



CITIZEN'S CHARTER
2021 Edition

Agency Profile

I. Mandate:

The TPB shall be responsible for marketing and promoting the Philippines domestically and internationally as a major global tourism destination, highlighting the uniqueness and assisting the development of its tourism products and services, with the end in view of increasing tourist arrivals and tourism investment. Specifically, it shall market the Philippines as a major convention destination in Asia. To this end, it shall take charge of attracting, promoting, facilitating, and servicing large-scale events, international fairs and conventions, congresses, sports competitions, expositions and the like. It shall likewise ensure the regular advertisement abroad of the country's major tourism destinations and other tourism products, not limited to TEZs. It may also provide incentives to travel agencies abroad which are able to draw tourists and tourism investments to the country.

II. Mission:

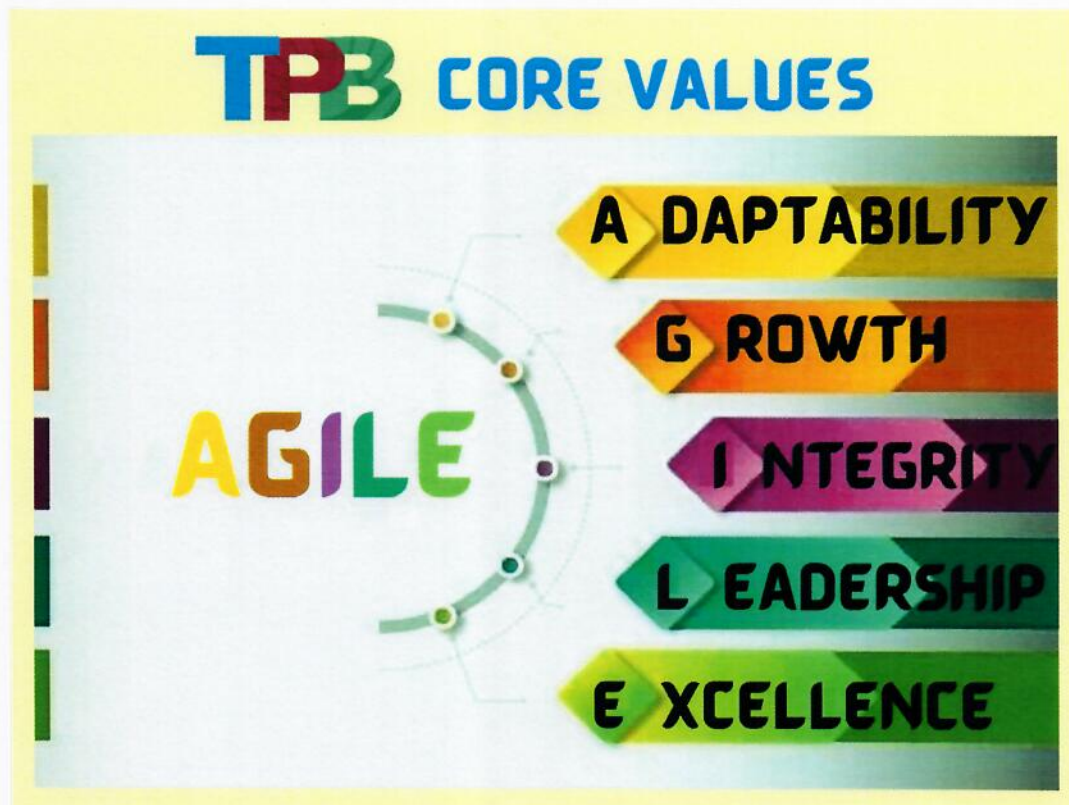
To market and promote the Philippines, in partnership with our stakeholders, as a preferred destination for safe and fun travel.

III. Vision:

By 2025, the Philippines shall be the preferred destination for safe, uniquely-diverse and fun travel.

IV. Service Pledge:

We, the officials and employees of the Tourism Promotions Board commit to demonstrate and uphold the following organizational values:



V. CORPORATE QUALITY POLICY:

The Tourism Promotions Board (TPB) commits to maintain itself as the responsive marketing and promotions arm of the Philippine Department of Tourism and provide the highest quality of service that inspires stakeholders and meets customers' expectations and needs.

TPB shall continually improve its value to partners, stakeholders and customers by adhering to an effective and efficient Quality Management System that is compliant with global standards and legal requirements.

The TPB is empowered by an adaptive team that embraces a growth mindset characterized by integrity, guided by thought leadership that strives for excellence.

LIST OF SERVICES

Head Office	Page Number
Internal Services	6-18
Preparation/ Review of Procurement Contracts	6-9
Processing of Payroll	10-14
Processing of Claims and Payments	15-18
External Services	20-29
Request for Images (External Client)	20-21
Processing of Request for Collateral Materials (External Client)	22-23
Request for Certification and Service Record	24
Recruitment, Selection and Promotion Process	25-30
Review of Contracts / Agreements with DOT Regional and Foreign Offices	31-33
TPB Membership Program	34-35
Evaluation of Marketing Proposals/ Requested Assistance	36-38
Processing of Philippine Seller Companies' Participation in Roadshows, Sales/ Business Missions/ Travel Trade/ MICE Fairs/ Shows	39-41



Internal Services

1. Preparation/ Review of Procurement Contracts

To prepare/review Procurement Contracts/Agreements within a period of seven (7) working days upon receipt of request supported by complete documents from the Requesting Department up to the release of reviewed contract or agreement for execution, of TPB projects requiring the execution of Contracts and Agreements arising from procurement related transactions.

