



TOURISM PROMOTIONS BOARD PHILIPPINES

# CITIZEN'S CHARTER

## 2025, 1st Edition

# Agency Profile

## 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

## 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

TPB IS THE LEADING  
ORGANIZATION IN MARKETING  
THE PHILIPPINES AS THE  
PREFERRED DESTINATION FOR  
SUSTAINABLE, UNIQUELY  
DIVERSE AND EXPERIENTIAL  
TRAVEL.

## 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.



# Strategy Map

## CORE VALUES

**A** DAPTABILITY

**G** ROWTH

**I** NTEGRITY

**L** EADERSHIP

**E** XCELLENCE

**VISION:** TPB is the leading organization in marketing the Philippines as the preferred destination for sustainable, uniquely diverse and experiential travel

### CUSTOMERS/ STAKEHOLDERS

SO 1: Promote the Philippines as a Top of Mind Tourism Destination

SO 2: Intensify Stakeholder Awareness

SO 3: Improve on the Satisfaction of Customers and Stakeholders

### FINANCIAL

SO 4: Maintain Efficient, Accountable, and Transparent Financial Processes and Systems

### INTERNAL PROCESS

SO 5: Maintain Efficient, Accountable, and Transparent Administrative Processes and Systems

### LEARNING & GROWTH

SO 6: Sustain a culture of organizational engagement that fosters effective performance, lifelong learning, and growth

## MISSION :

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

## **INTERNAL SERVICES**

Processing of Claims and Payments

Request for Certification and Service Record  
(Internal and External Walk-in Clients)

Request for Certificate of No Pending /  
With Pending Administrative Case

## **EXTERNAL SERVICES**

TPB Membership Program

Handling of Whistleblowing Reports

Request for Certification and Service Record  
(External Clients - Separated Employees)



# INTERNAL SERVICES

## 1. 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 highly technical since the total processing time covers 15 working days.

<b>Office or Division:</b>	Finance Department- Accounting and Budget Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	TPB Personnel

## 1. PROCESSING OF CLAIMS AND PAYMENTS

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

## 1. PROCESSING OF CLAIMS AND PAYMENTS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<p>Janten Andrei E. Cunanan <i>Budget Officer II</i></p> <p>Jemary Lizbeth Cangco <i>Budget Officer III</i></p> <p>Riezel R. Umali <i>Budget Officer II</i></p> <p>Irene U. Francisco <i>Budget Division Head</i></p>

## 1. PROCESSING OF CLAIMS AND PAYMENTS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>2.2</b> The Budget Division forwards the signed BURS and other documents to the Accounting Division for processing of payment.	None	2 working days	Janten Andrei E. Cunanan ( <i>B.O II</i> ) Jemary Lizbeth Cangco ( <i>B.O. III</i> ) Riezel R. Umali ( <i>B.O. II</i> ) Irene U. Francisco <i>Budget Division Head</i>
<b>3.</b> Receives the signed BURS and other documents to the Accounting for Review.	<b>3.1</b> 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 <i>Financial Analyst II</i> Accounting Division

## 1. PROCESSING OF CLAIMS AND PAYMENTS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>3.2</b> The Accounting Division fills out DV details and prepares BIR Forms 2306 and 2307	None	4 hours	Wilfredo Quero III <i>Financial Analyst II, Accounting Division</i>
<b>4.</b> The Authorized signatories sign and approve the DV.	<b>4.1</b> 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 Alor <i>Acting Head/OIC Accounting Division</i>  Jomar D. Tagao <i>Manager/OIC Finance Department</i>  Atty. Venancio C. Manuel III <i>DCOO/OIC for Corporate Affairs</i>  Maria Margarita Montemayor Nograles <i>Chief Operating Officer/OIC Chairperson/ Alternate Signatory</i>

## 1. PROCESSING OF CLAIMS AND PAYMENTS

CLIENT STEPS	AGENCY ACTIONS	FEEs TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>5.</b> Prepares the Check/ADA and ACIC	<b>5.1</b> The Cashier prepares Check/ ADA/ and ACIC.	None	1 working day	Marites Bathan <i>Cashier</i>
<b>6.</b> The Authorized Signatories approve/Count ersign Checks/ADA	<b>6.1</b> 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
<b>7.</b> Release of payment and remit the ADA/ACIC to the bank.	<b>7.1</b> The Cashier Unit releases the signed Checks to Claimants and remits the ADA/ACIC to the bank.	None	1 hour	Marites Bathan <i>Cashier</i>
<b>TOTAL TIME</b>			<b>15 working days</b>	

