

QUEZON CITY TOURISM DEPARTMENT
Citizen's Charter

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.

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| Office/Department: | Q.C. Tourism Department |
| Classification: | Simple |
| Type of Transaction: | G2B – Government to Business Entity |
| Who May Avail: | QC Tourism Establishments' Owners/Operators Tour Guides |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| A. For New Applicant-Tourism Establishments | |
| Registration Application Form (1 Original Copy) | Tourism Desk, QC Tourism Department, QC Hall |
| Business Permit Application Form (1 photocopy, present original copy) | Business Permits and Licensing Dept., QC Hall |
| Department of Trade and Industry/ Securities and Exchange Commission Registration (1 photocopy, present original copy) | Department of Trade and Industry / Securities and Exchange Commission |
| Barangay Clearance (1 photocopy, present original copy) | 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) | QC Treasurer's Department Assessment Windows and Cashier |
| Additional Requirement For Travel Agency Only Surety Bond (1 Original Copy) (Insurance Coverage: P500,000.00) | Bonding Agencies/Companies |
| B. For New Applicant - Tour Guide | |
| Registration Application Form (1 Original Copy) | Tourism Desk, QC Tourism Department QC Hall |
| NBI or Police Clearance (1 photocopy, present original copy) | 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) | Department of Tourism (DOT), Makati City |
| Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy) | QC Treasurer's Department Cashier |
| C. For Renewal of Certificate of Registration – Tourism Establishments | |
| Registration Application Form (1 Original Copy) | Tourism Desk, QC Tourism Department |
| Current Business Permit (1 photocopy, present original copy) | 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) | QC Treasurer's Department Assessment Windows and Cashier |

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| Additional Requirement For Travel Agency Only Surety Bond (1 Original Copy) (Insurance Coverage: P500,000.00) | Bonding Agencies/Companies |
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| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| D. For Renewal of Certificate of Registration/I.D. - Tour Guide | |
| Registration Application Form (1 Original Copy) | Tourism Desk, QC Tourism Department |
| NBI or Police Clearance (1 photocopy, present original copy) | 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) | QC Treasurer's Department Cashier |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|------------------------|------------------------|---|
| 1. Secure Application Form at tourism desk and fill it up then return it with complete requirements to tourism assistant. | Give application form to the applicant then evaluates completeness of requirements. | None | 1 minute | Tourism Receptionist/ Tourism Assistant (Tourism Services Division) |
| 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 | None | 9 minutes | Tourism Receptionist/ Tourism Assistant and encoder (Tourism Services Division) |
| 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 minute | Department Head, Division Head (Tourism Services Division) |
| 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 minute | Tourism Receptionist/ Tourism Assistant (Tourism Services Division) |
| TOTAL | | None | 12 Minutes | |

Note

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

2. IMPLEMENTATION OF EVENTS / ACTIVITIES / PROJECTS

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

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| Office/Department: | Q.C. Tourism Department |
| Classification: | Simple to Complex |
| Type of Transaction: | G2G - Government to Government G2C – Government to Citizen |
| Who May Avail: | Government Agencies/Organizations Non-Government Organization/Associations Civic Organizations All |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| Communication/Letter from concerned Party (Request letter/Transmittal/Endorsement/Referral) | Written by concerned party/ requesting party |

| CLIENT STEPS | AGENCY ACTION | FEE S TO BE PAID | PROCES- SING TIME | PERSON RESPONSIBLE |
|--|---|-------------------------|--|--------------------------------|
| 1. Forward the communication / letter/ endorsement/ referral/ request/ transmittal to Receiving Desk | Welcome the client and receives/ evaluates communication/ endorsement/ referral/request/ transmittal | None | 1 minute | Receiving Clerk (Admin. Group) |
| 2. Leave the Office/ Waits for the action on the request | Forward the endorsement/ referral/ request to the Head of Office/Action Officer | None | 1 minute | Receiving Clerk (Admin. Group) |
| 3. None | Refer the matter to the concerned division head/s | None | 1 day | Head of Office/ Action Officer |
| 4. Attend to the queries or coordination meetings. | Process the request/ referral etc. (which may include communicating with the requesting party) Submits evaluation / recommendation to the Head of Office | None | 1-3 days Depends on type, date and magnitude of event/ activity | Concerned Division Heads |
| 5. None | Head of Office/Action Officer act on the recommendation and returns it to the concerned Division | None | 1-2 days | Head of Office/Action Officer |
| 6. Wait for coordination/ feedback | Inform the requesting party of the action taken | None | | Concerned Division Head |
| 7. Participate in Preparation of | Start Pre-Implementation Activities | None | 7 days to 90 days | Concerned Division Head |

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| Event/ Activity/ Projects | Coordinate with concerned agencies/offices/ individuals Holds Meetings Conducts Dry-Runs/ Rehearsals, etc. | | Depends on type, date and magnitude of event/ activity | |
| 8. Participates / implements event | Implementation / Execution of Event/Activity/Project | None | 1-2 days Depends on type, date and magnitude of event/ activity | Concerned Division Head |
| 9.None | Preparation of After- Activity Report | None | 1 day | Concerned Division Head |
| TOTAL | | None | 10 – 100 days | |

*Total days of preparation and implementation of event/activity largely depend on date, type and magnitude of event/activity and the requesting party.