Office or Division:	Legal Department		
Classification:	Highly Technical Support/Complex		
Type of Transaction:	G2G - Government to Government		
Who may avail:	BAC Secretariat/ Procurement Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Goods <ul style="list-style-type: none">• Bidding Documents• Minutes of Proceedings• Supplemental Bid Bulletin, if any• Bid Evaluation• Post-Qualification Report• BAC Resolution Awarding the Contract• Notice of Award with Bidder's Conforme• Performance Security• Other contract documents that may be required by existing laws and/or the Entity		To be submitted by the Requesting Department	
B. Consulting Services <ul style="list-style-type: none">• Bidding Documents• Minutes of Proceedings• Supplemental Bid Bulletin, if any• Result of Shortlisting• Bid Evaluation• Minutes of the Negotiation signed by BAC, BAC Secretariat, TWG, End User, if any• Post-Qualification Report• BAC Resolution Awarding the Contract• Notice of Award with Bidder's Conforme• Performance Security			
C. Infrastructure <ul style="list-style-type: none">• General and Special Conditions of Contract• Drawings/Plans• Specifications• Invitation to Bid			

<ul style="list-style-type: none"> • Instructions to Bidders • Bid Data Sheet • Addenda and/or Supplemental/ Bid Bulletin, if any • Bid Form, including all the documents/ statements contained in the Bidder's bidding envelopes, as annexes Eligibility requirements, documents and/or statements • Performance Security • Credit line issued by a licensed bank, if any • Notice of Award with Bidder's Conformance • Other contract documents that may be required by existing laws and/or the Entity 	
<p>D. Alternative Modes of Procurement</p> <ul style="list-style-type: none"> • Bidding Documents, if any • List of Pre-selected suppliers, if applicable • Request for Quotation, if applicable • Eligibility Documents of the bidder/ supplier • Market survey, if applicable • Certificate or proof of proprietary ownership, if applicable • Certificate of exclusive dealership or distributorship, if applicable • Certificate of previously awarded from previous bidding, if applicable • BAC Resolution Awarding the Contract • Bid evaluation/ Quotation Evaluation Form/ Abstract of Bids, if applicable • Performance Security, if applicable • Other contract documents that may be required by existing laws and/or the Entity 	
<p>E. Negotiated Procurement</p> <ul style="list-style-type: none"> • Bidding Documents, if any • Request for Quotation, if applicable • Eligibility Documents of the bidder/ supplier • Comparative Market Analysis, if applicable • Market Study, if applicable 	

<ul style="list-style-type: none"> • BAC Resolution Declaring Failure of Bidding, if applicable • BAC Resolution Awarding the Contract • Bidder's Technical and Financial Requirements, if applicable • Determination of HOPE as to existence of Emergency or Declaration of State of Calamity, if applicable • Rescinded Contract, if applicable • Negotiated Terms of Reference for Adjacent Procurement, if applicable • Justification that Resort to Agency-to-Agency is economical to government, if applicable • Certificate from the Servicing Agency, if applicable • Justification of engagement with individual Highly Technical Consultants • Bid Evaluation/ quotation Evaluation Form/ Abstract of Bids/ Quotation/Ratings, if applicable • Performance Security, if applicable • Other contract documents that may be required by existing laws and/or the Entity 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form for the Preparation/Review of Procurement Contracts and supporting documents.	1.1 Stamp receipt, check supporting documents and record entries.	None	Within 3 hours from receipt	Legal Assistant
	1.2 Assign the request to the Lawyer/Legal Researcher/Legal Staff.		Within 4 – 5 hours from receipt of documents (1 day)	Department Head or OIC
	1.3 Review the draft Contract Agreement and prepare initial draft, if warranted.		Within 2 working days from receipt of documents	Assigned Lawyer/Legal Researcher/Legal Staff
	1.4 Review the initial draft of the Contract Agreement.		Within 2 working days from receipt of documents	Department Head or OIC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Release the initial draft of the Contract Agreement/ the recommendation or opinion to the Requesting Department.		Within 3 hours from receipt of documents	Legal Assistant
2. Receive the draft Contract/Agreement for second/final review.	2.1 Stamp receipt, check supporting documents and record entries.	None	Within 3 hours from receipt of documents	Legal Assistant
	2.2 Conduct Second or Final Review of the draft Contract/ Agreement or Evaluate and review the Memorandum or Letter for Reconsideration from the Requesting Department.		Within 1 working day from receipt of documents	Department Head or OIC/ Assigned Lawyer/Legal Researcher/Legal Staff
	2.3 Finalization and Release of the proposed Contract/Agreement for Execution.		Within 1 working day from receipt of confirmation	Department Head or OIC/ Assigned Lawyer/Legal Researcher/Legal Assistant
3. Submission of Notarized Copies of Contract/Agreement by the Requesting Department	3.1 Stamp receipt the Notarized Copies of Contract/ Agreement prior to the implementation of the Project. 3.2 File Records.	None	Within 2 hours upon receipt	Legal Assistant
TOTAL PROCESSING TIME			7 working days	

2. Processing of Payroll

This service defines the standard process of payroll preparation to ensure timely and accurate computation of salaries and deductions. It covers from the receipt of approved DTR with required supporting documents up to submission of approved payroll to the servicing bank. The classification of service is considered simple since the total processing time is not exceeding the maximum periods of three (3) days.

