



TOURISM PROMOTIONS BOARD PHILIPPINES

CITIZEN'S CHARTER

2021 Edition

November 2021



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.

Agency Profile

I. Mandate

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.

MISSION

TO MARKET AND PROMOTE THE PHILIPPINES, IN PARTNERSHIP WITH OUR STAKEHOLDERS, TOWARDS A DYNAMIC TOURISM DESTINATION.

VISION

BY 2028, THE PHILIPPINES SHALL BE THE PREFERRED DESTINATION FOR SUSTAINABLE, 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:



ADAPTABILITY



GROWTH



INTEGRITY



LEADERSHIP



EXCELLENCE

TPB CORE VALUES

A.G.I.L.E.

ADAPTABILITY



We respond effectively to unforeseen challenges and adjust creatively to changing working conditions to meet our objectives.

GROWTH



We embrace learning and development to improve, expand, and hone all inherent and acquired talents to accomplish things previously thought impossible.

INTEGRITY



We consistently adhere to strong moral and ethical principles and uphold honesty.

LEADERSHIP



We influence, direct, unite, and empower people towards the achievement of common welfare, in a regime of service, gratitude, accountability and compassion.

EXCELLENCE



We are committed to pursue the highest quality in the performance of our duties and in delivering service to our industry stakeholders.

V. TPB 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.



CORE VALUES

A DAPTABILITY
G ROWTH
I NTEGRITY
L EADERSHIP
E XCELLENCE

VISION: By 2028, the Philippines will be the preferred destination for sustainable, uniquely diverse, and fun travel.

SMARTourism

**Partnership as
Pathways**

Safe Bangon Turismo

CUSTOMER

Optimize the use of technology to implement innovative marketing and promotions programs.

Strengthen partnerships with stakeholders and customers.

Improve Customer Satisfaction

FINANCE

1. Ensure availability on the sources of funds of TPB
2. Manage efficiently the utilization of TPB funds
3. Develop business opportunities for TPB as possible revenue streams

INTERNAL PROCESS

1. Ensure responsive administrative processes and systems
2. Maintain efficient, accountable and transparent risk-based processes and systems compliant to internal rules and legal requirements

LEARNING & GROWTH

1. Sustain a culture of organizational engagement that fosters effective performance, lifelong learning, and growth
2. Cultivate an agile, empowered workforce for optimized operations

Organizational Effectiveness &
Good Governance

MISSION : To market and promote the Philippines, in partnership with our stakeholders, towards a dynamic tourism destination



INTERNAL SERVICES



Preparation / Review of Procurement Contracts

Processing of Payroll

Processing of Claims and Payments

Request for Certification and Service Record

EXTERNAL SERVICES



1. Request for images (external client)
2. Processing of Request for Collateral Materials (External Client)
3. Recruitment, Selection and Promotion Process
4. Review of Contracts/ Agreements with DOT Regional and Foreign Offices
5. TPB Membership Program
6. Evaluation of Marketing Proposals / Requested Assistance
7. Processing of Philippine Seller Companies' Participation in Roadshows, Sales/ Business Missions/ Travel Trade/ MICE Fairs/ Shows



INTERNAL SERVICES

INTERNAL SERVICES

PREPARATION/ REVIEW OF PROCUREMENT CONTRACTS

Process



Citizen's Charter



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


1. Preparation/ Review of Procurement Contracts

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 Conformance● Performance Security● Other contract documents that may be required by existing laws and/or the Entity	To be submitted by the Requesting Department

1. Preparation/ Review of Procurement Contracts

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>B. Consulting Services</p> <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	

1. Preparation/ Review of Procurement Contracts

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>C. Infrastructure</p> <ul style="list-style-type: none">● General and Special Conditions of Contract● Drawings/Plans● Specifications● Invitation to Bid● 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 Conforme● Other contract documents that may be required by existing laws and/or the Entity	

1. Preparation/ Review of Procurement Contracts

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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	

1. Preparation/ Review of Procurement Contracts

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
E.Negotiated Procurement <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• BAC Resolution Declaring Failure of Bidding, if applicable• BAC Resolution Awarding the Contract• Bidder's Technical and Financial Requirements, if applicable	

