



TOURISM PROMOTIONS BOARD PHILIPPINES

CITIZEN'S CHARTER

2022 Edition

Revised as of 5 October 2022

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 its 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). In addition, it may also provide incentives to travel agencies abroad that can draw tourists and tourism investments to the country.

II. Mission

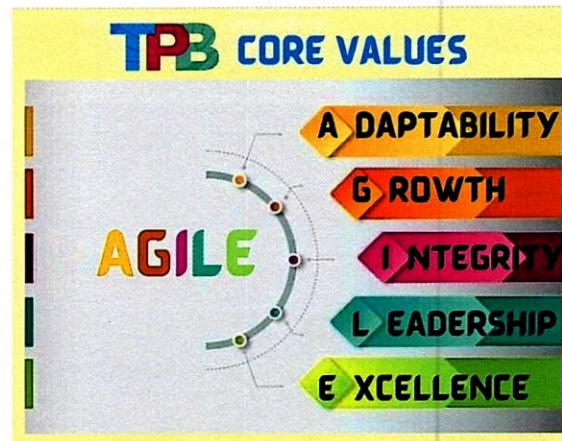
To market and promote the Philippines, in partnership with our stakeholders, towards a dynamic tourism destination.

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, empower and inspire people towards the achievement of common welfare in a spirit 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. 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 payroll preparation process 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 service classification is considered simple since the total processing time does not exceed 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	None	4 hours	Adel Cagape PHRDD Staff

	<p>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) 			
	<p>For Contractual Employees (QF-PHRD-18)</p> <ul style="list-style-type: none"> • Official Business Pass (QF-PHRD-19) • Office / Travel Order <p>1.3 Check if there are available leave credits.</p>			
2. Determine applicable deductions	<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	Hazel Francisco HRMO
3. Determine AWOP/LWOP	3.1 The action officer to ensure that a copy of AWOP/LWOP	None	1 hour	Adel Cagape PHRDD Staff

	was furnished to the payroll officer.			
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	Hazel Francisco HRMO

5. Compute Allowances	5.1 Compute Allowances based on the DTRs/Office Orders.	None	2 hours	Hazel Francisco HRMO
6. Print Payroll Sheet	6.1 Print Basic Salary and Allowance Payroll Sheet.	None	15 mins	Hazel Francisco 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	Hazel Francisco 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	Hazel Francisco HRMO Evelyn D. Soriano Division Chief Janet W. Canoy 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	Hazel Francisco HRMO
	<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	10.1 Receive approved Basic Salary	None	Within the day subject to the	Hazel Francisco HRMO

and Allowance Payroll Sheet	and Allowance Payroll Sheet with approved Transmittal Letter to the Bank.		availability of the signatory	
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 Head and Deputy COO for Corporate Affairs.</p>	None	1 hour	Hazel Francisco HRMO
12. Print Pay Slip	12.1 Print Pay Slip for Basic Salary and Allowances.	None	15 mins	Hazel Francisco HRMO
13. Submit Individual Basic Salary	13.1 Submit the signed Individual	None	30 mins to 1 hour	Hazel Francisco HRMO

and Allowance Report to the Cash Unit	Basic Salary and Allowance Report (hard and soft copy) to the Cash Unit for transmittal to the LBP.			
16. File Records	16.1 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, 4 hours, and 5 minutes	

2. Processing of Claims and Payments

Descriptions:

This process covers the timely review and evaluation of the financial claims as to the 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. The service classification is considered complex since the total processing time covers 15 working days.