Office or Division:	Personnel and Human Resources
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	TPB Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
In payroll processing reference only: <ul style="list-style-type: none"> • Application for Leave Form • Official Business Pass • Office/Travel Order • List of Mandatory Deductions • List of Loans from Accredited Institutions • Leave Cards 	TPB ISO Quality Forms Google Drive Files PHRDD Physical and Logical Files

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Approved Daily Time Records (DTRs)	1.1 Receive approved Daily Time Records (DTRs) within 10 working days of the following month. 1.2 If there is no entry in the DTR, check if the following are submitted: Application for Leave Form For Regular Employees <ul style="list-style-type: none"> • (CSC Form No. 6) 	None	4 hours	PHRD Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>For Contractual Employees (QF-PHRD-18)</p> <ul style="list-style-type: none"> • Official Business Pass (QF-PHRD-19) • Office / Travel Order <p>1.3 Check if there are available leave credits.</p>			
2. Determine applicable deductions	2.1 Determine applicable deductions, i.e., leave without pay, loans and insurance, based on the payroll system deduction/ loan scheduler	None	4 hours	HRMO
3. Determine AWOP/LWOP	3.1 Action officer to ensure the copy furnished of AWOP/ LWOP to payroll officer.	None	1 hour	PHRD Staff
4. Input deductions to the Payroll System	<p>4.1 Input personal deductions to the Payroll System. Ensure accuracy of entries.</p> <p>4.2 Update mandatory deductions as needed.</p>	None	4 hours	HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Compute Allowances	5.1 Compute Allowances based on the DTRs/Office Orders.	None	2 hours	HRMO
6. Print Payroll Sheet	6.1 Print Basic Salary and Allowance Payroll Sheet.	None	15 mins	HRMO
7. Prepare BURS, DV and Transmittal Letter to the Bank	7.1 Prepare Budget Utilization and Report Slip (BURS), Disbursement Voucher (DV) and Transmittal Letter to the Bank for the payroll.	None	15 mins	HRMO
8. Approval of Basic Salary and Allowance Payroll Sheet, BURS, and Land Bank payroll register as attachments on Transmittal Letter to the Bank	8.1 Affix initial by the HRMO 8.2 Affix signature by the Division Chief 8.3 Forward to the Administrative Head for signature	None	10 mins	HRMO Division Chief Administrative Head
9. Forward Payroll Sheet, BURS and DV	9.1 Forward to Finance Department the following for processing: <ul style="list-style-type: none">Basic Salary and Allowance Payroll Sheet	None	10 mins	HRMO

	<ul style="list-style-type: none"> Budget Utilization and Report Slip (BURS) 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Disbursement Voucher (DV) Transmittal Letter to the Bank <p>(refer to Finance Processing of Claims Procedure)</p>			
10. Receive approved Basic Salary and Allowance Payroll Sheet	10.1 Receive approved Basic Salary and Allowance Payroll Sheet with approved Transmittal Letter to the Bank.	None	Within the day subject to the availability of the signatory	HRMO
11. Input Computed Individual Basic Salary and Allowance to Land Bank of the Philippines (LBP) Payroll System	<p>11.1 Input Computed Individual Basic Salary and Allowance to Land Bank of the Philippines (LBP) Payroll System. Ensure accuracy of entries.</p> <p>11.2 Print Individual Basic Salary and Allowance Report for signature of Administrative Manager and Deputy COO for Corporate Affairs.</p>	None	1 hour	HRMO

12. Print Pay Slip	12.1 Print Pay Slip for Basic Salary and Allowances.	None	15 mins	HRMO
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. Submit Individual Basic Salary and Allowance Report to LBP	13.1 Submit Individual Basic Salary and Allowance Report (hard and soft copy) to LBP with the Transmittal Letter.	None	30 mins to 1 hour	PHRD Staff
14. File Records	14.1 Retain all documented information in accordance with Control of Retained Documented Information Procedure and Masterlist of Retained Quality Documented Information.	None	Within the day upon receipt of complete documents	Deputy Documented Information Controller / Concerned Process Owner
TOTAL PROCESSING TIME			2 days, 2 hours and 5 minutes	

PROCESS : PROCESSING OF CLAIMS AND PAYMENTS

Descriptions:

This process covers the timely review and evaluation of the financial claims as to completeness and reasonableness of the supporting documents, in order to facilitate the immediate settlement/payment of expenses incurred necessary in the successful implementation of TPB's project, programs and activities.

