



TOURISM PROMOTIONS BOARD PHILIPPINES



CITIZEN'S CHARTER

2021 Edition, Version 2

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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 mind 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 Tourism Enterprise Zones (TEZs). It may also provide incentives to travel agencies abroad that can draw tourists and tourism investments to the country.

II. Mission

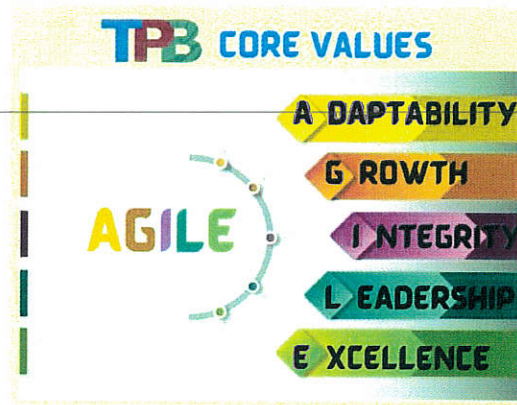
To market and promote the Philippines, in partnership with our stakeholders, towards a dynamic tourism destination.

III. 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:



TPB CORE VALUES

A.G.I.L.E.

Aadaptability – 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 pursuing the highest quality in the performance of our duties and in delivering service to our industry stakeholders.

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.

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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		To be submitted by the Requesting Department
<ul style="list-style-type: none">● Performance Security● Other contract documents that may be required by existing laws and/or the Entity		
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		
<ul style="list-style-type: none">● Post-Qualification Report● BAC Resolution Awarding the Contract		

<ul style="list-style-type: none"> • Notice of Award with Bidder's Conforme 	
<ul style="list-style-type: none"> • Performance Security 	
C. Infrastructure <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 	
<ul style="list-style-type: none"> • Other contract documents that may be required by existing laws and/or the Entity 	
D. Alternative Modes of Procurement <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 	

<ul style="list-style-type: none"> • 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 • 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. 1.2 Assign the request to the Lawyer/Legal Researcher/Legal Staff.	None	Within 3 hours from receipt	Legal Assistant
	1.3 Review the draft Contract Agreement and prepare the initial draft, if warranted. 1.4 Review the initial draft of the Contract Agreement.		Within 4 – 5 hours from receipt of documents (1 day) Within 2 working days from receipt of documents	Department Head or OIC Assigned Lawyer/Legal Researcher/Legal Staff
			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. 2.2 Conduct Second or Final Review of the draft Contract/	None	Within 3 hours from receipt of documents Within 1 working day	Legal Assistant Department Head or OIC/ Assigned

	Agreement or Evaluate and review the Memorandum or Letter for Reconsideration from the Requesting Department.		from receipt of documents	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 of the Notarized Copies of Contract/Agreement before 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

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

This service defines the standard process of payroll preparation to ensure timely and accurate computation of salaries and deductions. It covers the receipt of approved DTR with required supporting documents up to the 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 period of three (3) days.

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:	None	4 hours	PHRD Staff

	Application for Leave Form			
	For Regular Employees <ul style="list-style-type: none"> (CSC Form No. 6) 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For Contractual Employees (QF-PHRD-18) <ul style="list-style-type: none"> Official Business Pass (QF-PHRD-19) Office / Travel Order 			
	1.3 Check if there are available leave credits.			
2. 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
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.	None	4 hours	HRMO
	4.2 Update mandatory deductions as needed.			

