



QUEZON CITY TOURISM DEPARTMENT
KAGAWARAN NG TURISMO NG
LUNGSOD QUEZON

CITIZEN'S CHARTER
7th Edition
GABAY NG MAMAMAYAN
Ika-7 na Edisyon

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I. **Mandate:**

Mandato

The Quezon City Tourism Department implements Quezon City Tourism Ordinance (QC Ordinance No. SP-189, S-1994) and the amended Quezon City Revenue Code of 2012 and handles matters related to tourism, culture, heritage and arts.

Ipinatutupad ng **Kagawaran ng Turismo ng Lungsod Quezon** ang **Ordenansa ng Turismo ng Lungsod Quezon (QC Ordinance No. SP-189, S-1994)** at binago ng **Kodigo sa Kita ng Lungsod Quezon ng 2012** at pinangangasiwaan ang mga usapin hinggil sa turismo, kultura, pamana, at mga sining.

II. **Vision:**

Bisyon

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

Isang masigla at matatag na industriya ng turismo ng libangan, mga event, kumperensiya, at negosyong panturismo na may mga produkto at serbisyong pandaigdigan ang kalidad.

III. **Mission:**

Misyon

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

Itaguyod ang Lungsod Quezon bilang pangunahing pandaigdigang destinasyong panturismo.

IV. **Service Pledge**

Panata ng Paglilingkod

We commit to:

Nangangako kami na:

1. Be efficient in doing our tasks of serving the tourism, culture and arts, and heritage sectors. We will network with these sectors and seek to do developmental program with less cost in less time.

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Date 11-07-23		Control No.: QCG-QCTD-QCTD-M.01



Maging episyente sa pagtupad ng aming mga tungkuling pagsilbihan ang mga sektor ng turismo, kultura at mga sining, at pamana. Makikipag-ugnay kami sa mga sektor na ito at magsasagawa ng mga programa ng pagpapaunlad na maliit ang gastos at naipatutupad sa mas maikling panahon.

2. Work with integrity whenever and wherever. We will do the right things to establish trust among stakeholders.

Magtatrabaho kami nang may integridad sa lahat ng panahon at lugar. Gagawin namin ang mga tama upang magkaroon ng tiwala ang mga stakeholder.

3. Be hospitable to all kinds and types of people, rich or poor, locals or foreigners, educated and uninformed. Everybody will receive the same kind of experience with us.

Maging malugod sa lahat ng uri ng tao, mayaman o mahirap, lokal o dayuhan, nakapag-aral at kulang ang kaalaman. Lahat ay makararanas ng parehong karanasan sa amin.

4. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

Asikasuhin ang lahat ng aplikant o humihiling na nasa loob ng opisina bago matapos ang opisyal na oras ng trabaho at tuwing tanghalian.

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Date 11-07-23	



LIST OF SERVICES TALAAN NG MGA SERBISYO

Issuance of Tourism Certificate of Registration Pagbibigay ng Tourism Certificate of Registration	Page 6 Pahina 6
Implementation of Programs /Activity/Projects Pagpapatupad ng mga Programa/Gawain/Proyekto	Page 14 Pahina 14
Feedback and Complaint Mechanism Mekanismo sa Feedback at Reklamo	Page 20 Pahina 20
List of Divisions Talaan ng mga Dibisyon	Page 22 Pahina 22

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Date: <i>11-07-23</i>	



QC Tourism Department Services

Mga Serbisyo ng Kagawaran ng Turismo ng QC

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1. ISSUANCE OF TOURISM CERTIFICATE OF REGISTRATION PAGBIBIGAY NG TOURISM CERTIFICATE OF REGISTRATION

The Tourism Certificate of Registration is issued to tourism enterprises that submitted the minimum requirements and paid the corresponding registration fee. The certification contains basic information about the tourism enterprises and certifies that the enterprises is registered with QC Tourism Department.