Office or Division:	Finance Department- Accounting and Budget Division			
Classification:	Highly Technical			
Type of Transaction:	G2G. G2C and G2B External and Internal Customers – Financial			
Who may avail:	Suppliers of Goods and Services including Infrastructure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Google Drive QF Find 01 to 89		At Finance Department- Accounting and Budget Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Statement of Account (SOA) and/or other required complete documents to Functional Groups/Departments/Divisions who availed /purchase goods and services	Concerned functional Groups /Departments /Divisions prepare and submit the BURS and DV along with the SOA and/or other required complete documents to the Budget Division for budget allocation.	None	1 hour	Concerned Project Officer/ Division Head/ End User
	1. The Budget Division verifies the existence of appropriation in the PPMP/COB and allocates the amount, by signing Box B of the BURS.	None	2 hours	Budget Division Chief
	2. The Budget Division forwards the signed BURS and other documents to the Accounting	None	2 working days	Budget Officer

	Division for processing of payment.			
	3. The Accounting Division reviews and examines the DV as to validity, propriety, reasonableness of claims including the required signatories and completeness of supporting documents.	None	2 hours	Financial Analyst
	4. The Accounting Division fills-out DV details and prepares BIR Forms 2306 and 2307	None	2 hours	Financial Analyst
	5. The Authorized signatories sign the Box C & D of the DV. Fully signed DV is forwarded to the Cashier Unit for check/ADA preparation.	None	5 working days	Finance/Department Manager/ OIC Accounting Division Chief/OIC Manager/Administrative Department DCOO/OIC for Corporate Affairs Chief Operating Officer/OIC/Chairperson/Alternate Signatory
	6. The Cashier prepares Check/ ADA/ or ACIC.	None	1 working day	Cashier
	7. The Authorized Signatories Approve/Counter sign Checks/ADA	None	6 working days	Manager/Administrative Department DCOO/OIC for Corporate Affairs

				Chief Operating Officer/OIC/Chairperson/Alternate Signatory
	8. The Cashier Unit releases the signed Checks to Claimants and remits the ADA/ACIC to the bank.	None	1 hour	Cashier
TOTAL TIME			15 working days	



External Services

1. Request for Images (External Client)

To provide images to external clients from TPB's image databank base on specifications provided.

Office or Division:	Marketing Communications Department/ Media Relations and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business and G2G – Government to Government			
Who may avail:	Students, Tour Operators, DOT Overseas Offices and Embassies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		To be submitted by the requesting party		
Signed Letter of Authorization and Guidelines on the use of TPB assets		Form to be sent by Marketing Communications Department for signature of the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Request	1.1 Receive the Letter of Request.	None	4 hours	Department Secretary
	1.2 Send the tracking number to the requesting party.		1 hour	Department Secretary
	1.3 Verify the images requested.		1 day	Image Bank Custodian
	1.4 Select the proposed images		4 hours	Image Bank Custodian
	1.5 Prepare the selected images, Letter of Authorization, and guidelines on the use of TPB's assets		1 day	Image Bank Custodian
	1.6 Recommend for approval		4 hours	Department Manager/ Division Chief Deputy Chief Operating Officer-Marketing and
	1.7 Approve the requested images, Letter of Authorization, and guidelines on the use of TPB's assets.		2 days	
	1.8 Send the Letter of Authorization		1 hour	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for confirmation			Promotions Sector Image Bank Custodian
2. Receives, conforms and revert the Letter of Authorization.	21. Await for the conformed / signed guidelines	None	2 hours	Image Bank Custodian
	22. Receive, review and acknowledge the conformed Letter of Authorization.	None	1 hour	Image Bank Custodian
	a. Releases the requested images		2 hours	Image Bank Custodian
TOTAL PROCESSING TIME			6 days, 3 hours	

2. Processing of Request for Collateral Materials (External Client)

To provide Collateral Materials assistance

Office or Division:	Marketing Communications Department/ Brand Management and Advertising Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business and G2G – Government to Government			
Who may avail:	DOT Regional and Overseas Offices, Embassies and private sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request: For Industry stakeholders: with valid Certificate of DOT Accreditation For Students: Letter of Request attested by College Dean		To be submitted by the requesting party		
Property Gate Pass (IN/OUT)		To be provided by the Concerned Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Receipt of letter of request, assignment of Tracking Number	None	2 hours	MARCOM Secretary
	1.2 Check the inventory of collateral materials	None	30 minutes	Concerned Officer (CO)
	1.3 Prepare RIS (Requisition Inventory Slip)	None	30 minutes	Concerned Officer (CO)
	1.4 Forward RIS to Admin DM	None	2 days	MARCOM Secretary or Messenger
	1.5 Prepare/Draft Letter of Reply to requesting party	None	30 minutes	Concerned Officer (CO)
	1.6 Finalize Letter of Reply and forward to DCOO	None	2 hours	CO, DM/DC
	1.7 Approval and endorsement to COO of the Letter of Reply	None	1 day	DCOO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Comments / Approval of the COO	None	2 days	OCOO
2. Receive response from the agency	2.1 Send Letter of Reply to requesting party	None	30 minutes	Concerned Officer (CO)
3. Receive advice that the Collateral Materials are ready for pick-up	3.1 Prepare and forward Property Gate Pass (IN/OUT)	None	1 day	Concerned Officer (CO)
4. Receive the requested collateral materials	4.1 Release requested collateral materials	None	1 hour	Property Custodian
TOTAL PROCESSING TIME			6 days, 7 hours	

3. Request for Certification and Service Record

The Certification and Service Record are issued to employees needing these documents to affirm the validity of the employment information and state that there is no pending case filed against the requesting employee. The classification of service is considered simple since the processing time is within the day release of the requested document.