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 • Budget Utilization and Report Slip (BURS) 	None	10 mins	HRMO
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	None	Within the day subject to the availability of the signatory	HRMO

	Transmittal Letter to the Bank.			
11. Input Computed Individual Basic Salary and Allowance to Land Bank of the Philippines (LBP) Payroll System	11.1 Input Computed Individual Basic Salary and Allowance to Land Bank of the Philippines (LBP) Payroll System. Ensure accuracy of entries.	None	1 hour	HRMO
	11.2 Print Individual Basic Salary and Allowance Report for signature of Administrative Manager and Deputy COO for Corporate Affairs.			
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	None	Within the day upon receipt of complete documents	Deputy Documented Information Controller /

	Retained Documented Information			Concerned Process Owner
	Procedure and Masterlist of Retained Quality Documented Information.			
TOTAL PROCESSING TIME			2 days, 2 hours, and 5 minutes	

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, 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	Concerned functional Groups /Departments /Divisions prepare and submit the BURS and DV	None	1 hour	Concerned Project Officer/ Division Head/ End-User

Functional Groups/Departments/Divisions who availed /purchase goods and services	along with the SOA and/or other required complete documents to the Budget Division for budget allocation.				
	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	

	4. The Accounting Division fills out DV details and prepares BIR Forms 2306 and 2307	None	2 hours	Financial Analyst
				Finance Department Manager/ OIC Accounting Division
	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	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	

4. Request for Certification and Service Record

The Certification and Service Record is 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 of 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 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	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	

External Services

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			
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
	1.3 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 Custodian Bank
	1.6 Prepare the selected multimedia resource/s, Letter of Authorization, and guidelines on the use of TPB's assets.	None	1 day	Image Custodian Bank
	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
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
				MARCOM Secretary
TOTAL PROCESSING TIME			6 days, 3 hours	

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			
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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request: For Industry stakeholders: with valid Certificate of DOT Accreditation		To be submitted by the requesting party		
For Students: Letter of Request attested by College Dean				
Property Gate Pass (IN/OUT)		To be provided by the Concerned MARCOM Project Officer / Personnel		
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
	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
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

4. Receive the requested collateral materials	4.1 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	

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 of 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 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
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 (if applicable) 		<ul style="list-style-type: none"> CSC Website CSC NCR/Central/Regional Office Previous Employer

<ul style="list-style-type: none"> • Certification of Duties and Responsibilities 	<ul style="list-style-type: none"> • Previous Employer
<p>Appointment Requirements:</p> <ul style="list-style-type: none"> • 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) 	<ul style="list-style-type: none"> • CSC Website • CSC Website • CSC Website • CSC NCR/Central/Regional Office • CSC Website • CSC Website • CSC Website
<p>Employment Requirements for New Appointees:</p> <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)
<p>Employment Requirements for Transferees:</p> <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) 	<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

<ul style="list-style-type: none">• Birth Certificate of children (if any)		<ul style="list-style-type: none">• Philippine Statistics Authority (formerly NSO)		
<ul style="list-style-type: none">• Approved Permission to Transfer• Accomplished Clearance Form		<ul style="list-style-type: none">• Philippine Statistics Authority (formerly NSO)• Previous Government Employer• CSC Website and Previous Government Employer• Previous Government Employer		
<ul style="list-style-type: none">• 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		<ul style="list-style-type: none">• Previous Government Employer• Previous Government Employer		
<ul style="list-style-type: none">• Certification of Accumulated Leave Credits• Service Record• Latest Appointment Paper/Latest Notice of Salary Adjustment		<ul style="list-style-type: none">• Previous Government Employer• Previous Government Employer• Previous Government Employer		
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 <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.• For a candidate not meeting the minimum CSC qualification standards of the position, send an email template of regrets	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• Source out applicants - 10 calendar days	HRMO and HRMA

	1.2 Schedule and endorse to the external provider for examination/ assessment and conduct Background Verification.		<ul style="list-style-type: none"> Acknowledgment, screening, and initial assessment - 3 working days per position 		
		None	1 working day (results after 10 working days)	HRMA	

2. Confirm and commit attendance and completion of Online Assessment	2.1 Candidates endorsed and scheduled for Online Assessment shall confirm and commit attendance and completion of Online Assessment. Otherwise, it will mean withdrawing their application.				HRMA
	<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 				
	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 days	HRMO and HRMA	
3. Confirm attendance to the scheduled	3.1 Conduct HRMPSB	None	5 working days	HRMPSB Members	