Ang Tourism Certificate of Registration ay ibinibigay sa mga negosyo ng turismo na nakapagpasa ng mga minimum na kahingian at nakapagbayad ng kaukulang fee. Naglalaman ang sertipikasyon ng mga pangunahing impormasyon tungkol sa negosyo ng turismo at pinatutunayang nakarehistro sa Kagawaran ng Turismo ng QC.

Office/Department: Opisina/Departamento	Q.C. Tourism Department Kagawaran ng Turismo ng Lungsod Quezon
Classification: Klasipikasyon:	Complex Complex
Type of Transaction: Uri ng Transaksiyon:	G2B – Government to Business Entity G2B – Gobyerno sa Entidad Pangnegosyo
Who May Avail: Sino ang maaaring makakuha:	QC Tourism Enterprises Owners/Operators Mga May-ari/Operator ng mga Negosyo ng Turismo sa QC
CHECKLIST OF REQUIREMENTS TSEKLIST NG MGA KAHINGIAN	WHERE TO SECURE SAAN MAKUKUHA
A. For New Applicant-Tourism Enterprises (As submitted to BPLD) Para sa mga Bagong Aplikant-Mga negosyo ng Turismo (Gaya ng isinumite sa BPLD)	
Unified Business Permit Application Form (1 photocopy, present original copy/ecopy) Unified Business Permit Application Form (1 photocopy, kasalukuyang orihinal na kopya/ecopy)	Business Permits and Licensing Dept., QC Hall Departamento ng Permit ng Negosyo at Paglilisensiya, QC Hall
Department of Trade and Industry/ Securities and Exchange Commission Registration (1 photocopy, present original copy/ecopy) Kagawaran ng Kalakalan at Industriya (DTI)/Komisyon sa mga Panagot at Palitan (SEC) (1 photocopy, kasalukuyang orihinal na kopya/ecopy)	Department of Trade and Industry / Securities and Exchange Commission Kagawaran ng Kalakalan at Industriya/Komisyon sa mga Panagot at Palitan (SEC)

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Barangay Clearance (1 photocopy, present original copy/ecopy) Barangay Clearance (1 photocopy, kasalukuyang orihinal na kopya/ecopy)	Barangay Hall where the business address is located Barangay Hall kung saan matatagpuan ang adres ng negosyo
Tax Bill and Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy/ecopy) Tax Bill at Opisyal na Resibo para sa Kasalukuyang Taon na kasama ang Tourism Registration Fee (1 photocopy, kasalukuyang orihinal na kopya/ecopy)	QC Treasurer's Department Assessment Windows and Cashier QC Treasurer's Department Assessment Windows and Cashier

Additional Requirement for Travel Agency Only Surety Bond (1 Original Copy) (Insurance Coverage: P500,000.00) Dagdag na Kahingian para sa mga Travel Agency lamang Surety Bond (1 Orihinal na Kopya) (Insurance Coverage: P500,000.00)	Bonding Agencies/Companies Bonding Agencies/Companies
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Date <i>11-07-23</i>	



B. For Renewal of Certificate of Registration – Tourism Enterprises (As submitted to BPLD) Para sa Renewal ng Certificate of Registration – Mga Establisimyento ng Turismo (Gaya ng isinumite sa BPLD)	
Unified Business Permit Application Form (1 photocopy, present original copy/ecopy) Unified Business Permit Application Form (1 photocopy, kasalukuyang orihinal na kopya/ecopy)	Business Permits and Licensing Dept., QC Hall Departamento ng Permit ng Negosyo at Paglilisensiya, QC Hall
Current/Previous Business Permit (1 photocopy, present original copy/ecopy) Kasalukuyan/Dating Business Permit (1 photocopy, kasalukuyang orihinal na kopya/ecopy)	Business Permits and Licensing Dept., QC Hall Departamento ng Permit ng Negosyo at Paglilisensiya, QC Hall
Tax Bill and Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy/ecopy) Tax Bill at Opisyal na Resibo para sa Kasalukuyang Taon na kasama ang Tourism Registration Fee (1 photocopy, kasalukuyang orihinal na kopya/ecopy)	QC Treasurer's Department Assessment Windows and Cashier QC Treasurer's Department Assessment Windows and Cashier
Additional Requirement for Travel Agency Only Surety Bond (1 Original Copy) (Insurance Coverage: P500,000.00) Dagdag na Kahingian para sa mga Travel Agency Surety Bond (1 Orihinal na Kopya) (Insurance Coverage: P500,000.00)	Bonding Agencies/Companies Bonding Agencies/Companies