1. Preparation/ Review of Procurement Contracts

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none">● 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 of engagement with individual Highly Technical Consultants● Bid Evaluation/ quotation Evaluation Form/ Abstract of Bids/ Quotation/Ratings, if applicable● Performance Security, if applicable <p>Other contract documents that may be required by existing laws and/or the Entity</p>	

1. Preparation/ Review of Procurement Contracts

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.	<p>2.1 Stamp receipt, check supporting documents and record entries.</p> <p>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.</p> <p>2.3 Finalization and Release of the proposed Contract/Agreement for Execution.</p>	None	<p>Within 3 hours from receipt of documents</p> <p>Within 1 working day from receipt of documents</p> <p>Within 1 working day from receipt of confirmation</p>	<p>Legal Assistant</p> <p>Department Head or OIC/ Assigned Lawyer/Legal Researcher/Legal Staff</p> <p>Department Head or OIC/ Assigned Lawyer/Legal Researcher/Legal Assistant</p>

1. Preparation/ Review of Procurement Contracts

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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

INTERNAL SERVICES

PROCESSING OF PAYROLL

Process



Citizen's Charter



2. Processing of Payroll

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		

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.

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

2. Processing of Payroll

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>			
1. Determine applicable deductions	<ul style="list-style-type: none"> • 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

2. Processing of Payroll

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	4.1 Input personal deductions to the Payroll System. Ensure accuracy of entries. 4.2 Update mandatory deductions as needed.	None	4 hours	HRMO

2. Processing of Payroll

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

2. Processing of Payroll

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> 8. Approval of Basic Salary and Allowance Payroll Sheet, BURS, and Land Bank payroll register as attachments on Transmittal Letter to the Bank 	<ul style="list-style-type: none"> 8.1 Affix initial by the HRMO 8.2 Affix signature by the Division Chief 8.3 Forward to the Administrative Head for signature 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> 10 mins 	<ul style="list-style-type: none"> HRMO Division Chief Administrative Head
<ul style="list-style-type: none"> 9. Forward Payroll Sheet, BURS and DV 	<ul style="list-style-type: none"> 9.1 Forward to Finance Department the following for processing: <ul style="list-style-type: none"> Basic Salary and Allowance Payroll Sheet Budget Utilization and Report Slip (BURS) 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> 10 mins 	<ul style="list-style-type: none"> HRMO

2. Processing of Payroll

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 (refer to Finance Processing of Claims Procedure) 			
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

2. Processing of Payroll

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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

2. Processing of Payroll

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	

INTERNAL SERVICES

PROCESSING OF CLAIMS AND PAYMENTS

Process



Citizen's Charter



3. 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.

3. PROCESSING OF CLAIMS AND PAYMENTS

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

3. PROCESSING OF CLAIMS AND PAYMENTS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 Division for processing of payment.	None	2 working days	Budget Officer
	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

3. PROCESSING OF CLAIMS AND PAYMENTS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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	<ul style="list-style-type: none"> Finance Department Manager/ OIC Accounting Division <ul style="list-style-type: none"> Chief/OIC Manager/ Administrative Department <ul style="list-style-type: none"> DCOO/OIC for Corporate Affairs Chief Operating Officer/OIC Chairperson/ Alternate Signatory

3. PROCESSING OF CLAIMS AND PAYMENTS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. The Cashier prepares Check/ ADA/ or ACIC.	None	1 working day	Cashier
	7. The Authorized Signatories Approve/Countersign Checks/ADA	None	6 working days	<ul style="list-style-type: none"> • 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	

4. 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

4. Request for Certification and Service Record

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request for Certification / Service Record Form Office/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	<p>1.1 Requesting employees must fill-up a request for certification / service record form (QF-PHRD-21) and submit it to the PHRDD.</p> <p>For purposes of official travel abroad please attach a copy of the signed Travel or Special Order.</p>	None	Within the day subject to the availability of the signatory	Requesting Employee

4. Request for Certification and Service Record

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/ Staff	PHRD	
TOTAL PROCESSING TIME				1 Day	



EXTERNAL SERVICES

EXTERNAL SERVICES

PROCESSING OF REQUEST FOR IMAGES, VIDEOS, AND MULTIMEDIA (EXTERNAL CLIENT)

Process



Citizen's Charter



1. Processing of Request for Images, Videos, and Multimedia (External Client)

To provide images, videos, and other multimedia products and materials to external clients (requesting party/ies) from TPB's image databank based on specifications provided.