## 2. 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.

<b>Office or Division:</b>	Personnel and Human Resources Development Division (PHRDD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	All active TPB employees (Internal)

## 2. Request for Certification and Service Record

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"><li>● One (1) original copy of Request for Certification / Service Record Form</li><li>● One (1) photocopy of Office/Travel Order/Special Order (if applicable)</li></ul>		TPB ISO Quality Forms Google Drive Files		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For Face-to-Face requests/walk-in internal clients</b>  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 <i>HRMO III</i> <i>PHRDD Personnel</i>
	1.2 Review and sign the certification/service record		30 minutes	Rossandra Amythea Q. Cayago <i>Acting Head, PHRDD</i>
	1.3 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 <i>HRMO III/</i> <i>PHRDD Personnel</i>
TOTAL PROCESSING TIME			1 working day	

## 2. 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.

<b>Office or Division:</b>	Personnel and Human Resources Development Division (PHRDD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Former TPB employees (External Walk-in Clients)

## 2. Request for Certification and Service Record

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>One (1) original copy of Request for Certification / Service Record Form</li> <li>Former Email Request (if applicable)</li> </ul>		TPB ISO Quality Forms Google Drive Files		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting existing employees may request for certification/service record through email addressed to PHRDD at <a href="mailto:cpbphrdd@tpb.gov.ph">cpbphrdd@tpb.gov.ph</a>	1.1 Receive request form and/or acknowledge the email.	None	1 hour	Hazel Francisco <i>HRMO III</i> <i>PHRDD Personnel</i>

## 2. Request for Certification and Service Record

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>One (1) original copy of Request for Certification / Service Record Form</li> <li>Former Email Request (if applicable)</li> </ul>		TPB ISO Quality Forms Google Drive Files		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For purposes of employee verification of old file records	1.2 Verify with the PHRDD old filing or archive files the existence of former employees' service record		4 hours	<i>PHRDD Personnel</i>
	1.3 Prepare draft Requested certification/ service record based on the retrieve record		30 minutes / 1 hour	Hazel Francisco <i>HRMO III</i> <i>PHRDD Personnel</i>
	1.4 Review and sign the certification/ service record		30 minutes / 1 hour	Rossandra Amythea Q. Cayago <i>Acting Head, PHRDD</i>

## 2. Request for Certification and Service Record

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>One (1) original copy of Request for Certification / Service Record Form</li> <li>Former Email Request (if applicable)</li> </ul>		TPB ISO Quality Forms Google Drive Files		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Inform the requesting former employee once the certification/ service record has been signed by the PHRDD Division Chief and is ready for pick-up		10 minutes	Hazel Francisco <i>HRMO III</i> <i>PHRDD Personnel</i>
TOTAL PROCESSING TIME			1 working day	

### 3. 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.

<b>Office or Division:</b>	<b>Legal Department</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>
<b>Who may avail:</b>	<b>TPB officials and employees</b>

### 3. Request for Certificate of No Pending/ With Pending Administrative Case

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 document (if applicable)	1.1 Assess the request sent via email and record entries	None	Within 3 hours from receipt	Julio Jurado, <i>Legal Assistant</i>  Mica Tagle, <i>Legal Secretary, Legal Department</i>
	1.2. Assign the request to the Lawyer/ Legal Researcher/ Legal Staff	None		Atty. Gregory A. Nueva <i>Manager, Legal Department</i>

### 3. 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		
	1.3. Check the records of pending cases	None	Within 1 working day & 18 hours from receipt of request form	Julio Jurado, <i>Legal Assistant</i>
	1.4. Prepare the Certificate of No Pending/With Pending Administrative Case			Mica Tagle, <i>Legal Secretary, Legal Department</i>
	1.5. Approve the Certificate of No Pending/With Pending Administrative Case			Atty. Gregory A. Nuega <i>Manager, Legal Department</i>

### 3. 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	2.1. Release signed Certificate of No Pending/With Pending Administrative Case	None	Within 3 hours from receipt of approved certificate	Julio Jurado, <i>Legal Assistant</i>  Mica Tagle <i>Legal Secretary, Legal Department</i>
TOTAL PROCESSING TIME			2 working days	



# EXTERNAL SERVICES

## 1. TPB Membership Application

To assess and process the application for membership of stakeholders

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

## 1. TPB Membership Application

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Valid</b> 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)	

# 1. TPB Membership Application

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <b>Fill-out</b> the TPB Membership Online Application Form and submit requirements.	1.1 Receive the TPB Membership Online Application Form and its attachments	None	2 days	Jedd Francis R. De Luna <i>Market Specialist II</i>
	1.2 Assessment of TPB Membership Application Form and verification of client's DOT Accreditation.			Aaron Christian Alarin <i>Project Development Officer II</i>
	1.3 Preparation of Statement of Account (SOA).		1 day	Sandy T. Vargas Sarah Cruz <i>Financial Analyst</i>
	1.4 Issuance of SOA.			