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	Control No.: RCG-QCTD-QCTD.M.01
Date: 11-07-23	




CLIENT STEPS MGA GAGAWIN NG KLIYENTE	AGENCY ACTION MGA AKSIYON NG AHENSIYA	FEES TO BE PAID MGA BABAYARAN	PROCES SING TIME PANAHO N NG PAGPRO SESO	PERSON RESPONSIBL E NAKATALAG ANG TAUHAN
<p>1. Log on to https://qceservices.quezoncity.gov.ph/bpld/ and submit the accomplished Unified Business Permit Application Form online together with the necessary supporting documents, depending on your application type.</p> <p>Mag-log on sa https://qceservices.quezoncity.gov.ph/bpld/ at isumite ang sinagutang Unified Business Permit Application Form nang online, kasama ang mga kinakailangang dokumentong pansuporta, depende sa uri ng iyong aplikasyon.</p>	<p>The BPLD forwards the same to the ancillary departments and evaluate completeness of requirements.</p> <p>Ipapasa ng BPLD ang parehong dokumento sa mga kaukulang tanggapan at susuriin ang pagiging kompleto ng mga kahingian.</p>	<p>None Wala</p>	<p>10 minutes 10 minuto</p>	<p><i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i></p> <p><i>Tourism Receptionist/ Tourism Assistant (Dibisyon ng mga Serbisyon Panturismo)</i></p>





CLIENT STEPS MGA GAGAWIN NG KLIYENTE	AGENCY ACTION MGA AKSIYON NG AHENSIYA	FEEES TO BE PAID MGA BABAYA RAN	PROCES SING TIME PANAHO N NG PAGPRO SES	PERSON RESPONSIBL E NAKATALAG ANG TAUHAN
2. Wait for email reply. Hintayin ang tugon sa email.	Acknowledge receipt of complete documents/ application or ask for lacking document through email Ipababatid sa pamamagitan ng email ang pagkakatanggap ng mga kompletong dokumento/aplikasyon o hihingin ang mga kulang na dokumento.	None Wala	10 minutes 10 minuto	Tourism Receptionist/ Tourism Assistant (Tourism Services Division) Tourism Receptionist/ Tourism Assistant (Dibisyon ng mga Serbisyong Panturismo)
3. Wait for email on details of release of Certificate of Registration Hintayin sa email ang mga detalye ng pagpapalabas ng Certificate of Registration	Process the application for Tourism Certificate of Registration/ (may conduct inspection of enterprise and/or verification of submitted records) Ipoproseso ang aplikasyon para Sertipiko ng Tourism Certificate of Registration/ (maaaring magsagawa ng inspeksiyon ng establisimyento at/o beripikasyon ng mga isinumiteng rekord)	None Wala	4 days and 7 hours 4 na araw at 7 oras	Tourism Assistant, Tourism Officer and Division Head (Tourism Services Division) Tourism Assistant, Tourism Officer, at Puno ng Dibisyon (Dibisyon ng mga Serbisyong Panturismo)

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Name & Signature JBT IMPERIAL	Control No.: RCG-QCTD-QCTD-M-01
Date 11-07-23	