Office or Division:	Personnel and Human Resources Development Division (PHRDD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All active and former TPB employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Request for Certification / Service Record FormOffice/Travel Order/Special Order		TPB ISO Quality Forms Google Drive Files		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for Certification and Service Record	1.1 Requesting employees must fill-up a request for certification / service record form (QF-PHRD-21) and submit it to the PHRDD. For purposes of official travel abroad please attach a copy of the signed Travel or Special Order.	None	Within the day subject to the availability of the signatory	Requesting Employee
	1.2 Requesting employees will be informed once the certification / service record has been signed by the PHRDD Division Chief and is ready for pick up.			HRMO/ PHRD Staff
TOTAL PROCESSING TIME			1 Day	

4. Recruitment, Selection and Promotion Procedure

This procedure defines the process for recruiting, selecting and promoting the most qualified candidate to meet TPB's Strategic Objectives on having a highly professional workforce.

Office or Division:	Administrative Department Personnel and Human Resources Development Division	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government, G2C – Government to Citizen	
Who may avail:	Individuals	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Approved Request to Fill-Up Vacant Position/s and/or directive from the Head of Agency to fill up vacant positions	Memorandum
	Application Requirements: <ul style="list-style-type: none"> • Personal Data Sheet (CSC Form No. 212) and Work Experience Sheet (CSC Form No.212 Attachment) • Copy of Diploma and Transcript of Records • Copy of Training Certificates • Copy of Authenticated CSC Eligibility • Performance Rating for the last two (2) rating periods • Certification of Duties and Responsibilities 	CSC Website CSC NCR or Central Office Previous Employer Previous Employer
	Employment Requirements for New Appointees: <ul style="list-style-type: none"> • Updated NBI Clearance • CSC Medical Certificate with documentary stamp • Statement of Assets and Liabilities • Information Form for GSIS • Information Form for Philhealth • Information Form for Pag-ibig • Copy of Form 1902 • Marriage Contract (if married) • Birth Certificate of children (if any) 	Any NBI Branches CSC Medical Certificate Form on CSC Website and documentary stamp at Post-Office CSC Website GSIS Website Philhealth Website Pag-ibig Website Previous Employer Philippine Statistics Authority (formerly NSO) Philippine Statistics Authority (formerly NSO)
	Employment Requirements for Transferees: <ul style="list-style-type: none"> • Updated NBI Clearance • CSC Medical Certificate with documentary stamp • Statement of Assets and Liabilities • Information Form for GSIS • Information Form for Philhealth • Information Form for Pag-ibig 	Any NBI Branches CSC Medical Certificate Form on CSC Website and documentary stamp at Post-Office CSC Website GSIS Website Philhealth Website

<ul style="list-style-type: none"> • Copy of Form 1902 • Marriage Contract (if married) • Birth Certificate of children (if any) • Approved Permission to Transfer • Clearance • Performance Rating for the last two (2) rating period • Certificate of Last Payment of Salary • Certification that no Gratuity or Retirement Benefits were claimed/received • Certification of Accumulated Leave Credits • Service Record • Latest Appointment Paper/Latest Notice of Salary Adjustment 		Pag-ibig Website Previous Employer Philippine Statistics Authority (formerly NSO) Philippine Statistics Authority (formerly NSO) Previous Government Employer Previous Government Employer Previous Government Employer Previous Government Employer Previous Government Employer Previous Government Employer Previous Government Employer Previous Government Employer Previous Government Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Request to fill up vacant position/s and/or directive from the Head of Agency to fill up vacant positions.	1.1 Receive approved Request to fill up vacant position/s and/or directive from the Head of Agency to fill up vacant position/s	None	1 working day	HRMA
	1.2 Publish Notice of Vacancy in the CSC Bulletin of Vacant Positions and in at least 3 conspicuous places in TPB and website or other mode of publication pursuant to RA 7041 for 10 calendar days.		10 calendar days	HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit application requirements.	2.1 Receive and screen completeness and acknowledge the receipt of application requirements from interested candidates.	None	1 working day	HRMA
	2.2 Evaluate candidates using TPB Job Specifications and TPB Job Description Manual after 10 calendar days from the date of publication.		1 working day	HRMA
	2.3 For qualified candidates, schedule and endorse to external provider for administration of written assessment and conduct Background Verification.		1 working day (results after 8 working days)	HRMO and HRMA
	2.4 For not qualified candidates, endorse to the HRMPSB for review and evaluation of qualifications. *		5 working days	HRMA
	2.4.1 For qualified candidates in the HRMPSB review and evaluation, proceed to step 2.3			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.4.2 For not qualified candidates, proceed to step 2.6</p> <p>2.5 Endorse candidates to the HRMPSB for interview and deliberation upon receipt of the result of the written assessment.</p> <p>2.6 Prepare minutes of the deliberation and Board Resolution.</p> <p>2.7 For the Board Secretary V, Internal Auditor V, and Deputy Chief Operating Officers positions, endorse to the TPB Board of Directors for interview and deliberation. **</p> <p>2.7.1 For qualified and not qualified candidates in the TPB Board of Directors interview and deliberation, proceed to step 2.6.</p> <p>2.8 The Head of Agency approves or disapproves the Appointment.</p>		<p>5 working days</p> <p>3 working days</p> <p>5 working days</p> <p>5 working days</p>	<p>HRMA</p> <p>HRMO</p> <p>HRMO</p> <p>Head of Agency</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.9 For approved appointment, prepare CSC Appointment Paper Form No. 33 and Position Description Form and issue Notice of Appointment and Checklist of Requirements.</p> <p>2.9.1 For disapproved appointment, send Letter of Regret.</p> <p>2.10 Post a notice announcing the appointment of an employee in three (3) conspicuous places in TPB a day after the issuance of the appointment for at least fifteen (15) days.</p>		<p>10 working days</p> <p>2 working days</p> <p>1 working day</p>	<p>HRMO and HRMA</p> <p>HRMA</p> <p>HRMA</p>
3. Submit employment requirements.	<p>3.1 If no Protest, receive requirement from the successful candidates and release the copy of signed CSC Appointment Paper Form No. 33 with Position Description Form. If with Protest, resolve protest pursuant to CSC rules and regulations.</p>	None	1 working day	HRMA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Conduct TPB Orientation prior to date of reporting using the Orientation Checklist.		1 working day	HRMO or HRMA
	3.3 Deploy hired/promoted personnel and issue Oath of Office and Certification Assumption to Duty and have it signed by the concerned department head.		1 working day	HRMA
	3.4 Submit signed Appointment Paper with prescribed supporting documents to CSC for evaluation and approval within 30 days from the date of appointment.		1 working day	HRMA
TOTAL TIME			***50 working days	
*Underwent HRMPSB review and deliberation			55 working days	
**For Board Secretary V, Internal Auditor V, and Deputy Chief Operating Officers position			55 working days	
***Subject to and based on queuing number/volume of transactions to be processed				