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## 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.

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

## 2. Handling of Whistleblowing Reports (WBR) / Referral

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 <a href="https://www.tpb.gov.ph/whistleblowingportal/">https://www.tpb.gov.ph/whistleblowingportal/</a>
Supporting documents to the complaint/report as may be deemed necessary by the complainant (1 photocopy or 1 soft copy)	Complainant

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *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, 6 <sup>th</sup> Floor 5Ecom Center, Harbor Drive, MOA Complex, Pasay City	1.1. Issue Official Acknowledgment Receipt – Record in the Log Book	None	1 working day	Enrico Mercado, <i>Records Officer I, Office of the DCOO for Corporate Affairs</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Written Letter*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Scan the document and endorse to the Head/Acting Head/OIC of the Legal Department	None	1 working day	Enrico Mercado, <i>Records Officer I, Office of the DCOO for Corporate Affairs</i>
	1.3. The Head/ Acting Head/OIC of Legal will act on the complaint or assign a lawyer to handle the case	None	1 working day	Atty. Gregory A. Nueva <i>Manager, Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Written Letter*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><b>1.4</b> The Head/Acting Head/ OIC or assigned lawyer will 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	1 working day	Atty. Gregory A. Nuega <i>Manager, Assigned Lawyer Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Written Letter*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>1.5</b> Review the letter/s and route to the COO for comments and/or approval and signature	None	6 working days	Mica Tagle <i>Legal Secretary</i>  David Marvin Velayo, <i>Legal Researcher</i>  Julio Jurado <i>Legal Assistant</i>  <i>Attorney II</i>  <i>Attorney IV</i>  Atty. Gregory A. Nueva, <i>Manager/OIC, Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Written Letter*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review the comments or recommendations of the COO such letter/s	None	6 working days	Atty. Gregory A. Nueva, <i>Manager, Assigned Lawyer Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Written Letter*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Review and send to the COO for final approval	None	2 working day	Atty. Gregory A. Nuega <i>Manager, Assigned Lawyer, 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	Mica Tagle <i>Legal Secretary</i>  David Marvin Velayo <i>Legal Researcher</i>  Julio Jurado <i>Legal Assistant Legal Department</i>
TOTAL PROCESSING TIME			19 working days	

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *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	1 working day	Mica Tagle <i>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	1 working day	Mica Tagle <i>Legal Secretary Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Face-to-Face*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Hear or endorse the WBR to the Head/Acting Head/OIC of the Legal Department None 1 day Atty. Gregory A. Nuega, Acting Head/ Assigned Lawyer, Legal Department Department t/ for further action/s	None	1 working day	Atty. Gregory A. Nuega <i>Manager/Assigned Lawyer Legal Department</i>
	1.4 The Head/ Acting Head/ OIC of Legal Department t will act on the complaint or assign a lawyer to handle the case	None	1 working day	Atty. Gregory A. Nuega <i>Manager/Assigned Lawyer Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Face-to-Face*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><b>1.5</b> 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	4 working days	Atty. Gregory A. Nuega <i>Manager/Assigned Lawyer Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Face-to-Face*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>1.6</b> Review the letter/s and route to the COO for comments and/or approval and signature	None	4 working days	Mica Tagle <i>Legal Secretary</i>  David Marvin Velayo, <i>Legal Researcher</i>  Julio Jurado <i>Legal Assistant</i>  <i>Attorney II</i>  <i>Attorney IV</i>  Atty. Gregory A. Nuega, <i>Manager/OIC,</i> <i>Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Face-to-Face*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>1.7</b> Review the comments or recommendations of the COO such letter/s	None	4 working days	Atty. Gregory A. Nuega <i>Manager/Assigned Lawyer Legal Department</i>
	<b>1.8</b> Review and send to the COO for final approval	None	2 working days	Atty. Gregory A. Nuega <i>Manager/Acting Head/OIC Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Face-to-Face*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>1.9</b> 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	Mica Tagle <i>Legal Secretary</i>  David Marvin Velayo <i>Legal Researcher</i>  Julio Jurado <i>Legal Assistant</i>  <i>Attorney II</i>  <i>Attorney IV</i>  Atty. Gregory A. Nueva <i>Manager/Acting Head/OIC, Legal Department</i>
<b>TOTAL PROCESSING TIME</b>			<b>19 working days</b>	

