



TOURISM PROMOTIONS BOARD PHILIPPINES

CITIZEN'S CHARTER

2022 Edition

Agency Profile

I. Mandate

The TPB shall be responsible for marketing and promoting the Philippines domestically and internationally as a major global tourism destination, highlighting 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.

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 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.

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, empower and inspire people towards the achievement of common welfare in a spirit 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

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



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
<p>In payroll processing reference only:</p> <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

1. Processing of Payroll

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 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.Receive approved Daily Time Records (DTRs) within 10 working days of the following month. 2.If there is no entry in the DTR, check if the following are submitted: Application for Leave Form For Regular Employees •(CSC Form No. 6)	None	4 hours	Adel Cagape PHRDD Staff

1. 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>			
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

1. Processing of Payroll

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Determine AWOP/LWOP	3.1 The action officer to ensure that a copy of AWOP/LWOP was furnished to the payroll officer.	None	1 hour	Adel Cagape 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	Hazel Francisco HRMO

1. 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	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

1. 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 	<p>Hazel Francisco HRMO</p> <p>Evelyn D. Soriano Division Chief</p> <p>Janet W. Canoy Administrative Head</p>
<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 	<p>Hazel Francisco HRMO</p>

1. 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	Hazel Francisco HRMO

1. 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 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

1. Processing of Payroll

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. Submit Individual Basic Salary and Allowance Report to the Cash Unit	13.1 Submit Individual Basic Salary and Allowance Report (hard and soft copy) to the Cash Unit for Transmittal to the LBP.	None	30 mins to 1 hour	Hazel Francisco HRMO
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, 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.

2. 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

2. 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	Jemary Lizbeth Cangco (B.O. III) Riezel R. Umali (B.O. II) Irene U. Francisco 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	Jemary Lizbeth Cangco (B.O. III) Riezel R. Umali (B.O. II) Irene U. Francisco Budget Division Chief
	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

2. 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	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	Jomar D. Tagao Finance Department Manager/ OIC Accounting Division Marlito D. Rodriguez Manager/OIC Finance DCOO/OIC for Corporate Affairs Chief Operating Officer/OIC Chairperson/Alternate Signatory

2. 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	Marites Bathan Cashier
	7. The Authorized Signatories Approve/Countersign Checks/ADA	None	4 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	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 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

3. 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

3. 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.			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

4. Recruitment, Selection and Promotion Procedure

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
<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

4. 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

4. 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) |
|--|--|

4. 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 |
|--|---|

4. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application requirements	1.1 Received 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	None	<ul style="list-style-type: none"> • Source out applicants – 10 calendar days • Acknowledgement, 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>

4. 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	Karen Padolina HRMO and HRMA / Training Specialist III

4. 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 5 calendar days upon conduct of validation interview with the Psychologist)	HRMA

4. 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>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 	None		Karen Padolina HRMO and HRMA / Training Specialist III

4. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2 Prepare the evaluation documents of the candidates and endorse to the HRMPSB for interview and deliberation.</p> <p>Coordinate with the candidates meeting the minimum Moderately Recommended result in the Online Assessment for the schedule of the HRMPSB for interview and deliberation.</p>	None	5 working days	Karen Padolina HRMO and HRMA / Training Specialist III

4. 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	<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.	None	10 working days	HRMPSB Members

4. Recruitment, Selection and Promotion Procedure

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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 to the Office of the Corporate Board Secretary for TPB Board of Directors interview and deliberation. 	<p>None</p> <p>None</p> <p>None</p>	<p>5 working days</p> <p>3 working days</p> <p>5 working days</p>	<p>Karen Padolina HRMO and HRMA / Training Specialist III</p> <p>Head of Agency</p> <p>Karen Padolina HRMO and HRMA / Training Specialist III</p>

4. 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 candidates in the TPB Board of Directors interview and deliberation, proceed to step 3.3.• For not qualified candidates, issue a Letter of Regrets <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>	None	3 working days	Karen Padolina HRMO and HRMA