5. Review of Contracts/ Agreements with DOT Regional and Foreign Offices

To review Contracts/Agreements within a period of ten (10) working days upon receipt of request supported by complete documents from the Requesting Department up to the release of reviewed contract or agreement for execution, of TPB projects requiring the execution of Contracts and Agreements with the Department of Tourism Regional and Foreign Offices.

Office or Division:	Legal Department			
Classification:	Highly-Technical Support/Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TPB Office of the Chief Operating Officer, Office of the Deputy COO for Marketing and Promotions, Office of the Deputy COO for Corporate Affairs, International Promotions Department, Domestic Promotions Department, MICE Department, Marketing Communications Department, Administrative Department, Finance Department, Corporate Planning and Business Development Department, Management Information Department, DOT Regional and Foreign Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Board Approved Corporate Operating Budget • Work and Financial Plan • Approved Project Proposal Form • Approved Budget Breakdown • Complete Staff Work by DOT Regional/Foreign Office • Certificate of Funds Availability • Approved Re-Alignment of Funds, if applicable • Market Study, if applicable • Value Contribution/ Investment of Contracting Party, if applicable • Authority of the DOT Tourism Attaché/Regional Director to sign and execute the agreement and to implement the project 		To be submitted by the Requesting Department.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form for the Review of Contracts/Agreements with DOT Regional and Foreign Offices and supporting documents.	1.1 Stamp receipt, check supporting documents and record entries. 1.2 Assign the request to the Lawyer/Legal Researcher/Legal	None	Within 3 hours from receipt of documents Within 1 working day from receipt of documents	Legal Assistant Department Head or OIC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Review the draft Contract/ Agreement and prepare initial draft, if warranted.		Within 3 days from receipt of documents	Assigned Lawyer/Legal Researcher/Legal Staff
	1.4 Review the initial draft of the Contract/ Agreement.		Within 2 days from receipt of documents	Department Head or OIC
	1.5 Release the initial draft of the Contract/ Agreement or the recommendation/ opinion to the Requesting Department.		Within 1 working day from receipt of documents	Legal Assistant
2. Receive the draft Contract/Agreement for second/final review.	1.6 Stamp receipt, check supporting documents and record entries.	None	Within 3 hours from receipt of documents	Legal Assistant
	1.7 Conduct Second or Final Review of the draft Contract/ Agreement or Evaluate and review the Memorandum or Letter for Reconsideration from the Requesting Department.		Within 1 working day from receipt of documents	Department Head or OIC/ Assigned Lawyer/Legal Researcher/Legal Staff
	1.8 Finalization and Release of the proposed Contract/Agreement for Execution.		Within 1 working day from receipt of confirmation	Department Head or OIC/ Assigned Lawyer/Legal Researcher/Legal Assistant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submission of Notarized Copies of Contract/Agreement by the Requesting Department	1.9 Stamp receipt the Notarized Copies of Contract/ Agreement prior to the implementation of the Project. 1.10 File Records.	None	Within 2 hours upon receipt	Legal Assistant
TOTAL PROCESSING TIME			10 working days	

