



TOURISM PROMOTIONS BOARD PHILIPPINES

CITIZEN'S CHARTER



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2024 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. 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

TPB is the leading organization in marketing the Philippines as the preferred destination for sustainable, uniquely diverse and experiential 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.

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

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.

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"> • One (1) photocopy of Approved Application for Leave Form • One (1) photocopy of Official Business Pass (if applicable) • One (1) photocopy of Office/Travel Order (if applicable) • List of Mandatory Deductions • List of Loans from Accredited Institutions • Leave Cards 	<p>TPB ISO Quality Forms Google Drive Files PHRDD Physical and Logical Files</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive, sign and endorse to immediate supervisor for approval of DTRs, and submit the approved DTR to PHRDD	<p>1.1 Receive approved Daily Time Records (DTRs) within 10 working days of the following month.</p> <p>1.2 If there is no entry in the DTR, check if the following are submitted: Application for Leave Form For Regular Employees</p> <ul style="list-style-type: none"> • (CSC Form No. 6) 	None	4 hours	Hazel Francisco HRMO III, Personnel and Humans Resource Development Division (PHRDD)
	<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</p>			Hazel Francisco HRMO, PHRDD

	available leave credits.			
	<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, PHRDD
	3.1 The action officer to ensure that a copy of AWOP/LWOP was furnished to the payroll officer.	None	1 hour	Hazel Francisco HRMO, PHRDD
	4.1 Input personal deductions to the Payroll	None	4 hours	Hazel Francisco HRMO, PHRDD

	System. Ensure accuracy of entries. 4.2 Update mandatory deductions as needed.			
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	5.1 Compute Allowance s based on the DTRs/Offi ce Orders.	None	2 hours	Hazel Francisco HRMO, PHRDD
	6.1 Print Basic Salary and Allowance Payroll Sheet.	None	15 mins	Hazel Francisco HRMO, PHRDD
	7.1 Prepare Budget Utilization and Report Slip (BURS), Disburse ment Voucher (DV), and Transmitt al Letter to the Bank for the payroll.	None	15 mins	Hazel Francisco HRMO, PHRDD

	8.1 Affix initial by the HRMO	None	10 mins	Hazel Francisco HRMO, PHRDD
	8.2 Affix signature by the Division Chief		10 mins	Rossandra Amythea Q. Cayago Acting Division Chief, PHRDD
	8.3 Forward to the Administrative Head for signature		10 mins	Janet W. Canoy Head, Administrative Department
	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) • Disbursement Voucher (DV) • Transmittal Letter to the Bank 	None	20 mins	Hazel Francisco HRMO, PHRDD

	(refer to Finance Processing of Claims Procedure)			
	10.1 Receive approved Basic Salary and Allowance Payroll Sheet with approved Transmittal Letter to the Bank.	None	1 working day	Hazel Francisco HRMO, PHRDD
	11.1 Input Computed Individual Basic Salary and Allowance to Land Bank of the Philippines (LBP) Payroll System. Ensure accuracy of entries. 11.2 Print Individual Basic Salary and Allowance Report for	None	1 hour	Hazel Francisco HRMO, PHRDD

	signature of Administrative Head and Deputy COO for Corporate Affairs.			
	12.1 Print Pay Slip for Basic Salary and Allowances.	None	15 mins	Hazel Francisco HRMO, PHRDD
	13.1 Submit the signed Individual Basic Salary and Allowance Report (hard and soft copy) to the Cash Unit for transmittal to the LBP.	None	1 hour	Hazel Francisco HRMO , PHRDD
	16.1 Retain all documented information in accordance with Control of Retained	None	30 minutes	Deputy Documented Information Controller / Concerned Process Owner

	Document ed Informatio n Procedure and Masterlist of Retained Quality Document ed Informatio n.			
TOTAL PROCESSING TIME			4 days, and 50 minutes	