Office or Division:	Marketing Communications (MARCOM) 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:	Academe; Tour Operators; Private Sector; DOT Overseas Offices; National Government Agencies; Embassies; and other Industry Stakeholders

1. Processing of Request for Images, Videos, and Multimedia (External Client)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request with specific details on purpose, scope, confidentiality safeguards, among others.		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	3 hours	Department Manager/Division Chief and /or MARCOM Secretary
	1.2 Send the tracking number to the requesting party.	None	1 hour	MARCOM Project Officer/Personnel

1. Processing of Request for Images, Videos, and Multimedia (External Client)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Endorses the request to the concerned MARCOM division upon approval of MARCOM Manager.	None	1 hour	MARCOM Secretary
	1.4 Verify the multimedia resource/s requested.	None	1 day	Image Bank Custodian
	1.5 Select the proposed multimedia resource/s.	None	4 hours	Image Bank Custodian
	1.6 Prepare the selected multimedia resource/s, Letter of Authorization, and guidelines on the use of TPB's assets.	None	1 day	Image Bank Custodian

1. Processing of Request for Images, Videos, and Multimedia (External Client)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Recommend for approval.	None	4 hours	Department Manager/ Division Chief Deputy Chief Operating Officer- Marketing and
	1.8 Approve the requested images, Letter of Authorization, and guidelines on the use of TPB's assets.	None	2 days	Department Manager/ Division Chief Deputy Chief Operating Officer- Marketing and
	1.9 Send the Letter of Authorization to the requesting party.	None	1 hour	MARCOM Secretary

1. Processing of Request for Images, Videos, and Multimedia (External Client)

2. Receives, conforms and reverts the Letter of Authorization.	2.1 Awaits for the conformed / signed guidelines	None	2 hours	Image Custodian	Bank
	2.2 Receives, reviews and acknowledges the <i>conformed</i> Letter of Authorization.	None	1 hour	Image Custodian	Bank
	2.3 Releases the requested images to requesting party	None	2 hours	Image Custodian	Bank
TOTAL PROCESSING TIME				6 days, 3 hours	

EXTERNAL SERVICES

PROCESSING OF REQUEST FOR COLLATERAL MATERIALS (EXTERNAL CLIENT)

Process



Citizen's Charter



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

To provide collaterals to external clients (requesting party/ies) based on specifications provided and availability of materials.

Office or Division:	Marketing Communications (MARCOM) Department Brand Management and Advertising Division[1] [2]
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; Academe; National Government Agencies; Private Sector; and other Industry Stakeholders

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

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 MARCOM Project Officer / Personnel

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request	1.1 Receive letter of request, assignment of Tracking Number	None	2 hours	DM/DC and/or MARCOM Secretary/Project Officer or Personnel
	1.2 Check the inventory of collateral materials	None	30 minutes	MARCOM Project Officer / Personnel
	1.3 Prepare RIS (Requisition Inventory Slip)	None	30 minutes	MARCOM Project Officer / Personnel
	1.4 Forwards RIS to Admin DM	None	2 days	MARCOM Secretary or Messenger

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Prepares/Drafts Letter of Reply to requesting party/ies	None	30 minutes	MARCOM Project Officer / Personnel
	1.6 Finalizes Letter of Reply and forward to DCOO	None	2 hours	MARCOM Project Officer / Personnel Department Manager/ Division Chief
	1.7 Approves and endorses to the Chief Operating Officer (COO) of the Letter of Reply	None	1 day	Acting / Deputy Chief Operating Officer (DCOO) for Marketing & Promotions Sector
	1.8 Provides Comments / Final Approval by the COO	None	2 days	Office of the Chief Operating Officer

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive response from the agency	2.1 Send Letter of Reply to requesting party	None	30 minutes	MARCOM Project Officer / Personnel
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	MARCOM Project Officer / Personnel

