ph)	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	15 minutes	<i>Investment Officer PIED</i>
	1.2 Prepare the Letter of Endorsement to the Bureau of Immigration and	None	2 hours	<i>Investment Officer PIED</i>



	Transmittal Memorandum			
	1.3 Review Letter of Endorsement and affix initial to the transmittal memorandum	None	4 hours	<i>Division Chief PIED</i>
	1.4 Approve the request by signing the Endorsement Letter to the Bureau of Immigration	None	2 days	<i>Assistant Secretary TDRG</i>
	1.5 Affix seal and release the endorsement to the proponent Note: <i>Releasing of Signed Certification to the Proponent shall be subject to the presentation of valid ID/ passport of the applicant, or submission of authorization letter with valid ID, for representatives claiming on behalf of the applicant.</i>	None	15 minutes	<i>Investment Officer PIED</i>
2. Receive the soft copy of the signed endorsement as an	2.1 Affix seal and release to the proponent the soft copy of the	None	30 minutes	<i>Investment Officer PIED</i>



advance copy	signed endorsement			
TOTAL PROCESSING TIME		None	2 days and 7 hours	



4. ENDORSEMENT OF TOURISM DEVELOPMENT PROJECTS TO THE BOARD OF INVESTMENTS (BOI) OR PHILIPPINE ECONOMIC ZONE AUTHORITY (PEZA)

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 (PIED)	
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 PIED Form 001 (1 notarized copy or 1 scanned copy)		Project and Investment Evaluation Division (PIED)
<p>For Corporation/Partnership/Association and Other Entities:</p> <p>Articles of Incorporation/Partnership (amended copy, if applicable) (1 certified true copy or 1 scanned copy)</p> <p>Notarized Board Resolution authorizing the following:</p> <p>Authority to sign the application (1 original copy or 1 scanned copy)</p> <p>Authority to transact business with the Department (1 original copy or 1 scanned copy)</p> <p>Authority to file the application (1 original copy or 1 scanned copy)</p>		<p>Securities and Exchange Commission (SEC) / Department of Trade and Industry (DTI)</p> <p>Proponent</p>
<p>For Single/Sole Proprietorship:</p> <p>Notarized authorization letter from the owner authorizing the following:</p>		Proponent



<p>Authority to transact business with the Department (1 original copy or 1 scanned copy)</p> <p>Authority to file the application (1 original copy or 1 scanned copy)</p> <p>Certificate of Registration (BTCPCR) issued by DTI. (1 certified true copy or 1 scanned copy)</p>	<p>Department of Trade and Industry</p>
<p>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)</p>	<p>City Hall/ Municipal Office/ Department of Environment and Natural Resources</p>
<p>Project Description Outline (1 original copy or 1 scanned copy)</p>	<p>Proponent</p>
<p>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)</p>	<p>Proponent</p>
<p><i>Specific Requirements for any type of development/activity</i></p>	
<p>Vicinity/Location Map & Site Development Plan (1 photocopy or 1 scanned copy)</p>	<p>Proponent</p>
<p>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)</p>	<p>Proponent</p>



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) <i>In the absence of the title/s to the property/ies, submit Affidavit of Ownership</i>		Bureau of Land/Registrar's Office		
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. (invest@tourism.gov.ph)	1.1 Evaluate the completeness and correctness of the documents received	None	35 minutes	Investment Officer PIED
	1.2 Acknowledge receipt of complete and correct documents. Note: If incomplete or incorrect documents, return the application to the proponent with necessary remarks on the lacking requirements.	None	10 minutes	Investment Officer PIED



	1.3 Prepare Letter of Endorsement to BOI or PEZA, Letter to the Proponent and Memorandum for TRCRG-Undersecretary	None	1 day	<i>Investment Officer</i> PIED
	1.4 Review Letter of Endorsement to BOI or PEZA, Letter to the Proponent and Memorandum for TRCRG-Undersecretary	None	4 hours	<i>Division Chief</i> PIED
	1.5 Recommend the approval of Endorsement to BOI/PEZA to the TRCRG-Assistant Secretary	None	1 day	<i>Assistant Secretary</i> TDRG
	1.6 Approve the application by signing the Endorsement Letter to BOI / PEZA.	None	2 days	<i>Undersecretary</i> TRCRG



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	<i>Investment Officer</i> PIED
TOTAL PROCESSING TIME		None	4 days, 5 hours, and 5 minutes	



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

Procedure for the endorsement of DOT-accredited Tour Operators handling Chinese tour groups to the Department of Foreign Affairs (DFA) for the availment Group Tour Visa Processing.

Office or Division:	Project and Investment Evaluation Division (PIED)			
Classification:	Complex Transaction			
Type of Transaction:	G2C (Government to Client) G2B (Government to Business Entity)			
Who may avail:	DOT-accredited Tour Operators handling Chinese tour groups			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Signed and Sealed Cooperation Agreement with a MoCT accredited Travel Agency valid for not more than three (3) years with Embassy Authentication and/or with Consulate Apostille (2 original copies)			Proponent	
Notarized Affidavit of Guarantee addressed to the Undersecretary of DOT-Tourism Regulation, Coordination and Resource Generation (2 original copies)			Proponent	
Letter of Guarantee addressed to the concerned Philippine Consulate General (2 original copies)			Proponent	
Valid Accreditation Certificate (2 photocopies)			Proponent	
Additional Requirement for Renewal				
Latest Letter of Endorsement issued (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	7 minutes	<i>Investment Officer</i> PIED
	1.2 Issue acknowledgment receipt	None	3 minutes	<i>Investment Officer</i> PIED



	to the applicant <i>If incomplete and/or incorrect requirement, return application for compliance</i>			
	1.3 Verify accreditation validity and prepare Letter of Endorsement to DFA and Memorandum for the TRCRG Undersecretary	None	3 hours	<i>Investment Officer</i> PIED
	1.4 Encoding of Application to the Tour Operators' database	None	1 hour	<i>Investment Officer</i> PIED
	1.5 Review and affix initials on the Transmittal Memorandum	None	5 hours	<i>Division Chief</i> PIED
	1.6 Review and endorse approval of the endorsement to DFA by affixing initials on the Endorsement Letter	None	1 day	<i>Assistant Secretary</i> TDRG
	1.7 Approve by signing the Letter of	None	2 days	<i>Undersecretary</i> TRCRG



	Endorsement to DFA			
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	30 minutes	<i>Investment Officer</i> PIED
TOTAL PROCESSING TIME		None	4 days, 1 hour, and 40 minutes	



6. REFERRAL OF TOURISM DEVELOPMENT PROJECTS TO THE INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

Procedure for agency referral of tourism development projects to TIEZA for business registration and availment of fiscal incentives

Office or Division:	Project and Investment Evaluation Division (PIED)	
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 from TIEZA	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS		
DOT PIED Form 005 (1 notarized copy or 1 scanned copy)	Project and Investment Evaluation Division	
For Corporation/Partnership/Association and Other Entities:		
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	
Notarized Board Resolution authorizing the following:	Proponent	
Authority to sign the application (1 original copy or 1 scanned copy)		
Authority to transact business with the Department (1 original copy or 1 scanned copy)		
Authority to file the application (1 original copy or 1 scanned copy)		



<p>For Single/Sole Proprietorship:</p> <p>Notarized authorization letter from the owner authorizing the following:</p> <p>Authority to transact business with the Department (1 original copy or 1 scanned copy)</p> <p>Authority to file the application (1 original copy or 1 scanned copy)</p> <p>Certificate of Registration (BTCPCR) issued by DTI. (1 certified true copy or 1 scanned copy)</p>	<p>Proponent</p> <p>Department of Trade and Industry</p>
<p>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)</p>	<p>City Hall/ Municipal Office/ Department of Environment and Natural Resources</p>
<p>Project Description Outline (1 original copy or 1 scanned copy)</p>	<p>Proponent</p>
<p>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)</p>	<p>Proponent</p>
<p>Specific Requirements for any type of development/activity</p>	
<p>Vicinity/Location Map & Site Development Plan (1 photocopy or 1 scanned copy)</p>	<p>Proponent</p>
<p>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)</p>	<p>Proponent</p>



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) <i>In the absence of the title/s to the property/ies, submit Affidavit of Ownership</i>		Bureau of Land/Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the DOT PIED Form 005 and all the Documentary Requirements thru Investment officer or email.	1.1 Evaluate the completeness and correctness of the documents received	None	35 minutes	Investment Officer PIED
	1.2 Acknowledge receipt of complete and correct documents. Note: If incomplete or incorrect documents, return the application to the proponent with necessary remarks on the lacking requirements.	None	10 minutes	Investment Officer PIED
	1.3 Prepare Referral Letter to TIEZA and Letter to the Proponent	None	1 day	Investment Officer PIED



	1.4 Review Referral Letter to TIEZA and Letter to the Proponent	None	4 hours	<i>Division Chief</i> PIED
	1.5 Approve the Referral Letter to TIEZA, and Letter to the Proponent	None	2 days	<i>Assistant Secretary</i> TDRG
2. Receive the scanned copy of the signed Referral Letter as advance copy	2.1 Affix seal on the signed Referral Letter to TIEZA and Letter to the Proponent Note: A Scanned copy of the Referral Letter shall be sent to TIEZA by DOT thru email.	None	30 minutes	<i>Investment Officer</i> PIED
TOTAL PROCESSING TIME		None	3 days, 5 hours, and 5 minutes	



7. INTERNSHIP APPLICATION (ONLINE APPLICANTS)

Application for Student Internship Training for Online Applicants.

Office or Division:	Training and Development Division (TDD)			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Clients)			
Who may avail:	Student Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume (1 original copy)		Student Applicant		
Endorsement Letter from the Academic Institution (1 original)		Dean/Practicum Coordinator		
Notarized 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		
Medical Certificate (Fit to work)		Training and Development Division		
Evaluation Form (1 scanned/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 receipt and provide a checklist of documentary requirements.	None	10 minutes	<i>Administrative Assistant II / Administrative Officer IV / Administrative Officer V TDD</i>
	1.2 Screen and check all 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	30 minutes	<i>Administrative Officer IV / Administrative Officer V TDD</i>



2. Acknowledge receipt and provide confirmation to the TDD	2.1 Set a schedule for an interview and notify the applicant thru e-mail, text message, or thru other communication platforms	None	30 minutes	<i>Administrative Officer IV / Administrative Officer V TDD</i>
3. Attend the virtual interview conducted by TDD	3.1 Conduct virtual interview	None	15 minutes	<i>Administrative Officer IV / Administrative Officer V TDD</i>
	3.2 Assess the result of the interview based on the requirements of the requesting office	None	40 minutes	<i>Administrative Officer IV / Administrative Officer V TDD</i>
4. Acknowledge receipt and provide confirmation to the TDD	4.1 Notify the applicant of the result of the interview. If the applicant passes the interview, the TDD shall inform her/him of the schedule of pre-deployment orientation.	None	25 minutes	<i>Administrative Officer IV / Administrative Officer V TDD</i>
	4.2 Approve the endorsement memorandum	None	25 minutes	<i>Chief Administrative Officer TDD</i>
5. Attend the pre-deployment orientation online	5.1 Conduct pre-deployment orientation online according to schedule.	None	1 hour and 30 minutes	<i>Administrative Officer IV / Administrative Officer V TDD</i>
	5.2 Release the signed endorsement letter to the requesting office and inform	None	18 minutes	<i>Administrative Officer IV / Administrative Officer V TDD</i>



	the applicant about the commencement of the internship			
TOTAL PROCESSING TIME		None	4 hours and 43 minutes	



8. INTERNSHIP APPLICATION (WALK-IN APPLICANTS)

Application for Student Internship Training for Walk-in Applicants

Office or Division:	Training and Development Division (TDD)			
Simple	Simple Transaction			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	Student Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume (1 original copy)		Student applicant		
Endorsement Letter from the Academic Institution (1 original)		Dean/Practicum Coordinator		
Notarized Parent's Consent /Waiver (1 copy)		Parent/Guardian or Practicum Coordinator		
Memorandum of Agreement (4 sets original copy)		Training and Development Division		
Medical Certificate (fit to work)(1 photocopy)		Medical Laboratory or Academic Institution's Clinic		
2x2 ID Picture (2 pcs)		Student Applicant		
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 Receive the submitted documents.	None	10 minutes	<i>Administrative Assistant II / Administrative Officer IV / Administrative Officer V TDD</i>
	1.2 Screen and review the documents submitted. <i>Note: Incomplete requirements shall not be accepted and returned to the applicant for completion.</i>	None	22 minutes	<i>Administrative Officer IV / Administrative Officer V TDD</i>
1.2 Acknowledge receipt and provide confirmation to the TDD	1.3 Set a schedule for an interview and notify the applicant	None	40 minutes	<i>Administrative Officer IV / Administrative Officer V TDD</i>



2. Attend the scheduled interview.	2.1 Conduct an interview.	None	30 minutes	<i>Administrative Officer IV / Administrative Officer V</i> TDD
	2.2 Evaluate the applicant based on the result of the interview	None	40 minutes	<i>Administrative Officer IV / Administrative Officer V</i> TDD
	2.3 Notify the applicant of the result of the interview. If the applicant passes the interview, the TDD shall inform him/her the applicant of the schedule of pre-deployment orientation.	None	25 minutes	<i>Administrative Officer IV / Administrative Officer V</i> TDD
	2.4 Approve the endorsement memorandum	None	25 minutes	<i>Chief Administrative Officer</i> TDD
3. Attend the pre-deployment orientation	3.1 Conduct pre-deployment orientation.	None	2 hours and 30 minutes	<i>Administrative Officer IV / Administrative Officer V</i> TDD
	3.2 Endorse the student intern to an office he/she is to be assigned. An endorsement memo will be issued to the office concerned.	None	18 minutes	<i>Administrative Assistant II / Administrative Officer IV / Administrative Officer V</i> TDD
TOTAL PROCESSING TIME		None	6 hours	



9. ISSUANCE OF THE CERTIFICATE OF APPEARANCE (CA)

This service covers the receiving of hand-carried documents and the issuance of the Certificate of Appearance.

Office or Division:	General Services Division - Records and Communication Section (GSD-RCS)			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All personnel from other government instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request (1 photocopy) Valid Identification Card		Originating Government Instrumentalities Concerned Government Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documents to submitted to the Department of Tourism and provide valid government issued Identification Card.	1.1. The Receiving Staff shall receive and verify the veracity of the request presented.	None	4 minutes	<i>Administrative Aide IV / Administrative Aide II / Administrative Assistant IV</i> GSD-RCS
	1.2 The Receiving Staff shall verify the validity of the Identification Card presented. Note: Make sure that the ID presented is government issued and valid.	None	4 minutes	<i>Administrative Aide IV / Administrative Aide II / Administrative Assistant IV</i> GSD-RCS
	1.3 The Receiving Staff shall prepare the Certificate of Appearance (CA) for the transacting personnel and forward to the	None	4 minutes	<i>Administrative Aide IV / Administrative Aide II / Administrative Assistant IV</i> GSD-RCS



	Section Head for signature.			
	1.4 The Receiving Staff shall forward the CA to the Head of the Records and Communication Section for her/his signature. Shall sign the CA	None	32 minutes	<i>Section Head GSD-RCS</i>
	1.5 The Receiving Staff shall photocopy the signed CA.	None	4 minutes	<i>Administrative Aide IV / Administrative Aide II / Administrative Assistant IV GSD-RCS</i>
2. Receive the original CA and sign the photocopied CA from the Releasing Staff.	2.1 The Receiving Staff shall release the signed CA to the concerned transacting personnel.	None	4 minutes	<i>Administrative Aide IV / Administrative Aide II / Administrative Assistant IV GSD-RCS</i>
TOTAL PROCESSING TIME		None	52 minutes	



10. ISSUANCE OF CERTIFICATION FOR SPECIAL INVESTOR'S RESIDENT VISA (SIRV) HOLDERS

Procedure for the issuance of Certification for SIRV holders.

Office or Division:	Project and Investment Evaluation Division (PIED)			
Classification:	Simple Transaction			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	EO 63 SIRV Holders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished and notarized DOT - PIED 003 (b) or the Foreign Investor's Annual Report			Project and Investment Evaluation Division	
A certification from the President of the recipient-firm or entity that the investment is intact, and the amount has not been reduced below the value of US \$ 50,000.00.			Proponent	
Audited financial statement of the recipient-firm.			Audit Company	
A certification from the Securities and Exchange Commission (SEC) or Bureau of Trade Regulation and Consumer Protection (DTI) that the business is still in operation.			SEC or DTI	
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 <i>Note: For incomplete documents, the Investment officer shall return the application with necessary remarks on the lacking requirements</i>	None	15 minutes	<i>Investment Officer</i> PIED
	1.2 Prepare the Certification and the Letter to BSP requesting for a	None	2 hours	<i>Investment Officer</i> PIED



	Certification on the Maintenance of Investment			
	1.3 Review and initial the Certification and Letter to BSP	None	2 hours	<i>Division Chief</i> PIED
	1.4 Approve the request by signing the Certification and Letter to BSP	None	2 days	<i>Assistant Secretary</i> TDRG
	1.5 Affix seal and release the Certification and copy of the Letter to BSP to the proponent	None	15 minutes	<i>Investment Officer</i> PIED
2. Receive the soft copy of the signed Certification as an advance copy	2.1 Affix seal and release to the proponent the soft copy of the signed Certification and Letter to BSP. Note: Releasing of Signed Endorsement to the Proponent shall be subject to the presentation of valid ID/ passport of the applicant, or submission of authorization letter with valid ID, for representatives claiming on behalf of the applicant.	None	30 minutes	<i>Investment Officer</i> PIED
TOTAL PROCESSING TIME		None	2 days and 5 hours	



11. ISSUANCE OF CERTIFICATE OF TAX WITHHELD

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

Office or Division:	Accounting Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Creditors/Suppliers/ Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Disbursement Voucher with complete supporting documents (1 set of original copy)		Cash Division, DOT		
Tax Identification Number		Creditors/Suppliers/ Service Providers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Certificate of Tax Withheld upon claim of check/ADA	1.1 Receives request for Certification.	None	20 minutes	<i>Administrative Assistant III</i> Accounting Division
	1.2 Encodes BIR Form 2306/2307 thru online eBIR Forms System.	None	5 hours and 30 minutes	<i>Administrative Assistant III</i> Accounting Division
	1.3 Reviews & sign the Certificate of Tax Withheld (BIR Form 2306/2307)	None	1 day and 2 hours	<i>Chief Accountant / Accountant IV / Accountant III</i> Accounting Division
2. Receives Certificate of tax withheld (BIR Form 2306/2307)	1.4 Release the Certificate of Tax Withheld (BIR Form 2306/2307)	None	35 minutes	<i>Administrative Aide I</i> Accounting Division
TOTAL PROCESSING TIME		None	2 days and 25 minutes	



12. 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 (OPAA)			
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 REQUIREMENTS			WHERE TO SECURE	
OPAA Request Form (1 original copy)			OPAA	
Event Background/Briefer (1 original copy)			Requesting Office/Party	
CLIENT STEPS	AGENCY ACTION	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, assign control number to OPAA Request Form and prepare routing slip.	None	10 minutes	<i>Executive Assistant III</i> Strategic Communications and Public Affairs (SCPA)
	1.2 Assign to appropriate OPAA Personnel.	None	35 minutes	<i>Assistant Secretary</i> SCPA
	1.3 Coordinate with client proponent and/or concerned Regional Office for logistics.	None	35 minutes	<i>Executive Assistant III / Administrative Assistant V</i> SCPA
	1.4 Send out media invites.	None	35 minutes	<i>Creative Arts Specialist III</i> OPAA
	1.5 Follow-up media invitees.	None	7 hours	<i>Creative Arts Specialist III</i> OPAA
2. Client receives the list of confirmed media.	2.1 Send list of confirmed media to client.	None	5 minutes	<i>Creative Arts Specialist III</i> OPAA / <i>Administrative Assistant V</i> SCPA
TOTAL PROCESSING TIME		None	1 day and 1 hour	



13. PAYMENTS THROUGH CHECK/S

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

Office or Division:	Accounting Division / Cash Section			
Classification:	Simple			
Type of Transaction:	G2B –Government to Business Entity G2C –Government to Citizen G2G – Government to Government			
Who may avail:	Business Owner/Signatory; Professional Speaker himself; or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID or Company ID (1 original, 1 photocopy)		BIR, Post Office, DFA, LTO, PSA, SSS, GSIS, Pag-IBIG, Company/Mother Office		
Authorization Letter (1 original) and Business Owner/Signatory's Valid ID (1 photocopy) in the case of a representative		Company/Mother Office Company's Owner/Signatory		
Special Power of Attorney (SPA) in the case of a representative (1 original copy)		Payee/ Speaker		
Official Receipt (OR) or Collection Receipt (CR) and Sales/Billing Invoice of the company concern (1 original copy)		Company/Mother Office as issued by BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accounting Division forwards the Disbursement Voucher (DV) with complete supporting documents	1.1 Receives and record incoming DV with complete supporting documents	None	5 minutes	<i>Cashier I / Cashier II / Cashier III</i> Cash Section
	1.2 Reviews DV and Prepares Check/s and Advice of Checks Issued and Cancelled (ACIC)	None	15 minutes	<i>Cashier I / Cashier II / Cashier III</i> Cash Section
	1.3 Reviews and signs the Check/s and approve ACIC prepared	None	15 minutes	<i>Section Head</i> Cash Section



<p>2. Office of the authorized signatories receives the Checks with supporting documents</p> <p>Note: Processing time of signing of DV by the authorized signatory not included</p>	<p>2.1 Record and Routes the Check/s prepared to the designated signatories</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Cashier I / Cashier II / Cashier III</i></p> <p>Cash Section</p>
	<p>2.2 Receives and records the signed Check/s in the warrant Register Book</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Cashier I / Cashier II / Cashier III</i></p> <p>Cash Section</p>
<p>3. Accounting Receives and prepare tax certificate</p> <p>Note: Processing time of tax certificate not included</p>	<p>3.1 Forwards DV to Accounting Division for preparation of tax certificate</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Officer / Accountant</i></p> <p>Accounting Division</p>
	<p>3.2 Receives Tax Certificate and notifies the creditors for pick-up of check/s issued</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Cashier I / Cashier II / Cashier III</i></p> <p>Cash Section</p>
<p>4. Proceed to Lobby and log-in, then proceed to Cash Section and present Identification Card (ID) and other requirement/s</p>	<p>4.1 Accepts and evaluates the requirements of the creditors</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Cashier I / Cashier II / Cashier III</i></p> <p>Cash Section</p>
<p>5. Affix signature, name, and date in the Warrant Register Book and in the DV</p>	<p>9. Ensures that the creditors fills out the Warrant Register Book and the DV properly</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Cashier I / Cashier II / Cashier III</i></p> <p>Cash Section</p>



<p>6. Issue Official Receipt (if through a Collection/ Acknowledgement Receipt, provide sales/billing invoice) for a company-creditor</p>	<p>10. Checks the accuracy of Official Receipt (OR) issued by the client; or Collection / Acknowledgement Receipt and Sales/Billing Invoice and issues the Check/s and tax certificate/s</p> <p>Note: tax certificate issued by accounting</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Cashier I / Cashier II / Cashier III</i> Cash Section</p>
<p>TOTAL PROCESSING TIME</p>		<p>None</p>	<p>1 hour and 35 minutes</p>	



14. PROCESSING OF APPLICATION FOR VACANT POSITIONS

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

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)				



<p>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.</p>	<p>1.1. Receive the application through email or personal delivery to HRD Office.</p> <p>If received through email, generate a response to acknowledge receipt.</p> <p>For personal delivery, acknowledge receipt thereof</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Administrative Officer V/ Administrative Officer IV/ Administrative Officer II</i></p> <p>Human Resource Division (HRD)</p>
<p>2. Await HR reply on the result of the initial screening</p>	<p>2.1 Send reply via email informing applicant/s whether qualifications meet minimum Qualification Standards requirements with further advice as to the next step of hiring procedure.</p>	<p>None</p>	<p>5 days after deadline of publication</p>	<p><i>Administrative Officer V/ Administrative Officer IV/ Administrative Officer II</i></p> <p>HRD</p>
<p>TOTAL PROCESSING TIME</p>		<p>None</p>	<p>5 days and 30 minutes</p>	

<p>2ND PHASE – QUALIFYING EXAMINATIONS AND INITIAL INTERVIEW (for those who passed the paper screening) (COMPLEX TRANSACTION)</p>				
<p>3. Wait for the notification of the schedule for the</p>	<p>Schedule the conduct of initial interview,</p>	<p>None</p>	<p>Within 5 days</p>	<p><i>Administrative Officer V/ Administrative Officer IV/ Administrative Officer II</i></p>



preliminary interview and examination.	and qualifying exams (for Central Office's vacancies)			HRD
4. Wait for the results of the initial interview	1.1 Send out a notice to the applicant/s via email on the results of the initial interview	None	2 days after the interview and exams	<i>Administrative Officer V/ Administrative Officer IV/ Administrative Officer II</i> HRD
TOTAL PROCESSING TIME		None	7 days	

3RD PHASE – CONDUCT OF INTERVIEW BY THE END-USER AND TECHNICAL EXAMS (for those who passed the HR's initial interview)				
5. Await the schedule of end-user's interview	<p>1.1 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 a maximum of three weeks to give shortlist for panel interview and deliberation.</p>	None	10 minutes	<i>Administrative Officer V/ Administrative Officer IV/ Administrative Officer II</i> HRD



	5.2 Sign the transmittal/ endorsement memorandum to the end-user/regional director.	None	5 minutes	Chief Administrative Officer HRD
	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	Administrative Officer V/ Administrative Officer IV/ Administrative Officer II HRD
	5.4 Notify applicant/s through phone call and/or email of the schedule 1-2 weeks upon receipt of endorsement from HRD.	None	Within 3 days from receipt of memo from HRD	End-user (Operating Unit)
	1.7 Conduct the preliminary interview	None	10 days from receipt of memo from HRD	End-user (Operating Unit)
	2.7 Submit the Preliminary Interview Form. Inform HRD of the shortlist of candidates for the panel interview and deliberation.	None	3 days after the interview and exams	End-user (Operating Unit)