HRMPSB interview and deliberation	interview and deliberation and submission of Recommendation Forms and Candidate Rating Sheets.				
	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	
	<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.** For qualified and not qualified 	None	3 working days	HRMO	

		candidates in the TPB Board of Directors interview and deliberation, proceed to step 3.3.				
		3.3 For the approved appointment of coterminous, newly hired, and/or promotion, prepare CSC Appointment Paper Form No. 33-A for endorsement to the Head of Agency.	None	3 working days	HRMO and HRMA	
		<p>• For disapproved appointment/promotion, send a Letter of Regret.</p> <p>3.4 Issue the appointment documents to the coterminous, newly hired, and/or promoted employee.</p> <p>3.5 Post Notice or Memorandum announcing the Appointment/Promotion or Protest at 3 conspicuous places in TPB for fifteen (15) calendar days.</p>	None	3 working day	HRMO and HRMA	
			None	15 calendar days	HRMA	
4. Submit employment requirements.	4.1	If no Protest, receive requirements from the coterminous,	None	1 working day	HRMA	

	newly hired, and/or promoted employee and release the copy of signed CSC Appointment Paper Form No. 33-A for acknowledgment.				
	<ul style="list-style-type: none"> • If with Protest, resolve protest pursuant to CSC rules and regulations. • Schedule TPB Onboarding Orientation before assumption to duty. 				
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	
	6.2 Submit signed Appointment Paper with prescribed	None	1 working day	HRMO and HRMA	

	supporting documents to CSC for evaluation and approval within thirty (30) days from the date of appointment.			
TOTAL TIME			***43 working days and 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				

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
CHECKLIST OF REQUIREMENTS	
<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 	WHERE TO SECURE
	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.	None	Within 3 hours from receipt of documents	Legal Assistant
	1.2 Assign the request to the Lawyer/Legal Researcher/Legal		Within 1 working day from receipt of documents	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 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
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 of the Notarized Copies of Contract/Agreement before the implementation of the Project. 1.10 File Records.	None	Within 2 hours upon receipt	Legal Assistant
TOTAL PROCESSING TIME			10 working days	

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

	of Account (SOA).			
	1.4 Issuance of SOA.		30 minutes	Marketing Officer
2. Payment of Membership Fee		<i>Php 10,000.00*</i>	10 minutes	
<i>Note: Payment can be done through a bank or TPB Cashier</i>		<i>Waiver for 2020-2021 per Circular No. 2020-16 dated 15 May 2020*</i>		
3. Submission of proof of payment	3.1 Verification of payment (applicable to payments made through bank transfers/ bank deposit)		3 days	Finance Department
<i>Note: deposit slip, if payment is through bank; official receipt, if through TPB Cashier</i>	3.2 Issuance of notice of approval.		1 day	Marketing Officer
			7 working days, 1 hour and 10 minutes	

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.	
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

If requesting party is from DOT Regional Offices or Attached Agencies:		To be submitted by the requesting party		
<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 		From TPB % Domestic Promotions Department - Industry Relations and Services Division		
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		https://www.tpb.gov.ph/enhanced-mice-plus-program/		
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
	1.4 Evaluation/ Verification of Completeness of Documents and Information/ Drafting of Recommendation		4-7 working days (for requests not requiring market study) <i>Note: Processing of the proposal will start upon receipt of complete information and supporting documents</i> 7-22 working days (for proposals)	Project Officer

			<i>requiring a market study)</i>	
	1.5 Review and Endorsement to concerned offices		3 working days	Division Chief Department Manager/ Deputy Chief Operating Officer- Marketing and Promotions Sector Finance Department
	1.6 Budget Allocation (if applicable)		2 – 3 working days	
	1.7 Final Review/ Approval		2 – 3 working days	OCOO/ COO
2. Receive official communication (Confirmation/ Regrets).	2.1 Communicate approval/ disapproval of the 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>	