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

4. Receive the requested collateral materials	1.1 Release requested collateral materials	None	1 hour	Property Custodian
Note: Some of the requesting parties do not get the requested materials right away as they need to schedule someone who will pick-up the materials from TPB and some even request for the materials to be shipped/sent to them. Given this, MARCOM can only count until the day that the MARCOM Project Officer / Personnel will advise the requesting party that the materials are ready for pick up				
TOTAL PROCESSING TIME			6 days, 7 hours	

EXTERNAL SERVICES

RECRUITMENT, SELECTION AND PROMOTION PROCEDURE

Process



Citizen's Charter



3. 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

3. Recruitment, Selection and Promotion Procedure

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request to Fill-Up Vacant Position/s and/or directive from the Head of Agency and/or TPB Board of Directors to fill up vacant position/s	<ul style="list-style-type: none">• Memorandum or Minutes of the Board Meeting
<p>Application Requirements:</p> <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 <i>(if applicable)</i>• Certification of Duties and Responsibilities	<ul style="list-style-type: none">• CSC Website• CSC NCR/Central/Regional Office• Previous Employer• Previous Employer

3. Recruitment, Selection and Promotion Procedure

Appointment Requirements:

- Appointment Transmittal and Action Form (CS Form No. 1)
- Appointment Form (CS Form No. 33-A)
- Personal Data Sheet (CSC Form No. 212) and Work Experience Sheet (CSC Form No. 212 Attachment)
- Authenticated Certificate of Eligibility/Rating/License
- Position Description Form (DBM-CSC Form No. 1)
- Oath of Office (CS Form No. 32)
- Certification of Assumption to Duty (CS Form No. 4)

- CSC Website
- CSC Website
- CSC Website
- CSC NCR/Central/Regional Office
- CSC Website
- CSC Website
- CSC Website

3. Recruitment, Selection and Promotion Procedure

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) | <ul style="list-style-type: none">• 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) |
|--|--|

3. Recruitment, Selection and Promotion Procedure

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• Copy of Form 1902• Marriage Contract (if married)• Birth Certificate of children (if any)• Approved Permission to Transfer• Accomplished Clearance Form• 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 | <ul style="list-style-type: none">• 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)• Previous Government Employer• CSC Website and Previous Government Employer• Previous Government Employer• Previous Government Employer• Previous Government Employer• Previous Government Employer• Previous Government Employer• Previous Government Employer• Previous Government Employer |
|--|---|

3. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application requirements	1.1 Received application requirements within the 10 calendar days of publication of the approved vacant positions to fill up pursuant to RA 7041 and acknowledge, screen completeness and conduct initial qualification assessment after the 10 calendar days of publication	None	<ul style="list-style-type: none"> Received approved Request to fill up vacant positions - 1 working day Identification of qualification standards - 1 working day 	HRMO and HRMA HRMO

3. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none">• Send an email template of regrets to those applicants for employment and/or promotion who failed to submit complete application requirements.• To those who submit complete application requirements and are found qualified, proceed to Step 1.2.		<ul style="list-style-type: none">• Source out applicants - 10 calendar days• Acknowledgment, screening, and initial assessment - 3 working days per position	HRMO and HRMA HRMA

3. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none">For candidate not meeting the minimum CSC qualification standards of the position, send an email template of regrets <p>1.2 Schedule and endorse to the external provider for examination/ assessment and conduct Background Verification.</p>	None	1 working day (results after 10 working days)	HRMA

3. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Confirm and commit attendance and completion of Online Assessment	<p>1.1 Candidates endorsed and scheduled for Online Assessment shall confirm and commit attendance and completion of Online Assessment. Otherwise, it will mean withdrawing their application.</p> <ul style="list-style-type: none"> • The validity of the assessment result is one (1) year from the date of assessment. • The minimum result of assessment - Moderately Recommended 			HRMA

3. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Endorse and coordinate with candidates meeting the minimum Moderately Recommended result in the Online Assessment for employment and/or promotion to the HRMPSB for interview and deliberation upon receipt of the result of the examination/assessment.	None	5 working day (results after 10 working days)	HRMO and HRMA

3. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Confirm attendance to the scheduled HRMPSB interview and deliberation	3.1 Conduct HRMPSB interview and deliberation and submission of Recommendation Forms and Candidate Rating Sheets.	None	5 working days	HRMPSB Members
	3.2 Prepare minutes of the deliberation and HRMPSB Resolution upon receipt of the complete Recommendation Forms and Candidate Rating Sheets and endorse to the Head of Agency once approved by the HRMPSB Members.	None	3 working days	HRMO

3. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none">The Head of Agency approves or disapproves appointment/promotion.	None	3 working days	Head of agency
	<ul style="list-style-type: none">For the Board Secretary V, Internal Auditor V, and Deputy Chief Operating Officers positions, endorse to the Office of the Corporate Board Secretary for TPB Board of Directors interview and deliberation.	None	3 working days	HRMO

3. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none">For qualified and not qualified candidates in the TPB Board of Directors interview and deliberation, proceed to step 3.3. <p>3.3 For approved appointment of coterminous, newly hired and/or promotion, prepare CSC Appointment Paper Form No. 33-A for endorsement to the Head of Agency.</p> <ul style="list-style-type: none">For disapproved appointment/ promotion, send a Letter of Regret.	None	3 working days	HRMO and HRMA

3. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4 Issue the appointment documents to the coterminous, newly hired and/or promoted employee.	None	3 working days	HRMO and HRMA
	3.5 Post Notice or Memorandum announcing the Appointment/ Promotion or Protest at 3 conspicuous places in TPB for fifteen (15) calendar days.	None	15 working days	HRMA

3. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit employment requirements.	<p>4.1 If no Protest, receive requirements from the coterminous, newly hired, and/or promoted employee and release the copy of signed CSC Appointment Paper Form No. 33-A for acknowledgment.</p> <ul style="list-style-type: none">• If with Protest, resolve protest pursuant to CSC rules and regulations. <p>Schedule TPB Onboarding Orientation prior to assumption to duty.</p>	None	1 working day	HRMA

3. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Confirm attendance to the scheduled TPB Onboarding Orientation and virtual Oath Taking	5.1 Conduct TPB Onboarding Orientation	None	1 working day	HRMO and HRMA
	5.2 Conduct virtual Oath Taking to the coterminous, newly hired and/or promoted employee during the Monthly Town Hall Meetings.	None	1 working day	HRMO and Head of Agency
6. Assumption to Duty	6.1 Deploy coterminous, newly hired, and/or promoted employees and issue Certificate of Assumption to Duty and have it signed by the concerned Department Head.	None	1 working day	HRMO and HRMA

3. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2 Submit signed Appointment Paper with prescribed supporting documents to CSC for evaluation and approval within thirty (30) days from the date of appointment.	None	1 working day	HRMO and HRMA

TOTAL TIME	43 working days & 25 calendar days - CSC requirement – 10 days (publication) & 15 days (in case of protest)
*From date screened and acknowledged receipt of application requirements to the Head of Agency's approval/disapproval of appointment/ promotion	33 working days
**For Board Secretary V, Internal Auditor V, and Deputy Chief Operating Officers position	36 working days
***Subject to and based on position line-up/ volume of applicants to be processed	

EXTERNAL SERVICES

REVIEW OF CONTRACTS/ AGREEMENTS WITH DOT
REGIONAL AND FOREIGN OFFICES

Process



Citizen's Charter



4. 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

4. Review of Contracts/ Agreements with 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 Realignment 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.

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

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Review the draft Contract/ Agreement and prepare the 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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the draft Contract/Agreement for second/final review.	2.6 Stamp receipt, check supporting documents and record entries.	None	Within 3 hours from receipt of documents	Legal Assistant
	2.7 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
	2.8 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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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			10 working days	

EXTERNAL SERVICES

TPB MEMBERSHIP APPLICATION

Process



Citizen's Charter



5. 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

5. TPB Membership Application

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Department of Tourism (DOT) Accreditation Certificate or Provisional Accreditation Certificate if Renewal is on process	To be submitted by the applicant
Certificate of Employment	
2x2 photo	

5. TPB Membership Application

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the TPB Membership Online Application Form and submit requirements.	1.1 Receive the TPB Membership Online Application Form and its attachments	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

EXTERNAL SERVICES

EVALUATION OF MARKETING PROPOSALS/ REQUESTED ASSISTANCE

Process



Citizen's Charter



6. 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.