6. Conduct of qualifying and technical/special exams	6.1 Notify applicants of the schedule and venue of exams	None	1 day from receipt of shortlisted candidates from end user and technical exam questionnaire	<i>Administrative Officer V/ Administrative Officer IV/ Administrative Officer II</i> HRD
	6.2 Administration of exams	None	Within 3 days of the dissemination of the notice	<i>Administrative Officer V/ Administrative Officer IV/ Administrative Officer II</i> HRD
	6.3 Rate the technical exam	None	Within 3 days from endorsement	<i>Chief Administrative Officer</i> HRD <i>End User</i> (Operating Unit)
TOTAL PROCESSING TIME		None	23 days and 30 minutes	

4TH PHASE – PANEL INTERVIEW AND DELIBERATION (for those who passed the end-user’s interview and technical exams)				
2. Wait for the schedule of the Human Resource Merit Selection and Promotions Board (HRMPSB) panel interview.	6.1 Upon receipt of the end-user’s shortlist of qualified candidates, check the availability of HRMPSB members for	None	7 days	<i>Administrative Officer V/ Administrative Officer IV/ Administrative Officer II</i> HRD



	<p>the panel interview.</p> <p>Prepare the memorandum for the meeting and agenda.</p> <p>Prepare a comparative assessment sheets and an interview guide for the qualified candidates.</p>			
	6.2 Sign the memorandum and agenda	None	1 day	<p><i>Assistant Secretary</i></p> <p><i>Chairperson</i></p> <p>HRPMSB</p>
	<p>6.3 Route the memorandum and agenda to HRMPSB members and notifies the candidate/s.</p> <p>Informs the Regional Office-Admin Officer at least a week before the schedule of the panel interview.</p>	None	1 day	<p><i>Administrative Officer V/</i> <i>Administrative Officer IV/</i> <i>Administrative Officer II</i></p> <p>HRD</p>
	6.4 Conduct the panel interview.	None	1 day	HRMPSB (Chairperson, End-user, Members, Employee representative/s)
	6.5 Prepare Summary of Ratings prior to deliberation.	None	20 minutes	<p><i>Administrative Officer V/</i> <i>Administrative Officer IV/</i> <i>Administrative Officer II</i></p> <p>HRD</p>



	6.6 Conduct deliberation of candidates.	None	60 minutes	HRMPSB (Chairperson, End-user, Members, Employee representative/s)
	6.7 Prepare HRMPSB Documentation.	None	7 days	<i>Administrative Officer V/ Administrative Officer IV/ Administrative Officer II</i> HRD
	6.8 Route the HRMPSB documentations to HRMPSB members for signature.	None	3 days	<i>Administrative Officer V/ Administrative Officer IV/ Administrative Officer II</i> HRD
	6.9 Submit the HRMPSB Documentation to the Office of the Secretary for approval.	None	1 hour	<i>Administrative Officer V/ Administrative Officer IV/ Administrative Officer II</i> HRD
TOTAL PROCESSING TIME		None	20 days, 1 hour, and 20 minutes	
<p>Service is covered under CSC Resolution No. 1800692 - 2017 ORAOHRA (Revised July 2018), filling up of vacant positions must not exceed nine (9) months from the date of publication.</p>				



15. 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 / Cash Section	
Classification:	Complex Transaction	
Type of Transaction:	G2G (Government to Government)	
Who may avail:	DOT Project Officers/Employees	
CHECKLIST OF REQUIREMENTS <i>(2 sets: 1 original and 1 photocopy)</i>		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	Bids and Awards Committee	



P50,000 but less than P500,000 (1 original copy)	
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	20 minutes	<i>Administrative Assistant III, Accounting Division</i>
	1.2 Assigns DV number and forwards to the reviewer	None	60 minutes	<i>Administrative Assistant III, Accounting Division</i>
	1.3 Checks/ reviews the propriety of supporting documents and analyzes the claim and reviews the computation of withholding taxes; Prepares JEV.	None	2 days and 6 hours	<i>Administrative Officer IV, Accounting Division</i>



	Note: If documents are not in order, it shall be returned to the Project Officer for compliance			
	<p>1.4 Conducts final evaluation of completeness of supporting documents and validity of claims; Signs JEV and Box C of DV.</p> <p>Note: If documents are not in order, it shall be returned to the Project Officer for compliance</p>	None	3 days	<i>Chief Accountant,</i> Accounting Division
<p>2. Office of the authorized signatories receives the DVs</p> <p>Note: Processing time of signing of DV by the authorized signatory not included</p>	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.	None	20 minutes	<i>Administrative Aide I</i> Accounting Division
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	25 minutes	<i>Administrative Assistant III</i> Accounting Division



	3.2 Signs LDDAP-ADA	None	1 hour and 15 minutes	<i>Chief Accountant, Accounting Division</i>
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories. Note: Signing of LDDAP-ADA by authorized signatories not included in the processing time.	None	20 minutes	<i>Administrative Aide I Accounting Division</i>
	4.2 Upon receipt of signed LDDAP-ADA from authorized signatories, forward to Cash Section	None	20 minutes	<i>Administrative Aide Accounting Division</i>
5. Office authorized to receive signed LDDAP-ADA	5.1 Prepares and approve ACIC through LBP- EMDS or submit manual ACIC to the servicing bank upon receipt of signed LDDAP-ADA Note: Crediting of payment in the bank may take at least 24 hours and is not included in the processing time	None	1 hour	<i>Cashier Cash Section</i>
6. Creditor acknowledges receipt of the payment.	6.1 Notifies the creditor of the payment once credited to account	None	1 hour	<i>Cashier Cash Section</i>
TOTAL PROCESSING TIME		None	6 days and 4 hours	



16. TECHNICAL ASSISTANCE TO LOCAL GOVERNMENT UNITS FOR TOURISM DEVELOPMENT PLANNING (HANDCARRIED OR MAILED)

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

Office or Division:	Tourism Development Planning Division (TDPD)			
Classification:	Complex Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Local Government Units (LGU), DOT Regional Offices (DOT ROs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
i. Letter Request (1 signed copy delivered) ii. OTDPRIM Capacity Building Request Form (fully accomplished by DOT ROs)		Local Government Unit, DOT Regional Offices, and/or The office officially emailed by Entity Requesting (e.g. DOT OSEC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal written request. If originating from DOT ROs, DOT will also send the OTDPRIM Capacity Building Request Form.	1.1 Acknowledgement of formal request	None	1 hour	<i>Supervising Tourism Operations Officer / Senior Tourism Operations Officer / Tourism Operations Officer II / Tourism Operations Officer I</i> TDPD
	1.2 Assessment of the request and assign a project officer to handle the request.	None	1 day	<i>Chief Tourism Operations Officer</i> TDPD
	1.3 Coordinate with proponents and prepare formal communication for approval	None	2 days	<i>Supervising Tourism Operations Officer / Senior Tourism Operations Officer / Tourism Operations Officer II / Tourism</i>



				<i>Operations Officer I</i> TDPD
	1.4 Review and Approval of formal communication letter	None	3 days	<i>Director</i> OTDPRIM
	1.5 Send the formal communication to the Regional Office for coordination on the scope of the planning activities and date of implementation	None	Via Email: 1 hour	<i>Supervising Tourism Operations Officer / Senior Tourism Operations Officer / Tourism Operations Officer II / Tourism Operations Officer I</i> TDPD
TOTAL PROCESSING TIME		None	6 days and 2 hours	



17. TECHNICAL ASSISTANCE TO LOCAL GOVERNMENT UNITS FOR TOURISM DEVELOPMENT PLANNING (ELECTRONICALLY MAILED)

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

Office or Division:	Tourism Development Planning Division (TDPD)			
Classification:	Complex Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Local Government Units (LGU), DOT Regional Offices (DOT ROs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
iii. Letter Request (Emailed) iv. OTDPRIM Capacity Building Request Form (fully accomplished by DOT ROs)		Local Government Unit, DOT Regional Offices, and/or The office officially emailed by Entity Requesting (e.g. DOT OSEC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal written request through email. If originating from DOT ROs, DOT will also send the OTDPRIM Capacity Building Request Form.	1.1 Acknowledgement of formal request through email	None	4 hours	<i>Chief / Supervising Tourism Operations Officer / Senior Tourism Operations Officer / Tourism Operations Officer II / Tourism Operations Officer I</i> TDPD
	1.2 Assessment of the request and assign a project officer to handle the request.	None	1 day	<i>Chief Tourism Operations Officer</i> TDPD
	1.3 Coordinate with proponents and prepare formal communication for approval	None	2 days	<i>Supervising Tourism Operations Officer / Senior Tourism Operations Officer / Tourism Operations Officer</i>



				<i>Operations Officer II / Tourism Operations Officer I</i> TDPD
	1.4 Review and Approval of formal communication later	None	3 days	<i>Director</i> Office of Tourism Development Planning, Research and Information Management (OTDPRIM)
	2.5 Send the formal communication to the Regional Office for coordination on the scope of the planning activities and date of implementation	None	Via Email: 1 hour	<i>Chief Tourism Operations Officer / Supervising Tourism Operations Officer / Senior Tourism Operations Officer / Tourism Operations Officer II / Tourism Operations Officer I</i> TDPD
TOTAL PROCESSING TIME		None	6 days and 5 hours	



18. 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 (OPAA)			
Classification:	Simple Transaction			
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 REQUIREMENTS			WHERE TO SECURE	
OPAA Request Form (1 original copy)			OPAA	
Event Background/Briefer (1 original copy)			Requesting Office/Party	
CLIENT STEPS	AGENCY ACTION	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, assign control number to OPAA Request Form and prepares routing slip.	None	10 minutes	<i>Executive Assistant III, Strategic Communications and Public Affairs (SCPA)</i>
	1.2 Assign to appropriate OPAA Division.	None	40 minutes	<i>Assistant Secretary, SCPA</i>
	1.3 Assign to appropriate OPAA Personnel.	None	10 minutes	<i>Division Chief, OPAA</i>
	1.4 Collect/retrieve materials and prepare cover letter.	None	1 hour and 20 minutes	<i>Creative Arts Specialist II / Information Officer II OPAA</i>
2. Client receives the requested material.	2.1 Send requested materials to proponent.	None	10 minutes	<i>Information Officer II OPAA</i>
TOTAL PROCESSING TIME		None	2 hours and 30 minutes	



19. 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 (SEAIMD)			
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	<i>Chief/Head</i> SEAIMD
	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	None	6 hours	<i>Tourism Operations Officer I / Tourism Operations Officer II / Senior Tourism Operations Officer / Supervising Tourism Operations Officer</i> SEAIMD



	availability of data			
	1.3 Review and check the statistical data/ information, and endorse to the SEAIMD Chief/Head for approval.	None	30 minutes	<i>Supervising Tourism Operations Officer</i> SEAIMD
	1.4 Review the statistical data/information and approve the release of the statistical data	None	30 minutes	<i>Chief/Head</i> SEAIMD
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	<i>Tourism Operations Officer I / Tourism Operations Officer II / Senior Tourism Operations Officer / Supervising Tourism Operations Officer</i> SEAIMD
TOTAL PROCESSING TIME		None	7 hours and 20 minutes	



Central Office

Internal Services



20. ASSISTANCE FOR THE FORMULATION OF TOURISM-RELATED CREATIVE MATERIALS

Communication support to DOT officials and employees for the preparation of creative materials.

Office or Division:	Office of Public Affairs and Advocacy (OPAA)			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Officials/Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
OPAA Request Form (1 original copy)			OPAA	
Event Background/Briefer (1 original copy)			Requesting Office/Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished OPAA Service Request Form with information on the proposed event (if available).	1.1 Record request, assign control number to OPAA Request Form and prepare routing slip.	None	10 minutes	<i>Executive Assistant III, Strategic Communications and Public Affairs (SCPA)</i>
	1.2 Delegate work to the Division Chief of Advocacy and Creatives Design Division (ACDD), OPAA.	None	5 minutes	<i>Assistant Secretary, SCPA</i>
	1.3 Assign to appropriate OPAA Personnel.	None	5 minutes	<i>Division Chief, OPAA</i>
	1.4 Prepare assigned task.	None	3 days	<i>Creative Arts Specialist II / Information Officer II, OPAA</i>
	1.5 Review output.	None	1 hour	<i>Division Chief, ACDD</i>
	1.6 Approve material for clearance.	None	1 hour	<i>Assistant Secretary, SCPA</i>



	1.7 Clear material for use of client.	None	3 hours	Secretary DOT
<p>*Note 1: If the material involves the Secretary, clearance will be from the Secretary.</p> <p>*Note 2: For other creative materials, it will be directly sent to the proponent / publish to the DOT social media pages.</p>				
2. Client receives the requested material.	2.1 Send requested material to proponent or is published to the DOT social media pages	None	15 minutes	<i>Division Chief/ Creative Arts Specialist II / Information Officer II OPAA</i> <i>Assistant Secretary SCPA</i>
TOTAL PROCESSING TIME		None	3 days, 5 hours and 35 minutes	



21. ASSISTANCE FOR THE FORMULATION OF TOURISM-RELATED INTERVIEW BRIEFERS

Communication support to DOT officials and employees for the preparation of interview briefers.

Office or Division:	Strategic Communications and Public Affairs (SCPA)			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Officials/Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
OPAA Request Form (1 original copy)			OPAA	
Event Background/Briefer (1 original copy)			Requesting Office/Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished OPAA Service Request Form with information on the proposed event (if available).	1.1 Record request, assign control number to OPAA Request Form and prepares routing slip.	None	10 minutes	<i>Executive Assistant III, Strategic Communications and Public Affairs (SCPA)</i>
	1.2 Delegate work to Writer.	None	5 minutes	<i>Assistant Secretary SCPA</i>
	1.3 Prepare assigned task.	None	6 hours	<i>Executive Assistant III / Administrative Assistant V SCPA</i>
	1.4 Review and approval of output.	None	30 minutes	<i>Assistant Secretary SCPA</i>
2. Client receives the requested material.	2.1 Send requested material to proponent.	None	10 minutes	<i>Information Officer I OPAA</i>
TOTAL PROCESSING TIME		None	7 hours and 55 minutes	



22. ASSISTANCE FOR THE FORMULATION OF TOURISM-RELATED MESSAGES

Communication support to DOT officials and employees for the preparation of messages.

Office or Division:	Office of Public Affairs and Advocacy (OPAA)			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Officials/Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
OPAA Request Form (1 original copy)			OPAA	
Event Background/Briefer (1 original copy)			Requesting Office/Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished OPAA Service Request Form with information on the proposed event (if available).	1.1 Record request, assign control number to OPAA Request Form and prepares routing slip.	None	10 minutes	<i>Executive Assistant III, Strategic Communications and Public Affairs (SCPA)</i>
	1.2 Delegate work to the Division Chief of Public Affairs and Communications Management Division (PACMD), OPAA.	None	5 minutes	<i>Assistant Secretary SCPA</i>
	1.3 Assign to appropriate OPAA Personnel.	None	5 minutes	<i>Division Chief, OPAA</i>
	1.4 Prepare assigned task.	None	3 days	<i>Supervising Information Officer OPAA</i>
	1.5 Review output.	None	1 hour	<i>Division Chief, PACMD</i>
	1.6 Approve material for clearance to send to the	None	1 hour	<i>Assistant Secretary SCPA</i>



	Office of the Secretary.			
2. Client receives the requested material.	2.1 Send requested material to proponent.	None	10 minutes	<i>Information Officer / OPAA</i>
TOTAL PROCESSING TIME		None	3 days, 2 hours and 30 minutes	



23. EXTERNAL TRAINING PROGRAM

Processing of nomination for external training programs

Office or Division:	Training and Development Division (TDD)			
Classification:	Simple Transaction			
Type of Transaction:	G2B (Government to Business Entities) G2G (Government to Government)			
Who may avail:	DOT Officials and Employees, Central and Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Training Proposal/ Invitation from the Training Providers (1 copy)		External Training Provider/Institutions		
List of Training Programs and Schedule (1 copy)		External Training Provider/Institutions		
Nomination Form (External) (1 original copy)		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. External Training Provider submits invitation to TDD.	1.1 Receive and record invitations from external server training provider and forward to Division Chief for evaluation	None	20 minutes	Administrative Officer TDD
	1.2 Assign evaluator/project officer to handle the received training invitation	None	10 minutes	Chief Administrative Officer TDD
	1.3 Evaluate/ screen the proposal based on the department's mandate. <i>Note: If found relevant, the TDD shall prepare Memorandum inviting nominees signed by the Undersecretary for Administration and Finance and/or the Director for Administrative Service.</i> <i>If found not relevant, the Undersecretary/ Director shall be informed that the invitation is of no relevance to the Department's mandate.</i>	None	1 hour	Administrative Officer TDD
	1.3 Prepare the Memorandum announcing the External Training Programs/ Scholarship Programs and forward to the Division Chief for review/initial	None	2 hours	Administrative Officer TDD
	1.4 Review and affix initial and return to TDD Staff for Signature of Director of Administrative Services	None	30 minutes	Chief Administrative Officer TDD
	1.5 Record and release the reviewed/initialed	None	5 minutes	Administrative Officer



	memorandum to the Director of Administrative Services			TDD
	1.6 Signs the memorandum	None	15 minutes	Director Administrative Service
	1.7 Receives the signed memorandum and forwards to Records and Communication Section for dissemination Note: <i>During pandemic and WFH arrangements, TDD shall forward the announcement through e-mail.</i>	None	15 minutes	Administrative Officer TDD
2. Submit a completely filled-out nomination form	2.1 Receives and records the accomplished registration form in the logbook, and forwards to the assigned project officer	None	10 minutes	Administrative Officer TDD
	2.2 Checks the entries in the submitted accomplished nomination form,	None	1 hour	Administrative Officer TDD
	2.3 Prepare comparative assessment and endorsement to convene the PDC/HRDC and deliberate the training/scholarship nomination and/or endorse to the PDC/HRDC Chairperson the most qualified nominee/s.	None	2 hours and 30 minutes	Administrative Officer TDD
	2.4 Receives and Records the committee's action on the endorsement of the nominees, and forwards to PDC/HRDC Chairperson for approval of the Secretary	None	10 minutes	Administrative Officer TDD



	2.5 Receives and records the approved nomination and Release to project officer concern	None	10 minutes	<i>Administrative Officer</i> TDD
3. Acknowledge the notification	3.1 Upon approval of all PDC/HRDC members, qualified nominees will be notified through email or notice of participation.	None	15 minutes	<i>Administrative Officer</i> TDD
TOTAL PROCESSING TIME		None	8 hours and 50 minutes	



24. FUND TRANSFER TO DOT REGIONAL OFFICES/ATTACHED AGENCIES

Accounting process for fund transfer to DOT Regional Offices and 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/Attached Agencies			
CHECKLIST OF REQUIREMENTS <i>(1 set original and 1 set photocopy)</i>		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. Obligation Request/ Budget Utilization Request (1 original copy)	Budget Division			
4. Disbursement voucher (2 original copies)	Accounting Division			
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	45 minutes	<i>Administrative Aide I</i> Accounting Division
	1.2 Checks/reviews completeness and propriety of supporting documents. Note: Incomplete documents shall be returned to the office concerned	None	1 day	<i>Administrative Officer II</i> Accounting Division



	1.3 Conducts final evaluation of completeness and propriety of supporting documents; Signs the DV/NTA	None	1 day	Chief Accountant Accounting Division
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	45 minutes	Administrative Aide I Accounting Division
TOTAL PROCESSING TIME		None	2 days, 1 hour, and 30 minutes	



25. FUND TRANSFER TO DOT OVERSEAS OFFICES THROUGH THE FOREX ACCOUNT

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 Foreign Offices			
CHECKLIST OF REQUIREMENTS <i>(1 set original and 1 set photocopy)</i>		WHERE TO SECURE		
GENERAL REQUIREMENTS				
1. Approved Work Program (1 photocopy)	Project Officer			
2. Liquidation of previous fund transfers (1 original copy)	Project Officer			
3. Obligation Request/ Budget Utilization Request (1 original copy)	Budget Division			
4. Certification on Allotment under GAA/TLA (1 original copy)	Budget Division			
5. Certificate of Availability of Funds (1 original copy)	Accounting Division			
6. Certificate of No Unliquidated Fund Transfer (1 original copy)	Accounting Division			
7. 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 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	None	25 minutes	<i>Accountant III</i> Accounting Division



	Note: Incomplete documents shall not be accepted			
	<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>	None	4 hours and 15 minutes	<i>Accountant III</i> Accounting Division
	1.3 Analyzes the request and reviews the computations; Prepares JEV	None	4 hours and 30 minutes	<i>Accountant III,</i> Accounting Division
	1.4 Conducts final evaluation of completeness of supporting documents; Signs the DV	None	2 days and 4 hours	<i>Chief Accountant,</i> Accounting Division
<p>2. Office of the authorized signatories receives the DVs</p> <p>Note: Processing time of signing of DV by the authorized signatory not included</p>	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.	None	3 hours and 30 minutes	<i>Administrative Aide I</i> Accounting Division
3. Office of authorized signatories' forwards approved DVs	3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA) and Authority to Purchase (ATP)	None	4 hours and 15 minutes	<i>Accountant III and Administrative Assistant III,</i> Accounting Division



4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	45 minutes	<i>Administrative Aide I</i> Accounting Division
TOTAL PROCESSING TIME		None	4 days, 5 hours and 40 minutes	



26. GRANT OF CASH ADVANCES

Accounting process for cash advances of DOT Personnel (Regular and Coterminous 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 <i>(1 set original and 1 set photocopy)</i>	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 Availability of Funds (1 original copy)	Accounting Division	
4. Signed Fiscal Agency Service (foreign currency) (1 original copy)	Accounting Division	
5. Obligation Request/ Budget Utilization Report (one original copy)	Budget Division	
SPECIFIC REQUIREMENTS		
Approved SDO Designation (1 original copy)	Special Disbursing Officer/s	
Copy of Approved Bond Application (1 original copy)	Special Disbursing Officer/s	
For local/foreign travel allowance:		
1. Copy of Travel/Special Order (1 photocopy)	DOT Employee	
2. Approved Itinerary of Travel (Appendix A) (1 original copy)	DOT Employee	
3. Certificate of Last Travel Completed (Appendix B) (1 photocopy)	DOT Employee	
4. Prevailing UNDP rates for daily subsistence allowance (foreign travel) (1 original copy)	UNDP website	



5. Confirmed Flight Itinerary (1 photocopy)		Procurement Division		
6. Proof of exchange rate (foreign travel) (1 original copy)		LBP/BSP website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Budget Division forwards signed ORS and Disbursement Voucher with supporting documents to Accounting Division	1.1 Receives the documents submitted. Note: Incomplete documents shall not be accepted	None	10 minutes	<i>Administrative Assistant III, Accounting Division</i>
	1.2 Assigns DV number and forwards to reviewer	None	35 minutes	<i>Administrative Assistant III, Accounting Division</i>
	1.3 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	2 days and 4 hours	<i>Administrative Officer IV / Administrative Officer II / Administrative Assistant III, Accounting Division</i>
	1.4 Conducts final evaluation of completeness of supporting documents and validity of claims; Signs JEV and Box C of DV.	None	1 day and 4 hours	<i>Chief Accountant, Accounting Division</i>



<p>2. Office of the authorized signatories receives the DVs</p> <p>Note: Processing time of signing of DV by the authorized signatory not included</p>	<p>2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.</p>	<p>None</p>	<p>25 minutes</p>	<p><i>Administrative Aide I, Accounting Division</i></p>
<p>3. Office of authorized signatories forwards approved DVs</p>	<p>3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)</p>	<p>None</p>	<p>25 minutes</p>	<p><i>Administrative Assistant III, Accounting Division</i></p>
	<p>3.2 Signs LDDAP-ADA</p>	<p>None</p>	<p>45 minutes</p>	<p><i>Chief Accountant, Accounting Division</i></p>
<p>4. Office of the authorized signatories receives the LDDAP-ADA</p>	<p>4.1 Releases LDDAP-ADA to authorized signatories</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Administrative Aide I, Accounting Division</i></p>
	<p>4.2 Upon receipt of signed LDDAP-ADA from authorized signatories, forward to Cash Section</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Administrative Aide I, Accounting Division</i></p>
<p>5. Office authorized to receive signed LDDAP-ADA</p>	<p>5.1 Prepares and approve ACIC through LBP-EMDS or submit</p>	<p>None</p>	<p>1 hour</p>	<p><i>Cashier II/ Cashier III</i></p>



	<p>manual ACIC to the servicing bank upon receipt of signed LDDAP-ADA</p> <p>Note: Crediting of payment in the bank may take at least 24 hours and is not included in the processing time</p>			Cash Section
6. Employee acknowledges receipt of payment	6.1 Notifies the employee for the payment once credited to account	None	1 hour	<i>Cashier</i> Cash Section
TOTAL PROCESSING TIME		None	4 days, 5 hours, and 3 minutes	



27. INFORMATION TECHNOLOGY (IT) SUPPORT

Provide IT technical assistance to the DOT officials and employees

Office or Division:	Information Technology Division (ITD)			
Classification:	Simple Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Officials and Employees			
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. Call / Proceed directly to ITD or send request via email	1.1 Acknowledge request submitted thru email and list initial details of the request.	None	5 minutes	<i>Administrative Assistant V /Information Systems Analyst III/Information Systems Analyst II</i> ITD
	1.2 Record in the request IT Service Logbook.	None	5 minutes	<i>Administrative Assistant V /Information Systems Analyst III/Information Systems Analyst II</i> ITD
2. Inform the IT personnel the problem of the ICT equipment.	2.1 Conduct Assessment and perform troubleshooting of the problem.	None	3 hours	<i>Administrative Assistant V /Information Systems Analyst III/Information Systems Analyst II</i> ITD
	2.2 Record the findings using IT Support/Service Slip.	None	4 minutes	<i>Administrative Assistant V /Information Systems Analyst</i>



				<i>III/Information Systems Analyst II</i> ITD
3. Acknowledge service thru email or by affixing his/her signature on the Service Slip and provide feedback.	3.1 Turnover the finished job and request the end-user to sign the IT Support/Service Slip as proof of acceptance	None	5 minutes	<i>Administrative Assistant V</i> <i>/Information Systems Analyst III/Information Systems Analyst II</i> ITD
TOTAL PROCESSING TIME		None	3 hours and 19 minutes	



28. 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 (BAC)		
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	<i>Administrative Assistant III, Accounting Division</i>
	1.2 Reviews the contract and supporting documents.	None	1 hour	<i>Administrative Assistant III, Accounting Division</i>
	1.3 Prepares the Certificate of Availability of Funds	None	1 hour	<i>Administrative Assistant III, Accounting Division</i>
	1.4 Conducts final review of the	None	3 hours	<i>Chief Accountant, Accounting Division</i>



	contract and supporting documents; Signs the CAF			
2. Receives the CAF for the Contract with the supporting documents	2.1 Releases the Contract with CAF and supporting documents	None	10 minutes	<i>Administrative Aide I</i> Accounting Division
TOTAL PROCESSING TIME		None	5 hours and 20 minutes	