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *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	<p>Mica Tagle <i>Legal Secretary</i></p> <p>David Marvin Velayo <i>Legal Researcher</i></p> <p>Julio Jurado <i>Legal Assistant</i></p> <p><i>Attorney II</i></p> <p><i>Attorney IV</i></p> <p>Atty. Gregory A. Nueva <i>Manager/Acting Head/OIC, Legal Department</i></p>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via E-mail*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>1.2</b> 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	Atty. Gregory A. Nuega, <i>Manager/ Acting Head/OIC, Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via E-mail*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><b>1.3</b> Evaluate and assess the WBR as to sufficiency and adequacy of the contents</p> <ul style="list-style-type: none"><li>• If found meritorious: Draft a Referral Letter to the Office of the Government Corporate Counsel (GOCC) and a Reply Letter to the complainant</li><li>• If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting documents</li></ul>	None	6 working days	Atty. Gregory A. Nuega <i>Manager/Acting Head/OIC/ Assigned Lawyer, Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via E-mail*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>1.4</b> Review the letter/s and route to the COO for comments and/or approval and signature	None	4 working days	
	<b>1.5</b> Review the comments or recommendations of the COO on such letter/s	None	4 working days	Atty. Gregory A. Nuega <i>Manager/Acting Head/OIC, Assigned Lawyer Legal Department</i>
	<b>1.6</b> Review and send to the COO for final approval	None	2 working days	Atty. Gregory A. Nuega <i>Manager/Acting Head/OIC, Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via E-mail*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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	None	1 working day	Mica Tagle <i>Legal Secretary</i>  David Marvin Velayo <i>Legal Researcher</i>  Julio Jurado <i>Legal Assistant</i>  <i>Attorney II</i>  <i>Attorney IV</i>  Atty. Gregory A. Nuega <i>Manager/Acting Head/OIC,</i> <i>Legal Department</i>
TOTAL PROCESSING TIME			19 working days	

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Whistleblowing Portal*

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 ( <a href="https://www.tpb.gov.ph/whistleblowingpolicy/">https://www.tpb.gov.ph/whistleblowingpolicy/</a> )	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	Mica Tagle <i>Legal Secretary</i>  David Marvin Velayo <i>Legal Researcher</i>  Julio Jurado <i>Legal Assistant</i> <i>Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Whistleblowing Portal*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>1.2</b> 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	Atty. Gregory A. Nuega, <i>Manager/Acting Head/OIC, Legal Department</i>
	<b>1.3</b> Evaluate and assess the WBR as to sufficiency and adequacy of the contents	None	6 working days	Atty. Gregory A. Nuega <i>Manager/Acting Head/OIC, Assigned Lawyer, Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Whistleblowing Portal*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>If found meritorious:</i> Draft a Referral Letter to the Office of the Government Corporate Counsel (GOCC) and a Reply Letter to the complainant</p> <p><i>If found without merit:</i> Draft a reply to the complainant stating inadequacy and/or request for supporting Documents</p>			

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Whistleblowing Portal*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Review the letter/s and route to the COO for comments and/or approval and signature	None	4 working days	Mica Tagle <i>Legal Secretary</i>  David Marvin Velayo <i>Legal Researcher</i>  Julio Jurado <i>Legal Assistant</i>  <i>Attorney II</i>  <i>Attorney IV</i>  Atty. Gregory A. Nueva <i>Manager/Acting Head/OIC,</i> <i>Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Whistleblowing Portal*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>1.5</b> Review the comments or recommendations of the COO on such letter/s	None	4 working days	Atty. Gregory A. Nuega <i>Manager/Acting Head/OIC, Assigned Lawyer Legal Department</i>
	<b>1.6</b> Review and send to the COO for final approval	None	2 working days	Atty. Gregory A. Nuega, <i>Manager/Acting Head/OIC Legal Department</i>

## 2. Handling of Whistleblowing Reports (WBR) / Referral

### *For Complaints Submitted via Whistleblowing Portal*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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	None	1 working day	Mica Tagle <i>Legal Secretary</i>  David Marvin Velayo <i>Legal Researcher</i>  Julio Jurado <i>Legal Assistant</i>  <i>Attorney II</i>  <i>Attorney IV</i>  Atty. Gregory A. Nueva <i>Manager/Acting Head/OIC, Legal Department</i>
TOTAL PROCESSING TIME			19 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.

