



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</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>
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	FEES 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>
<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