	<p>Approve/sign the requested Certificate of Registration</p> <p>Aaprobahan/ lalagdaan ang hiniling na Certificate of Registration</p>	<p>None Wala</p>	<p>1 day 1 araw</p>	<p>City Mayor, Department Head and Division Head (Tourism Services Division)</p> <p>Alkalde ng Lungsod, Puno ng Departamento, at Puno ng Dibisyon (Dibisyon ng mga Serbisyong Panturismo)</p>
	<p>Email/text message the client that Tourism Certificate of Registration is ready for pick-up or can be endorse to BPLD for door to door delivery.</p>	<p>None Wala</p>	<p>30 minutes 30 minuto</p>	<p>Tourism Receptionist, Tourism Assistant, (Tourism Services Division)</p>
	<p>Mag email/ magpadala ng mensahe sa kliyente na ang Tourism Certificate of registration ay maari ng kunin o maaring i-endorso sa BPLD para sa door to door na paghatid</p>			<p>Tourism Receptionist / Kawaksing Panturismo (Dibisyon ng mga Serbisyong Panturismo)</p>

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CLIENT STEPS MGA GAGAWIN NG KLIYENTE	AGENCY ACTION MGA AKSIYON NG AHENSIYA	FEEES TO BE PAID MGA BABAYA RAN	PROCES SING TIME PANAHO N NG PAGPRO SES	PERSON RESPONSIBL E NAKATALAG ANG TAUHAN
4. Inform QCTD if Tourism Certificate of Registration will be picked-up or endorse to BPLD for door to door delivery Ipatatid sa QCTD kung ang Tourism Certificate of Registration ay kukunin sa opisina o i-endorso sa BPLD para sa door to door na paghatid.	Wait for the client to pick-up or process the delivery of Tourism Certificate of Registration/ Endorsement Hihintayin ang kliyente na makuha o maiproseso ang delivery ng Tourism Certificate of Registration/ Endorsement	None Wala	1 day 1 araw	Tourism Receptionist/ Tourism Assistant (Tourism Services Division) Tourism Receptionist/ Tourism Assistant (Dibisyon ng mga Serbisyong Panturismo)
5. Wait/claim Tourism Certificate of Registration Hintayin/Kunin ang Tourism Certificate of Registration/ Endorsement	Release Tourism Certificate of Registration/ through pick-up or door to door delivery ng BPLD Ibibigay ang Tourism Certificate of Registration sa pamamagitan ng delivery o pick up	None Wala	10 Minutes 10 minuto	Tourism Receptionist/ Tourism Assistant (Tourism Services Division) Tourism Receptionist/ Tourism Assistant (Dibisyon ng mga Serbisyong Panturismo)
TOTAL KABUOAN		None Wala	7 days 7 araw	

Note

Paunawa

- Processing time starts upon acceptance of application with complete requirements.
Nagsisimula ang oras ng pagproseso kapag natanggap na ang aplikasyon na kasama

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ang kompletong kahingian.

- Senior citizens, pregnant women, persons with disabilities and liaison officers with multiple transactions (10 branches/companies and above) maybe entertain as "walk-in applicants"

Ang mga senior citizen, buntis, may kapansanan, at mga opisyal sa liason na mayroong maramihang transaksyon (10 branch/kompanya at higit pa) ay maaaring asikasuhin bilang mga "walk-in applicant."

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Date <i>11-07-23</i>	Control No.:	<i>Reg. RUT. RUT. 310</i>



2. IMPLEMENTATION OF PROGRAMS / ACTIVITIES / PROJECTS

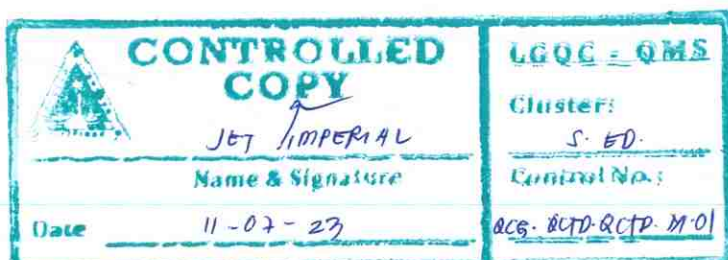
IMPLENTASYON NG MGA PROGRAMA/GAWAIN/PROYEKTO

The Quezon City Tourism Department implements/coordinates tourism, historical, culture and arts programs, activities and projects.