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

	appropriation in the PPMP/COB and allocates the amount, by signing Box B of the BURS.			RIEZEL R. UMALI (B.O.II) IRENE U. FRANCISCO Acting Head, Budget Division
	2. The Budget Division forwards the signed BURS and other documents to the Accounting Division for processing of payment.	None	2 working days	JEMARY LIZBETH D. CANGCO (B.O. III) RIEZEL R. UMALI (B.O.II) IRENE U. FRANCISCO, Acting Head, Budget Division
	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 working days	MA. LUISA T. CRUZ WILFREDO QUERO III Financial Analyst
	4. The Accounting Division fills out DV details and prepares BIR Forms 2306 and 2307	None	4 hours	MA. LUISA T. CRUZ WILFREDO QUERO III 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	<p>JOMAR D. TAGAO Chief/OIC Accounting Division</p> <p>MARLITO D. RODRIGUEZ Manager/OIC Finance Department</p> <p>DCOO/OIC for Corporate Affairs</p> <p>Chief Operating Officer/OIC</p> <p>Chairperson/ Alternate Signatory</p>
	6. The Cashier prepares Check/ADA/ or ACIC.	None	1 working day	Marites Bathen Cashier
	7. The Authorized Signatories Approve/Counter sign Checks/ADA	None	4 working days	<p>Manager/Adm inistrative Department</p> <p>DCOO/OIC for Corporate Affairs</p> <p>Chief Operating Officer/OIC</p>

				Chairperson/A lternate Signatory
	8. The Cashier Unit releases the signed Checks to Claimants and remits the ADA/ACIC to the bank.	None	1 hour	Marites Bathan Cashier
TOTAL TIME			15 working days	

3. 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 the release of the requested document. The service classification is considered simple since the total processing time does not exceed the maximum period of three (3) days.

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

4. Recruitment, Selection, and Promotion Procedure

This procedure defines the process for recruiting, selecting, and promoting the most qualified candidate to meet TPB's Strategic Objectives of having a highly professional workforce. The service classification is considered complex as it entails processes involving various committees and offices.

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 for Publication/ Republication of 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 (<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
Appointment Requirements: <ul style="list-style-type: none"> Appointment Transmittal and Action Form (CS Form No. 1) Appointment Form (CS Form No. 33-A) 		<ul style="list-style-type: none"> CSC Website CSC Website CSC Website

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

<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 • Previous Government Employer • Previous Government Employer • Previous Government Employer
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application requirements	<p>1.1 Receive applications within the 10 calendar days of publication of the approved publication/ republication of vacant position/s pursuant to RA 7041 and screen completeness and acknowledge receipt, and conduct initial qualification assessment after the 10 calendar days of publication</p> <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 	None	<ul style="list-style-type: none"> • Source out applicants - 10 calendar days • Acknowledgment, screening, and initial assessment - 5 working days per position 	<p>Karen Padolina HRMO and HRMA / Training Specialist III</p> <p>Karen Padolina HRMO and HRMA / Training Specialist III</p>

	<p>email template of regrets</p> <p>1.2 Schedule and endorse to the external provider for examination/ assessment and conduct Background Verification.</p>	None	<p>1 working day (results after 5 calendar days upon conduct of validation interview with the Psychologist)</p>	<p>Karen Padolina HRMO and HRMA / Training Specialist III</p>
<p>2. Confirm and commit attendance and completion of Online Assessment</p>	<p>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.</p> <ul style="list-style-type: none"> • The validity of the assessment result is 6 months from the date of assessment. • The minimum result of assessment - Moderately Recommended <p>2.2 Prepare the evaluation documents of the candidates and endorse to the HRMPSB for interview and deliberation.</p> <p>Coordinate with candidates who meet the minimum</p>	<p>None</p> <p>None</p>	<p>5 working days</p>	<p>Karen Padolina HRMO and HRMA / Training Specialist III</p> <p>Karen Padolina HRMO and HRMA / Training Specialist III</p>

	Moderately Recommended result in the Online Assessment for the schedule of the HRMPSB interview and deliberation.			
3. Confirm attendance to the scheduled HRMPSB interview and deliberation	<p>3.1 Conduct HRMPSB interview and deliberation and submission of Recommendation Forms and Candidate Rating Sheets.</p> <ul style="list-style-type: none"> The submission of Recommendation Forms and Candidate Rating Sheets is within ten (10) working days upon the scheduled interview and deliberation. <p>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.</p> <ul style="list-style-type: none"> The Head of Agency approves or disapproves appointment/promotion. For the Board Secretary V, Internal Auditor V, and Deputy Chief Operating Officers positions, endorse 	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 working days</p> <p>5 working days</p> <p>3 working days</p> <p>5 working days</p>	<p>HRMPSB Members</p> <p>Karen Padolina HRMO and HRMA / Training Specialist III</p> <p>Head of Agency</p> <p>Karen Padolina</p>