29. 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/ Employee requests for a certification of No Pending Cash Advance.	1.1 Receives request for Certification	None	10 minutes	Senior Administrative Assistant III, Accounting Division
	1.2 Verifies cash advance balance in the Schedule of Cash Advances and Liquidation file.	None	10 minutes	Senior Administrative Assistant III, Accounting Division
	1.3 Encodes Certificate of No Pending Cash Advance.	None	20 minutes	Senior Administrative Assistant III, Accounting Division
	1.4 Reviews and signs Certificate of No Pending Cash Advance.	None	20 minutes	Chief Accountant, Accounting Division
2. Receives Certification of No Pending Cash Advances	2.1 Releases of the Certificate of	None	10 minutes	Senior Administrative Assistant III, Accounting Division



	No Pending Cash Advances.			
TOTAL PROCESSING TIME		None	1 hour 10 minutes	



30. 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 III, Accounting Division
	1.2 Evaluates the documents presented; confirm the	None	20 minutes	Senior Administrative Assistant III, Accounting Division



	amount to be paid; Prepares the Order of Payment			
	1.3 Reviews and signs the Order of Payment.	None	20 minutes	<i>Chief Accountant, Accounting Division</i>
2. Receives the signed Order of Payment	2.1 Releases of Order of Payment.	None	10 minutes	<i>Administrative Aide / Accounting Division</i>
TOTAL PROCESSING TIME		None	1 hour	



31. 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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 III, Accounting Division
	1.2 Reviews and evaluates completeness and propriety of supporting documents. Prepares JEV.	None	1 hour	Senior Administrative Assistant III, Accounting Division



	Note: If documents are not in order, it shall be returned to the Project Officer for compliance			
2. Receives copy of signed Liquidation Voucher	2.1 Conducts final evaluation of completeness and propriety of supporting documents; Signs Liquidation Voucher and JEV.	None	1 hour	<i>Chief Accountant</i> Accounting Division
TOTAL PROCESSING TIME		None	2 hours 10 minutes	



32. OUTGOING MAILS HANDLING

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

Office or Division:	Records and Communication Section - General Services Division (RSC-GSD)			
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 senders and recipients' mailing addresses and the completeness of the specified enclosures.	None	10 minutes	<i>Administrative Aide II / Administrative Aide IV RSC-GSD</i>
	1.2 Affix on the envelope the postage stamp and Postage Meter Machine with the corresponding postage rate.	None	10 minutes	<i>Administrative Aide II / Administrative Aide IV RSC-GSD</i>
	1.3 Securely seal the envelopes for safe handling and transport of mails to the Post Office.	None	10 minutes	<i>Administrative Aide II / Administrative Aide IV RSC-GSD</i>
	1.4 Record the outgoing mails in the tracking	None	30 minutes	<i>Administrative Aide II / Administrative Aide IV</i>



	system to register dispatched outgoing mails.			RSC-GSD
	1.5 Prepare the Daily Statement Reading Receipt of Mails posted thru Postage Meter Machine.	None	20 minutes	<i>Administrative Aide II / Administrative Aide IV</i> RSC-GSD
	1.6 Approve the Daily Statement Reading Receipt of generated by signing at the approval portion of the Report.	None	35 minutes	<i>Section Head</i> RSC-GSD
	1.7 Deliver all the outgoing mails indicated in the approved Daily Statement Reading Receipt of Mails.	None	45 minutes	<i>Administrative Aide II / Administrative Aide IV</i> RSC-GSD
TOTAL PROCESSING TIME		None	2 hours and 20 minutes	



33. PAYMENT OF SALARIES, BONUSES, AND OTHER PERSONNEL BENEFITS

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

Office or Division:	Accounting Division / Cash Section
Classification:	Complex Transaction
Type of Transaction:	G2G (Government to Government)
Who may avail:	DOT Employees
CHECKLIST OF REQUIREMENTS <i>(1 set original and 1 set photocopy)</i>	WHERE TO SECURE
GENERAL REQUIREMENTS	
1. Duly certified payroll with computation of salary (1 original copy)	Human Resource Division
2. Payroll Register (1 original copy)	Human Resource Division
3. Disbursement Voucher (2 original copies)	Human Resource Division
4. Pay-out Form (1 original copy)	Human Resource Division
5. Obligation Request (ORs) (1 original copy)	Budget Division
6. Signed Daily Time Record (1 original copy)	DOT Employee
7. Certificate of Availability of Funds (1 original copy)	Accounting Division
SPECIFIC REQUIREMENTS	
For initial payment of salaries (regular employees with original appointment): <ol style="list-style-type: none"> 1. 1 Certified copy of duly approved appointment paper 2. 1 Certified copy of oath of office 3. 1 Certificate / Notice of assumption to office 4. Statement of Assets and Liabilities (1 photocopy) 	Human Resource Division
In case of transfer:	



<ol style="list-style-type: none"> 1. Copy of authority to transfer (1 photocopy) 2. Clearance from previous office (1 photocopy) 3. Certification on the last day of service from previous office (1 photocopy) 4. Certification of last salary received from former office verified by concerned auditor (1 photocopy) 				
For Job Order Employees: <ol style="list-style-type: none"> 1. Job Order Contract (1 photocopy) 2. Accomplishment Report (1 original copy) 3. Certification of Service Rendered (1 original copy) 		Human Resource Division		
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 Received the documents submitted. Note: Incomplete documents shall not be accepted	None	1 hour	<i>Administrative Officer IV Accounting Division</i>
	1.2 Checks/ reviews completeness and propriety of supporting documents. Note: If documents are not in order, it shall be returned to the projects officer for compliance	None	1 day and 4 hours	<i>Administrative Officer IV Accounting Division</i>
	1.3 Analyzes the request and reviews the computations; Prepares JEV	None	1 day	<i>Administrative Officer IV Accounting Division</i>



	1.4 Conducts final evaluation of completeness of supporting documents; Signs the DV.	None	1 day	Chief Accountant Accounting Division
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	20 minutes	Administrative Aide I Accounting Division
3. Office of authorized signatories forwards approved DVs	3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)	None	20 minutes	Administrative Assistant III Accounting Division
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	20 minutes	Administrative Aide I Accounting Division
	4.2 Upon receipt of signed LDDAP-ADA from authorized signatories, forward to Cash Section	None	20 minutes	Administrative Aide I, Accounting Division
5. Office authorized to receive signed LDDAP-ADA	5.1 Prepares and approve ACIC through LBP-EMDS or submit manual ACIC to the	None	1 hour	Cashier II/Cashier III Cash Section



	servicing bank upon receipt of signed LDDAP-ADA Note: Crediting of payment in the bank may take at least 24 hours and is not included in the processing time			
6. Employee receives the salary, bonus or other benefits credited to their account	6.1 Notifies the DOT employees of the payment once credited to account	None	1 hour	<i>Senior Administrative Assistant I</i> Cash Section
TOTAL PROCESSING TIME		None	4 days and 20 minutes	



34. 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 (HRD)			
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 Receives the duly-signed DTR and inputs data of new official or employee to the database.	None	20 minutes	<i>Administrative Assistant II (HRMA) / Administrative Officer II (HRMO I) / Administrative Officer III (Records Officer II)</i> HRD
	2.2 Compute salaries and prepare the ORS and DV	None	1 day and 4 hours	<i>Administrative Officer III (Records Officer II)</i> HRD
	2.3 Review and sign ORS and initials on the DV.	None	4 hours	<i>Chief Administrative Officer</i> 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	<i>Administrative Assistant / Officer,</i> HRD
TOTAL PROCESSING TIME		None	2 days and 40 minutes	



35. PREPARATION OF SERVICE CONTRACTS

Preparation of Service Contracts that have undergone alternative methods of procurement.

Office or Division:	Legal Service			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Department of Tourism (DOT) personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Google Form			http://bit.ly/dotcontractrequest	
Terms of Reference or Technical Specifications (in pdf and/or word files)			Procurement Management Division	
Copy of Proof of Receipt from the Office of Undersecretary for Administration and Finance or Procurement Management Division			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. The Requesting Party shall accomplish the LS Request Form for Drafting of Service Contracts through the Google Form, accessible at: http://bit.ly/dotcontractrequest	1.1 Check the completeness and attachments submitted through the Google Form ¹ ; Note: Google will automatically send an acknowledgement email upon submission of the Accomplished Google Form;	None	15 minutes	<i>Administrative Assistant III or Legal Assistant II</i> Legal Service
	1.2 If the attachments are incomplete, the Admin Assistant will email the Requesting Party to submit the lacking documents.	None	15 minutes	<i>Administrative Assistant III</i> Legal Service
	1.3 Record all the requests received, whether complete or incomplete in the LAS Contract Preparation Tracking System;	None	15 minutes	<i>Administrative Assistant III or Legal Assistant II</i> Legal Service

¹ Requests with incomplete attachments shall be coordinated to Requesting Party for compliance;



	1.4 Assign Requests with correct and complete attachments to the Legal Assistant concerned;	None	5 minutes	<i>Administrative Assistant III or Legal Assistant II</i> Legal Service
	1.5 Draft the Service Contract and conduct the necessary research, coordination, or consultation with the Requesting Party or offices concerned;	None	3 days and 4 hours ²	<i>Legal Assistant II</i> Legal Service
	1.6 Submit the Draft Service Contract for review;	None	5 minutes	<i>Legal Assistant II</i> Legal Service
	1.7 Final review and approval of Draft Service Contract;	None	3 days	<i>Attorney III</i> Legal Service
	1.8 Review and finalize Lawyer's comments or revisions in the Draft Service Contract, if applicable;	None	45 minutes	<i>Legal Assistant II</i> Legal Service
2. The Requesting Party acknowledges the receipt of the draft service contract	2.1 Transmit final version of the Draft Service Contract to the email address of the requesting party and record in the LAS Contract Preparation Tracking System.	None	20 minutes	<i>Legal Assistant II</i> Legal Service
TOTAL PROCESSING TIME		None	6 days and 7 hours	

² In case of further clarifications or additional documents are required from the Requesting Party, any delay on the part of the Requesting Party shall toll the running of the period. The processing time shall begin once the required documents are complete.



36. 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)		HRD Compensation Benefits Section (CBS)		
2. Medical Certificate for more than 5 days of absences and in other cases pursuant to the CSC Omnibus Rules on Leave				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Leave Application Form. Note: 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.	1.1 Receive and record the data contained in the Leave Application Form, and forward the form to the concerned HRD-CBS Processor.	None	30 minutes	<i>Administrative Assistant II (HRMA) / Administrative Officer II (HRMO I)</i> HRD
	1.2 Review completeness of documentary requirements and certify	None	1 day and 2 hours	<i>Administrative Officer II (HRMO I)</i> HRD



	leave balances, and encode in the 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	<i>Administrative Assistant II (HRMA)</i> HRD
	1.4 Certify leave credits.	None	4 hours	<i>Chief Administrative Officer</i> 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	<i>Administrative Assistant II (HRMA)</i> HRD
TOTAL PROCESSING TIME		None	2 days, 3 hours, and 10 minutes	



37. PROCESSING OF CERTIFICATION OF ALLOTMENT

The process of reviewing and approving 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 DOT • All DOT employees 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Allotment / Funds (6 original copies)		Project Officer		
BAC Resolution (1 original copy)				
Contract (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Certification of Allotment to Budget Division	1.1 Checks the completeness of the requirements and accuracy of the Certification of Allotment for the activity or project <i>Note: If incomplete, documents will be returned to Project Officer</i>	None	10 minutes	Senior Administrative Assistant I Budget Division
	1.2 Receives the certification of allotment and forwards to assigned Budget Officer	None	10 minutes	Senior Administrative Assistant I Budget Division



	<p>1.3 Checks the availability of allotment based on the attached 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>	None	10 minutes	<p><i>Administrative Officer IV/Administrative Officer V</i> Budget Division</p>
	<p>1.4 Budget Officers put their initials under the Chief Budget's name. Returns the documents to Admin Assistant for assigning of control number</p>	None	10 minutes	<p><i>Administrative Officer IV/Administrative Officer V</i> Budget Division</p>
	<p>1.5 Assigns control number and forwards to Chief Budget Officer for review and approval</p>	None	5 minutes	<p><i>Senior Administrative Assistant I</i> Budget Division</p>
	<p>1.6 Receives the Certification of Allotment</p>	None	10 minutes	<p><i>Chief Budget Officer</i> Budget Division</p>
	<p>1.7 Reviews and approves the Certification of Allotment</p>	None	10 minutes	<p><i>Chief Budget Officer</i> Budget Division</p>
	<p>1.8 Returns the signed Certification of Allotment to Admin Assistant</p>	None	10 minutes	<p><i>Chief Budget Officer</i> Budget Division</p>



	1.9 Receives and encodes in the logbook and monitoring system the approved Certification of Allotment	None	4 minutes	<i>Senior Administrative Assistant I</i> Budget Division
	1.10 Obtains one (1) original copy of Certification of Allotment for Budget Divisions' copy	None	3 minutes	<i>Senior Administrative Assistant I</i> Budget Division
2. Accounting Division receives the signed and approved Certification of Allotment	1.11 Forwards the signed and approved Certification of Allotment to Accounting Division	None	3 minutes	<i>Senior Administrative Assistant I</i> Budget Division
TOTAL PROCESSING TIME		None	1 hour and 25 minutes	



38. 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 (6 original copies)	DOT Employees
Obligation Request and Status (ORS) (3 original copy)	
Disbursement Vouchers (4 original copies)	
Specific Requirements for Cash Advance	
1. Overtime Pays (1 original copy each)	
1.5 Duly certified payroll for the pay period / list of payees with overtime services rendered 2.5 Authorization to claim payment for overtime services rendered 3.5 Accomplishment Report 4.5 Certification of overtime services rendered 5.5 Duly accomplished / signed Daily Time Record (DTR)	HR/Compensation
2. Terminal Leave (1 original copy each except for 2.5, 2.6 and 2.10)	
1.5 Duly accomplished / approved Application for Leave 2.5 Complete / updated Service Record 3.5 Clearance from the Office of the Ombudsman that the payee has no pending case 4.5 Statement of Assets and Liabilities 5.5 Copy of last appointment 6.5 If due to retirement, copy of appointment showing highest salary received if salary under last appointment is not the highest 7.5 Computation of terminal leave duly certified by the Human Resources Division (HRD) 8.5 Clearance from Central or Regional Office 9.5 Applicant's authorization to deduct all financial obligations with the agency 10.5 Certified photocopy of Leave Card	HR/Compensation
3. Project Fund of Special Disbursing Officer (SDO) (1 original copy each except for 3.2)	
1.5 Copy of Approved Special Order (SDO Designation) with the specific purpose for which the cash advance	Project Officer



<p>is granted (only permanently appointed officer / employee may be designated as SDO / accountable officer)</p> <p>2.5 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>3.5 Copy of Approved Bond Application (must be adequately bonded for the amount commensurate to the amount of accountability)</p> <p>4.5 Certification from Accounting Division that SDO has no pending unliquidated Cash Advance</p> <p>5.5 Fiscal Agency Service (FAS) signed by authorized signatories, if foreign currency is required</p>	
<p>4. Current Operating Expenditures (COE) for remittances to DOT foreign Field Offices (1 original copy each except for 4.1)</p>	
<p>1.5 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>2.5 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>3.5 Copy of Approved Bond Application (adequately bonded for the amount commensurate to the amount of accountability)</p> <p>4.5 Certification from Accounting Division that SDO has no pending unliquidated Cash Advance</p> <p>5.5 Fiscal Agency Service (FAS) signed by authorized signatories</p>	<p>Project Officer</p>
<p>5. Salaries and Wages (1 original copy each except for 5.2)</p>	
<p>1.5 Duly certified payroll for the specific pay period /list of payees with their net payments</p> <p>2.5 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</p>	<p>Compensation and Benefits</p>



<p>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>3.5 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>4.5 Duly accomplished / signed Daily Time Record (DTR)</p> <p>5.5 Computations of salary/wage duly certified by Human Resources Division (HRD)</p>	
<p>6. Representation and Transportation Allowance (RATA) (1 original copy each)</p>	
<p>1.5 Duly certified list of payees entitled to RATA</p> <p>2.5 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>3.5 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>Compensation and Benefit</p>
<p>7. Commutation of Leave (1 original copy each)</p>	
<p>1.5 Duly approved request for commutation of Leave</p> <p>2.5 Certification from Human Resources Division (HRD) of total leave credits earned as of date of request</p> <p>3.5 Computation of claim for leave commutation duly certified by the Human Resources Division (HRD)</p>	<p>Compensation and Benefit</p>
<p>8. Local Travel Allowance (1 original copy each except for 8.1, 8.2 and 8.4)</p>	
<p>1.5 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>2.5 Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>3.5 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>4.5 Certificate of Last Travel Completed (Appendix B)</p>	<p>Project Officer</p>



<p>5.5 Certification from Accounting Division that the official / employee has no unliquidated Cash Advances</p>	
<p>9. Actual Local Travel Allowances / Expenses (1 original copy each except for 9.10)</p>	
<p>1.5 Authority to be reimbursed of actual travelling expenses 2.5 Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws) 3.5 Approved Itinerary of Travel (Appendix A) detailing the transportation and travel expenses to be incurred as basis for the amount of cash advance 4.5 Bills and receipts for actual expenses claimed 5.5 Certification that expenses incurred were absolutely necessary and official in nature 6.5 Certificate of Last Travel Completed (Appendix B) 7.5 Official receipts for meals and incidentals for job-order personnel 8.5 Receipts for airport terminal fees, if any 9.5 Copies of used transportation ticket (<i>used bus ticket / e-ticket with boarding passes for airfares</i>) 10.5 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>Project Officer</p>
<p>10. Health Insurance (1 original copy each except for 10.6-7)</p>	
<p>1.5 Approved Memorandum for the Secretary for request for reimbursement 2.5 Copy of exchange rate used 3.5 Summary of health insurance to be reimbursed 4.5 Computation and conversion to Philippine Peso 5.5 Official Receipt / Transaction Details 6.5 Copy of Insurance Policy 7.5 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>Project Officer</p>
<p>11. Excess Baggage (1 original copy each except for 11.7)</p>	
<p>1.5 For posting of newly appointed Foreign Office (FO) Personnel: 1.1.2 Approved Memorandum for the Secretary 2.5 For regular foreign travel 2.1.2 Authority to be reimbursed</p>	<p>Project Officer</p>



<p>3.5 Official receipts 4.5 Copy of e-ticket 5.5 Copy of boarding pass 6.5 Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws) 7.5 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>12. Honoraria (1 original copy each)</p>	
<p>1.5 Duly certified payroll for the pay period /list of payees entitled to honoraria 2.5 Basis for the honoraria claimed 3.5 Computations of honoraria claimed (total honoraria received must not exceed 25% of annual basic pay of officer / employee) 4.5 Outputs delivered / accomplished</p>	<p>Project Officer</p>
<p>13. Foreign Travel Allowance (1 original copy each except for 10.1, 10.2, 10.4, 10.7 and 10.8)</p>	
<p>1.5 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) 2.5 Certified True Copy of duly approved Travel /Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws) 3.5 Approved Itinerary of Travel (Appendix A) detailing the transportation and travel expenses to be incurred as basis for the amount of cash advance 4.5 Prevailing UNDP rates for daily subsistence allowance used in the computation of claim for travelling expenses 5.5 If claiming for Representation Allowance: 10.5.1 Approval from Malacañang indicating the amount of representation allowance authorized 6.5 Confirmed flight itinerary issued by the booking office/travel agency (for computation of travelling expenses) 7.5 Proof of exchange rate at the time of travel 8.5 Certificate of Last Travel Completed (Appendix B) 9.5 Certification from Accounting Division that the official / employee has no unliquidated Cash Advances. 10.5 Fiscal Agency Service (FAS) signed by authorized signatories</p>	<p>Project Officer</p>



14. Petty Operating Expenditures / Replenishment (1 original copy each)	
<ul style="list-style-type: none"> 1.5 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) 2.5 Report of Disbursement for previous cash advance granted 3.5 Official Receipts/proofs of payment for expenses incurred 4.5 Certification from Accounting Division that SDO has no pending unliquidated Cash Advance 	Petty Cash Fund Custodian
Specific Requirements for Payment	
15. Purchase of Supplies and Materials Payment (1 original copy each except for 12.1)	
<ul style="list-style-type: none"> 11. 12. 1.5 Approved Annual Procurement Program 2.5 Approved Purchase Request 3.5 Approved Purchase Order / duly notarized MOA 4.5 Request for canvass / PhilGEPs posting / bidding with corresponding Terms of Reference (TOR) 5.5 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) 6.5 Copy of BAC Resolution, PhilGeps posting (for total amounts equivalent to more than PHP 50,000 but less than PHP 500,000) 7.5 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP 500,000 and above) 8.5 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account 9.5 Original copy of Invoice / Statement of Account 10.5 Original copy of Delivery Receipt 11.5 Duly Signed Inspection and Acceptance Report 	Project Officer
16. Representation Expenses (Payment/Reimbursement) (1 original copy each except 16.8)	
<ul style="list-style-type: none"> 16. 1.5 Original copy of duly signed authorization from the Head of Office or his duly designated representative, to sign for chit charges / reimburse expenses 	<i>Project Officer</i>



<p>incurred for the implementation of a particular activity / undertaking</p> <p>2.5 Original copy of invoice / Statement of Account</p> <p>3.5 Certification that expense is official in nature, public in character and in the best interest of the Department</p> <p>4.5 For group meals, list of participants with signature/photos</p> <p>5.5 Abstract of Canvass with quotations from at least three (3) suppliers / service providers</p> <p>6.5 Attendance Sheet</p> <p>7.5 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. Professional Services Rendered (Consultants, Resource Persons, Translators, etc) (1 original copy each except for 14.1 and 14.7)</p>	
<p>17.</p> <p>1.5 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>2.5 Resume / Credentials of Contracted Individual</p> <p>3.5 Acceptance Invitation</p> <p>4.5 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>5.5 Abstract of Canvass / Waiver of Canvass</p> <p>6.5 Original Copy of Statement of Account</p> <p>7.5 Copy of Speaker's presentation</p> <p>8.5 Proof of services rendered / Accomplishment Report (as stated in the contract)</p> <p>9.5 Certificate of Services Rendered / Acceptance of Deliverables per MOA / Contract</p>	<p>Project Officer</p>
<p>18. Services Rendered by Contracted Service Providers (1 original copy each except for 15.1)</p>	
<p>18.</p> <p>1.5 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>2.5 Original copy of duly signed authorization from the Head of Office or his duly designated representative, to sign for chit charges / reimburse expenses</p>	<p>Project Officer</p>



<p>incurred for the implementation of a particular activity / undertaking</p> <p>3.5 Original copy of Invoice / Statement of Account</p> <p>4.5 Supporting documents for the invoice (hotel folios, guest list, etc)</p> <p>5.5 Copy of Letter Contract with Conforme / duly notarized MOA or Contract signed by both parties</p> <p>6.5 Request for Canvass / PhilGEPS posting / bidding with corresponding Terms or Reference (TOR)</p> <p>7.5 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>8.5 Copy of BAC Resolution, PhilGeps posting (for total amounts equivalent to more than PHP 50,000 but less than PHP 500,000)</p> <p>9.5 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP 500,000 and above)</p> <p>10.5 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>11.5 Certification that expense is official in nature, public in character and in the best interest of the Department</p>	
<p>19. Purchase of Foreign Transportation Expenses / Air Tickets (1 original copy each except for 16.1 and 16.2)</p>	
<p>19.</p> <p>1.5 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>2.5 Certified True Copy of duly approved Travel / Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>3.5 Original copy of invoice / Statement of Account</p> <p>4.5 Original copy of used transportation ticket (used air ticket / e-ticket with boarding passes for airfares)</p> <p>5.5 If claiming payment for business class airfare: Malacañang approval authorizing business class accommodation on plane for the official travel</p> <p>6.5 Copy of Contract with the service provider (for air tickets)</p> <p>7.5 Request for Canvass / PhilGEPS posting / bidding with corresponding Terms or Reference (TOR)</p> <p>8.5 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>Project Officer</p>



<p>9.5 Copy of BAC Resolution, PhilGEPS posting (for total amounts equivalent to more than PHP50,000 but less than PHP500,000)</p> <p>10.5 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP500,000 and above)</p> <p>11.5 Certification from Accounting Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p>	
<p>20. Hiring of Vehicles (1 original copy each except for 17.1)</p>	
<p>20.</p> <p>1.5 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>2.5 Original Copy of Approved Authority to Hire a Vehicle</p> <p>3.5 Original Copy of Statement of Account / Invoice</p> <p>4.5 Copy of Letter Contract with Conforme / duly notarized MOA or Contract signed by both parties</p> <p>5.5 Request for canvass / PhilGEPS posting / bidding with corresponding Terms of Reference (TOR)</p> <p>6.5 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>7.5 Copy of BAC Resolution, PhilGEPS posting (for total amounts equivalent to more than PHP50,000 but less than PHP500,000)</p> <p>8.5 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP500,000 and above)</p> <p>9.5 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>10.5 Original Copies of Trip Tickets duly signed by passenger / project officer</p> <p>11.5 Passenger List</p> <p>12.5 Certification from the authorized signing officer of satisfactory services completed / rendered as stated in the contract / agreement</p>	<p>Project Officer</p>
<p>21. Shipment / Freight Services (1 original copy each except for 18.1)</p>	
<p>21.</p> <p>1.5 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>Project Officer</p>



