



# QUEZON CITY TOURISM DEPARTMENT

## CITIZEN'S CHARTER

3<sup>rd</sup> Edition



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## **I. Mandate:**

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

## **II. Vision:**

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

## **III. Mission:**

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

## **IV. Service Pledge**

We commit to:

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



## LIST OF SERVICES

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# **QC Tourism Department Services**



# 1. ISSUANCE OF TOURISM CERTIFICATE OF REGISTRATION/ ENDORSEMENT FOR ACCREDITATION TO DEPARTMENT OF TOURISM (DOT) and TOUR GUIDE'S ID.

The Tourism Certificate of Registration/Endorsement for Accreditation or Tour Guide's ID is issued to tourism establishments and/or tour guides that submitted the minimum requirements and paid the corresponding registration/identification card fee. The certification contains basic information about the tourism establishment and/or about the tour guide and certifies that the establishment and/or the guide is registered with QC Tourism Department.

<b>Office/Department:</b>	Q.C. Tourism Department
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who May Avail:</b>	QC Tourism Establishments' Owners/Operators Tour Guides
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. For New Applicant-Tourism Establishments</b>	
Unified Business Permit Application Form (1 photocopy, present original copy/ecopy )	Business Permits and Licensing Dept., QC Hall
Department of Trade and Industry/ Securities and Exchange Commission Registration (1 photocopy, present original copy/ecopy)	Department of Trade and Industry / Securities and Exchange Commission
Barangay Clearance (1 photocopy, present original copy/ecopy)	Barangay Hall where the business address is located
Tax Bill and Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy /ecopy)	QC Treasurer's Department Assessment Windows and Cashier
<b>Additional Requirement For Travel Agency Only</b> Surety Bond (1 Original Copy) (Insurance Coverage: P500,000.00)	Bonding Agencies/Companies



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>B. For New Applicant - Tour Guide</b>	
Registration Application Form (1 Original Copy/ecopy)	Tourism Desk, QC Tourism Department QC Hall/ or Download Application Form at <a href="https://bit.ly/2YybHT5">https://bit.ly/2YybHT5</a>
NBI or Police Clearance (1 photocopy, present original copy/ecopy)	NBI Office or QC Police Department, NGA Bldg., QC Hall
Certificate of Tour Guiding Seminar or Accreditation from Dept. of Tourism (1 photocopy, present original copy/ecopy)	Department of Tourism (DOT), Makati City
Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy/ecopy)	QC Treasurer's Department Cashier
<b>C. For Renewal of Certificate of Registration – Tourism Establishments</b>	
Unified Business Permit Application Form (1 photocopy, present original copy/ecopy )	Business Permits and Licensing Dept., QC Hall
Current/Previous Business Permit (1 photocopy, present original copy/ecopy)	Business Permits and Licensing Dept., QC Hall
Tax Bill and Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy/ecopy)	QC Treasurer's Department Assessment Windows and Cashier
<b>Additional Requirement For Travel Agency Only</b> Surety Bond (1 Original Copy) (Insurance Coverage: P500,000.00)	Bonding Agencies/Companies
<b>D. For Renewal of Certificate of Registration/I.D. - Tour Guide</b>	
Registration Application Form (1 Original Copy/ecopy)	Tourism Desk, QC Tourism Department Or Download Application Form at <a href="https://bit.ly/2YybHT5">https://bit.ly/2YybHT5</a>
NBI or Police Clearance (1 photocopy, present original copy/ecopy)	NBI Office or QC Police Department, NGA Bldg., QC Hall
Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy/ecopy)	QC Treasurer's Department Cashier