2. Processing of Claims and Payments

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 Transaction:	of 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		
4 copies Disbursement Voucher (DV) 3 copies Budget Utilization Request and Status(BURS) Checklist of required supporting documents (QF-FIND 01 to 89)		At Finance Department- Accounting and Budget Division TPB ISO Quality Forms Google Drive Files		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Statement of Account (SOA) and/or other required complete documents to Functional Groups/Departments/Divisions who availed/purchase goods and services	1. 1. 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. Submits the BURS, DV and SOA to the Budget Division for budget allocation.	2.1 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	JANTEN ANDREI E. CUNANAN (BOII) BUDGET DIVISION

				<p>RIEZEL R. UMALI (B.O.II) BUDGET DIVISION</p> <p>JEMARY LIZBETH D. CANGCO (B.O. III) BUDGET DIVISION</p> <p>IRENE U. FRANCISCO Acting Head/OIC Budget Division</p>
	<p>2.2 The Budget Division forwards the signed BURS and other documents to the Accounting Division for processing of payment.</p>	None	2 working days	<p>JANTEN ANDREI E. CUNANAN (BOII) BUDGET DIVISION</p> <p>RIEZEL R. UMALI (B.O.II) BUDGET DIVISION</p> <p>JEMARY LIZBETH D. CANGCO (B.O. III) BUDGET DIVISION</p> <p>IRENE U. FRANCISCO Acting Head/OIC</p>

				Budget Division
3. Receives the signed BURS and other documents to the Accounting for Review.	3.1 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	WILFREDO QUERO III Financial Analyst II Accounting Division
	3.2 The Accounting Division fills out DV details and prepares BIR Forms 2306 and 2307	None	4 hours	WILFREDO QUERO III Financial Analyst II Accounting Division
4. The Authorized signatories sign and approve the DV.	4. 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	JENNIFER A. ALOR Acting Head/OIC Accounting Division JOMAR D. TAGAO Acting Head/OIC Finance Department Atty Venancio C. Manuel III

				DCOO/OIC for Corporate Affairs Maria Margarita Montemayor NogralaChief Operating Officer/OIC Chairperson/ Alternate Signatory
5. Prepares the Check/ADA and ACIC	5.1 The Cashier prepares Check/ ADA/ and ACIC.	None	1 working day	Marites Batha Cashier
6. The Authorized signatories approve/countersign Check/ADA	6.1 The Authorized Signatories Approve/Countersign Checks/ADA	None	4 working days	Janet Canoy Manager/Administrative Department Atty Venancio C.Manuel III DCOO/OIC for Corporate Affairs Maria Margarita Montemayor Nograla, Chief Operating Officer/OIC

				Chairperson/ Alternate Signatory
7. Release of payment and remit the ADA/ACIC to the bank.	7.1 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				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> One (1) original copy of Request for Certification / Service Record Form </td><td>TPB ISO Quality Forms Google Drive Files</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	<ul style="list-style-type: none"> One (1) original copy of Request for Certification / Service Record Form 	TPB ISO Quality Forms Google Drive Files
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
<ul style="list-style-type: none"> One (1) original copy of Request for Certification / Service Record Form 	TPB ISO Quality Forms Google Drive Files				