<p>2.5 Original copy of invoice / statement of account from the contracted service provider</p> <p>3.5 Abstract of Canvass signed by the GSD</p> <p>4.5 Inspection Report for the goods shipped</p> <p>5.5 Proof of shipment</p> <p>6.5 Acknowledgment from the recipient that shipped goods were received in correct quantity and in good order</p>	
<p>22. Procurement of Security, Janitorial and other similar services (1 original copy each)</p>	
<p>22.</p> <p>1.5 Request of the concerned office for the requirements</p> <p>2.5 Approval of the request by the Secretary</p> <p>3.5 Approved Terms of Reference (TOR)</p> <p>4.5 Copy of Advertisement / Invitation to Bid</p> <p>5.5 Bid Tenders of participating bidders</p> <p>6.5 Participating bidders' registration, license and accreditation documents</p> <p>7.5 Abstract of Bids duly signed by the BAC Members</p> <p>8.5 BAC Resolution on the evaluation of bids and recommendation of award duly signed by the BAC members</p> <p>9.5 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>10.5 Notice / Letter of Award signed by authorized official</p> <p>11.5 Job Order / Contract (Original) duly received by contractor</p> <p>12.5 Notice to commence to work</p> <p>13.5 Performance Bond</p> <p>14.5 Record of Attendance / Service (for security and janitorial services)</p> <p>15.5 Request for payment of the contractor / service provider for services rendered</p> <p>16.5 Certification of the concerned office that the service rendered by the contractor / service provider was satisfactory</p>	<p>Human Resource Division</p>
<p>23. Extension of Security, Janitorial, and other similar service (1 original copy each)</p>	
<p>23.</p> <p>1.5 Request of Management to the contractor / service provider for the extension of services with the reasons therefore</p> <p>2.5 Copy of extension contract</p> <p>3.5 Period covered by the duration does not exceed one year</p>	<p>Human Resource Division</p>



<p>4.5 Certification from BAC that:</p> <p>5.5 The original contract was awarded through public bidding</p> <p>6.5 The agency has substantially undertaken the procurement activities required prior to award the new contract</p> <p>7.5 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>8.5 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>9.5 The current contractor / service provider has not violated any of the provision of the original contract</p> <p>10.5 The terms and conditions of the original contract shall not be changed or modified</p> <p>11.5 Performance bond</p> <p>12.5 Request for payment of the contractor / service provider for services rendered</p> <p>13.5 Record of attendance / service (for security and janitorial services)</p> <p>14.5 Certification of the concerned office that the service rendered by the contractor / service provider was satisfactory</p>	
<p>24. Purchase of Equipment and Vehicle <i>(1 original copy each except for 21.1)</i></p>	
<p>24.</p> <p>1.5 Approved annual procurement program / plan for the current year</p> <p>2.5 Allotment for equipment outlay</p> <p>3.5 Malacañang approval (as necessary)</p> <p>4.5 Approved purchase request</p> <p>5.5 Approved purchase order / duly notarized MOA</p> <p>6.5 Request for canvass / PhilGEPS posting / bidding with corresponding Terms of Reference (TOR)</p> <p>7.5 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>8.5 Copy of BAC Resolution, PhilGEPS posting, (for total amounts equivalent to more than PHP50,000 but less than PHP500,000)</p> <p>9.5 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP500,000 and above)</p>	<p>Procurement and Management Division</p>



<p>10.5 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>11.5 If from sole distributor:</p> <p>11.1.2 Duly notarized certificate of exclusive distributorship of the dealer duly attested by the principal</p> <p>11.2.2 certification from the supplier that does not have sub-dealers selling at lower prices</p> <p>11.3.2 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>12.5 In case of negotiated purchase:</p> <p>12.1.2 Certification from BAC members that there was failure of public biddings (two biddings)</p> <p>12.2.2 Certificate of authority to negotiate / enter into negotiated contract</p> <p>13.5 Original cop of Supplier's invoice / statement of account</p> <p>14.5 Original copy of delivery receipt</p> <p>15.5 Inspection and acceptance report on the deliveries</p> <p>16.5 Results of test / analysis by proper government agency (if the terms are subject to test)</p> <p>17.5 Copy of Acknowledgment Receipt for Equipment (ARE)</p>	
<p>25. Repair of Equipment (1 original copy each)</p>	
<p>25.</p> <p>1.5 Request for Repair / Inspection Report</p> <p>2.5 Approved Job Order / duly notarized MOA</p> <p>3.5 Request for canvass / PhilGEPS posting/ bidding with corresponding Terms of Reference (TOR)</p> <p>4.5 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>5.5 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>6.5 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>General Services Division</p>



<p>7.5 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>8.5 Original copy of Invoice /Statement of Account</p> <p>9.5 Duly signed Inspection and Acceptance Report</p> <p>10.5 Original copy of Delivery Receipt</p>	
<p>26. Utility Expense – Electricity, Water and Telephone (1 original copy each)</p>	
<p>1.5 Statement of Account (SOA) / Billing Statement</p> <p>2.5 Certification that expenses are official in nature if bill exceeded monthly limit (telephone)</p>	<p>Project Officer</p>
<p>27. Rent – Building / Venue (1 original copy each except 27.2.4 and 27.5.1)</p>	
<p>1.5 Original copy of Statement of Account / Invoice</p> <p>2.5 For first payment:</p> <p>2.1.2 Duly notarized MOA or Contract signed by both parties</p> <p>2.2.2 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>2.3.2 Certification from Accounting Division of Availability of Funds</p> <p>2.4.2 Copy of Approved Work and Financial Program (WFP) / Project Proposal with reviewed Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost bases)</p> <p>2.5.2 Request for canvass / PhilGeps posting / bidding with corresponding Terms of Reference (TOR) (unless renewed)</p> <p>3.5 For total amounts equivalent to Php 50,000.00 and less:</p> <p>3.1.2 Abstract of Canvass with quotations from at least (3) accredited transport companies, signed by GSD</p> <p>4.5 For total amounts equivalent to more than Php 50,000.00 but less than Php 500,000.00:</p> <p>4.1.2 Copy of BAC Resolution</p> <p>4.2.2 PhilGeps posting</p> <p>5.5 For total amounts equivalent to Php 500,000.00 and above:</p> <p>5.1.2 Copy of BAC Resolution</p> <p>5.2.2 Bid documents</p> <p>5.3.2 Notice of Awards (NOA)</p> <p>5.4.2 Performance Bond</p> <p>6.5 For venue rental:</p>	<p>Project Officer</p>



<p>6.1.2 Certification from the authorized signing officer of satisfactory services completed / rendered as stated in the contract / agreement</p>	
<p>28. Internet Service Expenses (1 original copy each)</p>	
<p>1.5 Statement of Account (SOA) / Billing Statement 2.5 Copy of notarized contract 3.5 Copy of BAC Resolution attached with procurement related documents <i>(for first payment)</i> 4.5 Notice of Award / to Process <i>(for first payment)</i> 5.5 Copy of Approved Work and Financial Program (WFP) / Project Proposal with reviewed Budget Estimate (BE) or Annual Procurement Plan (APP) <i>(whichever is applicable)</i></p>	<p>Project Officer</p>
<p>Specific Requirements for Fund Transfer</p>	
<p>29. Financial Assistance to Local Government Units (LGUs) (1 original copy each)</p>	
<p>29. 1.5 Letter request from the Head of the LGU for financial assistance indicating there in the: 1.1.2 Name of the project / activity 1.2.2 Period /duration of the project 1.3.2 Tourism impact/significance of the project/ activity 1.4.2 Amount requested 2.5 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 3.5 Endorsement Letter from the concerned DOT Regional Director on the request for assistance 4.5 Evaluation / Recommendation of DOT - SPRC (Special Project and Review Committee) on the request for assistance 5.5 Copy of the MOA which shall stipulate the following: 5.1.2 Type/ Nature of the project to be funded which shall be in line with the mandate / programs of the DOT 5.2.2 Impact on tourism of the project to be funded 5.3.2 Use of the assistance exclusively for the approved purpose 5.4.2 Time /period for the liquidation of the fund transfer (not applicable if fund release is thru donations) 5.5.2 Amount of financial assistance granted</p>	<p>Project Officer</p>



<p>5.6.2 Submission of Terminal Report within a specific period</p> <p>5.7.2 Sanctions to be imposed / undertaken for non-compliance with the provisions of the MOA</p> <p>6.5 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)</p> <p>7.5 Certification from Accounting Division that the LGU has no unliquidated fund transfer</p>	
<p>30. Financial Assistance for Non-Government Organization (NGO) / People's Organization (PO) <i>(1 original copy each)</i></p>	
<p>30.</p> <p>1.5 Proposal or request for funding which shall include:</p> <p>1.1.2 Name of the Project</p> <p>1.2.2 Objectives</p> <p>1.3.2 Target beneficiaries</p> <p>1.4.2 Impact to the tourism industry</p> <p>1.5.2 Amount of assistance</p> <p>2.5 Eligibility requirements such as:</p> <p>2.1.2 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>2.2.2 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>2.3.2 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>2.4.2 Disclosure by the NGO / PO of other related business, if any, and extent of ownership therein</p> <p>2.5.2 Work and Financial Plan, Sources and Details of Proponents Equity Participation in the Project</p>	<p>Project Officer</p>



<p>2.6.2 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>2.7.2 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>3.5 Initial evaluation and endorsement of the concerned DOT Officer / Regional Director / Attached Agency Officer on the request for assistance</p> <p>4.5 Certification for non-submission of requests to other DOT Attached Agencies</p> <p>5.5 Approved SPRC Resolution</p> <p>6.5 Signed Memorandum of Agreement (MOA)</p> <p>7.5 Liquidation Report with supporting documents for previous fund transfers, if any</p> <p>8.5 Certification from Accounting Division that the NGO/PO has no unliquidated fund transfer</p>	
<p>31. DOT Regional Offices (1 original copy each)</p>	
<p>31.</p> <p>1.5 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>2.5 Approved Memo for the fund transfer</p> <p>2.1.2 If chargeable against TLA funds, duly approved SPRC Resolution for external, duly approved Project Proposal for internal</p>	<p>Project Officer</p>
<p>32. DOT Overseas Offices – TPB Remittances (1 original copy each)</p>	
<p>1.5 Budget Utilization Report and Status (BURS) for TLA account signed by the originating office</p> <p>2.5 Fiscal Agency Service (FAS) signed by authorized signatories</p> <p>3.5 Certificate of No Unliquidated Cash Advances from the Accounting Division</p> <p>4.5 Copy of adequate bond of the SDO commensurate to the amount of accountability</p> <p>5.5 Copy of Notice of Cash Allocation (NCA)</p> <p>6.5 Approved Project Proposal by TPB</p>	<p>Project Officer</p>



7.5 Memorandum of Agreement (MOA) between TPB and DOT Foreign Office	
33. DOT Overseas Offices – Fund Transfer (PS, MOOE, or Special Project) (1 original copy each except for 33.4)	
1.5 Fiscal Agency Service (FAS) signed by authorized signatories 2.5 Certificate of No Unliquidated Cash Advances from the Accounting Division 3.5 Copy of adequate bond of the SDO commensurate to the amount of accountability 4.5 Approved project proposal / WFP / RWFP / APP / PPMP 5.5 Computation of PS allowances signed by Chief of HRD (for PS fund transfer) 6.5 Computation of Quarterly MOOE prepared by OPMD (for MOOE fund transfer)	Project Officer
34. DOT Regional Offices – Notice of Transfer Allocation (1 original copy each except for 34.2)	
1.5 Approval of Transfer of Allocation 2.5 Sub-Allotment Advice attached with a copy of Approved Work and Financial Program (WFP) / Project Proposal supported with reviewed Budget Estimate (BE)	Project Officer
Specific Requirements for Remittance	
35. Remittance of Mandatory Deductions GSIS / PAGIBIG / PHILHEALTH / LBP / DOTEA / SSS (1 original copy each)	
1.5 Statement of Account 2.5 Remittance List 3.5 Payroll List	Project Officer
36. Tax Remittance (1 original copy each)	
1.5 Certificate of Withholding Tax 2.5 Alpha list	Project Officer
37. Remittance to BTr (1 original copy each)	
1.5 Schedule / List of Remittance 2.5 Payroll / Proof of Refund / Official Receipt (for cash refund) 3.5 Cancellation of project from foreign office (if applicable) 4.5 NFD / ND / NS (if applicable)	Project Officer
38. Remittance to TPB (1 original copy each)	
1.5 List of Remittance 2.5 Proof of Deposit to DOT or Bank Statement (for Regular Trust (RT)) 3.5 Notice of Cash Allocation (NCA) (for Trust Liability Account (TLA))	Project Officer



<p>4.5 Cancellation of Project from Foreign Office (FO) (if cancelled by FO) 5.5 Schedule of Refund from FO (if refund)</p>	
Specific Requirements for Reimbursement	
39. Actual Pre-Departure Allowance (1 original copy each except for 26.1 and 26.2)	
<p>39.</p> <p>1.5 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>2.5 Certified True Copy of duly approved Travel /Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>3.5 Authority to be Reimbursed actual pre-departure expenses</p> <p>4.5 Official receipts /proof of payment for expenses incurred</p> <p>5.5 Certificate of Travel Completed (Appendix B)</p>	DOT employees
40. Foreign Travel Allowance (1 original copy each except for 27.1, 27.2 and 27.9)	
<p>40.</p> <p>1.5 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>2.5 Certified True Copy of duly approved Travel / Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>3.5 If travelling expenses claimed is more than the authorized amount for travel allowance (actual expenses)</p> <p>3.1.2 Approval from Malacañang for the payment of actual travelling expenses</p> <p>3.2.2 Certification from the Secretary that the actual expense in excess of the prescribed travelling allowance is absolutely necessary in the performance of an assignment</p> <p>3.3.2 Bills and receipts for actual expenses claimed</p> <p>4.5 If claiming for reimbursement of Representation Allowance / Expenses:</p> <p>4.1.2 Authority from Malacañang for the amount of representation allowance/expenses allowed</p> <p>4.2.2 Proof of expenses incurred (official receipts for the representation expenses incurred)</p>	DOT Employees



<p>5.5 Copies of used transportation ticket (used air ticket / e-ticket with boarding passes for airfares)</p> <p>6.5 Receipts for Airport Terminal Fees at point of embarkation to go back to the Philippines, if any</p> <p>7.5 Proof of Differential Claim (e.g., bank receipt of forex); Computation of DSA entitlement/requirement and actual amount received</p> <p>8.5 Proof of exchange rate at the time of travel</p> <p>9.5 Certificate of Last Travel Completed (Appendix B)</p> <p>10.5 Certificate of Travel Completed (Appendix B)</p> <p>11.5 Certificate of Appearance</p> <p>12.5 Arrival and departure stamps on passport</p> <p>13.5 Official receipt for premium paid for accident insurance coverage for the duration of the travel</p> <p>14.5 Terminal Report</p> <p>15.5 Fiscal Agency Service (FAS) signed by authorized signatories</p>	
<p>41. Training Fees (1 original copy each except 41.7)</p>	
<p>1.5 Authority to be reimbursed of actual training fees</p> <p>2.5 Certificate / Proof of Appearance / Attendance / Training</p> <p>3.5 List of Attendees (if applicable)</p> <p>4.5 Approval from authorized official to attend / participate</p> <p>5.5 Official receipts / collection receipts</p> <p>6.5 Statement of account / Bill</p> <p>7.5 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>DOT Employees</p>
<p>42. Purchase of Newspaper (1 original copy each except 42.5)</p>	
<p>1.5 Authority to be reimbursed for purchase of newspaper</p> <p>2.5 Inspection and Acceptance Report</p> <p>3.5 Official receipts</p> <p>4.5 Purchase requests</p> <p>5.5 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>DOT Employees</p>
<p>43. Transportation Expense – RFID and Gas (1 original copy each)</p>	
<p>1.5 Authority to be reimbursed of RFID / Gas</p> <p>2.5 Justification from GSD that there is no available load from RFID of official vehicle / fleet card has reached its maximum limit</p>	<p>DOT Employees</p>



<p>3.5 Trip Ticket 4.5 Travel Order (<i>if applicable</i>) 5.5 Copy of RFID and official receipts 6.5 Certification that all expenses were official in nature, public in character, for the best interest of the Department, and incurred for purposes intended herein</p>	
<p>44. Actual communication expenses (<i>1 original copy each except 44.3 and 44.7</i>)</p>	
<p>1.5 Authority to be reimbursed of actual communication expenses 2.5 Official receipts 3.5 Photocopy of the statement of account or monthly billing from the telecommunication service provider for postpaid account 4.5 Used mobile card/s for prepaid account 5.5 Certification that expenses for mobile phone usage are incurred for the performance of official duties and responsibilities 6.5 Certified copy of duly approved Appointment paper for initial payment of newly appointed employees 7.5 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>DOT Employees</p>
<p>Special Requirements for Purchase</p>	
<p>45. Local Transportation Expenses / Air Tickets (<i>1 original copy each except for 28.1 and 28.2</i>)</p>	
<p>45. 1.5 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) 2.5 Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws) 3.5 Original Copy of Billing / Statement of Account 4.5 Original Copy of used transportation ticket (used air ticket/ e-ticket with boarding passes for airfares) 5.5 Abstract of Canvass signed by the GSD / Philgeps Posting</p>	<p>DOT Employees</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all requirements for obligation of fund attached with supporting documents to the Budget Division.	1.1 Checks for the completeness of documentary requirements for requests for obligation of funds Note: If incomplete, documents will be returned to Project Officer	None	15 minutes	<i>Administrative Officer II/ Senior Administrative Assistant</i> Budget Division
	1.2 Endorses requests for obligation of funds with supporting documents to assigned Budget Officer for evaluation	None	15 minutes	<i>Administrative Officer II/ Senior Administrative Assistant</i> Budget Division
	1.3 Receives, evaluates and checks accuracy of requests for obligation of funds with supporting documents Note: If no funds available or not included in the approved WFP, documents will be returned to Project Officer	None	25 minutes	<i>Administrative Officer IV/ Administrative Officer V</i> Budget Division
	1.4 Returns the evaluated request for Obligation of Funds to Admin Assistant for assigning of ORS number	None	20 minutes	<i>Administrative Officer IV/ Administrative Officer V</i> Budget Division
	1.5 Receives the evaluated request for Obligation of Funds	None	20 minutes	<i>Administrative Officer II/ Senior Administrative Assistant</i>



				Budget Division
	1.6 Assigns ORS number	None	30 minutes	<i>Administrative Officer II/ Senior Administrative Assistant</i> Budget Division
	1.7 Returns to Budget Officer for encoding in the monitoring status report	None	30 minutes	<i>Administrative Officer II/ Senior Administrative Assistant</i> Budget Division
	1.8 Budget Officer encodes in the Monitoring Status of Funds	None	30 minutes	<i>Administrative Officer II/ Senior Administrative Assistant</i> Budget Division
	1.9 Encodes the Registry of Allotment and Obligation (RAO) and forwards to the Chief Budget Officer for final review	None	30 minutes	<i>Administrative Officer II/ Senior Administrative Assistant</i> Budget Division
	1.10 Receives, reviews and approves the ORS	None	120 minutes	<i>Chief Budget Officer</i> Budget Division
	1.11 Returns the signed ORS to Admin Assistant for release	None	30 minutes	<i>Administrative Officer IV/ Administrative Officer V</i> Budget Division
	1.12 Receives the approved ORS and obtains 1 original copy of ORS for Budget Divisions' copy	None	10 minutes	<i>Administrative Officer II/ Senior Administrative Assistant</i> Budget Division
2. Accounting Division or Project Officer receives the approved ORS	2.1 Forwards the signed and approved ORS with supporting documents to Accounting Division or Project Officer	None	15 minutes	<i>Administrative Officer II/ Senior Administrative Assistant</i> Budget Division



TOTAL PROCESSING TIME	None	6 hours and 30 minutes
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39. PROCUREMENT OF GOODS AND SERVICES THROUGH OTHER ALTERNATIVE METHODS OR PROCUREMENT (LEASE OF VENUE/HIGHLY 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 (PMD)			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G - 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)/Technical Specification (TS) 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/TS/ Rating Sheet/Criteria/ Market Study/Email Address	1.1 Receive, review, and log the request in the Procurement Monitoring Report	None	17 minutes	<i>Admin Officer I/ Admin Officer III</i> PMD
	1.2 Prepare the Request for Quotation	None	45 minutes	<i>Admin Officer I/ Admin Officer III</i> PMD
	1.3 Issue the Request for Quotation	None	3 days and 4 hours	<i>Admin Officer I/ Admin Officer III</i> PMD



	(RFQ)/Request for Proposal (RFP) to the prospective service provider thru fax or email			
2. Interested suppliers/ service providers to submit their bids	2.1 Receive, open, and evaluate the quotations /proposals submitted	None	1 hour and 15 minutes	<i>Admin Officer I/ Admin Officer III PMD</i>
	2.2 Prepare the Abstract of Quotation (LOV)	None	1 hour and 30 minutes	<i>Admin Officer I/ Admin Officer III PMD</i>
	2.3 Prepare BAC Resolution to be signed by the BAC members	None	45 minutes	<i>Admin Officer I/ Admin Officer III PMD</i>
	2.4 Signing and approval of BAC Resolution	None	2 days and 4 hours	BAC Members/ HOPE's delegated official
	2.5 Prepare the Notice of Award (NOA) and Notice to Proceed (NTP) upon receipt of the approved BAC Resolution	None	10 minutes Note: NOA is prepared for project with ABC amounting to more than PhP50,000.00	<i>Admin Officer I/ Admin Officer III PMD</i>
	2.6 Route the Abstract of Quotation, Notice of Award (NOA) and Notice to Proceed (NTP) to the Office of Director, Administrative Service for ABC of 500,000.00 and below and Asec. Concerned for ABC of above 500,000.00 for their signature	None	1 day and 2 hours	<i>Director Administrative Service Assistant Secretary of concerned office</i>



3. Bidder receives, signs and return the Notice of Award	3.1. Inform/Email the Supplier the approved Notice of Award (NOA) for signature on the conforme	None	2 days	<i>Admin Officer I/ Admin Officer III</i> PMD Supplier
	3.2 Log the document for release in the outgoing logbook	None	10 minutes	<i>Admin Officer I/ Admin Officer III</i> PMD
4. End-User receives the documents for processing of contract	4.1. Release the documents to end-user for processing of contract	None	10 minutes Note: Once contract is notarized, PMD issues the NTP to the Supplier and End-User prepares the ORS for signing	<i>Admin Officer I/ Admin Officer III</i> PMD
TOTAL PROCESSING TIME		None	9 days 7 hours, and 2 minutes	
Service is covered under Republic Act (RA) No. 9184 or the “Government Procurement Reform Act”				



40. 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.

Office or Division:	Procurement Management Division (PMD)			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G - Government to Government G2B - 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)/Technical Specification (TS) signed by the Project Officer (1 original copy)		Requesting Office		
Order of Payment (Bidder) (no copy)		PMD		
Official Receipt (Bidder) (1 photocopy)		Cashier		
TABLE OF FEES TO BE PAID				
a. Approved Budget for the Contract: PhP500,000.00 and below.		PhP500.00		
b. Approved Budget for the Contract: more than PhP500,000.00 up to 1 Million.		PhP1,000.00		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved PR/TOR/TS	1.1 Receive, review, and log the request in the	None	10 minutes	<i>Admin Officer I/ Admin Officer III PMD</i>



	Procurement Monitoring Report			
	1.2 Schedule the request for Pre-Procurement Conference and Notification of Project Officer.	None	30 minutes	<i>BAC Secretariat/</i>
2. Project Officer shall attend for clarification of the TOR.	2.1 Conduct of Pre-Procurement Conference.	None	1 day	<i>BAC Secretariat/ Members/ Project Officer</i>
3. Project Officer to submit revised TOR (including soft copy).	3.1 Preparation of Bidding documents.	None	1 day	<i>BAC Secretariat</i>
	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	<i>BAC Secretariat</i>
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)	<i>BAC Secretariat/ Members/ Project Officer/ Bidders</i>
	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)	<i>BAC Secretariat</i>
5. Bidder shall request for the Order of	5.1 Prepare the Order of Payment.	None	3 minutes	<i>BAC Secretariat</i>



Payment for the Bidding Documents				
6. Bidder shall proceed to the Cashier for payment of Bidding Document.	6.1 Cashier shall receive payment and issue Official Receipt.	(Refer to Table of Fees)	10 minutes	<i>BAC Secretariat</i>
7. Bidder shall return to PMD to present copy of OR and to receive bid documents.	Release bid docs upon presentation of Official Receipt.	None	10 minutes	<i>BAC Secretariat</i>
8. Interested bidders shall submit its bid submission.	Receive bidder's submission.	None	10 minutes	<i>BAC Secretariat</i>
9. Project Officer and Interested Bidders shall attend for the opening of Bids.	9.1 Opening of Bids.	None	1 day	<i>BAC Secretariat/ BAC Members/ Project Officers/Bidders/ Observers</i>
	9.2 Prepare the Abstract as Read and as Calculated.	None	15 minutes	<i>BAC Secretariat</i>
10. Bidder to accommodate and present documents required during the visit.	10.1 Conduct of Post-Qualification.	None	1 day	<i>BAC Secretariat/ Members/ Project Officer</i>
	10.2 Prepare the Post-Qualification Evaluation Report.	None	30 minutes	<i>BAC Secretariat</i>
	10.3 Preparation of BAC Resolution.	None	1 hour	<i>BAC Secretariat</i>
	10.4 Signing of BAC Resolution.	None	2 days	<i>BAC Secretariat</i>
11. Bidder receives Notice of Award	11.1 Prepare and issue the Notice of Award to the awarded bidder	None	20 minutes	<i>BAC Secretariat</i>



12. Submit Performance Security.	12.1 Receive Performance Security.	None	10 days	
	12.2 Prepare the Contract of Agreement for review upon receipt of the Performance Security from the awarded Bidder.	None	1 day	<i>BAC Secretariat/ Legal Service</i>
	12.3 Preparation and signing the Budget Certification and Certification of Funds Availability (CAF).	None	1 day	<i>BAC Secretariat Chief Budget Division Chief Accounting Division</i>
13. Bidder receives the Contract for signature	13.1 Release to the awarded bidder the Contract of Agreement for signature.	None	5 minutes	<i>BAC Secretariat</i>
14. Awarded bidder shall submit the signed Contract of Agreement	14.1 Release to Legal Service for initials	None	5 minutes	<i>BAC Secretariat/ Legal Service</i>
	14.2 Release and signing of contract by approving authority	None	1 day	<i>Designated Signatory</i>
	14.3 Release to Legal Service for notarization of the Contract of Agreement.	None	5 minutes	<i>BAC Secretariat</i>
	14.4 Release to Project Officer, OSEC and FMS copy of the notarized Contract of Agreement.	None	5 minutes	<i>BAC Secretariat</i>
15. Bidder receives the Notice to Proceed	15.1 Issue the Notice to Proceed to the awarded bidder upon approval of the approving official.	None	25 minutes	<i>BAC Secretariat</i>



TOTAL PROCESSING TIME	(Refer to Table of Fees)	29 days, 3 hours, and 53 minutes
Service is covered under Republic Act (RA) No. 9184 or the “<i>Government Procurement Reform Act</i>”		