Ang Kagawaran ng Turismo ng Lungsod Quezon ay nagpapatupad/nag-uugnay ng mga programa, gawain, at proyekto sa turismo, kasaysayan, kultura, at sining.

Office/Department: Opisina/Departamento	Q.C. Tourism Department Kagawaran ng Turismo ng Lungsod Quezon
Classification: Klasipikasyon:	Complex
Type of Transaction: Uri ng Transaksiyon:	G2C – Government to Citizen G2B – Government to Business Entity G2G - Government to Government G2C – Gobyerno sa Mamamayan G2B – Gobyerno sa Entidad Pangnegosyo G2B – Gobyerno sa Gobyerno
Who May Avail: Sino ang maaaring makakuha:	Government Agencies/Organizations Non-Government Organization/Associations Civic Organizations All Mga Ahensiya/Organisasyon ng Pamahalaan Mga Organisasyon/Samahang Di-Pamahalaan Organisasyong Sibiko Lahat

CHECKLIST OF REQUIREMENTS TSEKLIST NG MGA KAHINGIAN	WHERE TO SECURE SAAN MAKUKUHA
Communication/Letter from concerned Party (1 original copy/ ecopy) (letter/Transmittal/ Endorsement/Referral) Komunikasyon/Liham mula sa kinauukulang partido (1 orihinal na kopya/ecopy) (liham/Transmittal/Endoso/Referral)	Written by concerned party/ requesting party Isinulat ng kinauukulang partido/humihiling





CLIENT STEPS MGA GAGAWIN NG KLIYENTE	AGENCY ACTION MGA AKSIYON NG AHENSIYA	FEES TO BE PAID MGA BABAYARAN	PROCESSING TIME PANAHON NG PAGPROSESO	PERSON RESPONSIBLE NAKATALAGANG TAUHAN
1. Forward/email the letter/ communication/ endorsement/ referral/ request/ transmittal to Receiving Desk/ qctd@quezoncity.gov.ph Iforward/i-email ang liham/ komunikasyon/ endoso/referral/ transmittal sa Receiving Desk/ qctd@quezoncity.gov.ph	Welcome the client and receives/ evaluates communication/ endorsement/ referral/request/ transmittal Acknowledge the Email Haharapin ang kliyente at tatanggapin/ susuriin ang komunikasyon/ endorsement/ referral/transmittal. Tumugon sa email.	None Wala	1 minute 1 minuto	Receiving Clerk Administrative Support Group Receiving Clerk Administrative Support Group
2. Leave the Office/ Wait for the action on the request Lisanin ang Opisina/ Hintayin ang magiging tugon sa hiling	Forward the endorsement/ referral/ request to the Head of Office/Action Officer Ipo-forward ang endorsement/ hiling sa Puno ng Opisina/Action Officer	None Wala	1 minute 1 minuto	Receiving Clerk Administrative Support Group Receiving Clerk Administrative Support Group
3. None Wala	Refer the matter to the concerned division head/s Ipadadala ang komunikasyon/ endorsement/ referral/transmittal sa kinauukulang puno/mga puno ng dibisyon	None Wala	1 day 1 araw	Head of Office/ Action Officer Pinuno ng Opisina/Action Officer

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	<p>Date: 11-07-23</p> <p>QCG.QCTD.QCTD.M.01</p>