	<p>shortlisted candidates to the Office of the Corporate Board Secretary for TPB Board of Directors Committee on Remuneration and Nomination interview and deliberation.*</p> <ul style="list-style-type: none"> • For qualified candidates in the TPB Board of Directors interview and deliberation, proceed to step 3.3. • For not qualified candidates, issue a Letter of Regrets. 			HRMO and HRMA / Training Specialist III
	<p>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.</p>	None	3 working days	Karen Padolina HRMO and HRMA / Training Specialist III
	<p>3.4 Issue the appointment documents to the newly appointed employees.</p>	None	3 working days	
	<p>3.5 Post Notice or Memorandum announcing the Appointment <u>and/or</u> Promotion or Protest at 3 conspicuous places in TPB for fifteen (15) calendar days.</p>		15 calendar days	Karen Padolina HRMO and HRMA / Training Specialist III

	Post a notice announcing the appointment of an employee in three (3) conspicuous places in TPB a day after the issuance of the appointment for at least fifteen (15) days. The date of posting should be indicated in the notice			Karen Padolina HRMO and HRMA / Training Specialist III
4. Submit employment requirements.	<p>4.1 If no Protest, receive requirements from the newly appointed employees 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. • Schedule TPB Onboarding Orientation before assumption to duty. 	None	1 working day	Karen Padolina HRMO and HRMA / Training Specialist III
5. Confirm attendance to the scheduled TPB Onboarding Orientation and virtual Oath Taking	<p>5.1 Conduct TPB Onboarding Orientation</p> <p>5.2 Conduct virtual Oath Taking to the newly appointed employees based on the availability of the Head of Agency.</p>	<p>None</p> <p>None</p>	<p>1 working day</p> <p>1 working day</p>	<p>Karen Padolina HRMO and HRMA / Training Specialist III</p> <p>Karen Padolina HRMO and HRMA / Training Specialist III</p> <p>Head of Agency</p>
6. Assumption to Duty	6.1 Deploy the newly appointed employees	None	1 working day	Karen Padolina

	and issue Certificate of Assumption to Duty and have it signed by the concerned Department Head.			HRMO and HRMA / Training Specialist III
	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	Karen Padolina HRMO and HRMA / Training Specialist III
TOTAL TIME			*** 40 working days and 30 calendar days - CSC requirement 10 days (publication), 15 days (in case of protest), and 5 days (release of assessment result)	
*For Board Secretary V, Internal Auditor V, and Deputy Chief Operating Officers position			45 working days and 30 calendar days	
**From date screened and acknowledged receipt of application requirements to the Head of Agency's approval/disapproval of appointment/ promotion			29 working days and 5 calendar days	
***Subject to and based on position line-up/ volume of applicants to be processed				

5. Request for Certificate of No Pending/With Pending Administrative Case

This Certification is issued to any requesting TPB official or employee to confirm that they have no pending/with pending administrative case. The Certification is necessary before the approval/grant of travel authority, retirement, and other official purposes. The service classification is considered simple since the total processing time does not exceed the maximum period of three (3) days.

Office or Division:	Legal Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TPB officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		TPB ISO QF 9001_2015 Google Drive – Legal Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form for the Issuance of Certificate of No Pending/With Pending Administrative Case	1. Assess the request form, stamp receipt and record entries	None	Within 3 hours from receipt	Legal Assistant/ Legal Secretary
	2. Assign the request to the Lawyer/ Legal Researcher/ Legal Staff			Department Head or Officer-in-Charge
	3. Check the records of pending cases		Within 2 working days from receipt of request form	Assigned Lawyer/ Legal

	4. Prepare the Certificate of No Pending/With Pending Administrative Case			Researcher/ Legal Staff
	5. Approve the Certificate of No Pending/With Pending Administrative Case			Department Head or Officer-in-Charge
2. Receive the signed Certificate of No Pending/With Pending Administrative Case	1. Release signed Certificate of No Pending/With Pending Administrative Case	None	Within 3 hours from receipt of approved certificate	Legal Assistant/ Legal Secretary
TOTAL PROCESSING TIME			2 working days and 6 hours	