41. 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 (PMD)			
Classification:	Complex Transaction			
Type of Transaction:	G2G - 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)/Technical Specifications (TS) 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/TS/Certification or Authority to hire vehicles/Rating sheet	1.1 Receive, review, and log the request in the Procurement Monitoring Report	None	17 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
	1.2 Prepare the Request for Quotation.	None	45 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
	1.3 Invite at least three (3) suppliers by sending the Request for Quotation/ proposal thru fax or email.	None	3 days and 4 hours	<i>Admin Officer I/ Admin Officer III, PMD</i>



2. Interested suppliers/ service providers to submit their bids	2.1 Opening of 3 quotations.	None	45 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
	2.2 Preparation of the Abstract of Quotation.	None	1 hour and 15 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
	2.3 Route the Abstract of Quotation and Purchase Order (PO) to the Office of Director, Administrative Service for signature	None	1 hour and 30 minutes	<i>Chief PMD Director Administrative Service</i>
3. Bidder receives, signs and return the Notice of Award	3.1 Inform/Email the Supplier the P.O for their signature on the conforme	None	2 days	<i>Admin Officer I/ Admin Officer III, PMD Supplier</i>
	3.2 Log the PO for release in the outgoing logbook	None	10 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
4. End-User receives the documents for processing of contract	4.1 Release the documents to end-user for processing.	None	10 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
TOTAL PROCESSING TIME		None	5 days and 52 minutes	
Service is covered under Republic Act (RA) No. 9184 or the “Government Procurement Reform Act				



42. 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 (PMD)			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G - 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)/Technical Specification (TS) 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/TS/Certification or Authority to hire vehicles/ Rating Sheet	1.1 Receive, review, and log the request in the Procurement Monitoring Report	None	17 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
	1.2 Prepare the Request for Quotation	None	45 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
	1.3 Post the Request for Quotations (RFQ) in the PhilGEPS, DOT website and	None	5 days	<i>Admin Officer I/ Admin Officer III, PMD</i>



	Bulletin Board for at least three (3) days)			
	1.4 Invite at least three (3) suppliers by sending the Request for Quotation/proposal by fax or email.	None	45 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
2. Interested suppliers/ service providers to submit their bids	2.1 Received, open, and evaluate the bids/ quotations submitted by interested suppliers/ service providers	None	1 hour and 15 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
	2.2 Prepare the Abstract of Quotation, Purchase Order (PO) and Notice of Award (NOA)	None	1 hour and 30 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
	2.3 Route the Abstract of Quotation, Purchase Order (PO) and Notice of Award (NOA) to the Office of Director, Administrative Service for ABC of 500,000.00 and below and Asec. Concerned for ABC of above 500,000.00 for their signature	None	1 day and 2 hours Note: The no. of days for the signing of the Abstract of Quotation, Purchase Order (PO) and Notice of Award (NOA) will depend on the availability of the designated signatory	<i>Director Administrative Service Assistant Secretary of Concerned Office</i>
3. Bidder receives, signs and return the PO and Notice of Award	3.1 Inform/Email the Supplier the P.O and NOA for their signature on the conforme	None	2 days	<i>Admin Officer I/ Admin Officer III, PMD</i>



	3.2 Log the PO for release in the outgoing logbook	None	10 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
4. End-User receives the PO for processing of ORS	4.1 Release the PO to the end-user for processing of Obligation Request Status (ORS) the end-user.	None	10 minutes	<i>Admin Officer I/ Admin Officer III, PMD</i>
TOTAL PROCESSING TIME		None	8 days, 6 hours, and 52 minutes	
Service is covered under Republic Act (RA) No. 9184 or the “Government Procurement Reform Act”				



43. RECEIVING AND ISSUANCE OF SUPPLIES, MATERIALS AND EQUIPMENT

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

Office or Division:		Supply and Property Section - General Services Division		
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 Purchase Order (PO)/Job Order (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 equipment.	None	10 minutes	Supply Officer GSD
	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	Chief GSD
2. Receives the supplies/materials/equipment	2. Releases/Issues the supplies/materials/equipment to requesting office.	None	10 minutes	Supply Officer GSD
TOTAL PROCESSING TIME		None	55 minutes	



44.RECORDS CREATION AND CONTROL FOR DOT ISSUANCES

This service covers the assignment of Official Record Number to DOT Issuances such as Department Order, Special Order and Travel Order.

Office or Division:	Records and Communication Section - General Services Division (RCS - GSD)			
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	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	8 minutes	<i>Administrative Assistant IV / Administrative Aide IV</i> RCS - GSD
	1.2 Assign an official reference number to identify the document and encode it in the tracking system indicating the subject/title of the document, the assigned reference number and the date of issuance.	None	18 minutes	<i>Administrative Assistant IV / Administrative Aide IV</i> RCS - GSD
	1.3 Photocopy, stamp certified copy, and scan the officially numbered DOT issuances and forwards it to the Head of the Records and	None	18 minutes	<i>Administrative Aide IV</i> RCS - GSD



	Communication Section for signature.			
	1.4 Certify the veracity of true copies of officially numbered DOT issuances by affixing her signature.	None	32 minutes	<i>Section Head RCS - GSD</i>
	1.5 Call the requesting office/employee that the certified copy of the officially numbered DOT issuance is ready for pick-up.	None	4 minutes	<i>Administrative Assistant IV / Administrative Aide IV RCS - GSD</i>
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	12 minutes	<i>Administrative Assistant IV / Administrative Aide IV RCS - GSD</i>
TOTAL PROCESSING TIME		None	1 hour and 16 minutes	



45. RECORDS REQUEST SERVICE (STANDARD)

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

Office or Division:	Records and Communication Section - General Services Division (RCS – GSD)			
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		
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	8 minutes	<i>Administrative Assistant IV / Administrative Aide IV</i> RCS – GSD
	1.2 Locate the requested document / record from the storage facility depending on the availability of documents/records	None	13 minutes	<i>Administrative Assistant IV / Administrative Aide IV / Administrative Officer III</i> RCS – GSD
	1.3 Certify the veracity of the retrieved document/record . Call the requesting employee that the certified copy of the officially numbered	None	32 minutes	<i>Section Head</i> RCS – GSD



	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. Record in logbook, inform requesting party through phone call (CO and attached agencies), email (RO/FO)	None	12 minutes	<i>Administrative Assistant IV / Administrative Aide IV RCS – GSD</i>
TOTAL PROCESSING TIME		None	1 hour and 5 minutes	



46. RECORDS REQUEST SERVICE (ELECTRONICALLY MAILED)

This service covers the provision of DOT records as requested. The requested records can be in a scanned copy of the original.

Office or Division:	Records and Communication Section - General Services Division			
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 email: dotrcs@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 / Acknowledge the email and verify the vital information supplied in the Control Slip for Records' Requests and Issuance	None	4 minutes	<i>Administrative Assistant IV / Administrative Aide IV</i> RCS – GSD
	1.2 Locate the requested document / record from the storage facility depending on the availability of documents/records and affix digital stamp	None	13 minutes	<i>Administrative Assistant IV / Administrative Aide IV / Administrative Officer III</i> RCS – GSD
	1.3 Certify the veracity of the retrieved document/record and affix e-signature	None	33 minutes	<i>Section Head,</i> RCS – GSD



2. Receive the copy of the records requested.	2. Release the copy of the requested records to the requesting office / employee through email (RO/FO)	None	4 minutes	<i>Administrative Assistant IV / Administrative Aide IV</i> RCS – GSD
TOTAL PROCESSING TIME		None	54 minutes	



47. 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:	Complex Transaction			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DOT Employees (Special Disbursing Officer/s)			
CHECKLIST OF REQUIREMENTS <i>(2 sets: 1 original and 1 photocopy)</i>		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	1.1 Receives the documents submitted.	None	5 minutes	<i>Administrative Assistant III</i>



documents to the Accounting Division.	Note: Incomplete documents shall not be accepted			Accounting Division
	1.2 Checks/ reviews completeness and propriety of supporting documents Note: If documents are not in order, it shall be returned to the Project Officer for compliance.	None	1 day	<i>Administrative Assistant III / Administrative Officer II</i> Accounting Division
	1.3 Analyzes the request and reviews the computations; Prepares JEV	None	2 days	<i>Administrative Assistant III / Administrative Officer II</i> Accounting Division
	1.4 Conducts final evaluation of completeness of supporting documents; Signs the DV	None	3 days	<i>Chief Accountant</i> Accounting Division
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	<i>Administrative Aide I</i> Accounting Division
3. Office of authorized signatories forwards approved DVs Note: Processing time for signing by Authorized Signatory not included	3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)	None	30 minutes	<i>Administrative Assistant III</i> Accounting Division



	3.2 Signs LDDAP-ADA	None	1 hour	<i>Chief Accountant</i> Accounting Division
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	20 minutes	<i>Administrative Aide I</i> Accounting Division
5. Acknowledge notification from DOT Cash Section of the payment made	5.1 Prepares and approves ACIC through LBP- EMDS or submit manual ACIC to the servicing bank upon receipt of signed LDDAP-ADA and notifies the creditor of the payment made through bank account Note: Crediting of payment in the bank may take at least 24 hours and is not included in the processing time.	None	1 hour	<i>Administrative Aide I</i> Accounting Division
TOTAL PROCESSING TIME		None	6 days, 3 hours and 25 minutes	



48. 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	<i>Accountant III</i> Accounting Division
	1.2 Verifies the recipient's account details; Encode Application to Purchase Foreign Exchange Currency, assign FAS number and	None	2 hours	<i>Accountant III</i> Accounting Division



	enter details to logbook			
	1.3 Reviews documents and signs the application to purchase foreign exchange.	None	1 hour	<i>Chief Accountant</i> Accounting Division
2. Office of the authorized signatories receives the application to purchase	2.1 Releases the signed Application to Purchase Foreign Exchange to authorized signatory.	None	15 minutes	<i>Administrative Aide I</i> Accounting Division
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	35 minutes	<i>Accountant III</i> Accounting Division
4. Cash Section receives the documents	4.1 Releases notarized Application to Purchase Foreign Currency and supporting documents to Cash Section.	None	30 minutes	<i>Administrative Aide I</i> Accounting Division
TOTAL PROCESSING TIME		None	4 hours and 28 minutes	



49. 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	Senior Admin Assistant // Admin Aide VI/ Admin Assistant V GSD
	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	Senior Admin Assistant // Admin Aide VI/ Admin Assistant V GSD
	1.3 Accomplish the RMRS (Findings and Recommendations) and/or Pre-repair Inspection Report.	None	20 minutes	Senior Admin Assistant // Admin Aide VI/ Admin Assistant V GSD
	1.4 Approval of RMRS	None	40 minutes	Chief GSD
	1.5 Preparation of Purchase Request and purchase of spare parts	None	6 hours	Senior Admin Assistant // Admin Aide VI/ Admin Assistant V GSD
	1.6 Undertake the necessary repairs on Office Furniture/Equipment and Motor vehicle.	None	2 hours	Senior Admin Assistant // Admin Aide VI/ Admin Assistant V GSD
TOTAL PROCESSING TIME		None	1 day, 2 hours, and 20 minutes	



50. 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	<i>Administrative Assistant II (HRMA) / Administrative Officer II (HRMO I) HRD</i>
	1.3 Update and/or print and initials the Service Record and/or Certification of Employment.	None	2 days and 4 hours	<i>Administrative Assistant II (HRMA) / Administrative Officer II (HRMO I) HRD</i>
	1.4 Submit to the Division Chief for signing.	None	20 minutes	<i>Administrative Assistant II (HRMA) / Administrative Officer II (HRMO I) HRD</i>
	1.5 Sign the Service Record and/or Certification of Employment.	None	20 minutes	<i>Chief Administrative Officer HRD</i>
	1.6 Release the document/s requested/ (delivers HR Personnel); or e-mail the signed requested documents to clients	None	20 minutes	<i>Administrative Assistant II (HRMA) / Administrative Officer II (HRMO I) HRD</i>
TOTAL PROCESSING TIME		None	2 days, 5 hours, and 10 minutes	



REGIONAL OFFICES

External Services



51. ACCREDITATION OF CAMPGROUNDS

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

Classification:	Highly Technical Transaction	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Tourism Enterprises	
	Campgrounds	
	Camping Site Glamping Site	
CHECKLIST 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 Certificate of Training on Basic first-aid and/or Advanced First-aid / Basic Life Support		Department of Labor and Employment (DOLE), Philippine Red Cross (PRC), Philippine Coast Guard (PCG), Department of Health (DOH), Bureau of Fire Protection (BFP), Local Disaster Risk Reduction and Management Councils (LDRRMC), DOLE-accredited Technical Vocational Institutions (TVIs) with TESDA Registered Emergency Medical Service National Certification (EMS-NC) programs and other DOLE-accredited first aid training institution.
Applicable Environmental Permits (For presentation during inspection)		Department of Environment and Natural Resources - Environmental Management Bureau
<i>For Renewal Applications Only</i>		
Certificate of Training on Filipino Brand of Service Excellence		Department of Tourism
ADDITIONAL REQUIREMENTS FOR CAMPING SITES		



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
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ADDITIONAL REQUIREMENTS FOR GLAMPING SITES

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
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an account online via the DOT Accreditation Portal accreditation.to urism.gov.ph)	None	None	Based on the applicant's response time	<i>Applicant</i>
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 uploaded documents 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	None	4 hours	<i>Accreditation Officer - Evaluator</i>



	<p>IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</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>Status of the Online Application will reflect as: “FOR INSPECTION ”</p>	None	12 days	Accreditation Officer - Inspector
3. Prepare for inspection and wait for the inspection team	3.1 Conduct physical inspection of the tourism facilities and services and validate its	None	1 day	Accreditation Officer - Inspector



	<p>compliance with statutory and regulatory requirements. A post-inspection debriefing/discussion with the authorized representative on the initial findings will be conducted.</p>			
	<p>3.2 Prepare and upload finalized inspection report and forward to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> • <i>When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to</i> 	<p>None</p>	<p>4 days</p>	<p><i>Accreditation Officer - Inspector</i></p>



	<p><i>the enterprise, a Letter of Non-Coverage shall be issued.</i></p> <ul style="list-style-type: none"> <i>• When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i> <p><i>*For minor deficiencies</i> <i>(e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</i></p> <p><i>*For major deficiencies</i> <i>(e.g. structural installations), the property shall rectify the identified deficiency/ies within 10 months.</i></p>			
	<p>3.3 Review and approve the inspection report, recommende</p>	<p>None</p>	<p>1 day</p>	<p><i>Division Chief</i></p>



	<p>d classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as: “FOR APPROVAL”</p> <p>• Note: If not recommende d for accreditation, the application shall be returned to the assigned Accreditation Officer for re- evaluation/re- inspection.</p>			
	<p>3.4 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: “APPROVED / DISAPPROV ED”</p> <p>Note: A system generated email shall be sent to the</p>	None	1 day	<i>Regional Director</i>



	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.			
4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	4.1 Issuance of Official Receipt	Camping Site 1 Year Php 2,500.00 2 years Php 5,000.00 Glamping Site 1 Year Php 5,000.00 2 years Php 10,000.00	30 minutes	<i>Accreditation Officer</i>
	4.2 Print Accreditation Certificate	None	1 hour	<i>Accreditation Officer</i>
	4.3 Sign Accreditation Certificate	None	1 hour	<i>Regional Director</i>



	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	Accreditation Officer
5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as “ CERTIFICATE RELEASED ”	None	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME	Camping Site 1 Year Php 2,500.00 2 years Php 5,000.00 Glamping Site 1 Year Php 5,000.00 2 years Php 10,000.00		20 days	
<p><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></p> <p><i>Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p> <p>*Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.</p>				



52. ACCREDITATION OF COMMUNITY TOUR GUIDES

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

Classification:	Simple Transaction	
Type of Transaction:	G2C (Government to Stakeholders)	
Who may avail:	Community Tour Guides	
	Regular Community Guide Master Community Guide	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph
Valid Barangay Clearance (Scanned Copy)		Barangay Office
Valid Health Certificate (Scanned Copy)		Local Government Unit (Health Office)
Negative Drug Test Result (Scanned Copy)		Government Accredited Drug Testing Laboratory
Certificate of Training - Community Guiding Course (Scanned Copy)		Department of Tourism
ADDITIONAL REQUIREMENTS FOR MASTER COMMUNITY GUIDES		
Proof of having at least two (2) consecutive accreditation periods as a DOT Accredited Community Tour Guide (Scanned Copy)		Applicant / Department of Tourism
Commendation or proof of superior guiding performance (Scanned Copy)		DOT-Accredited Travel and Tour Agency 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)		Department of Tourism
ADDITIONAL REQUIREMENTS FOR RENEWAL APPLICATIONS OF REGULAR AND MASTER COMMUNITY GUIDES		
Valid Certificate of Training on Basic First Aid and/or Advanced First Aid / Basic Life Support (Scanned Copy)		Department of Tourism, Philippine Coast Guard PCG) or DOLE Recognized Training Providers, Department of Health (DOH), Philippine Red Cross, Bureau of Fire



	Protection (BFP) and Technical Education and Skills Development Authority (TESDA)			
<p>For Regular Community Guides</p> <p>Proof of Completion of a 20-hour tourism-related course completed within the last two (2) years</p> <p>For Master Community Guides</p> <p>Proof of Completion of a 40-hour tourism-related course completed within the last three (3) years</p>	Department of Tourism, Tourism Associations and Organizations, DOT-Accredited Training Centers, Technical Education and Skills Development Authority (TESDA), Academe, Concerned Local Government Units or other Government Agencies			
<p>ADDITIONAL REQUIREMENTS FOR PERMANENT RESIDENT ALIEN</p> <p>Note: In addition to the requirements stated above, a permanent resident alien applicant shall submit the following:</p>				
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		
CLIENT STEPS	AGENCY ACTION	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	<i>Applicant</i>
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 uploaded documents and the information provided in the online application form, and forward to the Division Chief for final review.	None	4 hours	<i>Accreditation Officer</i>



	<p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION”</p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>			
	<p>2.2 Review completeness and correctness of uploaded documents and the information provided in the online application form and recommend approval/disapproval 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 Evaluator for re-evaluation.</p>	None	1 day	<i>Division Chief</i>
	<p>2.3 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online</p>	None	1 day	<i>Regional Director</i>



	<p>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>			
3. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	3.1 Issuance of Official Receipt	Php 500.00	30 minutes	Cashier
	3.2 Print Accreditation Certificate	None	1 hour	Accreditation Officer
	3.3 Sign Accreditation Certificate	None	1 hour	Regional Director
	3.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	Accreditation Officer
4. Applicant receives the Accreditation Certificate, Sticker/s	2.7 Tag the application as “CERTIFICATE RELEASED”	None	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME		Php 500.00	3 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.*

****Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.***



53. 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.

Classification:	Highly Technical Transaction	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Tourism Enterprises	
	Farm Tourism Camps	
	Day Farm Farm Stay	
CHECKLIST 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 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
For Demonstration farms by government, academic and/or research institutions: Valid Government Permit or any Legal Instrument proving the land is being allocated for farm tourism use		Local Government Unit Other Government Entity
ADDITIONAL REQUIREMENTS FOR FARM STAYS		
Valid Comprehensive General Liability (CGL) Insurance Policy with a minimum coverage of P250,000.00 (Scanned Copy)		Any duly registered Insurance Provider with the Insurance Commission
Permits from other government agencies, if applicable		Department of Environment and Natural Resources Food and Drug Authority
ADDITIONAL REQUIREMENTS FOR PREMIUM ACCREDITATION OF FARM STAYS		



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 RENEWAL OF DAY FARMS AND FARM STAYS - REGULAR				
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 (Scanned Copy)		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 ACTION	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	<i>Applicant</i>



<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: “FOR EVALUATION”</p>	<p>2.1 Evaluate completeness and correctness of uploaded documents and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: “FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>None</p>	<p>4 hours</p>	<p>Accreditation Officer - Evaluator</p>
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****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>Status of the Online Application will reflect as: “FOR INSPECTION”</p>	None	12 days	<p><i>Accreditation Officer - Inspector</i></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. A post-inspection debriefing/discussion with the authorized representative on the initial findings will be conducted.</p>	None	1 day	<p><i>Accreditation Officer - Inspector</i></p>



	<p>3.2 Prepare and upload finalized inspection report and forward to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> • <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> • <i>When certain deficiency/ies are found during the inspection, a Letter of Non</i> 	None	4 days	Accreditation Officer - Inspector
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	<p><i>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 10 months.</p>			
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	<p>3.3 Review and approve the 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	<p><i>Division Chief</i></p>
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	<p>3.4 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	<i>Regional Director</i>
4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	4.1 Issuance of Official Receipt	Php 1,300.00 (Accreditation Fee + Sticker Fee)	30 minutes	<i>Accreditation Officer</i>



		Plaque Fee (For Premium Accreditation only) Php 2,500.00		
	4.2 Print Accreditation Certificate	None	1 hour	Accreditation Officer
	4.3 Sign Accreditation Certificate	None	1 hour	Regional Director
	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	Accreditation Officer
5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as “ CERTIFICATE RELEASED ”	None	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME	Php 1,300.00 (Accreditation Fee + Sticker Fee) Plaque Fee (For Premium Accreditation only) Php 2,500.00		20 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.

****Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.***



54. ACCREDITATION OF HEALTH AND WELLNESS

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

Classification:	Highly Technical Transaction
Type of Transaction:	G2B - Government to Business
Who may avail:	Tourism Enterprises
	Health and Wellness Facilities Ambulatory Clinics Tertiary Hospitals Spas Dental Clinics for Dental Tourism
CHECKLIST 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 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 REQUIREMENTS 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
ADDITIONAL REQUIREMENTS FOR SPA	
Valid DOH License as duly registered massage therapist for massage supervisors	Department of Health
ADDITIONAL REQUIREMENTS FOR DENTAL CLINICS	
Proof of Ownership of autoclave and dental x-ray (Scanned Copy)	Supplier / Manufacturer
Valid Preventive Maintenance Report from the Supplier for the maintenance of the autoclave and dental x-ray (Scanned Copy)	Supplier / Provider



Certificate of Membership with PDA (Scanned Copy)		Philippine Dental Association		
Copy of DOH license for clinics with laboratories (Scanned Copy)		Department of Health		
For Renewal Applicants Only: Customer Service Training Certificate for reception personnel upon renewal of accreditation		Relevant training institution		
CLIENT STEPS	AGENCY ACTION	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. Status of the Online Application will reflect as: “FOR EVALUATION”	2.1 Evaluate completeness and correctness of uploaded documents 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)” Note: For incomplete	None	4 hours	Accreditation Officer - Evaluator



	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>Status of the Online Application will reflect as: “FOR INSPECTION”</p>	None	12 days	Accreditation Officer - Inspector
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. A post-inspection de-briefing/discussion with the authorized representative on the initial findings will be conducted.</p>	None	1 day	Accreditation Officer - Inspector



	<p>3.2 Prepare and upload finalized inspection report and forward to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> • <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> • <i>When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i> <p>*For minor deficiencies (e.g.</p>	None	4 days	Accreditation Officer - Inspector
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	<p><i>maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</i></p> <p>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 10 months.</p>			
	<p>3.3 Review and approve the 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	<i>Division Chief</i>



	<p>3.4 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	<i>Regional Director</i>
<p>4. Payment of Accreditation Fees through the DOT Cashier or through online payment channel</p>	<p>4.1 Issuance of Official Receipt</p>	<p>Ambulatory Clinic and Spa Php 1,000.00</p> <p>Tertiary Hospital Php 2,000.00</p> <p>Dental Clinic for Dental Tourism Php 5,000.00</p>	30 minutes	<i>Accreditation Officer</i>



	4.2 Print Accreditation Certificate	None	1 hour	Accreditation Officer
	4.3 Sign Accreditation Certificate	None	1 hour	Regional Director
	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	Accreditation Officer
5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as “ CERTIFICATE RELEASED ”	None	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME	Ambulatory Clinic and Spa Php 1,000.00 Tertiary Hospital Php 2,000.00 Dental Clinic for Dental Tourism Php 5,000.00			20 days
<p><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></p> <p><i>Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p> <p>*Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.</p>				



55. 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.

Classification:	Highly Technical Transaction	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Tourism Enterprises	
	Accommodation Establishments – Homestay	
CHECKLIST 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)
Applicable Environmental Permits (For presentation during inspection)		Department of Environment and Natural Resources - Environmental Management Bureau
ADDITIONAL REQUIREMENTS FOR REGULAR ACCREDITATION		
If new application: Proof of attendance to a Homestay Training within the last two (2) years prior to application for accreditation (Scanned Copy) If renewal application: Proof of attendance to a Homestay Training (Scanned Copy)		Department of Tourism or Any DOT-Accredited Training Centers
For Individual Condominium Units: Contract between the unit owner and property management allowing such unit to be utilized for commercial purposes (for individual condominium units only) (Scanned Copy)		Condominium Management Office
ADDITIONAL REQUIREMENTS FOR PREMIUM ACCREDITATION		
If new application: Proof of attendance to a Homestay Training within the last two (2) years prior to application for accreditation (Scanned Copy) If renewal application: Proof of attendance to a Homestay Training (Scanned Copy)		Department of Tourism or Any DOT-Accredited Training Centers



Recognitions / Awards (Scanned Copy)			Any reputable government or private institutions	
Membership to LGU-registered Homestay Association (Scanned Copy)			Homestay Association	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an account online via the DOT Accreditation Portal accreditation.to urism.gov.ph)	None	None	Based on the applicant's response time	<i>Applicant</i>
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 uploaded documents 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)” Note: For incomplete documents, the	None	4 hours	<i>Accreditation Officer - Evaluator</i>



	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>Status of the Online Application will reflect as: “FOR INSPECTION”</p>	None	12 days	Accreditation Officer - Inspector
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. A post-inspection de-briefing/discussion with the authorized representative on the initial findings will be conducted.</p>	None	1 day	Accreditation Officer - Inspector



	<p>3.2 Prepare and upload finalized inspection report and forward to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> • <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> • <i>When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i> <p>*For minor deficiencies</p>	None	4 days	Accreditation Officer - Inspector
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	<p>(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 10 months.</p>			
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	<p>3.3 Review and approve the 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	<i>Division Chief</i>
	<p>3.4 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</p>	None	1 day	<i>Regional Director</i>



	application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.			
4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	4.1 Issuance of Official Receipt	Regular Accreditation on Php 500.00 Premium Accreditation on Php 1,000.00	30 minutes	<i>Accreditation Officer</i>
	4.2 Print Accreditation Certificate	None	1 hour	<i>Accreditation Officer</i>
	4.3 Sign Accreditation Certificate	None	1 hour	<i>Regional Director</i>
	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	<i>Accreditation Officer</i>
5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as “CERTIFICATE RELEASED”	None	30 minutes	<i>Accreditation Officer</i>



TOTAL PROCESSING TIME	Regular Accreditation Php 500.00 Premium Accreditation Php 1,000.00	20 days
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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.

****Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.***



56. 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.

Classification:	Highly Technical Transaction			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Tourism Enterprises			
	Accommodation Establishments - Hotels, Resorts and Apartment Hotels			
CHECKLIST 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 REGULAR ACCREDITATION				
Valid Comprehensive General Liability Insurance Policy with a minimum coverage of ₱ 500,000.00 (Scanned Copy)			Any duly registered Insurance Provider with the Insurance Commission	
ADDITIONAL REQUIREMENTS FOR STAR RATING ACCREDITATION				
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	
Letter of Intent / Request for Assessment (Scanned Copy)			Applicant	
CLIENT STEPS	AGENCY ACTION	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	<i>Applicant</i>
2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.	2.1 Evaluate completeness and correctness of uploaded documents and the information	None	4 hours	<i>Accreditation Officer - Evaluator</i>



<p>Status of the Online Application will reflect as: “FOR EVALUATION”</p>	<p>provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: “FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>			
<p><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></p> <p><i>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</i></p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p>Status of the Online Application will</p>	<p>None</p>	<p>12 days</p>	<p><i>Accreditation Officer - Inspector</i></p>



	reflect as: “FOR INSPECTION”			
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. A post-inspection debriefing/discussion with the authorized representative on the initial findings will be conducted.	None	1 day	<i>Accreditation Officer - Inspector</i>
	3.2 Prepare and upload finalized inspection report and forward to the Division Chief for review and approval. Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL” <i>*Note:</i> • <i>When the enterprise involved in</i>	None	4 days	<i>Accreditation Officer - Inspector</i>



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.*

****For minor deficiencies** (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.*

****For major deficiencies** (e.g. structural installations), the property shall rectify the identified deficiency/ies within 10 months.*



	<p>3.3 Review and approve the 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	<i>Division Chief</i>
	<p>3.4 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: “APPROVED/ DISAPPROVED”</p> <p>Note: A system generated</p>	None	1 day	<i>Regional Director</i>



	<p>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>4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel</p>	<p>4.1 Issuance of Official Receipt</p>	<p>Regular Accreditation Php 2,000.00</p> <p>Star Rating</p> <p>1 Star: Php 4,500.00</p> <p>2 Star: Php 5,500.00</p> <p>3 Star: Php 6,500.00</p> <p>4 Star: Php 7,500.00</p>	<p>30 minutes</p>	<p><i>Accreditation Officer</i></p>



		5 Star: Php 8,500.0 0		
	4.2 Print Accreditation Certificate	None	1 hour	<i>Accreditation Officer</i>
	4.3 Sign Accreditation Certificate	None	1 hour	<i>Regional Director</i>
	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	<i>Accreditation Officer</i>
5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as “ CERTIFICATE RELEASED ”	None	30 minutes	<i>Accreditation Officer</i>
TOTAL PROCESSING TIME	Regular Accreditation Php 2,000.00 Star Rating 1 Star: Php 4,500.00 2 Star: Php 5,500.00 3 Star: Php 6,500.00 4 Star: Php 7,500.00 5 Star: Php 8,500.00		20 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.

**Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.*



57. 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.

Classification:	Highly Technical Transaction		
Type of Transaction:	G2B - Government to Business		
Who may avail:	Tourism Enterprises Accommodation Establishments - Mabuhay Accommodation		
CHECKLIST 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)		
Applicable Environmental Permits (For presentation during inspection)	Department of Environment and Natural Resources - Environmental Management Bureau		
ADDITIONAL REQUIREMENTS FOR BASIC ACCREDITATION			
Valid Comprehensive General Liability Insurance Policy with a minimum coverage of ₱ 100,000.00 (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission		
For Individual Condominium Units: Contract between the unit owner and property management allowing such unit to be utilized for commercial purposes (for individual condominium units only) (Scanned Copy)	Condominium Management Office		
ADDITIONAL REQUIREMENTS FOR REGULAR ACCREDITATION			
Valid Comprehensive General Liability Insurance Policy with a minimum coverage of ₱ 200,000.00 (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission		
ADDITIONAL REQUIREMENTS FOR PREMIUM ACCREDITATION			
Valid Comprehensive General Liability Insurance Policy with a minimum coverage of ₱ 300,000.00 (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission		
Proof of attendance to third-party training programs within the last three (3) years of at least 50% of the employees on any of the following: 1. Customer Services; 2. Housekeeping; 3. Front Office Services; 4. Food and Beverage Services; or 5. Food Production	Any Government, Private or Academic Institutions		



Proof of Recognitions / Awards (Scanned Copy)			Any government or reputable private institutions	
CLIENT STEPS	AGENCY ACTION	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	<i>Applicant</i>
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 uploaded documents 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	4 hours	<i>Accreditation Officer - Evaluator</i>



	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>Status of the Online Application will reflect as: “FOR INSPECTION”</p>	None	12 days	Accreditation Officer - Inspector
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. A post-inspection debriefing/discussion with the authorized representative on the initial</p>	None	1 day	Accreditation Officer - Inspector



	findings will be conducted.			
	<p>3.2 Prepare and upload finalized inspection report and forward to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> • <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> • <i>When certain deficiency/ies are found during the inspection, a Letter of Non Compliance</i> 	None	4 days	Accreditation Officer - Inspector



<p><i>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 10 months.</p>			
<p>3.3 Review and approve the 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,</p>	<p>None</p>	<p>1 day</p>	<p><i>Division Chief</i></p>



	<p>the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>			
	<p>3.4 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>	<p>None</p>	<p>1 day</p>	<p><i>Regional Director</i></p>



4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	4.1 Issuance of Official Receipt	<p>Basic Accreditation Php 1,000.00</p> <p>Regular Accreditation Php 1,400.00</p> <p>Premium Accreditation Php 3,000.00</p>	30 minutes	<i>Accreditation Officer</i>
	4.2 Print Accreditation Certificate	None	1 hour	<i>Accreditation Officer</i>
	4.3 Sign Accreditation Certificate	None	1 hour	<i>Regional Director</i>
	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	<i>Accreditation Officer</i>
5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as “CERTIFICATE RELEASED”	None	30 minutes	<i>Accreditation Officer</i>
TOTAL PROCESSING TIME		<p>Basic Accreditation Php 1,000.00</p> <p>Regular Accreditation Php 1,400.00</p> <p>Premium Accreditation Php 3,000.00</p>	20 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.

****Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.***



58. ACCREDITATION OF MICE ORGANIZERS

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

Classification:	Highly Technical Transaction	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Tourism Enterprises	
	MICE Organizer	
CHECKLIST 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 BASIC ACCREDITATION		
<p>For New Applicants:</p> <p>Corporations: Proof of working capital of ₱ 300,000.00 (e.g., paid up capital, General Information Sheet) (Scanned Copy)</p> <p>Partnerships: Paid-up / partners' capital of ₱ 300,000.00 (Scanned Copy)</p> <p>Single proprietorships: Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 300,000.00 (Scanned Copy)</p> <p>For Renewal Applicants:</p> <p>Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 300,000.00 (Scanned Copy)</p>		<p>Any BSP-registered bank, Securities and Exchange Commission, Bureau of Internal Revenue (BIR)</p>



<p>For the General Manager, proof of a minimum of one (1) year relevant experience in event organizing certified by the previous employer (Scanned Copy)</p> <p>or</p> <p>Proof of attendance to a PCO or Event Organizer's Training or its equivalent (Scanned Copy)</p>	<p>Previous Employer</p> <p>DOT-Accredited Training Center</p> <p>Any training institution in areas where there are no DOT-accredited training centers</p>
<p>Company Profile/Portfolio (Scanned Copy)</p>	<p>Applicant</p>
<p>ADDITIONAL REQUIREMENTS FOR REGULAR ACCREDITATION</p>	
<p>For New Applicants:</p> <p>Corporations: Proof of working capital of ₱ 500,000.00 (e.g., paid up capital, General Information Sheet) (Scanned Copy)</p> <p>Partnerships: Paid-up / partners' capital of ₱ 500,000.00 (Scanned Copy)</p> <p>Single proprietorships: Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 500,000.00 (Scanned Copy)</p> <p>For Renewal Applicants:</p> <p>Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 500,000.00 (Scanned Copy)</p>	<p>Any BSP-registered bank, Securities and Exchange Commission, Bureau of Internal Revenue (BIR)</p>



<p>For the General Manager, proof of a minimum of three (3) years relevant experience in event organizing certified by the previous employer (Scanned Copy)</p> <p>or</p> <p>Proof of attendance to a PCO or Event Organizer's Training or its equivalent (Scanned Copy)</p>	<p>Previous Employer</p> <p>DOT-Accredited Training Center</p> <p>Any training institution in areas where there are no DOT-accredited training centers</p>
<p>Proof of successful handling of at least five (5) MICE events for the past two (2) years at the time of application (Scanned Copy)</p>	<p>Contracts/Booking vouchers</p>
<p>ADDITIONAL REQUIREMENTS FOR PREMIUM ACCREDITATION</p>	
<p>For New Applicants:</p> <p>Corporations: Proof of working capital of ₱ 1,500,000.00 (e.g., paid up capital, General Information Sheet) (Scanned Copy)</p> <p>Partnerships: Paid-up / partners' capital of ₱ 1,500,000.00 (Scanned Copy)</p> <p>Single proprietorships: Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 1,500,000.00 (Scanned Copy)</p> <p>For Renewal Applicants:</p> <p>Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 1,500,000.00 (Scanned Copy)</p>	<p>Any BSP-registered bank, Securities and Exchange Commission, Bureau of Internal Revenue (BIR)</p>
<p>For general manager, proof of three (3) years managerial experience in the operations of travel and tours, MICE, airlines, tourist transports, or accommodation establishments as certified by previous employer (Scanned Copy)</p>	<p>Any duly registered Insurance Provider with the Insurance Commission</p>
<p>Proof of successful handling of at least ten (10) domestic and international MICE events for the past three (3) years at the time of application</p>	<p>Contracts/Booking vouchers</p>



Proof of Recognitions / Awards (Scanned Copy)			Any reputable award-giving bodies (private or government) in the MICE Tourism Industry	
CLIENT STEPS	AGENCY ACTION	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	<i>Applicant</i>
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 uploaded documents 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)” Note: For incomplete documents,	None	4 hours	<i>Accreditation Officer - Evaluator</i>



	<p>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>Status of the Online Application will reflect as: “FOR INSPECTION”</p>	<p>None</p>	<p>12 days</p>	<p>Accreditation Officer - Inspector</p>



<p>3. Prepare for inspection and wait for the inspection team</p>	<p>3.1 Conduct a physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements. A post-inspection debriefing/discussion with the authorized representative on the initial findings will be conducted.</p>	<p>None</p>	<p>1 day</p>	<p><i>Accreditation Officer - Inspector</i></p>
	<p>3.2 Prepare and upload the finalized inspection report and forward to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</p> <p><i>*Note:</i> • <i>When the enterprise involved in</i></p>	<p>None</p>	<p>4 days</p>	<p><i>Accreditation Officer - Inspector</i></p>



	<p><i>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> <ul style="list-style-type: none"><i>• When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i> <p><i>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</i></p> <p><i>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies</i></p>			
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	<i>within 10 months.</i>			
	<p>3.3 Review and approve the 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	<i>Division Chief</i>
	<p>3.4 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: “APPROVED/ DISAPPROVED”</p> <p>Note: A</p>	None	1 day	<i>Regional Director</i>



	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.			
4. Payment of Accreditation Fees through the DOT Cashier or online payment channel	4.1 Issuance of Official Receipt	<p>Basic Accreditation Php 1,000.00</p> <p>Regular Accreditation Php 1,400.00</p> <p>Premium Accreditation Php 2,100.00</p>	30 minutes	Accreditation Officer
	4.2 Print Accreditation Certificate	None	1 hour	Accreditation Officer
	4.3 Sign Accreditation Certificate	None	1 hour	Regional Director



	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	Accreditation Officer
5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as “ CERTIFICATE RELEASED ”	None	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME	Basic Accreditation Php 1,000.00 Regular Accreditation Php 1,400.00 Premium Accreditation Php 2,100.00		20 days	
<p><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></p> <p><i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p>				



59. ACCREDITATION OF MICE VENUE

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

Classification:	Highly Technical Transaction
Type of Transaction:	G2B - Government to Business
Who may avail:	Tourism Enterprises
	MICE Venue Meeting Rooms Exhibition Venues and Event Venues
CHECKLIST 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)
Applicable Environmental Permits (For presentation during inspection)	Department of Environment and Natural Resources - Environmental Management Bureau
ADDITIONAL REQUIREMENT FOR MEETING ROOMS - BASIC ACCREDITATION	
Valid Comprehensive General Liability Insurance with a minimum coverage of ₱ 300,000.00 (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission
ADDITIONAL REQUIREMENT FOR MEETING ROOMS - REGULAR ACCREDITATION	
Valid Comprehensive General Liability Insurance with a minimum coverage of ₱ 500,000.00 (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission
ADDITIONAL REQUIREMENT FOR MEETING ROOMS - PREMIUM ACCREDITATION	
Valid Comprehensive General Liability Insurance with a minimum coverage of ₱ 1,000,000.00 (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission
ADDITIONAL REQUIREMENT FOR EXHIBITION VENUES - REGULAR ACCREDITATION	
Valid Comprehensive General Liability Insurance with a minimum coverage of ₱ 1,500,000.00 (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission
ADDITIONAL REQUIREMENT FOR EVENT VENUES - REGULAR ACCREDITATION	



Valid Comprehensive General Liability Insurance with a minimum coverage of ₱ 300,000.00 (Scanned Copy)			Any duly registered Insurance Provider with the Insurance Commission	
CLIENT STEPS	AGENCY ACTION	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	<i>Applicant</i>
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 uploaded documents 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)" Note: For	None	4 hours	<i>Accreditation Officer - Evaluator</i>



	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>Status of the Online Application will reflect as: “FOR INSPECTION”</p>	None	12 days	Accreditation Officer - Inspector
3. Prepare for inspection and wait for the inspection team	<p>3.1 Conduct a physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements. A post-inspection debriefing/discus</p>	None	1 day	Accreditation Officer - Inspector



	<p>sion with the authorized representative on the initial findings will be conducted.</p>			
	<p>3.2 Prepare and upload the finalized inspection report and forward to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> • <i>When the enterprise involved in tourism is not accreditable with the DOT, or when there</i> 	<p>None</p>	<p>4 days</p>	<p><i>Accreditation Officer - Inspector</i></p>



	<p><i>is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></p> <ul style="list-style-type: none"><i>• When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i> <p><i>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</i></p> <p><i>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 10 months.</i></p>			
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	<p>3.3 Review and approve the 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	<i>Division Chief</i>
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	<p>3.4 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	<i>Regional Director</i>
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<p>4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel</p>	<p>4.1 Issuance of Official Receipt</p>	<p>Meeting Room</p> <p>Basic Accreditation Php 1,500.00</p> <p>Regular Accreditation Php 2,800.00</p> <p>Premium Accreditation Php 4,200.00</p> <p>Exhibition Venue Regular Accreditation Php 3,000.00</p> <p>Event Venue Regular Accreditation Php 1,500.00</p>	<p>30 minutes</p>	<p><i>Accreditation Officer</i></p>
	<p>4.2 Print Accreditation Certificate</p>	<p>None</p>	<p>1 hour</p>	<p><i>Accreditation Officer</i></p>



	4.3 Sign Accreditation Certificate	None	1 hour	<i>Regional Director</i>
	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	<i>Accreditation Officer</i>
5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as “ CERTIFICATE RELEASED ”	None	30 minutes	<i>Accreditation Officer</i>
TOTAL PROCESSING TIME	Meeting Room Basic Accreditation Php 1,500.00 Regular Accreditation Php 2,800.00 Premium Accreditation Php 4,200.00 Exhibition Venue Regular Accreditation Php 3,000.00 Event Venue Regular Accreditation Php 1,500.00			20 days
<p><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></p> <p><i>Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p> <p><i>*Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.</i></p>				



60. ACCREDITATION OF REGIONAL TOUR GUIDES

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

Classification:	Simple Transaction	
Type of Transaction:	G2C (Government to Stakeholders)	
Who may avail:	Regional Tour Guides	
	Regular Regional Guide Master Regional Guide	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph
Valid Occupational Permit (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)
Valid NBI Clearance (Scanned Copy)		National Bureau of Investigation
Valid Health Certificate issued by a government physician stating that the applicant is physically fit to work (Scanned Copy)		Local Government Unit (Health Office)
Negative Drug Test Result (Scanned Copy)		Government Accredited Drug Testing Laboratory
Certificate of Training - Regional Tour Guiding Course (Scanned Copy)		Department of Tourism
ADDITIONAL REQUIREMENTS MASTER REGIONAL GUIDES		
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 (Scanned Copy)		DOT-Accredited Travel and Tour Agency 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)		Department of Tourism



ADDITIONAL REQUIREMENTS FOR RENEWAL APPLICATIONS OF REGULAR AND MASTER REGIONAL GUIDES

<p>Valid Certificate of Training on Basic first-aid and/or Advanced First-aid / Basic Life Support (Scanned Copy)</p>	<p>Department of Tourism, Philippine Coast Guard PCG) or DOLE Recognized Training Providers, Department of Health (DOH), Philippine Red Cross, Bureau of Fire Protection (BFP) and Technical Education and Skills Development Authority (TESDA)</p>
<p>For Regular Regional Guides</p> <p>Proof of Completion of a 20-hour tourism-related course completed within the last two (2) years</p> <p>For Master Regional Guides</p> <p>Proof of Completion of a 40-hour tourism-related course completed within the last three (3) years</p>	<p>Department of Tourism, Tourism Associations and Organizations, DOT-Accredited Training Centers, Technical Education and Skills Development Authority (TESDA), Academe, Concerned Local Government Units or other Government Agencies</p>

ADDITIONAL REQUIREMENTS FOR PERMANENT RESIDENT ALIEN

Note: In addition to the requirements stated above, a permanent resident alien applicant shall submit the following:

<p>Alien Certificate of Registration (ACR I-Card)</p>	<p>Bureau of Immigration</p>
<p>Valid Permanent Resident Visa or Immigrant Visa / Retiree's Visa</p>	<p>Bureau of Immigration Philippine Retirement Authority</p>
<p>Alien Employment Permit, if a Retiree's Visa Holder</p>	<p>Department of Labor and Employment</p>

<p align="center">CLIENT STEPS</p>	<p align="center">AGENCY ACTION</p>	<p align="center">FEES TO BE PAID</p>	<p align="center">PROCESSING TIME</p>	<p align="center">PERSON RESPONSIBLE</p>
<p>1. Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)</p>	<p align="center">None</p>	<p align="center">None</p>	<p align="center">Based on the applicant's response time</p>	<p align="center"><i>Applicant</i></p>



<p>2. Fill out the Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: “FOR EVALUATION”</p>	<p>2.1 Evaluate completeness and correctness of uploaded documents and the information provided in the online application form, and forward to the Division Chief for final review.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION)”</p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>None</p>	<p>4 hours</p>	<p><i>Accreditation Officer</i></p>
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	<p>2.2 Review completeness and correctness of uploaded documents and the information provided in the online application form and recommend approval/disapproval 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 Evaluator for re-evaluation.</p>	None	1 day	<i>Division Chief</i>
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	<p>2.3 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	<i>Regional Director</i>
3. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	3.1 Issuance of Official Receipt	Php 1,000.00	30 minutes	<i>Cashier</i>
	3.2 Print Accreditation Certificate	None	1 hour	<i>Accreditation Officer</i>
	3.3 Sign Accreditation Certificate	None	1 hour	<i>Regional Director</i>
	3.4 Notify the applicant through the online system that the Accreditation Certificate,	None	1 hour	<i>Accreditation Officer</i>



	Sticker/s are ready for pick-up.			
4. Applicant receives the Accreditation Certificate, Sticker/s	4.1 Tag the application as “ CERTIFICATE RELEASED ”	None	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME		Php 1,000.00	3 days	
<p><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></p> <p><i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p> <p><i>*Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.</i></p>				



61. 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.

Classification:	Highly Technical Transaction			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Tourism Enterprises			
	Surf Camps			
CHECKLIST 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)		
<i>For New Applications Only</i>		Department of Trade and Industry		
Valid Business Name Registration Certificate, for Single Proprietorship / Valid SEC Registration Certificate, for Corporations / Certified True Copy of Executive Order or Ordinance creating the entity, for LGU-owned entity (Scanned Copy)		Securities and Exchange Commission		
Valid Comprehensive General Liability Insurance Policy (minimum amount of coverage of P 500,000.00) (Scanned Copy)		Local Government Unit		
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		
CLIENT STEPS	AGENCY ACTION	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	<i>Applicant</i>



<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: “FOR EVALUATION”</p>	<p>2.1 Evaluate completeness and correctness of uploaded documents and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: “FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>None</p>	<p>4 hours</p>	<p>Accreditation Officer - Evaluator</p>
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****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>Status of the Online Application will reflect as: “FOR INSPECTION”</p>	None	12 days	<p><i>Accreditation Officer - Inspector</i></p>
<p>3. Prepare for inspection and wait for the inspection team</p>	<p>3.1 Conduct a physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements. A post-inspection debriefing/discussion with the authorized representative on the initial findings will be conducted.</p>	None	1 day	<p><i>Accreditation Officer - Inspector</i></p>



	<p>3.2 Prepare and upload the finalized inspection report and forward to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> • <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> • <i>When certain deficiency/ies are found during the inspection, a Letter of Non</i> 	None	4 days	Accreditation Officer - Inspector
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	<p><i>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 10 months.</p>			
	<p>3.3 Review and approve the inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as: “FOR APPROVAL”</p>	None	1 day	Division Chief



	<p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>			
	<p>3.4 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</p>	None	1 day	<i>Regional Director</i>



	Disapproval Letter will be sent to the applicant.			
4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	4.1 Issuance of Official Receipt	Php 5,000.00	30 minutes	Accreditation Officer
	4.2 Print Accreditation Certificate	None	1 hour	Accreditation Officer
	4.3 Sign Accreditation Certificate	None	1 hour	Regional Director
	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	Accreditation Officer
5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as “ CERTIFICATE RELEASED ”	None	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME		Php 5,000.00	20 days	
<p><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></p> <p><i>Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p> <p>*Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.</p>				



62. 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.

Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Stakeholders)			
Who may avail:	Tourism Frontliners			
	Filipino Surfing Instructor Tourism Trainer			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Online Application Form			accreditation.tourism.gov.ph	
Valid Occupational Permit (Scanned Copy)			Local Government Unit (Business Permit and Licensing Office)	
ADDITIONAL REQUIREMENTS FOR FILIPINO SURFING INSTRUCTOR (FSI)				
Valid NBI Clearance (Scanned Copy)			National Bureau of Investigation	
Surfing Instructor's Training Certification Course or has any valid certification (Scanned Copy)			Internationally qualified and recognized surfing certifying organization	
Valid Certifications for : -First Aid Course, -Basic Life Support - Cardiopulmonary 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	
Valid Health Certificate stating that applicant is physically fit to work (Scanned Copy)			Licensed Government physician	
Negative drug test result (Scanned Copy)			Government Accredited Drug Testing Laboratory	
ADDITIONAL REQUIREMENTS FOR TOURISM TRAINERS				
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)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an account online via the DOT	None	None	Based on the applicant's	<i>Applicant</i>



<p>Accreditation Portal accreditation.tourism.gov.ph)</p>			<p>response time</p>	
<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: “FOR EVALUATION”</p>	<p>2.1 Evaluate completeness and correctness of uploaded documents and the information provided in the online application form, and forward to the Division Chief for final review.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION)”</p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>None</p>	<p>4 hours</p>	<p><i>Accreditation Officer</i></p>
	<p>2.2 Review completeness and correctness of uploaded documents and the information provided in the online application form and recommend approval/disapproval to the Regional Director.</p> <p>Status of the Online Application will reflect as: “FOR</p>	<p>None</p>	<p>1 day</p>	<p><i>Division Chief</i></p>



	<p>APPROVAL”</p> <ul style="list-style-type: none"> • Note: If not recommended for accreditation, the application shall be returned to the assigned Evaluator for re-evaluation. 			
	<p>2.3 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	<i>Regional Director</i>
3. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	3.1 Issuance of Official Receipt	FSI Php 1,500.00 Trainer Php 150.00 ID Fee – Php 30.00	30 minutes	<i>Accreditation Officer</i>



	3.2 Print Accreditation Certificate	None	1 hour	Accreditation Officer
	3.3 Sign Accreditation Certificate	None	1 hour	Regional Director
	3.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	Accreditation Officer
4. Applicant receives the Accreditation Certificate, Sticker/s	4.1 Tag the application as “CERTIFICATE RELEASED”	None	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME		FSI Php 1,500.00 Trainer Php 150.00 ID Fee – Php 30.00	3 days	
<p><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></p> <p><i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p> <p><i>*Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.</i></p>				



63. 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.

