

**QUEZON CITY TOURISM DEPARTMENT
(Cultural and Tourism Affairs Office)**

A. CITIZEN'S CHARTER

2.1 LEGAL MANDATE:

QC Ordinance No. SP189, Series 1994
QC Ordinance No. SP2197, Series 2013
QC Ordinance No. SP2218, Series 2013
QC Ordinance No. SP7164, Series 1967

2.0 VISION:

A vibrant and sustainable tourism industry for leisure, events, conference and business tourism with globally competitive products and services.

3.0 MISSION:

To promote Quezon City as a world-class tourism destination.

4.0 FRONTLINE SERVICES

**4.1 ISSUANCE OF TOURISM CERTIFICATE OF REGISTRATION,
ENDORSEMENT FOR ACCREDITATION TO DEPARTMENT OF
TOURISM (DOT) and TOUR GUIDE'S ID.**

Schedule of Availability of Service :

Days : Monday - Friday
Hours : 8:00 A.M. - 5:00 P.M.

Who may avail of the Service : Owners/Operators Tourism Establishments
and Tour Guides

Documentary Requirements :

A. For New Applicant

Business Permit Application Form
DTI/SEC Registration
Barangay Clearance
Tax bill and Official Receipt for the
Current Year
For Travel Agency: Original Copy of Surety
Bond worth P500,000.00

B. For Tour Guide

NBI or Police Clearance
Certificate of Tour Guiding Seminar
Or Accreditation from DOT
Official Receipt for the Current Year

C. For Renewal of Business Permit

Copy of Business Permit
Tax bill and Official Receipt for
the Current Year
For Travel Agency: Original Copy of
Surety Bond worth P500,000.00

D. For Renewal of Tour Guide

NBI or Police Clearance
Official Receipt for the Current Year

How to avail the service

Step	Applicant/ client	Service provider	Duration of activity	Person in Charge	Fees	Form
1	Fills up the Tourism Application Form & Submits with Complete Requirements	<ul style="list-style-type: none"> • Welcomes/ receives the client • Evaluates completeness of requirement 	1 minute	Tourism Operations Assistant	City Ordinance No. S-189 S-94 & QC Revenue Code of 2012	Tourism Application Form
2	Waits for the Release of Certificate	Process the application for <ul style="list-style-type: none"> • Tourism Certificate of Registration • Endorsement/ Tour Guide's I.D 	9 minutes	Tourism Operations Officer/ Evaluator & Encoder		
3		Approves/signs the requested Certificate of Registration/ Endorsement for Accreditation to DOT/Tour Guide's ID	1 minute	Tourism Operations Officer/ Evaluator & Head of Office		Tourism Certificate of Registration/ Endorsement/ Tour Guide's I.D
4	Claims Tourism Certificate of Registration/ Endorsement/ Tour Guide's ID	Releases Tourism Certificate of Registration/ Endorsement/ Tour Guide's I.D	1 minute	Tourism Operations Assistant		
Total Processing Time : 12 minutes						
END OF PROCESS						

Note : Processing time starts upon acceptance of application with complete requirements.

4.2 IMPLEMENTATION OF EVENTS / ACTIVITIES / PROJECTS

Schedule of Implementation
of Events/ Activities/Projects
Days/ Hours

: Subject to the time and date of the event

Who may avail of the Service

: Requesting Parties / City Officials
Government Organizations/ Non-
Government Organizations/ Associations

Documentary Requirements

: Request Letter / Transmittal /
Endorsement / Referral

Processing Period

: Varied (Depending on the Request/
referral / endorsement of Higher Authority)

How to avail the service

Step	Applicant/ client	Service provider	Duration of activity	Person in Charge	Fees/ Logistics	Form / Communication
1	Submit the endorsement/ referral/ request/ transmittal	Welcomes the client and receives/ evaluates Endorsement/ Referral/request/ Transmittal	1 minute	Receiving Clerk		Referral/ Endorsement / Request Letter/ Transmittal
2	Leaves the Office/ Waits for the action on the request	Forwards the endorsement/ referral/ request to the Head of Office	1 minute	Receiving Clerk		
3		Refers the matter to the concerned division head/s	Depending on the: <ul style="list-style-type: none"> • exigency / urgency of the request/ referral etc. • type of event, activity or program, requested, referred / endorsed • proximity/ date of implementation • availability of resources 	Head of Office		Same paper with note or instruction
4		<ul style="list-style-type: none"> • Process the request/ referral etc. • Submits evaluation / recommendation to the Head of Office 	ASAP	Concerned Division Head		
5		Head of Office acts on the recommendation and returns it to the concerned Division	ASAP	Head of Office		
6		inform the requesting party of the action taken	ASAP	Concerned Division Head		
7	Participates in the Preparation of Event/ Activity/ Projects	Pre-Implementation Activities <ul style="list-style-type: none"> • Coordinate with concerned agencies/offices/ individuals • Holds Meetings • Conducts Dry-Runs/ Rehearsals 		Concerned Division Head	<ul style="list-style-type: none"> • Manpower • Budget • Materials • Supplies 	
8		Implementation Execution of Event	Depending on the Event.	Concerned Division Head	<ul style="list-style-type: none"> • Manpower • Budget • Materials • Supplies 	
9		Preparation of After-Activity Report		Concerned Division Head		
END OF PROCESS						