## MANUAL REGISTRATION

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Unified Bus. Permit App. Form with complete requirements to tourism assistant at QCTD tourism desk.	Receive and evaluate form and completeness of requirements.	None	1 minute	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
2. Wait for the Release of Certificate of Registration/ Endorsement to DOT/ Tour Guide's I.D.	Process the application for Tourism Certificate of Registration/ Endorsement to DOT/ Tour Guide's I.D (may need inspection of establishment and/or verification of submitted records)	None	5 days	<i>Tourism Receptionist, Tourism officer and Division Head (Tourism Services Division)</i>
3. Wait for the Release of Certificate of Registration/ Endorsement to DOT/ Tour Guide's I.D	Approve/sign the requested Certificate of Registration/ Endorsement for DOT Accreditation /Tour Guide's ID	None	1 day	<i>City Mayor, Department Head Division Head (Tourism Services Division)</i>
4. Claim Tourism Certificate of Registration/ Endorsement/ Tour Guide's ID by signing in the logbook	Release Tourism Certificate of Registration/ Endorsement/ Tour Guide's I.D.	None	1 day	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
<b>TOTAL</b>		None	<b>7 days</b>	

Note

- Processing time starts upon acceptance of application with complete requirements.





## ONLINE REGISTRATION

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBL E
<b>For Tourism Establishments</b>				
1. Submit ecopy of Unified Business Permit Application Form and all requirements to <a href="mailto:TourismAccreditation@quezoncity.gov.ph">TourismAccreditation@quezoncity.gov.ph</a>	Evaluate completeness of requirements.	None	10 minutes	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
<b>For Tour Guide</b>				
1. Visit: <a href="https://bit.ly/36Zvm1Z">https://bit.ly/36Zvm1Z</a> or Scan QR Code For Application Form Or Download Application Form at <a href="https://bit.ly/2YybHT5">https://bit.ly/2YybHT5</a> or Scan QR Code. Fill-out the application form and submit ecopy of all requirements to <a href="mailto:TourismAccreditation@quezoncity.gov.ph">TourismAccreditation@quezoncity.gov.ph</a>	Evaluate completeness of requirements.	None	10 minutes	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
2.1. Wait for email reply.	Acknowledge receipt of complete documents/ application or ask for lacking document through email	none	10 minutes	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
2.2. Submit the complete requirements and wait for email reply	Acknowledge receipt of complete documents/ application			
3. Wait for email on details of release of Certificate of Registration/ Endorsement to DOT/ Tour Guide's I.D.	Process the application for Tourism Certificate of Registration/ Endorsement to DOT/ Tour Guide's I.D (may need inspection of establishment and/or verification of submitted records)	None	4 days and 7 hours	<i>Tourism Assistant, Tourism Officer and Division Head (Tourism Services Division)</i>
	Approve/sign the requested Certificate of Registration/ Endorsement for DOT Accreditation /Tour Guide's ID	None	1 day	<i>City Mayor, Department Head and Division Head (Tourism Services Division)</i>
	Email/message the client that Tourism Certificate of Registration/ Endorsement/ Tour Guide's I.D. is ready for pick-up or delivery.	None	30 minutes	<i>Tourism Receptionist, Tourism Assistant, (Tourism Services Division)</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBL E
4. Inform QCTD if Tourism Certificate of Registration/ Endorsement/ Tour Guide's I.D will be picked-up or delivered. (Courier of Choice with cost charged to the receiver/ applicant)	Wait for the client to pick-up or process the delivery of Tourism Certificate of Registration/ Endorsement/ Tour Guide's I.D.	None	1 day	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
5. Wait/claim Tourism Certificate of Registration/ Endorsement/ Tour Guide's ID	Release Tourism Certificate of Registration/ Endorsement/ Tour Guide's I.D. through delivery or pick-up	None	10 minutes	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
TOTAL		None	<b>7 days</b>	

Note

- Processing time starts upon acceptance of application with complete requirements.