Classification:	Highly Technical Transaction
Type of Transaction:	G2B - Government to Business
Who may avail:	Tourism Enterprises
	Tourism-Related Establishments Tourism Recreation Center Museums and Galleries Restaurants Rest Areas Tourist Shops/Department Stores Tourism Training Centers
CHECKLIST 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 (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 TOURIST SHOPS - DIVE SHOPS	
Valid PCSSD Accreditation (Scanned Copy)	Philippine Commission on Sports Scuba Diving
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



For ESL Schools Bureau of Immigration Certification on acceptance of foreign students (Scanned Copy)			Bureau of Immigration	
CLIENT STEPS	AGENCY ACTION	FEE 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	<i>Applicant</i>
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 uploaded documents 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)” Note: For incomplete	None	4 hours	<i>Accreditation Officer - Evaluator</i>



	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>Status of the Online Application will reflect as: “FOR INSPECTION”</p>	None	12 days	Accreditation Officer - Inspector
3. Prepare for inspection and wait for the inspection team	<p>3.1 Conduct a physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements. A post-inspection debriefing/discussion with the authorized representative</p>	None	1 day	Accreditation Officer - Inspector



	on the initial findings will be conducted.			
	<p>3.2 Prepare and upload the finalized inspection report and forward to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</p> <p><i>*Note:</i> <ul style="list-style-type: none"> • <i>When the enterprise involved in tourism is not accreditable with the DOT, or when there</i> </p>	None	4 days	Accreditation Officer - Inspector



	<p><i>is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></p> <ul style="list-style-type: none"><i>• When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i> <p><i>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</i></p> <p><i>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 10 months.</i></p>			
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	<p>3.3 Review and approve the 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	<i>Division Chief</i>
	<p>3.4 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: “APPROVED/ DISAPPROVED”</p> <p>Note: A system generated</p>	None	1 day	<i>Regional Director</i>



	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.			
4. Payment of Accreditation Fees through the DOT Cashier or online payment channel	4.1 Issuance of Official Receipt	Regular Accreditation Php 300.00 Sticker Fee Php 100.00	30 minutes	<i>Accreditation Officer</i>
	4.2 Print Accreditation Certificate	None	1 hour	<i>Accreditation Officer</i>
	4.3 Sign Accreditation Certificate	None	1 hour	<i>Regional Director</i>
	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	<i>Accreditation Officer</i>



5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as “ CERTIFICATE RELEASED ”	None	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME		Regular Accreditation Php 300.00 Sticker Fee Php 100.00	20 days	
<p><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></p> <p><i>Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p> <p>*Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.</p>				



64. ACCREDITATION OF TOURIST TRANSPORT OPERATORS

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

Classification:	Highly Technical Transaction			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Tourism Enterprises			
	Tourist Transport Operator Air Transport Operator Water Transport Operator			
CHECKLIST 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 AIR TRANSPORT OPERATOR				
Valid Certificate of Airworthiness (Scanned Copy)			Civil Aviation Authorization of the Philippines (CAAP)	
Valid Franchise to operate the aircraft (Scanned Copy)			Civil Aeronautics Board (CAB)	
ADDITIONAL REQUIREMENTS FOR REGULAR AND PREMIUM TOURIST WATER TRANSPORT OPERATOR APPLICATIONS - RECREATIONAL BOATS				
Valid Recreational Boat Certificate (RBC) (Scanned Copy)			Maritime Industry Authority (MARINA)	
Valid Recreational Boat Safety Certificate (RBSC) (Scanned Copy)			Maritime Industry Authority (MARINA)	
ADDITIONAL REQUIREMENTS FOR REGULAR TOURIST WATER TRANSPORT OPERATOR APPLICATIONS - PASSENGER VESSELS				
Valid Certificate of Compliance with MC 65/65A of MARINA or its subsequent amendments, if any (Scanned Copy)			Maritime Industry Authority (MARINA)	
Valid Passenger Ship Safety Certificate (PSSC) (Scanned Copy)			Maritime Industry Authority (MARINA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)</p>	<p>None</p>	<p>None</p>	<p>Based on the applicant's response time</p>	<p><i>Applicant</i></p>
<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: “FOR EVALUATION”</p>	<p>2.1 Evaluate completeness and correctness of uploaded documents and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: “FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on</p>	<p>None</p>	<p>4 hours</p>	<p><i>Accreditation Officer - Evaluator</i></p>



	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>Status of the Online Application will reflect as: “FOR INSPECTION”</p>	None	12 days	Accreditation Officer - Inspector
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. A post-inspection debriefing/discussion with the authorized representative on the initial findings will be conducted.</p>	None	1 day	Accreditation Officer - Inspector



	<p>3.2 Prepare and upload finalized inspection report and forward to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> • <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> • <i>When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the</i> 	None	4 days	Accreditation Officer - Inspector
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	<p><i>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 10 months.</p>			
	<p>3.3 Review and approve the 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,</p>	None	1 day	Division Chief



	<p>the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>			
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	<p>3.4 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	<i>Regional Director</i>
4. Payment of Accreditation Fees through the DOT Cashier or online payment channel	4.1 Issuance of Official Receipt	Tourist Air Transport Operator Regular Accreditation Php 2,000.00	30 minutes	<i>Accreditation Officer</i>



		<p>Tourist Water Transport Operator</p> <p>Recreational Boat Regular Accreditation Php 1,000.00 Sticker Fee Php 300.00/boat</p> <p>Premium Accreditation Php 3,000.00 Sticker Fee Php 500.00/boat</p> <p>Passenger Vessel Php 2,000.00 Sticker Fee Php 700.00/vessel</p>		
	4.2 Print Accreditation Certificate	None	1 hour	<i>Accreditation Officer</i>



	4.3 Sign Accreditation Certificate	None	1 hour	<i>Regional Director</i>
	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	<i>Accreditation Officer</i>
5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as “ CERTIFICATE RELEASED ”	None	30 minutes	<i>Accreditation Officer</i>
TOTAL PROCESSING TIME	<p><u>Tourist Air Transport Operator</u></p> <p>Regular Accreditation Php 2,000.00</p> <p><u>Tourist Water Transport Operator</u></p> <p>Recreational Boat Regular Accreditation Php 1,000.00 Sticker Fee Php 300.00/boat</p> <p>Premium Accreditation Php 3,000.00 Sticker Fee Php 500.00/boat</p> <p>Passenger Vessel Php 2,000.00 Sticker Fee Php 700.00/vessel</p>		20 days	
<p><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></p> <p><i>Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p> <p>*Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.</p>				



65. ACCREDITATION OF TOURIST TRANSPORT OPERATORS

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

Classification:	Highly Technical Transaction			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Tourism Enterprises			
	Tourist Transport Operator - Land Transport Operator			
CHECKLIST 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 LTFRB Tourist Transport Service Franchise of the Vehicles (Scanned Copy)			Land Transportation Franchising Regulatory Board (LTFRB)	
LTO Certificate of Registration of Vehicles (Scanned Copy)			Land Transportation Office (LTO)	
Proof of attendance to DOT conducted Seminar for Tourist Drivers (Scanned Copy)			Department of Tourism – Office of Industry Manpower Development (DOT-OIMD)	
or Letter of request for training received by the DOT (Scanned Copy)			Department of Tourism - Regional Offices	
ADDITIONAL REQUIREMENTS FOR PREMIUM ACCREDITATION				
Proof of inter-regional fleets (Luzon-Visayas-Mindanao) (Scanned Copy)			Land Transportation Franchising Regulatory Board (LTFRB)	
CLIENT STEPS	AGENCY ACTION	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	<i>Applicant</i>



<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: “FOR EVALUATION”</p>	<p>2.1 Evaluate completeness and correctness of uploaded documents and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: “FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>None</p>	<p>4 hours</p>	<p>Accreditation Officer - Evaluator</p>
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****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>Status of the Online Application will reflect as: “FOR INSPECTION”</p>	None	12 days	<i>Accreditation Officer - Inspector</i>
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. A post-inspection debriefing/discussion with the authorized representative on the initial findings will be conducted.</p>	None	1 day	<i>Accreditation Officer - Inspector</i>
	<p>3.2 Prepare and upload finalized inspection report and forward to the Division Chief for review and approval.</p>	None	4 days	<i>Accreditation Officer - Inspector</i>



	<p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</p> <p><i>*Note:</i></p> <ul style="list-style-type: none">• <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>• <i>When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i> <p>*For minor deficiencies (e.g. maintenance issues), the property shall</p>			
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	<p><i>rectify the identified deficiency/ies within 3 months.</i></p> <p>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 10 months.</p>			
	<p>3.3 Review and approve the 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	<p><i>Division Chief</i></p>



	<p>3.4 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: “APPROVED/ DISAPPROVE D”</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	<i>Regional Director</i>
<p>4. Payment of Accreditation Fees through the DOT Cashier or online payment channel</p>	<p>4.1 Issuance of Official Receipt</p>	<p>Regular Accreditation Php 2,000.00</p> <p>Sticker Fee Bus - Php 700.00/unit</p>	<p>30 minutes</p>	<p><i>Accreditation Officer</i></p>



		Coaster/ Mini Bus - Php 400.00/u nit Van - Php 300.00/u nit Car - Php 200.00/u nit Premiu m Accredi tation Php 3,000.00 Sticker Fee Bus - Php 1,200.00 /unit Coaster/ Mini Bus - Php 800.00/u nit Van - Php 600.00/u nit Car - Php 300.00/u nit		
	4.2 Print Accreditation Certificate	None	1 hour	<i>Accreditation Officer</i>
	4.3 Sign Accreditation Certificate	None	1 hour	<i>Regional Director</i>



	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	Accreditation Officer
5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as “ CERTIFICATE RELEASED ”	None	30 minutes	Accreditation Officer
TOTAL PROCESSING TIME	<p><u>Regular Accreditation</u> Php 2,000.00</p> <p>Sticker Fee Bus - Php 700.00/unit Coaster/Mini Bus - Php 400.00/unit Van - Php 300.00/unit Car - Php 200.00/unit</p> <p><u>Premium Accreditation</u> Php 3,000.00</p> <p>Sticker Fee Bus - Php 1,200.00/unit Coaster/Mini Bus - Php 800.00/unit Van - Php 600.00/unit Car - Php 300.00/unit</p>		20 days	
<p><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></p> <p><i>Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p> <p>*Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.</p>				



66. 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.

Classification:	Highly Technical Transaction	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Tourism Enterprises	
	Travel and Tour Services Travel and Tour Agency Tour Operator Travel Agency	
CHECKLIST 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 BASIC ACCREDITATION		
<p>For New Applicants:</p> <p>Corporations: Proof of working capital of ₱ 300,000.00 (e.g., paid up capital, General Information Sheet) (Scanned Copy)</p> <p>Partnerships: Paid-up / partners' capital of ₱ 300,000.00 (Scanned Copy)</p> <p>Single proprietorships: Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 300,000.00 (Scanned Copy)</p> <p>For Renewal Applicants:</p> <p>Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 300,000.00 (Scanned Copy)</p>		<p>Any BSP-registered bank, Securities and Exchange Commission, Bureau of Internal Revenue (BIR)</p>
<p>For general manager, proof of one (1) year managerial experience in the operations of travel and tours, MICE, airlines, tourist transports, or accommodation establishments as certified by previous employer (Scanned Copy)</p> <p>or</p>		<p>Local Government Unit / Previous Employer</p> <p>DOT-Accredited Training Center</p>



<p>Proof of passing a travel and tour operator management course (Scanned Copy)</p>	<p>Any training institution in areas where there are no DOT-accredited training centers</p>
<p>ADDITIONAL REQUIREMENTS REGULAR ACCREDITATION</p>	
<p>For New Applicants:</p> <p>Corporations: Proof of working capital of ₱ 500,000.00 (e.g., paid up capital, General Information Sheet) (Scanned Copy)</p> <p>Partnerships: Paid-up / partners' capital of ₱ 500,000.00 (Scanned Copy)</p> <p>Single proprietorships: Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 500,000.00 (Scanned Copy)</p> <p>For Renewal Applicants:</p> <p>Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 500,000.00 (Scanned Copy)</p>	<p>Any BSP-registered bank, Securities and Exchange Commission, Bureau of Internal Revenue (BIR)</p>
<p>For general manager, proof of three (3) years managerial experience in the operations of travel and tours, MICE, airlines, tourist transports, or accommodation establishments as certified by previous employer (Scanned Copy)</p>	<p>Local Government Unit / Previous Employer</p>
<p>ADDITIONAL REQUIREMENTS PREMIUM ACCREDITATION</p>	
<p>For New Applicants:</p> <p>Corporations: Proof of working capital of ₱ 1,500,000.00 (e.g., paid up capital, General Information Sheet) (Scanned Copy)</p> <p>Partnerships: Paid-up / partners' capital of ₱ 1,500,000.00 (Scanned Copy)</p> <p>Single proprietorships: Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 1,500,000.00 (Scanned Copy)</p> <p>For Renewal Applicants:</p> <p>Audited Financial Statements or any documents to prove</p>	<p>Any BSP-registered bank, Securities and Exchange Commission, Bureau of Internal Revenue (BIR)</p>



that the establishment has a minimum working capital of ₱ 1,500,000.00 (Scanned Copy)				
For general manager, proof of three (3) years managerial experience in the operations of travel and tours, MICE, airlines, tourist transports, or accommodation establishments as certified by previous employer (Scanned Copy)		Local Government Unit / Previous Employer		
Citations or Proof of successful handling of tours / accommodation bookings in each of the clusters (Luzon, Visayas, and Mindanao) for the past five (5) years at the time of application (Scanned Copy)		Contracts/Booking vouchers		
Proof of outstanding membership to National or International Association (Scanned Copy)		Duly recognized National or International Associations		
CLIENT STEPS	AGENCY ACTION	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	<i>Applicant</i>
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 uploaded documents 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	4 hours	<i>Accreditation Officer - Evaluator</i>



	Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.			
<p><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></p> <p><i>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</i></p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p>Status of the Online Application will reflect as: “FOR INSPECTION”</p>	None	12 days	Accreditation Officer - Inspector
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. A post-inspection de-briefing/discussion with the authorized representative on the initial findings will be conducted.</p>	None	1 day	Accreditation Officer - Inspector



	<p>3.2 Prepare and upload the finalized inspection report and forward to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> • <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> • <i>When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i> <p>*For minor</p>	None	4 days	Accreditation Officer - Inspector
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	<p>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 10 months.</p>			
	<p>3.3 Review and approve the 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-</p>	None	1 day	Division Chief



	evaluation/re-inspection.			
	<p>3.4 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	<i>Regional Director</i>
4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	4.1 Issuance of Official Receipt	Main Office Basic Accreditation Php 2,500.00 Regular Accreditation Php 5,000.00	30 minutes	<i>Accreditation Officer</i>



		Premium Accreditation Php 7,500.00 Branch Office Basic Accreditation Php 1,500.00 Regular Accreditation Php 3,000.00 Premium Accreditation Php 4,500.00		
	4.2 Print Accreditation Certificate	None	1 hour	<i>Accreditation Officer</i>
	4.3 Sign Accreditation Certificate	None	1 hour	<i>Regional Director</i>
	4.4 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	None	1 hour	<i>Accreditation Officer</i>
5. Applicant receives the Accreditation Certificate, Sticker/s	5.1 Tag the application as "CERTIFICATE RELEASED"	None	30 minutes	<i>Accreditation Officer</i>



TOTAL PROCESSING TIME	<p style="text-align: center;"><u>Main Office</u></p> <p style="text-align: center;">Basic Accreditation Php 2,500.00</p> <p style="text-align: center;">Regular Accreditation Php 5,000.00</p> <p style="text-align: center;">Premium Accreditation Php 7,500.00</p> <p style="text-align: center;"><u>Branch Office</u></p> <p style="text-align: center;">Basic Accreditation Php 1,500.00</p> <p style="text-align: center;">Regular Accreditation Php 3,000.00</p> <p style="text-align: center;">Premium Accreditation Php 4,500.00</p>	20 Days
<p><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></p> <p><i>Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p> <p><i>*Note 3: Payment of Accreditation Fees are still waived, reflected fees shall only be applicable once collection of fees resumes.</i></p>		



67. HANDLING OF COMPLAINTS AGAINST TOURISM ENTERPRISES

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

Office or Division:	Regional Offices Office of Tourism Standards and Regulation Tourism Regulation, Coordination and Resource Generation			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	All			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Filing of complaint to the Regional Office	1.1 Receive/acknowledgement of complaint.	None	4 hours	<i>Accreditation Officer</i>
	1.2 Evaluate and formally document the complaint and submit a recommendation based on the preliminary evaluation; Note: <i>If filed in the Central Office/Standards Monitoring and Enforcement Division (SMED), the SMED Officer shall endorse the complaint to the Regional Office concerned. Applies only if the respondent is accredited.</i> For non- accredited, the complaint will be endorsed to the	None	4 hours	<i>Accreditation Officer</i>



	appropriate agency/office.			
	1.3 Issuance of Endorsement Letter	None	4 hours	<i>Accreditation Officer</i>
	<p>1.4 Prepare an acknowledgement letter to the complainant and Notice to Explain</p> <p>Acknowledgment Letter must state the following:</p> <ol style="list-style-type: none"> 1. Status of respondent's accreditation; 2. Whether the issue/claim presented may be taken into cognizance; 3. The preliminary action taken; 4. Whether the complaint has been endorsed to the Regional Office (RO) or to another government agency (if the respondent is not accredited). <p>The Notice to Explain shall state the:</p> <ol style="list-style-type: none"> 1. Acts complained of/ nature of violation 2. Specific rules and regulations violated 3. Imposable penalty for violation if proven liable, and 	None	1 day	<i>Accreditation Officer</i>



	4. Period within which to submit the NTE.			
	1.5 Review of Notice to Explain or Endorsement Letter	None	1 day	<i>Division Chief</i>
	1.6 Approval of Notice to Explain	None	1 day	<i>Regional Director</i>
	1.7 Issuance of Notice to Explain (NTE) to the respondent or Endorsement Letter. Note: <i>Period within which to submit explanation, which shall not be more than 3 calendar days from receipt of the NTE.</i>	None	4 hours	<i>Accreditation Officer</i>
	1.8 Receive and evaluate the respondent's Answer/Explanation and furnish a copy to the complainant via formal notice.	None	2 days	<i>Accreditation Officer</i>
2. Filing of reply to the respondent's answer/explanation Note: <i>a reply must be submitted within 5 calendar days within receipt of the respondent's answer/explanation</i>	2.1 Receive and evaluate Complainant's Reply to the Respondent's Answer/Explanation	None	1 day	<i>Accreditation Officer</i>
	2.2 Conduct investigation through evaluation of all documents submitted and attached to	None	3 days	<i>Accreditation Officer</i>



	<p>Complaint, Explanation and Reply.</p> <p>As deemed necessary, spot checks, incognito visits, interview, research etc. may also be conducted to verify the veracity of the claims presented.</p>			
	2.3 Preparation of Investigation Report and Recommendation or Summary Resolution	None	1 day	<i>Accreditation Officer</i>
	2.4 Review of Investigation Report and Recommendation or Summary Resolution	None	1 day	<i>Division Chief</i>
	<p>2.5 Approval of Investigation Report and Recommendation or Summary Resolution</p> <p>The Regional Director may resolve through dismissal the following complaints by issuance of a Summary Resolution:</p> <ol style="list-style-type: none"> 1. The acts complained of do not involve standards of facilities and services 2. The acts complained of are NOT a violation of DOT rules and regulations 3. Claims for refund or other money claims if the parties fail to settle amicably. 	None	1 day	<i>Regional Director</i>
	2.6 Issuance of Summary Resolution to the Complainant, copy furnished to the Respondent / Submission of	None	4 hours	<i>Accreditation Officer</i>



	Investigation Report and Recommendation to the Office of Tourism Standards and Regulation for Decision			
Note: Summary Resolution is final and executory				
	2.7 Receipt and Evaluation of Recommendation and Investigation Report	None	4 hours	Officer SMED
	2.8 Preparation of Decision	None	2 days	Complaints Unit Head SMED
	2.9 Review of Draft Decision and submission to the OTSR Director	None	1 day	Division Chief SMED
	2.10 Recommend approval of Decision	None	1 day	Director OTSR
	2.11 Approval of Decision <i>Note: If either or both of the parties are not amenable to the Resolution/Decision approved 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>	None	1 day	Undersecretary TRCRG
TOTAL PROCESSING TIME		None	20 days	



REGIONAL OFFICES

Internal Services



68. GRANT OF CASH ADVANCES

Accounting process for cash advances of DOT Regional Office Personnel (Regular and Coterminous Employees) acting as Special Disbursing Officer in the utilization of project funds or cash advances for official foreign and local travel allowances.

Office or Division:	Accounting Unit of the DOT Regional Offices (RO)	
Classification:	Complex Transaction	
Type of Transaction:	G2G (Government to Government)	
Who may avail:	DOT Regional Office Personnel (Regular and Coterminous Employees)	
CHECKLIST OF REQUIREMENTS <i>(1 set original and 1 set photocopy)</i>		WHERE TO SECURE
GENERAL REQUIREMENTS		
1. Copy of Work Program/Project Proposal (1 photocopy)	DOT RO Employee	
2. Disbursement Voucher (3 original copies)	DOT RO Employee	
3. Certificate of Availability of Funds (1 original copy)	Accounting Unit	
4. Signed Fiscal Agency Service (foreign currency) (1 original copy)	Accounting Unit	
5. Obligation Request and Status / Budget Utilization Report and Status (2 originally signed copies)	Budget Unit	
6. Certificate of No Pending / Outstanding Cash Advance	Accounting Unit	
SPECIFIC REQUIREMENTS		
For project funds:		
1. Approved SDO Designation (1 original copy)	Special Disbursing Officer/s	
2. 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 RO Employee	



2. Approved Itinerary of Travel (1 original copy)	DOT RO Employee			
3. Certificate of Last Travel Completed (1 photocopy)	DOT RO Employee			
4. Prevailing UNDP rates for daily subsistence allowance (foreign travel) (1 original copy)	UNDP website			
5. Confirmed Flight Itinerary (1 photocopy)	Procurement Unit			
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 Unit or Project Officer forwards Disbursement Voucher (DV) with approved ORS and other required supporting documents to the Accounting Unit.	1.1 Receives, assigns number and records the DV and supporting documents submitted. Note: Incomplete documents shall not be accepted.	None	30 minutes	<i>Regional Accounting Staff / Regional Accountant</i>
	1.2 Checks/reviews completeness and correctness 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	1 day	<i>Regional Accounting Staff / Regional Accountant</i>
	1.3 Conducts final evaluation of completeness of supporting documents and validity of claims;	None	1 day	<i>Regional Accountant</i>



	Signs JEV and Box C of DV.			
	1.4 Releases DV with signed Box C, and supporting documents to the Regional Director / Authorized Official for signature on Box D.	None	1 hour	<i>Regional Accounting Staff / Regional Accountant</i>
	1.5 Receives and signs Box D of the DV. Forwards the same to the Disbursing Officer.	None	1 day	<i>Regional Director / Authorized Signatory</i>
	1.6 Upon receipt of signed DV, verifies completeness of signatories on DV and checks the cash allocation balance.	None	3 hours	<i>Disbursing Officer</i>
	1.7 Prepares the List of Due and Demandable Accounts Payable - Advice to Debit Account (LDDAP-ADA) and forwards the same to the Regional Accountant.	None	3 hours	<i>Disbursing Officer</i>
	1.8 Signs the "Certified Correct by" portion of the LDDAP and forwards the same to the Approving Official for the LDDAP.	None	3 hours	<i>Regional Accountant</i>



	1.9 Signs the "Approved by" portion of the LDDAP and forwards the same to the Signing Official for the ADA.	None	3 hours	<i>Approving Official for the LDDAP</i>
	1.10 Signs the ADA and forwards the same to the Countersigning Official for the ADA.	None	3 hours	<i>Signing Official for the ADA</i>
	1.11 Countersigns the ADA and forwards the same to the Disbursing Officer.	None	3 hours	<i>Countersigning Official for the ADA</i>
	1.12 Upon receipt of the fully signed LDDAP-ADA, prepares the Bank Advice	None	3 hours	<i>Disbursing Officer</i>
	1.13 Transmits copy of Bank Advice to the authorized depository bank and secure stamp/signature of Bank Officer in the receiving copy of Bank Advice.	None	3 hours	<i>Disbursing Officer</i>
2. Acknowledges the receipt of the cash advance by signing the DV.	2.1 Notifies the claimant of the deposit. Stamps 'Paid' on LDDAP-ADA, DV and SD.	None	1 hour	<i>Disbursing Officer</i>
TOTAL PROCESSING TIME		None	6 days, 2 hours and 30 minutes	



69. PROCESSING OF OBLIGATION REQUEST STATUS

Procedure for the processing of Obligation Request and Status

Office or Division:	Budget Unit of the DOT Regional Offices (RO)	
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 the DOT Regional Office • All DOT Regional Office employees 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements		
Certification of Availability of Allotment / Funds (6 original copies)		<i>DOT RO Employees</i>
Obligation Request and Status (ORS) (3 original copy)		
Specific Requirements for Cash Advance		
1. Overtime Pays (1 original copy each)		
1.5 Duly certified payroll for the pay period / list of payees with overtime services rendered 2.5 Authorization to claim payment for overtime services rendered 3.5 Accomplishment Report 4.5 Certification of overtime services rendered 5.5 Duly accomplished / signed Daily Time Record (DTR)		<i>Administrative Officer</i>
2. Project Fund of Special Disbursing Officer (SDO) (1 original copy each except for 3.2)		
1.5 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) 2.5 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) 3.5 Copy of Approved Bond Application (must be adequately bonded for the amount commensurate to the amount of accountability)		<i>Project Officer</i>



<p>4.5 Certification from Accounting Division that SDO has no pending unliquidated Cash Advance</p> <p>5.5 Fiscal Agency Service (FAS) signed by authorized signatories, if foreign currency is required</p>	
<p>3. Salaries and Wages (1 original copy each except for 3.2)</p>	
<p>1.5 Duly certified payroll for the specific pay period / list of payees with their net payments</p> <p>2.5 For initial payment of salaries (regular employees with original appointments):</p> <p> 3.2.1 Certified copy of duly approved Appointment Paper</p> <p> 3.2.2 Certified copy of Oath of Office</p> <p> 3.2.3 Certificate / Notice of Assumption to Office</p> <p> 3.2.4 Statement of Assets and Liabilities</p> <p>In case of transfer:</p> <p> 3.2.5 Copy of authority to transfer</p> <p> 3.2.6 Clearance from previous office</p> <p> 3.2.7 Certification on the last day of service from former office</p> <p> 3.2.8 Certification of last salary received from former office verified by the concerned auditor of previous office</p> <p>3.5 For Job Contract Employees:</p> <p> 3.3.1 Job Order Contracts</p> <p> 3.3.2 Accomplishment Report</p> <p> 3.3.3 Certification of Services Rendered</p> <p>4.5 Duly accomplished / signed Daily Time Record (DTR)</p> <p>5.5 Computations of salary/wage duly certified by <i>Administrative Officer</i></p>	<p><i>Administrative Officer</i></p>
<p>4. Representation and Transportation Allowance (RATA) (1 original copy each)</p>	
<p>1.5 Duly certified list of payees entitled to RATA</p> <p>2.5 For Officers-in-Charge (OIC):</p> <p> 4.2.1 Special Order for the OIC designation specifying the period covered and the corresponding entitlement of RATA</p> <p>3.5 If RATA entitlement is non-commutable:</p> <p> 4.3.1 List of Expenses Incurred (not exceeding the authorized amount of RATA entitlement)</p> <p> 4.3.2 Certification that the expenses incurred are official in nature, public in character and incurred in the best interest of the Department</p>	<p><i>Administrative Officer</i></p>