● One (1) photocopy of Office/Travel Order/Special Order (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	1.1 Receive request and draft requested certification/service record	None	2 hours	Hazel Francisco HRMO III/ PHRDD Personnel
	1.2 Review and sign the certification/service record		30 minutes	Rossandra Amythea Q. Cayago, Acting Head, PHRDD
	1.2 Inform requesting employee once the certification/service record has been signed by the PHRDD Division Chief and is ready for pick-up.		10 minutes	Hazel Francisco HRMO III/ PHRDD Personnel
TOTAL PROCESSING TIME			1 working 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
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Classification:	Complex	
Type of Transaction:	G2G - Government to Government, G2C – Government to Citizen	
Who may avail:	Individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Approved Recruitment Plan based on the deliberation of HRMPSB Members 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"> • COO approved Memorandum coursed through the HRMPSB Chairpersons
Application Requirements: <ul style="list-style-type: none"> • One (1) Letter of Intent per position • Three (3) Personal Data Sheet (CSC Form No. 212) and Work Experience Sheet (CSC Form No.212 Attachment) • One (1) Certified True Copy of Diploma and Transcript of Records • One (1) set of photocopy of Training Certificates • One (1) Copy of Authenticated CSC Eligibility or Bar/Board Eligibility • One (1) set of photocopy of Performance Rating for the last two (2) rating periods (<i>if applicable</i>) • One (1) photocopy Certification of Duties and Responsibilities • One (1) set of photocopy of Office/Special Orders 		<ul style="list-style-type: none"> • CSC Website • CSC NCR/Central/Regional Office or PRC • Previous Employer • Previous Employer • Previous Employer
Appointment Requirements: <ul style="list-style-type: none"> • Appointment Transmittal and Action Form (CS Form No. 1) • Appointment Processing Checklist 		<ul style="list-style-type: none"> • CSC Website • CSC Website

<ul style="list-style-type: none"> • 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 NCR/Central/Regional Office • CSC Website • CSC Website • CSC Website
<p>Employment Requirements for New Appointees:</p> <ul style="list-style-type: none"> • One (1) original copy of Updated NBI Clearance • One (1) original copy of Medical Certificate (CS Form No. 211, Rev. 2018) with documentary stamp • Two (2) original copies of Statement of Assets and Liabilities • GSIS Membership Information Sheet • One (1) original copy or photocopy of Philhealth Member Registration Form (MDF) • One (1) original copy or photocopy of Pag-IBIG Member's Data Form (MDF) • One (1) original copy or photocopy of Bureau of Internal Revenue (BIR) withholding certificates (Form 1902 and 2305) • One (1) photocopy of Birth Certificate • One (1) photocopy of Marriage Contract (if married) • One (1) photocopy of 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 • Bureau of Internal Revenue (BIR) Website • Philippine Statistics Authority (formerly NSO) • Philippine Statistics Authority (formerly NSO) • Philippine Statistics Authority (formerly NSO)

<p>Employment Requirements for Transferees:</p> <ul style="list-style-type: none"> • One (1) original copy of Updated NBI Clearance • One (1) original of Medical Certificate (CS Form No. 211, Rev. 2018) with documentary stamp • Two (2) original copies of Statement of Assets and Liabilities • One (1) original copy or photocopy of GSIS Membership Information Sheet • One (1) original copy or photocopy of Philhealth Member Registration Form (MDF) • One (1) original copy or photocopy of Pag-IBIG Member's Data Form (MDF) • One (1) photocopy of Bureau of Internal Revenue (BIR) withholding certificates (Form 1902 and 2305) • One (1) photocopy of Birth Certificate • One (1) photocopy of Marriage Contract (if married) • One (1) photocopy of Birth Certificate of children (if any) • One (1) original copy or photocopy of Approved Permission to Transfer • One (1) original copy or photocopy of Accomplished Clearance Form (CS Form No. 7, Rev. 2018) • One (1) set of photocopy of Performance Rating for the last two (2) rating period • One (1) photocopy of Certificate of Last Payment of Salary 	<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 • Bureau of Internal Revenue (BIR) Website • Philippine Statistics Authority (formerly NSO) • 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 • Previous Government Employer
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<ul style="list-style-type: none"> • One (1) photocopy of Certification that no Gratuity or Retirement Benefits were claimed/received • One (1) photocopy of Certification of Accumulated Leave Credits • Certified True Copy of Service Record • One (1) photocopy of Copy of Latest Appointment Paper • One (1) photocopy of Copy of Latest Notice of Salary Adjustment 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application requirements	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 <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 	None	<ul style="list-style-type: none"> • Source out applicants - 10 calendar days • Acknowledgment, screening, and initial assessment - 5 working days per position 	Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD

	<p>application requirements.</p> <ul style="list-style-type: none"> • 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 <p>1.2 Simultaneously schedule and endorse to the external provider for examination/ assessment and conduct Background Verification.</p>	None	14 calendar days	Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD
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<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 - Developmental Opportunity (equivalent to 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 Developmental Opportunity result in the Online Assessment for the schedule of the</p>	<p>None</p> <p>None</p>	<p>5 working days</p> <p>5 working days</p>	<p>Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD</p> <p>Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD</p>
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	HRMPSB interview and deliberation.			
3. Confirm attendance to the scheduled HRMPSB	3.1 Conduct HRMPSB interview and deliberation and submission of Recommendation			

interview and deliberation	Forms and Candidate Rating Sheets.	None	5 working days	HRMPSB Members
	<ul style="list-style-type: none"> The submission of Recommendation Forms and Candidate Rating Sheets is within five (5) working days upon the scheduled interview and deliberation. 	None	5 working days	Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD
	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	5 working days	Head of Agency
	<ul style="list-style-type: none"> The Head of Agency approves or disapproves appointment/ promotion, and/or endorsement to the TPB Board of Directors* *For the Board Secretary V, Internal Auditor V, and Deputy Chief Operating Officers positions, endorse shortlisted candidates to the 	None	5 working days	Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD

	<p>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. 	None	5 working days	Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD
	3.3 For coterminous, approved appointment/s, transfer within TPB, and/or promotion/s, prepare CSC Appointment Paper Form No. 33-A for endorsement to the Head of Agency.	None	5 working days	Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD
	3.4 Issue the appointment documents to the newly appointed employees.	None	15 calendar days	Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD
	3.5 Post Notice or Memorandum announcing the			

	Appointment and/or Promotion or Protest at three (3) conspicuous places in TPB for fifteen (15) calendar days.			
4. Submit employment requirements.	<p>4.1 If no Protest, receive requirements from the newly appointed employees and facilitate acknowledgment of the Appointment Paper.</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	<p>10 working days</p> <p>1 working day</p>	Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD
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 Oath Taking to the newly</p>	<p>None</p> <p>None</p>	<p>1 working day</p> <p>5 working day</p>	<p>Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD</p> <p>Karen Padolina</p>

	appointed, transferred within TPB, and promoted employees based on the availability of the Head of Agency.			HRMO and HRMA / Training Specialist III, PHRDD Head of Agency
6. Assumption to Duty	<p>6.1 Deploy the newly appointed employees, prepare and issue Certificate of Assumption to Duty and have it signed by the concerned Department Head.</p> <p>6.2 Prepare and submit signed Appointment Paper with prescribed supporting documents to CSC for evaluation and approval within thirty (30) days from the date of appointment.</p>	<p>None</p> <p>None</p>	<p>5 working days</p> <p>15 working days</p>	<p>Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD</p> <p>Karen Padolina HRMO and HRMA / Training Specialist III, PHRDD</p>
TOTAL TIME			4 months and 2 weeks	

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		
Approved Travel Order / Office Order / Special Order, if applicable (1 soft copy)		To be submitted by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a Request via email for the Issuance of Certificate of No Pending/With Pending Administrative Case, with attached supporting	1. 1 Assess the request sent via email and record entries	None	Within 3 hours from receipt	Kristine Heizelle Aclan, Legal Assistant and Mikee Florence Antonio, Legal Secretary, Legal Department

document (if applicable)	1.2. Assign the request to the Lawyer/ Legal Researcher/ Legal Staff	None		Atty. Gregory A. Nuega/Acting Head, Legal Department
	1.3. Check the records of pending cases	None	Within 2 working days from receipt of request form	Kristine Heizelle Aclan, Legal Assistant / Mikee Florence Antonio, Legal Secretary, Legal Department
	1.4. Prepare the Certificate of No Pending/With Pending Administrative Case	None		
	1.5. Approve the Certificate of No Pending/With Pending Administrative Case	None		Atty. Gregory A. Nuega/Acting Head, Legal Department
2. Receive the signed Certificate of No Pending/With Pending Administrative Case	2.1. Release signed Certificate of No Pending/With Pending Administrative Case	None	Within 3 hours from receipt of approved certificate	Kristine Heizelle Aclan, Legal Assistant / Mikee Florence Antonio, Legal Secretary, Legal Department
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 (1 copy)				
2x2 photo (1 copy)				
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 Member ship Online Applicati on Form (no fee) and its	None	20 minutes 1 day	Jedd Francis R.