<p>4. Attend to the queries or coordination meetings.</p> <p>Sagutin ang mga tanong o dumalo sa mga pulong para sa koordinasyon</p>	<p>Process the request/ referral etc. (which may include communicating with the requesting party)</p> <p>Ipoproseso ang hiling/referral, atbp (maaaring kabilang ang pakikipag-usap sa humihiling)</p> <p>Give evaluation/ recommendation to the Head of Office</p> <p>Magbibigay ng ebalwasyon/ rekomendasyon sa Pinuno ng Opisina</p>	<p>None Wala</p>	<p>4 days 4 na araw</p>	<p>Concerned Division Heads Mga Kinauukulang Puno ng Dibisyon</p>
<p>5. None Wala</p>	<p>Head of Office/Action Officer act on the recommendation and inform the concerned division head</p> <p>Aaksiyunan ng Pinuno ng Opisina/ Action Officer ang rekomendasyon at ipababatid sa mga kinauukulang puno ng dibisyon</p>	<p>None Wala</p>	<p>2 days 2 araw</p>	<p>Head of Office/Action Officer</p> <p>Pinuno ng Opisina/ Action Officer</p>
<p>6. Wait for coordination/ feedback Maghintay para sa koordinasyon/ feedback</p>	<p>Inform the requesting party of the action taken</p> <p>Ipababatid sa</p>	<p>None Wala</p>		<p>Concerned Division Head Kinauukulang Puno ng Dibisyon</p>





	humihiling ang naging aksiyon		
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CLIENT STEPS MGA GAGAWIN NG KLIYENTE	AGENCY ACTION MGA AKSIYON NG AHENSIYA	FEES TO BE PAID MGA BABA YARAN	PROCESsing TIME PANAHON NG PAGPROSESO	PERSON RESPONSIBLE NAKATALAGANG TAUHAN
7. Participate in Preparation of Event/ Activity/ Projects Lumahok sa Paghahanda ng Event/Aktibidad/ Proyekto	Start preparation of event/ activity Coordinate with concerned agencies/offices/ individuals Holds Meetings Conducts Dry-Runs/ Rehearsals, etc. Sisimulan ang paghahanda ng event/aktibidad Makikipag-ugnay sa mga kinauukulang ahensiya/opisina/ indibidwal Magdaraos ng mga pulong Magsasagawa ng mga Dry Run/ Rehearsal, atbp.	None Wala	60 days 60 araw	Concerned Division Head Kinauukulang Puno ng Dibisyon
8. Participates / implements event Lumahok/isagawa ang event	Implementation / Execution of Event/Activity /Project Ipatutupad/ Isasagawa ang event/gawain/ proyekto	None Wala	2 days 2 araw	Concerned Division Head Kinauukulang Puno ng Dibisyon
9. None Wala	Post-event task Isasagawa ang mga gawaing post-event	None Wala	1 day 1 araw	Concerned Division Head Kinauukulang Puno ng Dibisyon
TOTAL KABUOAN		None Wala	70 days 70 araw	

(Implementation of Program/Activity/Project) qualified for multi-stage processing.
Total days dependent on date, type and magnitude of program/activity/project and the requesting party

	SECRET Cluster: S-ED.
	Control No: OCG-QCTD-QCTD-1101
Name & Signature JBT / IMPERIAL	
Date 11-07-23	



(Implementasyon ng Programa/Aktibidad/Proyekto) kwalipikado para sa multi-stage na pagpoproseso. Ang Kabuoang araw ay depende sa petsa, uri at laki/saklaw ng programa/aktibidad/proyekto, at humihiling

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<i>SBT/IMPERIAL</i> Name & Signature	Control No : QCG-QCTD-QCTD-M-01
Date 11-07-23	