<p>5. Local Travel Allowance (1 original copy each except for 5.1, 5.2 and 5.4)</p>	
<p>1.5 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>2.5 Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>3.5 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>4.5 Certificate of Last Travel Completed (Appendix B)</p> <p>5.5 Certification from Accounting Division that the official / employee has no unliquidated Cash Advances</p>	<p><i>Project Officer</i></p>
<p>6. Actual Local Travel Allowances / Expenses (1 original copy each except for 6.10)</p>	
<p>1.5 Authority to be reimbursed of actual travelling expenses</p> <p>2.5 Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>3.5 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>4.5 Bills and receipts for actual expenses claimed</p> <p>5.5 Certification that expenses incurred were absolutely necessary and official in nature</p> <p>6.5 Certificate of Last Travel Completed (Appendix B)</p> <p>7.5 Official receipts for meals and incidentals for job-order personnel</p> <p>8.5 Receipts for airport terminal fees, if any</p> <p>9.5 Copies of used transportation ticket (<i>used bus ticket / e-ticket with boarding passes for airfares</i>)</p> <p>10.5 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>Project Officer</i></p>



7. Excess Baggage (1 original copy each except for 7.7)	
<ul style="list-style-type: none"> 1.5 For posting of newly appointed Foreign Office (FO) Personnel: <ul style="list-style-type: none"> 1.1.2 Approved Memorandum for the Secretary 2.5 For regular foreign travel <ul style="list-style-type: none"> 2.1.2 Authority to be reimbursed 3.5 Official receipts 4.5 Copy of e-ticket 5.5 Copy of boarding pass 6.5 Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws) 7.5 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) 	<i>Project Officer</i>
8. Honoraria (1 original copy each)	
<ul style="list-style-type: none"> 1.5 Duly certified payroll for the pay period /list of payees entitled to honoraria 2.5 Basis for the honoraria claimed 3.5 Computations of honoraria claimed (total honoraria received must not exceed 25% of annual basic pay of officer / employee) 4.5 Outputs delivered / accomplished 	<i>Project Officer</i>
9. Foreign Travel Allowance (1 original copy each except for 9.1, 9.2, 9.4, 9.7 and 9.8)	
<ul style="list-style-type: none"> 1.5 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) 2.5 Certified True Copy of duly approved Travel /Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws) 3.5 Approved Itinerary of Travel (Appendix A) detailing the transportation and travel expenses to be incurred as basis for the amount of cash advance 4.5 Prevailing UNDP rates for daily subsistence allowance used in the computation of claim for travelling expenses 5.5 If claiming for Representation Allowance: <ul style="list-style-type: none"> 10.5.1 Approval from Malacañang indicating 	<i>Project Officer</i>



<p>the amount of representation allowance authorized</p> <p>6.5 Confirmed flight itinerary issued by the booking office/travel agency (for computation of travelling expenses)</p> <p>7.5 Proof of exchange rate at the time of travel</p> <p>8.5 Certificate of Last Travel Completed (Appendix B)</p> <p>9.5 Certification from Accounting Division that the official / employee has no unliquidated Cash Advances.</p> <p>10.5 Fiscal Agency Service (FAS) signed by authorized signatories</p>	
<p>10. Petty Operating Expenditures / Replenishment (1 original copy each)</p>	
<p>1.5 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>2.5 Report of Disbursement for previous cash advance granted</p> <p>3.5 Official Receipts/proofs of payment for expenses incurred</p> <p>4.5 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>11. Purchase of Supplies and Materials Payment (1 original copy each except for 11.1)</p>	
<p>11.</p> <p>12.</p> <p>1.5 Approved Annual Procurement Program</p> <p>2.5 Approved Purchase Request</p> <p>3.5 Approved Purchase Order / duly notarized MOA</p> <p>4.5 Request for canvass / PhilGEPS posting / bidding with corresponding Terms of Reference (TOR)</p> <p>5.5 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>6.5 Copy of BAC Resolution, PhilGeps posting (for total amounts equivalent to more than PHP 50,000 but less than PHP 500,000)</p>	<p><i>Project Officer</i></p>



<p>7.5 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP 500,000 and above)</p> <p>8.5 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>9.5 Original copy of Invoice / Statement of Account</p> <p>10.5 Original copy of Delivery Receipt</p> <p>11.5 Duly Signed Inspection and Acceptance Report</p>	
<p>12. Representation Expenses (Payment/Reimbursement) (1 original copy each except 12.8)</p>	
<p>12.</p> <p>1.5 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>2.5 Original copy of invoice / Statement of Account</p> <p>3.5 Certification that expense is official in nature, public in character and in the best interest of the Department</p> <p>4.5 For group meals, list of participants with signature/photos</p> <p>5.5 Abstract of Canvass with quotations from at least three (3) suppliers / service providers</p> <p>6.5 Attendance Sheet</p> <p>7.5 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>Project Officer</i></p>
<p>13. Professional Services Rendered (Consultants, Resource Persons, Translators, etc) (1 original copy each except for 14.1 and 14.7)</p>	
<p>13.</p> <p>1.5 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>2.5 Resume / Credentials of Contracted Individual</p> <p>3.5 Acceptance Invitation</p> <p>4.5 MOA / Contract of Services duly signed by both parties and duly notarized, indicating the professional fee and/or other types of</p>	<p><i>Project Officer</i></p>



<p>emoluments agreed upon and the terms of payment</p> <p>5.5 Abstract of Canvass / Waiver of Canvass</p> <p>6.5 Original Copy of Statement of Account</p> <p>7.5 Copy of Speaker's presentation</p> <p>8.5 Proof of services rendered / Accomplishment Report (as stated in the contract)</p> <p>9.5 Certificate of Services Rendered / Acceptance of Deliverables per MOA / Contract</p>	
<p>14. Services Rendered by Contracted Service Providers (1 original copy each except for 15.1)</p>	
<p>14.</p> <p>1.5 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>2.5 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>3.5 Original copy of Invoice / Statement of Account</p> <p>4.5 Supporting documents for the invoice (hotel folios, guest list, etc)</p> <p>5.5 Copy of Letter Contract with Conforme / duly notarized MOA or Contract signed by both parties</p> <p>6.5 Request for Canvass / PhilGEPS posting / bidding with corresponding Terms or Reference (TOR)</p> <p>7.5 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>8.5 Copy of BAC Resolution, PhilGeps posting (for total amounts equivalent to more than PHP 50,000 but less than PHP 500,000)</p> <p>9.5 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP 500,000 and above)</p> <p>10.5 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>11.5 Certification that expense is official in nature, public in character and in the best interest of the Department</p>	<p style="text-align: center;"><i>Project Officer</i></p>



<p>15. Purchase of Foreign Transportation Expenses / Air Tickets (1 original copy each except for 16.1 and 16.2)</p>	
<p>15.</p> <ul style="list-style-type: none"> 1.5 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) 2.5 Certified True Copy of duly approved Travel / Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws) 3.5 Original copy of invoice / Statement of Account 4.5 Original copy of used transportation ticket (used air ticket / e-ticket with boarding passes for airfares) 5.5 If claiming payment for business class airfare: Malacañang approval authorizing business class accommodation on plane for the official travel 6.5 Copy of Contract with the service provider (for air tickets) 7.5 Request for Canvass / PhilGEPS posting / bidding with corresponding Terms or Reference (TOR) 8.5 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) 9.5 Copy of BAC Resolution, PhilGEPS posting (for total amounts equivalent to more than PHP50,000 but less than PHP500,000) 10.5 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP500,000 and above) 11.5 Certification from Accounting Division that funds have been appropriated and allotted under the GAA or TLA/RT account 	<p><i>Project Officer</i></p>
<p>16. Hiring of Vehicles (1 original copy each except for 16.1)</p>	
<p>16.</p> <ul style="list-style-type: none"> 1.5 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) 2.5 Original Copy of Approved Authority to Hire a Vehicle 	<p><i>Project Officer</i></p>



<p>3.5 Original Copy of Statement of Account / Invoice</p> <p>4.5 Copy of Letter Contract with Conforme / duly notarized MOA or Contract signed by both parties</p> <p>5.5 Request for canvass / PhilGEPS posting / bidding with corresponding Terms of Reference (TOR)</p> <p>6.5 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>7.5 Copy of BAC Resolution, PhilGEPS posting (for total amounts equivalent to more than PHP50,000 but less than PHP500,000)</p> <p>8.5 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP500,000 and above)</p> <p>9.5 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>10.5 Original Copies of Trip Tickets duly signed by passenger / project officer</p> <p>11.5 Passenger List</p> <p>12.5 Certification from the authorized signing officer of satisfactory services completed / rendered as stated in the contract / agreement</p>	
<p>17. Shipment / Freight Services (1 original copy each except for 18.1)</p>	
<p>17.</p> <p>1.5 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>2.5 Original copy of invoice / statement of account from the contracted service provider</p> <p>3.5 Abstract of Canvass signed by the GSD</p> <p>4.5 Inspection Report for the goods shipped</p> <p>5.5 Proof of shipment</p> <p>6.5 Acknowledgment from the recipient that shipped goods were received in correct quantity and in good order</p>	<p><i>Project Officer</i></p>
<p>18. Procurement of Security, Janitorial and other similar services (1 original copy each)</p>	
<p>18.</p> <p>1.5 Request of the concerned office for the requirements</p>	<p><i>Administrative Officer</i></p>



<p>2.5 Approval of the request by the Secretary 3.5 Approved Terms of Reference (TOR) 4.5 Copy of Advertisement / Invitation to Bid 5.5 Bid Tenders of participating bidders 6.5 Participating bidders' registration, license and accreditation documents 7.5 Abstract of Bids duly signed by the BAC Members 8.5 BAC Resolution on the evaluation of bids and recommendation of award duly signed by the BAC members 9.5 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 10.5 Notice / Letter of Award signed by authorized official 11.5 Job Order / Contract (Original) duly received by contractor 12.5 Notice to commence to work 13.5 Performance Bond 14.5 Record of Attendance / Service (for security and janitorial services) 15.5 Request for payment of the contractor / service provider for services rendered 16.5 Certification of the concerned office that the service rendered by the contractor / service provider was satisfactory</p>	
<p>19. Extension of Security, Janitorial, and other similar service (1 original copy each)</p>	
<p>19. 1.5 Request of Management to the contractor / service provider for the extension of services with the reasons therefore 2.5 Copy of extension contract 3.5 Period covered by the duration does not exceed one year 4.5 Certification from BAC that: 5.5 The original contract was awarded through public bidding 6.5 The agency has substantially undertaken the procurement activities required prior to award the new contract 7.5 The contract extension is undertaken due to circumstances beyond the control of the agency and that the agency cannot award a</p>	<p style="text-align: center;"><i>Administrative Officer</i></p>



<p>new contract within a month after the expiration of the term of the original contract</p> <p>8.5 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>9.5 The current contractor / service provider has not violated any of the provision of the original contract</p> <p>10.5 The terms and conditions of the original contract shall not be changed or modified</p> <p>11.5 Performance bond</p> <p>12.5 Request for payment of the contractor / service provider for services rendered</p> <p>13.5 Record of attendance / service (for security and janitorial services)</p> <p>14.5 Certification of the concerned office that the service rendered by the contractor / service provider was satisfactory</p>	
<p>20. Purchase of Equipment and Vehicle (1 original copy each except for 21.1)</p>	
<p>20.</p> <p>1.5 Approved annual procurement program / plan for the current year</p> <p>2.5 Allotment for equipment outlay</p> <p>3.5 Malacañang approval (as necessary)</p> <p>4.5 Approved purchase request</p> <p>5.5 Approved purchase order / duly notarized MOA</p> <p>6.5 Request for canvass / PhilGEPS posting / bidding with corresponding Terms of Reference (TOR)</p> <p>7.5 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>8.5 Copy of BAC Resolution, PhilGEPS posting, (for total amounts equivalent to more than PHP50,000 but less than PHP500,000)</p> <p>9.5 Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP500,000 and above)</p> <p>10.5 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p>11.5 If from sole distributor:</p>	<p>Property Officer</p>



<p>11.1.2 Duly notarized certificate of exclusive distributorship of the dealer duly attested by the principal</p> <p>11.2.2 certification from the supplier that does not have sub-dealers selling at lower prices</p> <p>11.3.2 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>12.5 In case of negotiated purchase:</p> <p>12.1.2 Certification from BAC members that there was failure of public biddings (two biddings)</p> <p>12.2.2 Certificate of authority to negotiate / enter into negotiated contract</p> <p>13.5 Original copy of Supplier's invoice / statement of account</p> <p>14.5 Original copy of delivery receipt</p> <p>15.5 Inspection and acceptance report on the deliveries</p> <p>16.5 Results of test / analysis by proper government agency (if the terms are subject to test)</p> <p>17.5 Copy of Acknowledgment Receipt for Equipment (ARE)</p>	
<p>21. Repair of Equipment (1 original copy each)</p>	
<p>21.1 Request for Repair / Inspection Report</p> <p>21.2 Approved Job Order / duly notarized MOA</p> <p>1.5 Request for canvass / PhilGEPS posting/ bidding with corresponding Terms of Reference (TOR)</p> <p>2.5 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>3.5 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>4.5 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>5.5 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p>	<p style="text-align: center;"><i>Property Officer</i></p>



6.5 Original copy of Invoice /Statement of Account 7.5 Duly signed Inspection and Acceptance Report 8.5 Original copy of Delivery Receipt	
22. Utility Expense – Electricity, Water and Telephone (1 original copy each)	
1.5 Statement of Account (SOA) / Billing Statement 2.5 Certification that expenses are official in nature if bill exceeded monthly limit (telephone)	<i>Administrative Officer</i>
23. Rent – Building / Venue (1 original copy each except 27.2.4 and 27.5.1)	
1.5 Original copy of Statement of Account / Invoice 2.5 For first payment: 2.1.2 Duly notarized MOA or Contract signed by both parties 2.2.2 Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account 2.3.2 Certification from Accounting Division of Availability of Funds 2.4.2 Copy of Approved Work and Financial Program (WFP) / Project Proposal with reviewed Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost bases) 2.5.2 Request for canvass / PhilGeps posting / bidding with corresponding Terms of Reference (TOR) (unless renewed) 3.5 For total amounts equivalent to Php 50,000.00 and less: 3.1.2 Abstract of Canvass with quotations from at least (3) accredited transport companies, signed by GSD 4.5 For total amounts equivalent to more than Php 50,000.00 but less than Php 500,000.00: 4.1.2 Copy of BAC Resolution 4.2.2 PhilGeps posting 5.5 For total amounts equivalent to Php 500,000.00 and above: 5.1.2 Copy of BAC Resolution 5.2.2 Bid documents 5.3.2 Notice of Awards (NOA) 5.4.2 Performance Bond 6.5 For venue rental: 6.1.2 Certification from the authorized signing officer of satisfactory services completed	<i>Administrative Officer</i>



/ rendered as stated in the contract / agreement	
24. Internet Service Expenses (1 original copy each)	
1.5 Statement of Account (SOA) / Billing Statement 2.5 Copy of notarized contract 3.5 Copy of BAC Resolution attached with procurement related documents (for first payment) 4.5 Notice of Award / to Process (for first payment) 5.5 Copy of Approved Work and Financial Program (WFP) / Project Proposal with reviewed Budget Estimate (BE) or Annual Procurement Plan (APP) (whichever is applicable)	<i>Administrative Officer</i>
Specific Requirements for Fund Transfer	
25. Financial Assistance to Local Government Units (LGUs) (1 original copy each)	
25. 1.5 Letter request from the Head of the LGU for financial assistance indicating there in the: 1.1.2 Name of the project / activity 1.2.2 Period /duration of the project 1.3.2 Tourism impact/significance of the project/ activity 1.4.2 Amount requested 2.5 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 3.5 Copy of the MOA which shall stipulate the following: 3.1.2 Type/ Nature of the project to be funded which shall be in line with the mandate / programs of the DOT 3.2.2 Impact on tourism of the project to be funded 3.3.2 Use of the assistance exclusively for the approved purpose 3.4.2 Time /period for the liquidation of the fund transfer (not applicable if fund release is thru donations) 3.5.2 Amount of financial assistance granted 3.6.2 Submission of Terminal Report within a specific period	<i>Project Officer</i>



<p>3.7.2 Sanctions to be imposed / undertaken for non-compliance with the provisions of the MOA</p> <p>4.5 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)</p> <p>5.5 Certification from Accounting Division that the LGU has no unliquidated fund transfer</p>	
<p>26. Financial Assistance for Non-Government Organization (NGO) / People's Organization (PO) (1 original copy each)</p>	
<p>26.</p> <p>1.5 Proposal or request for funding which shall include:</p> <p>1.1.2 Name of the Project</p> <p>1.2.2 Objectives</p> <p>1.3.2 Target beneficiaries</p> <p>1.4.2 Impact to the tourism industry</p> <p>1.5.2 Amount of assistance</p> <p>2.5 Eligibility requirements such as:</p> <p>2.1.2 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>2.2.2 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>2.3.2 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><i>Project Officer</i></p>



<p>2.4.2 Disclosure by the NGO / PO of other related business, if any, and extent of ownership therein</p> <p>2.5.2 Work and Financial Plan, Sources and Details of Proponents Equity Participation in the Project</p> <p>2.6.2 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>2.7.2 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>3.5 Initial evaluation and endorsement of the concerned DOT Officer / Regional Director / Attached Agency Officer on the request for assistance</p> <p>4.5 Certification for non-submission of requests to other DOT Attached Agencies</p> <p>5.5 Signed Memorandum of Agreement (MOA)</p> <p>6.5 Liquidation Report with supporting documents for previous fund transfers, if any</p> <p>7.5 Certification from Accounting Division that the NGO/PO has no unliquidated fund transfer</p>	
<p>27. DOT Overseas Offices – Fund Transfer (Special Project) (1 original copy each except for 27.4)</p>	
<p>1.5 Fiscal Agency Service (FAS) signed by authorized signatories</p> <p>2.5 Certificate of No Unliquidated Cash Advances from the Accounting Division</p> <p>3.5 Copy of adequate bond of the SDO commensurate to the amount of accountability</p> <p>4.5 Approved project proposal / WFP / RWFP / APP / PPMP</p>	<p><i>Project Officer</i></p>
<p>Specific Requirements for Remittance</p>	
<p>28. Remittance of Mandatory Deductions GSIS / PAGIBIG / PHILHEALTH / LBP / DOTE / SSS (1 original copy each)</p>	
<p>1.5 Statement of Account</p> <p>2.5 Remittance List</p> <p>3.5 Payroll List</p>	<p><i>Administrative Officer</i></p>



29. Tax Remittance (1 original copy each)	
1.5 Certificate of Withholding Tax 2.5 Alpha list	<i>Accountant</i>
30. Remittance to BTr (1 original copy each)	
1.5 Schedule / List of Remittance 2.5 Payroll / Proof of Refund / Official Receipt (for cash refund) 3.5 Cancellation of project from foreign office (if applicable) 4.5 NFD / ND / NS (if applicable)	<i>Collecting Officer</i>
Specific Requirements for Reimbursement	
31. Actual Pre-Departure Allowance (1 original copy each except for 31.1 and 31.2)	
31. 1.5 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) 2.5 Certified True Copy of duly approved Travel / Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws) 3.5 Authority to be Reimbursed actual pre-departure expenses 4.5 Official receipts / proof of payment for expenses incurred 5.5 Certificate of Travel Completed (Appendix B)	<i>DOT RO employees</i>
32. Foreign Travel Allowance (1 original copy each except for 32.1, 32.2 and 32.9)	
32. 1.5 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) 2.5 Certified True Copy of duly approved Travel / Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws) 3.5 If travelling expenses claimed is more than the authorized amount for travel allowance (actual expenses) 3.1.2 Approval from Malacañang for the payment of actual travelling expenses 3.2.2 Certification from the Secretary that the actual expense in excess of the	<i>DOT RO Employees</i>



<p>prescribed travelling allowance is absolutely necessary in the performance of an assignment</p> <p>3.3.2 Bills and receipts for actual expenses claimed</p> <p>4.5 If claiming for reimbursement of Representation Allowance / Expenses:</p> <p>4.1.2 Authority from Malacañang for the amount of representation allowance/expenses allowed</p> <p>4.2.2 Proof of expenses incurred (official receipts for the representation expenses incurred)</p> <p>5.5 Copies of used transportation ticket (used air ticket / e-ticket with boarding passes for airfares)</p> <p>6.5 Receipts for Airport Terminal Fees at point of embarkation to go back to the Philippines, if any</p> <p>7.5 Proof of Differential Claim (e.g., bank receipt of forex); Computation of DSA entitlement/requirement and actual amount received</p> <p>8.5 Proof of exchange rate at the time of travel</p> <p>9.5 Certificate of Last Travel Completed (Appendix B)</p> <p>10.5 Certificate of Travel Completed (Appendix B)</p> <p>11.5 Certificate of Appearance</p> <p>12.5 Arrival and departure stamps on passport</p> <p>13.5 Official receipt for premium paid for accident insurance coverage for the duration of the travel</p> <p>14.5 Terminal Report</p> <p>15.5 Fiscal Agency Service (FAS) signed by authorized signatories</p>	
<p>33. Training Fees <i>(1 original copy each except 33.7)</i></p>	
<p>1.5 Authority to be reimbursed of actual training fees</p> <p>2.5 Certificate / Proof of Appearance / Attendance / Training</p> <p>3.5 List of Attendees <i>(if applicable)</i></p> <p>4.5 Approval from authorized official to attend / participate</p> <p>5.5 Official receipts / collection receipts</p> <p>6.5 Statement of account / Bill</p>	<p style="text-align: center;"><i>DOT RO Employees</i></p>



7.5 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)	
34. Purchase of Newspaper (1 original copy each except 42.5)	
1.5 Authority to be reimbursed for purchase of newspaper 2.5 Inspection and Acceptance Report 3.5 Official receipts 4.5 Purchase requests 5.5 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)	<i>DOT RO Employees</i>
35. Transportation Expense – RFID and Gas (1 original copy each)	
1.5 Authority to be reimbursed of RFID / Gas 2.5 Justification from GSD that there is no available load from RFID of official vehicle / fleet card has reached its maximum limit 3.5 Trip Ticket 4.5 Travel Order (if applicable) 5.5 Copy of RFID and official receipts 6.5 Certification that all expenses were official in nature, public in character, for the best interest of the Department, and incurred for purposes intended herein	<i>DOT RO Employees</i>
36. Actual communication expenses (1 original copy each except 36.3 and 36.7)	
1.5 Authority to be reimbursed of actual communication expenses 2.5 Official receipts 3.5 Photocopy of the statement of account or monthly billing from the telecommunication service provider for postpaid account 4.5 Used mobile card/s for prepaid account 5.5 Certification that expenses for mobile phone usage are incurred for the performance of official duties and responsibilities 6.5 Certified copy of duly approved Appointment paper for initial payment of newly appointed employees 7.5 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)	<i>DOT RO Employees</i>



Special Requirements for Purchase	
37. Local Transportation Expenses / Air Tickets (1 original copy each except for 28.1 and 28.2)	
<p>37.</p> <p>1.5 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>2.5 Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>3.5 Original Copy of Billing / Statement of Account</p> <p>4.5 Original Copy of used transportation ticket (used air ticket/ e-ticket with boarding passes for airfares)</p> <p>5.5 Abstract of Canvass signed by the GSD / Philgeps Posting</p>	<i>DOT RO Employees</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Prepares and signs Box A of the Obligation Request and Status (ORS) form, and submits the same with the required supporting documents to the Regional Budget Staff / Officer.</p>	<p>1.1 Receives and checks the completeness of the Obligation Request and Status (ORS) and supporting documents. Records the details of the ORS in the tracking system.</p> <p>Note: If documents are incomplete, the ORS and its attachments will be returned to the Project Officer for completion.</p>	None	5 hours	<i>Regional Budget Staff / Regional Budget Officer</i>



	<p>1.2 Reviews and validates the details of the Program / Activity / Project (PAP) indicated in the ORS based on the approved Work and Financial Plan (WFP) or Project Proposal.</p> <p>Note: If there are no funds available or the PAP is not included in the approved WFP / Project Proposal, the ORS and its attachments will be returned to the Project Officer for correction.</p>	None	5 hours	<i>Regional Budget Staff / Regional Budget Officer</i>
	1.3 Assigns a number to the ORS.	None	1 hour	<i>Regional Budget Staff / Regional Budget Officer</i>
	1.4 Encodes the details of the ORS to the Registry of Allotment and Obligation (RAO).	None	1 hour	<i>Regional Budget Staff / Regional Budget Officer</i>
	1.5 Signs Box B of the ORS.	None	5 hours	<i>Regional Budget Officer</i>



<p>2. Receives ORS with signed Box B and supporting documents.</p>	<p>2.1 Updates the tracking system and forwards the ORS with signed Box B and supporting documents to the Accounting Unit or Project Officer.</p> <p>Note: For immediate payments, the signed ORS and supporting documents will be forwarded to the Regional Accountant.</p> <p>For project funding, the signed ORS and supporting documents will be returned to the Project Officer.</p>	<p>None</p>	<p>2 hours</p>	<p><i>Regional Budget Staff / Regional Budget Officer</i></p>
<p>TOTAL PROCESSING TIME</p>		<p>None</p>	<p>2 days and 3 hours</p>	



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>	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. For follow-up or queries, contact dot.artatwg@gmail.com
<i>How to file a complaint?</i>	For accreditation and tourism related complaints, contact feedback@tourism.gov.ph For other complaints, contact dot.artatwg@gmail.com Kindly indicate full name of complainant, person being complained of, narration of facts/incident, evidence.
<i>How complaints are processed?</i>	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. Feedback from the person complained of shall be directly sent to the complainant.
<i>Contact Information of DOT, ARTA, PCC, and CCB</i>	Standards Monitoring and Enforcement Division: 8459-5200 to 5230 loc. 216 feedback@tourism.gov.ph Anti-Red Tape Authority: 1-ARTA (2782) Presidential Complaints Center: 8888 Contact Center ng Bayan: 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph



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	7840 Makati Avenue, Brgy. Poblacion, Makati City	0966 062 3983	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	dotr3@tourism.gov.ph
DOT – Region 4A	G/F Dencris Business Center, Halang, National Hwy., Calamba City, Laguna	(049) 539-2170	dotcalabarzon@tourism.gov.ph
DOT – Region 4B	5F NEX Building 778 Boni Avenue cor. EDSA Baranka Ilya Mandaluyong City 1550	(02) 8735 - 5970	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	dotreg6@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