	<p>attachme nts</p> <p>1.2 Assessm ent of TPB Member ship Applicati on Form and verificati on of client's DOT Accredit ation.</p> <p>1.3 Preparati on of Stateme nt of Account (SOA) (1 copy).</p> <p>1.4 Issuance of SOA.</p>		<p>2 days</p> <p>30 minutes</p>	<p>De Luna, Market Specialist II/ Aaron Christian A. Alarin, Project Developm ent Officer II, Domestic Promotion s Departme nt (DPD)</p> <p>Sandy T. Vargas, Jr., Financial Analyst, Finance Departme nt</p> <p>Jedd Francis R. De Luna, MS II/ Aaron Christian A. Alarin, PDO II, DPD</p>
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				Margarita P. San Jose, PDO IV, DPD
<p>2. Payment of Membership Fee</p> <p><i>Note: Payment can be done through a bank or TPB Cashier</i></p>		Php 10,000.00	10 minutes	
<p>3. Submission of proof of payment</p> <p><i>Note: deposit slip, if payment is through bank; official receipt, if through TPB Cashier</i></p>	<p>3.1 Verification of payment (applicable to payments made through bank transfers / bank deposit)</p> <p>3.2 Issuance of notice of approval</p>	None	<p>3 days</p> <p>1 day</p>	<p>Sandy T. Vargas, Jr. Financial Analyst, Finance Department</p> <p>Jedd Francis R. De Luna, MS II, DPD/ Aaron Christian A. Alarin PDO IV, DPD</p>

				Margarita P. San Jose, PDO IV, DPD
			7 working days and 1 hour	

2. Handling of Whistleblowing Reports (WBR) / Referral

This pertains to the process of receiving/handling Whistleblowing Reports from any stakeholder to report and provide information, anonymously if he/she wishes, and even testify on matters of any act/s or omission/s of Directors, Officers and Employees of TPB considered to be illegal, unethical, violate good governance principles, are against public policy and morals, promote unsound and unhealthy business practices, are grossly disadvantageous to the GOCC and/or the Government. The WBR may be reported through various modes and procedures.

Stage 1: Evaluation of the WBR/Referral

This service covers the handling of whistleblowing reports against Directors/Trustees, Officers and Employees including the Chairman, Commissioners, Officers and Employees of the Agency.

Office or Division:	Legal Department
Type of Transaction	G2C – Government to Transacting Citizen G2G – Government to Government
Who may avail:	All stakeholders: The general public, other government agencies, whistleblowers and complainants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Complaint and/or complaint submitted through other reporting channels (whistleblowing web portal, face-to-face, e-mail, telephone, fax) (1 original copy or 1 soft copy)		For written, face-to-face, e-mail, telephone and fax: Created by the Complainant/Whistleblower/Government Agency For whistleblowing web portal: Created by the Complainant/Whistleblower/Government Agency in https://www.tpb.gov.ph/whistleblowingpolicy/		
Supporting documents to the complaint/report as may be deemed necessary by the complainant (1 photocopy or 1 soft copy)		Complainant		
For Complaints Submitted via Written Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complaint [Whistleblowing Report(s) (WBR)] from complainant or referral from other government agencies to the Legal Department of the Tourism Promotions Board office, 4 th Floor Legaspi Towers 300, Roxas Boulevard, Manila City, Philippines	1.1. Issue Official Acknowledgment Receipt – Record in the Log Book	None	30 minutes	Enrico Mercado, Records Officer I, Office of the DCOO for Corporate Affairs
	1.2. Scan the document and endorse to the	None	3 hours and 30 minutes	Enrico Mercado, Records Officer I, Office of the DCOO for Corporate Affairs