6. Evaluation of Marketing Proposals/ Requested Assistance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request/ Proposal	To be submitted by the requesting party
If requesting party is a Travel Trade or Tourism Association: <ul style="list-style-type: none">• Letter of Request• Project Proposal• Detailed Budget Breakdown	To be submitted by the requesting party
If requesting party is Local Government Unit: <ul style="list-style-type: none">• Letter of Request• Project Proposal using TPB Template• Endorsement from the concerned DOT Regional Office• Endorsement from Provincial Government Office (if requesting party is a city or municipality, if applicable)	To be submitted by the requesting party From TPB % Domestic Promotions Department - Industry Relations and Services Division

6. Evaluation of Marketing Proposals/ Requested Assistance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>If requesting party is from DOT Regional Offices or Attached Agencies:</p> <ul style="list-style-type: none">• Certification of Non-inclusion in the Work Program for the Year• Itemized list of regional projects• Fund utilization timelines/cash flow• Project proposal• Budget breakdown• Funding evaluation measures• Project evaluation criteria	<p>To be submitted by the requesting party</p> <p>From TPB % Domestic Promotions Department - Industry Relations and Services Division</p>
<p>If requesting party would like to avail of TPB support for their MICE Event/s in the Philippines, requesting party should accomplish the MICE Event Support and Assistance Form</p>	<p>https://www.tpb.gov.ph/enhanced-mice-plus-program/</p>

6. Evaluation of Marketing Proposals/ Requested Assistance

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Request to the 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

6. Evaluation of Marketing Proposals/ Requested Assistance

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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

6. Evaluation of Marketing Proposals/ Requested Assistance

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Review and Endorsement to concerned offices		3 working days	Division Chief Department Manager/
	1.6 Budget Allocation (if applicable)		2 – 3 working days	Deputy Chief Operating Officer- Marketing and Promotions Sector
	1.7 Final Review/ Approval		2 – 3 working days	Finance Department
				OCOO/ COO

6. Evaluation of Marketing Proposals/ Requested Assistance

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>	

EXTERNAL SERVICES

**PROCESSING OF PHILIPPINE SELLER COMPANIES' PARTICIPATION IN
ROADSHOWS, SALES / BUSINESS MISSIONS, TRAVEL TRADE, MICE
FAIRS / SHOWS**

Process



Citizen's Charter



7. 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

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

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit duly accomplished Participation Agreement Form (together with DOT accreditation and/or PCSSD accreditation for dive shows)* <i>*subject to availability of slots (reservation is on a first-come, first-served basis)</i>	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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 (if applicable)	4.1 Receive Payment of Participation Fee	*Refer to the TPB invitation to participate (Cost depends on the TTMCF/ Business Mission to be participated in)	N/A	TPB Cashier/ TPB Bank (for Bank Deposit)

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	

CONTACT US

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

Website: www.tpb.gov.ph Email: info@tpb.gov.ph

TPB CONTACT NUMBERS



WEBSITE



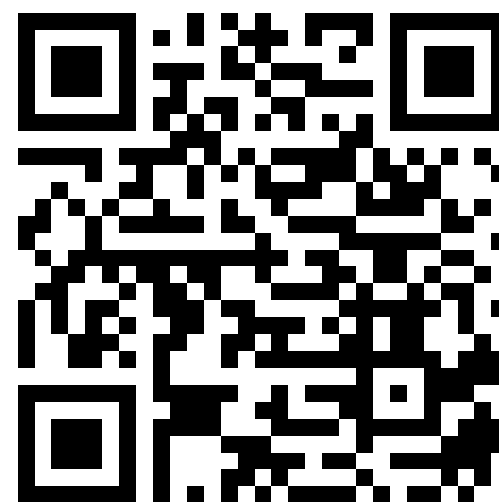
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PROCEDURE



FEEDBACK FORM



THANK YOU AND MABUHAY!