FEEDBACK AND COMPLAINTS MECHANISM MEKANISMO SA FEEDBACK AT REKLAMO	
<p>How to send feedback Paano magbibigay ng feedback</p>	<p>Fill-out the ARTA Client Satisfaction Measurement (CSM) Form or scan the QR Code provided by the QC Citizen Services Department. Sagutan ang ARTA Client Satisfaction Measurement (CSM) Bumuo o i-scan ang QR Code na ibinigay ng QC Citizen Services Department</p>
<p>How feedbacks are processed Paano ipinoproseso ang mga feedback</p>	<p>The QC Citizen Services Department compile the filled-out CSM Form and process the same. Results of the survey will be submitted to the Office of the City Administrator and can be accessed by department through google drive. Tinitipon at ipinoproseso ng QC Citizen Services Department ang mga sinagutan CSM Form. Ipapasa ang resulta ng survey sa Opisina ng Administrador ng Lungsod at maaaring maakses ng mga dibisyon sa google drive.</p> <p>The concerned division is given 3 days to reply to feedbacks that need to be addressed. The administrative officer then sends the reply to the concerned party. Ang kinaauukulang dibisyon ay mayroong 3 araw na tumugon sa mga feedback na kailangang harapin. Pagkatapos, ipadadala ng opisyal pampangasiwaan ang tugon sa kinaauukulang panig.</p>
<p>How to file a complaint Paano maghain ng reklamo</p>	<p>Write a letter stating the complaint or answer the CSM form and drop it in a box at the Tourism Desk at QC Tourism Department Office or send an email at gctd@quezoncity.gov.ph or call 89884242 local 8841 to 8846. State the name of person being complain, the scenario/incident, date (with time) of incident and evidence. For inquiries and follow-up, please contact gctd@quezoncity.gov.ph or call 89884242 local 8841 to 8846.</p> <p>Magpadala ng liham na nagsasaad ng reklamo o sagutan ang CSM form at ihulog ito sa kahong nasa Tourism Desk sa opisina ng QC Departamento ng Turismo, o mag-email sa gctd@quezoncity.gov.ph o tumawag sa 89884242 lokal 8841 hanggang 8846. Sabihin ang pangalan ng taong inirereklamo, ang pangyayari/ insidente, petsa (kasama ang oras) ng insidente at ebidensiya.</p>

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<p>Date <u>11-07-23</u></p>	



LIST OF DIVISIONS
TALAAN NG MGA DIBISYON

Division Dibisyon	Address Adres	Contact Information Contact Information
Officer-in-Charge Nanunungkulang Opisyal	8/F Civic Center Bldg. A, Q.C. Hall, Diliman, QC	89884242 local 8842
Tourism Services Division Dibisyon ng mga Serbisyong Panturismo	8/F Civic Center Bldg. A, Q.C. Hall, Diliman, QC	89884242 local 8844
Tourism Coordination Division Dibisyon ng Pakikipag-ugnayang Panturismo	8/F Civic Center Bldg. A, Q.C. Hall, Diliman, QC	89884242 local 8845
Tourism Planning Division Dibisyon ng Pagpaplanong Panturismo	8/F Civic Center Bldg. A, Q.C. Hall, Diliman, QC	89884242 local 8846
Tourism Promotions Division Dibisyon ng mga Promosyong Panturismo	8/F Civic Center Bldg. A, Q.C. Hall, Diliman, QC	89884242 local 8841
Administrative Support Group Pangkat ng Suportang Pampangasiwaan	8/F Civic Center Bldg. A, Q.C. Hall, Diliman, QC	89884242 local 8843

 CONTROLLED COPY <i>JET AMPERIAN</i> Name & Signature	LGQC - QMS
	Cluster: <i>S-ED</i> Control No.: <i>06.000.000.11-01</i>
Date <i>11-07-23</i>	



<p>How complaints are processed Paano pinoproseso ang mga reklamo</p>	<p>Upon receipt of the complaint the administrative officer will investigate, prepare a report and submit it to the head of the department for appropriate action. The administrative officer will give the feedback to the client.</p> <p>Pagkatanggap ng reklamo, magsasagawa ng imbestigasyon ang opisyal pampangasiwaan, ihahanda ang ulat, at ipapasa sa pinuno ng departamento para sa nararapat na aksiyon. Magbibigay ang opisyal pampangasiwaan ng feedback sa kliyente.</p>
<p>Contact Information of CCB, PCC, ARTA</p> <p>Contact Information ng CCB, PCC, ARTA</p>	<p>CCB: 0908 881 6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p>

 <p>CONTROLLED COPY</p> <p><i>JET/IMPERIATV</i></p> <p>Name & Signature</p> <p>Date <u>11-07-23</u></p>	<p>LGQC - QMS</p> <p>Cluster: <i>S-ED</i></p> <p>Control No : <i>QCG-QCTD-QCTD.M.01</i></p>
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