	Head/Acting Head/OIC of the Legal Department			
	1.3 The Head/Acting Head/OIC of Legal will act on the complaint or assign a lawyer to handle the case	None	4 hours	<i>Atty. Gregory A. Nuega, Head/Acting Head/OIC, Legal Department</i>
	1.4 The Head/Acting Head/ OIC or assigned lawyer will evaluate and assess the WBR as to sufficiency and adequacy of the contents If found meritorious: Draft a Referral Letter to the Office of the Government Corporate Counsel (GOCC) and a Reply Letter to the complainant	None	6 hours	<i>Atty. Gregory A. Nuega, Head / Acting Head/ OIC, or Assigned lawyer, Legal Department</i>

	If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting documents			
	1.5 Review the letter/s and route to the COO for comments and/or approval and signature	None	4 working days	<i>Mikee Florence Antonio</i> <i>Legal Secretary,</i> <i>David Marvin Velayo,</i> <i>Legal Researcher,</i> <i>Kristine Heizelle Aclan</i> <i>Legal Assistant, Attorney II, Attorney IV,</i> <i>Atty. Gregory A. Nueva,</i> <i>Head/ Acting Head/OIC,</i> <i>Legal Department</i>
	1.6 Review the comments or recommendations of the COO such letter/s	None	4 working days	<i>Atty. Gregory A. Nueva,</i> <i>Head/Acting Head/OIC,</i>

				<i>Assigned Lawyer, Legal Department</i>
	1.7 Review and send to the COO for final approval	None		<i>Atty. Gregory A. Nueva, Head/Acting Head/ OIC, Assigned Lawyer, Attorney IV, Attorney II, Legal Department</i>
	1.8 Route the signed letter/s to the a) appropriate government agency or tribunal b) complainant for sending out and log the same for transmittal	None	1 working day	<i>Mikee Florence Antonio, Legal Secretary, David Marvin Velayo Legal Researcher, Kristine Heizelle Aclan, Legal Assistant, Legal Department</i>
TOTAL PROCESSING TIME		None	20 working days	

For Complaints Submitted via Face-to-Face

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Legal Department of the agency for the whistleblowing report	1.1 Log the complainant's information and receive the WBR of complainant	None	30 minutes	<i>Mikee Florence Antonio, Legal Secretary, Legal Department</i>
	1.2 Prepare the document containing the report, scan the said document and route the whistleblowing Report(s) (WBR) to the Head/ Acting Head/OIC of the Legal Department	None	3 hours and 30 minutes	<i>Mikee Florence Antonio, Legal Secretary, Legal Department</i>
	1.3 Hear or endorse the WBR to the Head/Acting Head/OIC of the Legal	None	1 day	<i>Atty. Gregory A. Nuega, Acting Head/ Assigned Lawyer, Legal Department</i>

	Department/ for further action/s			
	1.4 The Head/ Acting Head/ OIC of Legal Department will act on the complaint or assign a lawyer to handle the case	None	4 hours	<i>Atty. Gregory A. Nueva, Acting / Assigned Lawyer, Legal Department</i>

