



# QUEZON CITY TOURISM DEPARTMENT

## CITIZEN'S CHARTER

5<sup>th</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.



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# **QC Tourism Department Services**



## 1. ISSUANCE OF TOURISM CERTIFICATE OF REGISTRATION/ ENDORSEMENT FOR ACCREDITATION TO DEPARTMENT OF TOURISM (DOT)

The Tourism Certificate of Registration/Endorsement for Accreditation is issued to tourism establishments that submitted the minimum requirements and paid the corresponding registration fee. The certification contains basic information about the tourism establishment and certifies that the establishment 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
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. For New Applicant-Tourism Establishments (As submitted to BPLD)</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



<b>B. For Renewal of Certificate of Registration – Tourism Establishments (As submitted to BPLD)</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
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<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Log on to <a href="https://qceservices.guazoncity.gov.ph/bpld/">https://qceservices.guazoncity.gov.ph/bpld/</a> and submit the accomplished Unified Business Permit Application Form online together with the necessary supporting documents, depending on your application type.	The BPLD forwards the same to the ancillary departments and 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. 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>
3. Wait for email on details of release of Certificate of Registration/ Endorsement to DOT	Process the application for Tourism Certificate of Registration/ Endorsement to DOT (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	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 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 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	None	1 day	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
5. Wait/claim Tourism Certificate of Registration/ Endorsement	Release Tourism Certificate of Registration/ Endorsement through delivery or pick-up	None	10 minutes	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
TOTAL		None	7 days	

Note

- Processing time starts upon acceptance of application with complete requirements.
- Senior citizens, pregnant women, persons with disabilities and liaison officers with multiple transactions (10 branches/companies and above) maybe entertain as “walk-in applicants”

## 2. ISSUANCE OF TOUR GUIDE’S I.D./CERTIFICATE

The Tour Guide’s ID/Certificate of Registration is issued to tour guides that submitted the minimum requirements and paid the corresponding identification card/ registration fee. The I.D./certificate contains basic information about the tour guide and certifies that 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>	G2C – Government to Citizen
<b>Who May Avail:</b>	Tour Guides



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. For New Applicant - Tour Guide</b>	
Registration/ID 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/ecopy)	Department of Tourism (DOT), Makati City
Official Receipt for the Current Year that includes Tourism Registration/I.D. Fee (1 photocopy, present original /ecopy)	QC Treasurer's Department Cashier

<b>B. For Renewal of Certificate of Registration/I.D. - Tour Guide</b>	
Registration/ID 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 /ecopy)	NBI Office or QC Police Department, NGA Bldg., QC Hall
Official Receipt for the Current Year that includes Tourism Registration/ID Fee (1 photocopy, present original/ecopy)	QC Treasurer's Department Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBL E
1.Download Application Form at <a href="https://bit.ly/2YybHT5">https://bit.ly/2YybHT5</a> 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. 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>
3. Wait for email on details of release of Tour Guide's I.D./ Certificate	Process the application for Tour Guide's I.D/certificate (may need 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 Tour Guide's ID / Certificate	None	1 day	<i>City Mayor, Department Head and Division Head (Tourism Services Division)</i>
	Email/message the client that Tour Guide's I.D. / Certificate is ready for pick-up or delivery.	None	30 minutes	<i>Tourism Receptionist, Tourism Assistant, (Tourism Services Division)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Inform QCTD if Tour Guide's I.D. / Certificate 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 Tour Guide's I.D./ Certificate	None	1 day	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
5. Wait/claim Tour Guide's ID/ Certificate	Release Tour Guide's I.D./ Certificate through delivery or pick-up	None	10 minutes	<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.
- Senior citizens, pregnant women, persons with disabilities and liaison officers with multiple transactions (10 tour guides and above) maybe entertain as “walk-in applicants”

### 3. 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



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/Letter from concerned Party (1 original copy/ ecopy) (letter/Transmittal/ Endorsement/Referral)		Written by concerned party/ requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Forward/email the letter/ communication/ 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 Administrative Support Group</i>
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 Administrative Support Group</i>
3. None	Refer the matter to the concerned division head/s	None	1 day	<i>Head of Office/ Action Officer</i>
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>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
TOTAL		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:gctd@quezoncity.gov.ph">gctd@quezoncity.gov.ph</a>
How feedbacks are processed	Every end of the week, the staff in-charge compile and record all feedback submitted. Feedback is given to the concerned division and are given 3 days to reply to feedbacks that need to be addressed. The administrative officer then sends 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:gctd@quezoncity.gov.ph">gctd@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:gctd@quezoncity.gov.ph">gctd@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
Officer-in-Charge	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