6. TPB Membership Application

To assess and process the application for membership of stakeholders

Office or Division:	Domestic Promotions Department/ Industry Relations and Services Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Accommodation Establishments, Travel and Tour Services, MICE Facilities/ Organizers, Health and Wellness Facilities, Tourism Related Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Department of Tourism (DOT) Accreditation Certificate		To be submitted by the applicant		
Certificate of Employment				
2x2 photo				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the TPB Membership Application and attachments	1.1 Receive the TPB Membership Application	None	30 minutes	Marketing Officer
	1.2 Assessment of TPB Membership Application Form and verification of client's DOT Accreditation.		1 day	Marketing Officer
	1.3 Preparation of Statement of Account (SOA).		2 days	Finance Department
	1.4 Issuance of SOA.		30 minutes	Marketing Officer
2. Payment of Membership Fee <i>Note: Payment can be done through bank or TPB Cashier</i>		Php 10,000.00	10 minutes	
3. Submission of proof of payment	3.1 Verification of payment (applicable		3 days	Finance Department

<p><i>Note: deposit slip, if payment is through bank; official receipt, if through TPB Cashier</i></p>	<p>to payments made through bank transfers/ bank deposit) 3.2 Issuance of notice of approval, TPB Membership Certificate and TPB Membership Kit</p>		<p>1 day</p>	<p>Marketing Officer</p>
			<p>7 working days, 1 hour and 10 minutes</p>	

7. Evaluation of Marketing Proposals/ Requested Assistance

To evaluate marketing proposals and activities or assist international events that would help promote the Philippines as a premier travel/ MICE destination

Office or Division:	Marketing and Promotions			
Classification:	Technical			
Type of Transaction:	G2C, G2B, and G2G			
Who may avail:	All Tourism and MICE Stakeholders, DOT Overseas Offices/ Regional Offices, Media Agencies, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/ Proposal		To be submitted by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Request to ODCOO for Marketing & Promotions	1.1 Receive the Letter of Request.		N/A	ODCOO for Marketing and Promotions
	1.2 Acknowledgment of Receipt of Request and Endorsement to the Relevant Department		1 working day	ODCOO for Marketing and Promotions

	1.3 Assignment of Project Officer Coordinator		1 working day	Department Manager & Division Chief
	1.4 Evaluation/ Verification of Completeness of Documents and Information/ Drafting of Recommendation		<p>4-7 working days (for requests not requiring market study)</p> <p><i>Note: Processing of the proposal will start upon receipt of complete information and supporting documents</i></p> <p>7-22 working days (for proposals requiring a market study)</p>	Project Officer
	1.5 Review and Endorsement to concerned offices		3 working days	<p>Division Chief Department Manager/</p> <p>Deputy Chief Operating Officer- Marketing and Promotions Sector</p>

	1.6 Budget Allocation (if applicable)		2 – 3 working days	Finance Department
	1.7 Final Review/ Approval		2 – 3 working days	OCOO/ COO
2. Receive official communication (Confirmation/ Regrets).	2.1 Communicate approval/ disapproval of request.	None	1 working days	Project Officer
TOTAL NUMBER OF DAYS TO PROCESS A PROPOSAL			14 – 17 working days <i>(for requests not requiring market study)</i> 17 – 34 working days <i>(for requests requiring market study)</i>	

8. Processing of Philippine Seller Companies' Participation in Roadshows, Sales / Business Missions Travel Trade, MICE Fairs / Shows

To facilitate participation of Philippine tourism/ MICE stakeholders in international Travel Trade, MICE and Consumer Fairs/ Shows (TTMCF) and Business Missions.

Office or Division:	Marketing and Promotions			
Classification:	Complex			
Type of Transaction:	G2B and G2G			
Who may avail:	All Tourism and MICE Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Participation Agreement Form DOT accreditation and/or PCSSD (for dive shows)		Invitation to Participate to be sent out by the concerned Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email concerned Project Officer of intent to participate	1.1 Email back the Participation Agreement Form to interested company <i>*subject to availability of slots (reservation is on a first-come, first-served basis)</i>	N/A	0.5 working day	Project Officer

2. Submit duly accomplished Participation Agreement Form (together with DOT accreditation and/or PCSSD accreditation for dive shows)*	2.1 Receive accomplished Participation Agreement Form	N/A	N/A	Project Officer
	2.2 Process request of Statement of Account (SOA), upon request of client		0.5 working day	Project Officer
	2.3 Processing of Statement of Account (SOA), upon request of client		1-2 working days	Accounting Division
	2.4 Issuance of SOA to client		1 working day	
				Project Officer

3. Receive SOA	3.1 Send SOA to client	* Cost depends on the TTMCF/ Business Mission to be participated in	N/A	Project Officer
4. Pay Participation Fee (<i>if applicable</i>)	4.1 Receive Payment of Participation Fee	*Refer to the TPB invitation to participate (<i>Cost depends on the TTMCF/ Business Mission to be</i>	N/A	TPB Cashier/ TPB Bank (for Bank Deposit)