	<p>1.5 Evaluate and assess the WBR as to sufficiency and adequacy of the contents</p> <p>If found meritorious: Draft a Referral Letter to the Office of the Government Corporate Counsel (GOCC) and a Reply Letter to the complainant</p> <p>If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting documents</p>	None	6 working days	<p><i>Atty. Gregory A. Nueva, Acting / Assigned Lawyer. Legal Department</i></p>
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	1.6 Review the letter/s and route to the COO for comments and/or approval and signature	None	4 working days	<i>Mikee Florence Antonio, Legal Secretary, Marvin David Velayo, Legal Researcher, Kristine Heizelle Aclan, Legal Assistant, Attorney II, Attorney IV, Atty. Gregory A. Nuega, Head/Acting Head/OIC, Legal Department</i>
	1.7 Review the comments or recommendations of the COO such letter/s	None	4 working days	<i>Atty. Gregory A. Nuega, Head/Acting Head/OIC, Assigned Lawyer, Legal Department</i>
	1.8 Review and send to the COO for final approval	None	3 working days	<i>Atty. Gregory A. Nuega, Head/Acting Head/OIC, Legal Department</i>
	1.9 Route the signed letter/s to the a) appropriate government agency or tribunal b) complainant for sending	None	1 working day	<i>Mikee Florence Antonio, Legal Secretary, Marvin David Velayo, Legal Researcher, Kristine Heizelle Aclan,</i>

	out and log the same for transmittal		<i>Legal Assistant, Attorney II, Attorney IV, Atty. Gregory A. Nueva Head/Acting Head/OIC, Legal Department</i>
TOTAL PROCESSING TIME		None	20 working days

For Complaints Submitted via E-mail

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complaint [Whistleblowing Report(s) (WBR)] from complainant or referral from other government agencies to through the complaints@tpb.gov.ph and cc: legal@tpb.gov.ph	1.1 Send Acknowledgment Receipt of the email and Log in the Monitoring Log Sheet	None	1 working day	<i>Mikee Florence Antonio, Legal Secretary, Marvin David Velayo, Legal Researcher, Kristine Heizelle Aclan Legal Assistant, Attorney II, Attorney IV, Atty. Gregory A. Nueva Head/Acting Head/OIC</i>

	<p>1.2 The Head/ Acting Head/OIC of Legal will act on the complaint or assign a lawyer to handle the case</p>	No ne	1 working day	<p>Atty. Gregory A. Nueva, <i>Head/Acting Head/OIC. Legal Department</i></p>
	<p>1.3 Evaluate and assess the WBR as to sufficiency and adequacy of the contents</p> <p>If found meritorious: Draft a Referral Letter to the Office of the Government Corporate Counsel (GOCC) and a Reply Letter to the complainant</p> <p>If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting Documents</p>	None	6 working days	<p>Atty. Gregory A. Nueva, <i>Head/ Acting Head/OIC, Assigned Lawyer, LEgal Department</i></p>

	1.4 Review the letter/s and route to the COO for comments and/or approval and signature	No ne	4 working days	
	1.5 Review the comments or recommendations of the COO such letter/s	None	4 working days	<i>Atty. Gregory A. Nueva, Head/ Acting Head/OIC, Assigned Lawyer, Legal Department</i>
	1.6 Review and send to the COO for final approval	No ne	3 working days	<i>Atty. Gregory A. Nueva, Head/ Acting Head/ OIC, Legal Department</i>
	1.7 Route the signed letter/s to the a) appropriate government agency or tribunal b) complainant for sending out and log the same for transmittal	No ne	1 working day	<i>Mikee Florence Antonio, Legal Secretary, David Marvin Velayo, Legal Researcher, Kristine Heizelle Aclan Legal Assistant, Attorney II, Attorney IV, Atty. Gregory A. Nueva, Head/Acting Head/OIC,</i>

				<i>Legal Department</i>
TOTAL PROCESSING TIME		None	20 working days	

<i>For Complaints Submitted via Whistleblowing Portal</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complaint [Whistleblowing Report(s) (WBR)] to the Whistleblowing (WB) Portal (https://www.tpb.gov.ph/whistleblowingpolicy/)	1.1 Record in the Log Monitoring Sheet and print the Whistleblowing Report(s) (WBR) and endorse to the Head/Acting Head/OIC of the Legal Department	None	1 working day	<i>Mikee Florence Antonio/ Kristine Heizelle Aclan/ Marvin David Velayo, Legal Department</i>
	1.2 The Head/Acting Head/OIC of Legal Department will act on the complaint or assign a lawyer to handle the case	None	1 working day	<i>Atty. Gregory A. Nueva, Head/ Acting Head/OIC, Legal Department</i>