External Services

1. 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	PERSO N RESPO NSIBLE
1. Fill out the TPB Membership Online Application Form and submit requirements.	1.1 Receive the TPB Membership Online Application Form and its attachments 1.2 Assessment of TPB Membership	None	30 minutes 1 day	Ronileen Rae T. Bauto Marketing Officer Aaron Christian Alarin

	Application Form and verification of client's DOT Accreditation.		2 days	Administrative Assistant
	1.3 Preparation of Statement of Account (SOA).		30 minutes	Ronileen Rae T. Bauto Marketing Officer
	1.4 Issuance of SOA.			Aaron Christian Alarin Administrative Assistant
				Janten Andrei Cunanan Finance Department / Financial Analyst I
				Ronileen Rae T. Bauto Marketing Officer
				Aaron Christian Alarin Administrative Assistant

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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 in the lobby of the Tourism Promotions Board Office.</p> <p>You may also fill out the online feedback form available on the TPB website.</p> <p>You may also get in touch with our Assistant Relations Officer/ Relations Officer at 525-9318-27 local 251 or email address info@tpb.gov.ph or mail us at:</p> <p style="text-align: center;">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>Feedback requiring answers is forwarded to the relevant offices or personnel concerned to answer within three (3) working days upon receipt of the input/s. The feedback shall be relayed directly to the agency or citizen concerned.</p>
Contact Information of PCC, CCB and ARTA	<p>ARTA: complaints@arta.gov.ph 8888 – Presidential Complaints Center (PCC) 0908-8816565 -CSC Contact Center ng Bayan (CCB) 478-5093 -Anti-Red Tape Authority (ARTA)</p>

FEEDBACK FORM

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

Name: _____ Date: (mm/dd/year) _____

Age: _____ Sex: _____ E-Mail Address: _____

Address: _____

Telephone/Mobile No.: _____

Title/Purpose of Transaction: (Please check)

Internal Services

- ☐ Processing of Payroll
- ☐ Processing of Claims and Payments
- ☐ Request for Certification and Service Record
- ☐ Recruitment, Selection and Promotion Procedure
- ☐ Request for Certificate of No Pending/ With Pending Administrative Case

External Services

- ☐ TPB Membership Program

Name of 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?					
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Part II: Customer Feedback

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

	Commendation
	Suggestion
	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 needed 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) 8 524-0372 / (02) 8 5259318-27 loc. 201; 202; 205
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) 8247-0259 (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.219
Management Information Systems Department		(02) 8 526-6877 / (02) 8 5259318-27 loc.213
Office of the Deputy Chief Operating Officer for Marketing and Promotions		(02) 8 554-1894 / (02) 8 5259318-27 loc.211
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; 228; 237

International Promotions Department	4F, Legaspi Towers 300, Roxas Blvd., corner P. Ocampo St., Malate Manila, 1004	(02) 8 525-7320 / (02) 8 525 9318 loc 289
International Promotions Department / North Asia Division		(02) 8 247-0813 / (02) 8 5259318-27 loc.214
International Promotions Department / The Americas Division		(02) 8 247-0803 / (02) 8 5259318-27 loc. 232
International Promotions Department/ Europe, Africa, The Middle East & India Division		(02) 8 247-0259 / (02) 8 5259318-27 loc. 288
International Promotions Department / Asia and The Pacific Division		(02) 8 404-2641 / (02) 8 5259318-27 loc.293
Domestic Promotions Department		(02) 8 525-1255 / (02) 8 5259318-27 loc.241
Marketing Communications Department		(02) 8 5259318-27 loc.245
Office of the Deputy Chief Operating Officer for Corporate Affairs		(02) 8 559-6063 / (02) 8 5259318-27 loc.251
Finance Department		(02) 8 525-6202 / (02) 8 5259318-27 loc.257, 253, 252
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.265
Procurement and General Services Division		(02) 8 525-7312 / (02) 8 5259318-27 loc.270

Administrative Department / Cashier	(02) 8 247-0802 / (02) 8 5259318-27 loc.276
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Approved by:



MARIA MARGARITA MONTEMAYOR NOGRALES
Chief Operating Officer
Tourism Promotions Board