		<i>participated in)</i>		
5. Submit Proof of Payment to Project Officer (if applicable)	5.1 Receive Proof of Payment		N/A	Project Officer
	5.2 Forward to Accounting Department for Verification		1 working day	Project Officer
	5.3 Verification of Payment		2-3 working day	Accounting Division
6. Receive Confirmation of Participation	6.1 Send communication confirming the client's participation		1 working day	Project Officer
TOTAL NUMBER OF DAYS TO PROCESS			7-9 working days	



FEEDBACK AND COMPLAINTS MECHANISM

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Feedback/Complaint Form and drop it at the designated drop box located at the lobby of the Tourism Promotions Board Office.</p> <p>You may also get in touch with our Assistant Relations Officer at 525-9318-27 local 251 or email address info@tpb.gov.ph or mail us at:</p> <p>Tourism Promotions Board 4th Floor Legaspi Towers 300 corner P. Ocampo St. Roxas Blvd. Malate, Manila 1004</p>
How feedbacks are processed	<p>Every Friday, the Assistant Relations Officer or designated personnel of PHRDD opens the drop box, compiles and records all feedbacks.</p> <p>Feedbacks requiring answers are forwarded to the relevant offices or personnel concerned to answer the within three (3) working days upon receipt of the feedback. The feedback shall be communicated to the agency or citizen concerned.</p>
How to file a complaint	<p>Answer the Feedback/Complaint Form and drop it at the designated drop box located at the lobby of the Tourism Promotions Board Office.</p> <p>You may also get in touch with our Assistant Relations Officer at 525-9318-27 local 251 or email address info@tpb.gov.ph or mail us at:</p> <p>Tourism Promotions Board 4th Floor Legaspi Towers 300 corner P. Ocampo St. Roxas Blvd. Malate, Manila 1004</p>

FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	<p>Every Friday, the Assistant Relations Officer or designated personnel of PHRDD opens the drop box, compiles and records all complaints.</p> <p>Complaints requiring answers are forwarded to the relevant offices or personnel concerned to answer the within three (3) working days upon receipt of the feedback. The complaint shall be communicated to the agency or citizen concerned.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8888 – Presidential Complaints Center 0908-8816565 -CSC Contact Center ng Bayan 478-5093 -Anti-Red Tape Authority</p>



1 FEEDBACK/COMPLAINT FORM

We welcome your feedbacks/complaints. To improve our service and to be able to address your issues and concerns, please fill-out this form completely, including your signature and contact details at the end of the form.

Signature above printed name



LIST OF OFFICES/ DEPARTMENTS

LIST OF OFFICES/ DEPARTMENTS

TOURISM PROMOTIONS BOARD

4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004

Trunkline: (02) 8 5259318-27 / (02) 8 5259607-09 / (02) 8 5259622-23

Office	Address	Contact Information
Office Of The Chief Operating Officer	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 525-0372 / (02) 8 5259318-27 loc. 201; 202; 203; 283
Internal Audit Office	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 247-0260 / (02) 8 5259318-27 loc. 204
Office of the Corporate Board Secretary	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 247-0812 / (02) 8 5259318-27 loc.286
Legal Department	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 554-1361 / (02) 8 5259318-27 loc.206
Corporate Planning and Business Development Department	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 404-3531 / (02) 8 525-6443 (02) 8 5259318-27 loc.209; 210; 212
Management Information Systems Department	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 526-6877 / (02) 8 5259318-27 loc.206
ODCOO for Marketing and Promotions Office	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 554-1894 / (02) 8 5259318-27 loc.211; 231; 286
Meetings, Incentives, Conventions, Events (M.I.C.E.) Department	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 525-1153 / (02) 8 525-6635 / (02) 8 525-6110 / (02) 8 5259318-27 loc.220; 222; 223; 225; 227; 228; 230; 237
International Promotions Department/ Europe, Africa, The Middle East and India Division	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 247-0259 (02) 8 5259318-27 loc.287; 288
International Promotions Department / The Americas Division	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 554-0803 / (02) 8 5259318-27 loc. 232; 234; 235
International Promotions Department / North Asia Division	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 247-0813 / (02) 8 5259318-27 loc.214; 233; 284; 292

Office	Address	Contact Information
International Promotions Department / Asia and The Pacific Division	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 404-2641 / (02) 8 5259318-27 loc.289; 290; 293; 294
Domestic Promotions Department	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 525-1255 / (02) 8 5259318-27 loc.238; 239; 241; 242; 247; 269
Marketing Communications Department	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 523-8960 / (02) 8 5259318-27 loc.244; 245; 246; 248; 249; 264
ODCOO for Corporate Affairs Office	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 559-6063 / (02) 8 5259318-27 loc.251; 258
Finance Department	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 525-6202 / (02) 8 5259318-27 loc.252; 253; 254; 255; 256; 257; 259; 261
Administrative Department	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 525-6045 / (02) 8 5259318-27 loc.260
Personnel & Human Resources Development Division	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 524-5739 / (02) 8 5259318-27 loc.207; 263; 265
Procurement and General Services Division	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 525-7312 / (02) 8 5259318-27 loc.266; 268; 270; 273
Administrative Department / Cashier	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 247-0802 / (02) 8 5259318-27 loc.276

Approved by:



MARIA ANTHONETTE C. VELASCO-ALLONES
Chief Operating Officer
Tourism Promotions Board