4. 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 appointed employees.	None	3 working days	Karen Padolina 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. 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	None	15 working days	Karen Padolina HRMO and HRMA

4. 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 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 prior to assumption to duty.	None	1 working day	Karen Padolina HRMO and HRMA / Training Specialist III

4. 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	Karen Padolina HRMO and HRMA / Training Specialist III
	5.2 Conduct virtual Oath Taking to the newly hired employees based on the availability of the Head of the Agency.	None	1 working day	HRMO and HRMA / Training Specialist III Head of Agency
6. Assumption to Duty	6.1 Deploy the newly appointed employees and issue Certificate of Assumption to Duty and have it signed by the concerned Department Head.	None	1 working day	Karen Padolina HRMO and HRMA / Training Specialist III

4. 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	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

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

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	Kristine Heizelle B. Aclan Legal Assistant/
	2. Assign the request to the Lawyer/ Legal Researcher/ Legal Staff			Benjamin Jose G. Gutierrez Legal Secretary
	3. Check the records of pending cases		Within 2 working days from receipt of request form	Atty. Venancio C. Manuel III Department Head or Officer-in-Charge
	4. Prepare the Certificate of No Pending/With Pending Administrative Case			Atty. Gregory A. Nuega Atty Jemimah Nissi M. Tiambeng Assigned Lawyer(s)
	5. Approve the Certificate of No Pending/With Pending Administrative Case			Atty. Immaculate Marie L. Adzuara Legal Researcher
				Atty. Venancio C. Manuel III Department Head or Officer-in-Charge

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Kristine Heizelle B. Aclan Legal Assistant Benjamin Jose G. Gutierrez Legal Secretary
TOTAL PROCESSING TIME			2 working days and 6 hours	



EXTERNAL SERVICES

6. TPB Membership Application

To assess and process the application for membership of stakeholders

Office or Division:	Domestic Promotions Department/ Industry Relations and Services Division
Classification:	Simple
Type of Transaction:	G2C, G2B
Who may avail:	Accommodation Establishments, Travel and Tour Services, MICE Facilities/ Organizers, Health and Wellness Facilities, Tourism Related Enterprises

6. TPB Membership Application

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	

6. 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	Ronileen Rae Bauto Marketing Officer
	1.2 Assessment of TPB Membership Application Form and verification of client's DOT Accreditation.		1 day	Aaron Christian Alarin Administrative Assistant
	1.3 Preparation of Statement of Account (SOA).		2 days	Janten Andrei Cunanan Finance Department/ Financial Analyst I
	1.4 Issuance of SOA.		30 minutes	Ronileen Rae Bauto Marketing Officer Aaron Christian Alarin Administrative Assistant

6. TPB Membership Application

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment of Membership Fee <i>Note: Payment can be done through bank or TPB Cashier</i>		Php 10,000.00 (waived for Year 2022 per TPB Circular No. 2022-004 dated January 21, 2022)	10 minutes	Ronileen Rae Bauto Marketing Officer Aaron Christian Alarin Administrative Assistant
3. Submission of proof of payment <i>Note: deposit slip, if payment is through bank; official receipt, if through TPB Cashier</i>	3.1 Verification of payment (applicable to payments made through bank transfers/ bank deposit) 3.2 Issuance of notice of approval.		3 days 1 day	Janten Andrei Cunanan Finance Department/ Financial Analyst I Ronileen Rae Bauto Marketing Officer Aaron Christian Alarin Administrative Assistant
			7 working days, 1 hour and 10 minutes	

LIST OF OFFICES/ DEPARTMENTS
TOURISM PROMOTIONS BOARD

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

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

Website: www.tpb.gov.ph

Please scan for a pdf copy of the TPB Citizens' Charter 2022 Edition:



WE VALUE YOUR FEEDBACK

PLEASE SCAN FOR THE FOLLOWING:

PROCEDURE



FEEDBACK FORM



THANK YOU AND MABUHAY!