	<p>1.3 Evaluate and assess the WBR as to sufficiency and adequacy of the contents</p> <p>If found meritorious: Draft a Referral Letter to the Office of the Government Corporate Counsel (GOCC) and a Reply Letter to the complainant</p> <p>If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting Documents</p>	None	6 working days	<i>Atty. Gregory A. Nueva, Head/Acting Head/OIC/ Assigned Lawyer, Legal Department</i>
	<p>1.4 Review the letter/s and route to the COO for comments</p>	None	4 working days	<i>Mikee Florence Antonio, Legal Secretary,</i>

	and/or approval and signature			<i>David Marvin Velayo, Legal Researcher, Kristine Heizelle Aclan Legal Assistant, Attorney II, Attorney IV, Atty. Gregory A. Nueva, Head/Acting Head/OIC, Legal Department</i>
	1.5 Review the comments or recommendations of the COO on such letter/s	None	4 working days	<i>Atty. Gregory A. Nueva, Head/Acting Head/OIC, Assigned Lawyer, Legal Department</i>
	1.6 Review and send to the COO for final approval	None	3 working days	<i>Atty. Gregory A. Nueva, Head/Acting Head/OIC, Legal Department</i>
	1.7 Route the signed letter/s to the a) appropriate government agency or tribunal b) complainant for sending	None	1 working day	<i>Mikee Antonio Aclan Legal Secretary, Davon Marvin Velayo Legal Researcher, Kristine Heizelle Aclan</i>

	out and log the same for transmittal			<i>Legal Assistant, Attorney II, Attorney IV, Atty. Gregory A. Nueva, Head/Acting Head/OIC, Legal Department</i>
TOTAL PROCESSING TIME		None	20 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 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>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) 1-2782 -Anti-Red Tape Authority (ARTA)</p>

CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: _____ Sex: ☐ Male ☐ Female

Age: _____

Region of residence: _____

Service Aailed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing time among others.

CC1 Which of the following best describes your awareness of a CC?

- ☐ 1. I know what a CC is and I saw this office's CC.
- ☐ 2. I know what a CC is but I did NOT see this office's CC.
- ☐ 3. I learned of the CC only when I saw this office's CC.
- ☐ 4. I do not know what a CC is and I did not see on in this office. (Answer 'N/A on

CC2 & CC3)

CC2 If aware of CC (answered 1-3 in CC1). Would you say that the CC of this office was ...?

- | | |
|--|--|
| <input type="checkbox"/> 1. Easy to see | <input type="checkbox"/> 4. Not visible at all |
| <input type="checkbox"/> 2. Somewhat easy to see | <input type="checkbox"/> 5. N/A |
| <input type="checkbox"/> 3. Difficult to see | |

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in the transaction?

- | | |
|--|--|
| <input type="checkbox"/> 1. Helped very much | <input type="checkbox"/> 4. Did not help |
| <input type="checkbox"/> 2. Somewhat helped | <input type="checkbox"/> 5. N/A |

INSTRUCTIONS: For SQD 0-8, please put a check mark (✓) on the column the best corresponds to your answer.

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed						
SQD1. I spent a reasonable amount of time for my transaction						
SQD2. The office followed the transaction's requirements and steps based on the information provided						
SQD3 . The steps I need to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website						
SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
SQD6. I feel the office was fair to everyone , or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the						

government office, or (if denied) denial of request was sufficiently explained to me.						
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Suggestions on how we can further improve our services (optional):

Email address (optional):

LIST OF OFFICES/ DEPARTMENTS

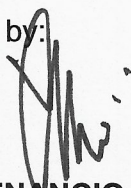
LIST OF OFFICES/ DEPARTMENT

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

Approved by:



ATTY. VENANCIO C. MANUEL III
Officer-in-Charge
Office of the Chief Operating Officer
Tourism Promotions Board Philippines