## 2. IMPLEMENTATION OF PROGRAMS / ACTIVITIES / PROJECTS

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

<b>Office/Department:</b>	Q.C. Tourism Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G - Government to Government			
<b>Who May Avail:</b>	Government Agencies/Organizations Non-Government Organization/Associations Civic Organizations All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication/Letter from concerned Party (1 original copy/ ecopy) (letter/Transmittal/ Endorsement/Referral)		Written by concerned party/ requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward/email the communication/ letter/ endorsement/ referral/ request/ transmittal to Receiving Desk/ qctd@quezoncity .gov.ph	Welcome the client and receives/ evaluates communication/ endorsement/ referral/request/ transmittal Acknowledge the email	None	1 minute	<i>Receiving Clerk</i> Administrative Support Group
2. Leave the Office/ Wait for the action on the request	Forward the endorsement/ referral/ request to the Head of Office/Action Officer	None	1 minute	<i>Receiving Clerk</i> Administrative Support Group
3. None	Refer the matter to the concerned division head/s	None	1 day	<i>Head of Office/ Action Officer</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Attend to the queries or coordination meetings.	Process the request/ referral etc. (which may include communicating with the requesting party)  Give evaluation/ recommendation to the Head of Office	None	4 days	<i>Concerned Division Heads</i>
5. None	Head of Office/Action Officer act on the recommendation and inform the concerned division head	None	2 days	<i>Head of Office/Action Officer</i>
6. Wait for coordination/ feedback	Inform the requesting party of the action taken	None		<i>Concerned Division Head</i>
7. Participate in Preparation of Event/ Activity/ Projects	Start preparation of event/ activity Coordinate with concerned agencies/offices/ individuals Holds Meetings Conducts Dry-Runs/ Rehearsals, etc.	None	60 days	<i>Concerned Division Head</i>
8. Participates / implements event	Implementation / Execution of Event/Activity/Project	None	2 days	<i>Concerned Division Head</i>
9. None	Post-event task	None	1 day	<i>Concerned Division Head</i>
<b>TOTAL</b>		None	<b>70 days</b>	

(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



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Write a letter stating the feedback or answer the service experience form and drop it in a box at the Tourism Desk at QC Tourism Department Office. Contact Information: 89884242 loc. 8841 to 8846 or <a href="mailto:qctd@quezoncity.gov.ph">qctd@quezoncity.gov.ph</a>
How feedbacks are processed	Every end of the week, the staff in-charge compile and record all feedback submitted. Feedback are given to the concerned division and are given 3 days to reply to feedbacks that need to be addressed. The administrative officer then send the reply to the concerned party.
How to file a complaint	Write a letter stating the complaint or answer the service experience form and drop it in a box at the Tourism Desk at QC Tourism Department Office or send an email at <a href="mailto:qctd@quezoncity.gov.ph">qctd@quezoncity.gov.ph</a> 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 <a href="mailto:qctd@quezoncity.gov.ph">qctd@quezoncity.gov.ph</a> or call 89884242 local 8841 to 8846.
How complaints are processed	The staff-in-charge collect and evaluate the complaint daily. Upon evaluation the staff-in-charge and the administrative officer will investigate and forward the complaint to the concerned division for explanation. The staff-in-charge and the administrative officer will prepare a report after investigation and submit it to the head of the department for appropriate action. The administrative officer will give the feedback to the client.
Contact Information of CCB, PCC, ARTA	CCB: 0908 881 6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782)



## LIST OF DIVISIONS

Division	Address	Contact Information
Head/Action Officer	8/F Civic Center Bldg. A, Q.C. Hall, Diliman, QC	89884242 local 8842
Tourism Services Division	8/F Civic Center Bldg. A, Q.C. Hall, Diliman, QC	89884242 local 8844
Tourism Coordination Division	8/F Civic Center Bldg. A, Q.C. Hall, Diliman, QC	89884242 local 8845
Tourism Planning Division	8/F Civic Center Bldg. A, Q.C. Hall, Diliman, QC	89884242 local 8846
Tourism Promotions Division	8/F Civic Center Bldg. A, Q.C. Hall, Diliman, QC	89884242 local 8841
Administrative Support Group	8/F Civic Center Bldg. A, Q.C. Hall, Diliman, QC	89884242 local 8843