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 Division:	or	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 the 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
*subject to availability of slots (reservation is on a first-come, first-served basis)	2.2 Process request of Statement of Account (SOA), upon request of the client		0.5 working day		Project Officer
	2.3 Processing of Statement of Account (SOA), upon request of the 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 (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)
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	
How to send feedback/complaint	<p>Answer the Feedback Form and drop it at the designated drop box located at the lobby of the Tourism Promotions Board Office.</p> <p>You may also fill out the online feedback form available at the TPB website.</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>The TPB Guard on Duty shall forward the feedback form received at the lobby to the Assistant Relations Officer thru the ODCOO-CA for recording, monitoring, and evaluation.</p> <p>Feedbacks requiring answers are forwarded to the relevant offices or personnel concerned to answer within three (3) working days upon receipt of the feedback. The feedback 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>

FEEDBACK FORM

Please let us know how we have served you. This form may be used for compliment, suggestions, and/or complaints.

Name: _____ E-Mail Address: _____

Address/Station: _____

Telephone/Mobile No.: _____ Date: _____

Title/Purpose of Transaction: _____

Person/Unit/Office Transacted with: _____

Part I: Customer Satisfaction Rating

For the following questions, this rating scale shall be used. Please check the box corresponding to your answer:

5	Outstanding	2	Unsatisfactory/Needs Improvement
4	Very Satisfactory	1	Poor
3	Satisfactory		

Questions	5	4	3	2	1
1. How would you rate your OVERALL SATISFACTION concerning the quality of service delivery?					
2. How satisfied were you in terms of the response time to your transaction given by the office?					
3. How satisfied were you with the outcome of the service provided?					
4. How satisfied were you with the service provider's extensive information on /understanding of the service being provided?					
5. How satisfied were you with the service provider's competence or skill in delivering the service?					
6. How satisfied were you with the service provider's friendliness, courteousness/politeness, fair treatment, and willingness to do more than what is expected or going the extra mile?					

Part II: Customer Feedback

1. Please check if you are providing a commendation, suggestion, or complaint:

<input type="checkbox"/>	Commendation
<input type="checkbox"/>	Suggestion
<input type="checkbox"/>	Complaint

2. Facts or details of the situation/Incident

Recommendation/ Suggestion/ Desired Action from Office

I consent to the collection, generation, use, processing, storage, and retention of personal data by TPB for the purpose/s described above.

I also authorize TPB to disclose my information to accredited/affiliated third parties or independent/non-affiliated third parties, whether local or foreign, when the use or disclosure is reasonably necessary, required or authorized by or under the law; and as necessary for the proper execution of processes related to the above-mentioned declared purposes.

Printed Name and Signature

Date

LIST OF OFFICES/ DEPARTMENTS

LIST OF OFFICES/ DEPARTMENT

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		(02) 8 247-0260 / (02) 8 5259318-27 loc. 204
Office of the Corporate Board Secretary		(02) 8 247-0812 / (02) 8 5259318-27 loc.286
Legal Department		(02) 8 554-1361 / (02) 8 5259318-27 loc.206
Corporate Planning and Business Development Department		(02) 8 404-3531 / (02) 8 525-6443 (02) 8 5259318-27 loc.209; 210; 212
Management Information Systems Department		(02) 8 526-6877 / (02) 8 5259318-27 loc.206
Office of the Deputy Chief Operating Officer for Marketing and Promotions		(02) 8 554-1894 / (02) 8 5259318-27 loc.211; 231; 286
Meetings, Incentives, Conventions, Events (M.I.C.E.) Department		(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 / The Americas Division		(02) 8 554-0803 / (02) 8 5259318-27 loc. 232; 234; 235

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

Approved by:



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