<b>Office or Division:</b>	Personnel and Human Resources Development Division (PHRDD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Former TPB employees (External Clients)

### 3. Request for Certification and Service Record

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>One (1) original copy of Request for Certification / Service Record Form</li> <li>One (1) photocopy of Office/Travel Order/Special Order (if applicable)</li> </ul>		TPB ISO Quality Forms Google Drive Files		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For face-to-face 2 hours requests/walk-in external clients</b>  1. Requesting employees must fill up a request for certification/service record form (QF-PHRD-21) and submit it to the PHRDD.	1.1 Receive request and draft requested certification/ service record  1.2 Review and sign the certification/service record	None	2 hours        30 minutes to 1 hour	Hazel Francisco <i>HRMO III</i> <i>PHRDD Personnel</i>        Rossandra Amythea Q. Cayago <i>Acting Head, PHRDD</i>

### 3. Request for Certification and Service Record

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For purposes of official travel abroad please attach a copy of the signed Travel or Special Order.	<b>1.3</b> Inform requesting employee once the certification/service record has been signed by the PHRDD Division Chief and is ready for pick-up.	None	10 minutes	Hazel Francisco <i>HRMO III</i> <i>PHRDD Personnel</i>
<b>TOTAL PROCESSING TIME</b>			<b>1 working day</b>	

### 3. Request for Certification and Service Record

<b>Office or Division:</b>	Personnel and Human Resources Development Division (PHRDD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Former TPB employees (External Clients)

### 3. Request for Certification and Service Record

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>One (1) original copy of Request for Certification / Service Record Form</li> <li>Former Email Request (if applicable)</li> </ul>		TPB ISO Quality Forms Google Drive Files		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting existing employees may request for certification/service record through email addressed to PHRDD at <a href="mailto:cpbphrdd@tpb.gov.ph">cpbphrdd@tpb.gov.ph</a>	1.1 Receive request form and/or acknowledge the email.	None	1 hour	Hazel Francisco <i>HRMO III</i> <i>PHRDD Personnel</i>

### 3. Request for Certification and Service Record

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>One (1) original copy of Request for Certification / Service Record Form</li> <li>Former Email Request (if applicable)</li> </ul>		TPB ISO Quality Forms Google Drive Files		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For purposes of employee verification of old file records	<b>1.2</b> Verify with the PHRDD old filing or archive files the existence of former employees' service record		4 hours	<i>PHRDD Personnel</i>
	<b>1.3</b> Prepare draft Requested certification/ service record based on the retrieve record		30 minutes / 1 hour	Hazel Francisco <i>HRMO III</i> <i>PHRDD Personnel</i>
	<b>1.4</b> Review and sign the certification/ service record		30 minutes / 1 hour	Rossandra Amythea Q. Cayago <i>Acting Head, PHRDD</i>

### 3. Request for Certification and Service Record

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>One (1) original copy of Request for Certification / Service Record Form</li> <li>Former Email Request (if applicable)</li> </ul>		TPB ISO Quality Forms Google Drive Files		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>1.5</b> Inform the requesting former employee once the certification/ service record has been signed by the PHRDD Division Chief and is ready for pick-up		10 minutes	Hazel Francisco <i>HRMO III</i> <i>PHRDD Personnel</i>
<b>TOTAL PROCESSING TIME</b>			<b>1 working day</b>	

## How to send feedback/complaint

Answer the feedback form and drop it at the designated drop box located in the lobby of the Tourism Promotions Board Office.

You may also fill out the online feedback form available on the TPB website or thru a QR code provided by our TPB personnel.

You may also get in touch with our Assistant Relations Officer/Relations Officer at 8525-9318 to 27 or email address: [info@tpb.gov.ph](mailto:info@tpb.gov.ph) or write to us at:

Tourism Promotions Board  
6/F Five-Ecom Center, Harbor Drive  
Mall of Asia Complex  
Pasay City, Philippines

**Contact Information of PCC, CCB and  
ARTA**

**ARTA: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)**

**8888-Presidential Complaints Center  
(PCC)**

**0908-881-6565 – CSC Contact Center ng  
Bayan**

**1-2782- Anti-Red Tape Authority**

# THANK YOU AND MABUHAY!



**ADVISORY**

Consistent with the thrust of public accountability and the procurement principles of **INTEGRITY**, **ACCOUNTABILITY** and **TRANSPARENCY**, the Tourism Promotions Board (TPB) issues this reminder and warning to all bidders and the general public that it prohibits the acceptance and solicitation of money, goods, favors or any items of value for any financial gain from contractors, consultants, suppliers and service providers, and other entities.

There might be unscrupulous individuals, entities or groups, pretending or posing as member(s) of TPB-BAC, the TWG and Secretariat, or using the name or identities of TPB officials and personnel, for personal or financial gain. TPB condemns these misrepresentations and activities in no uncertain terms, and categorically deny any involvement or participation in these unlawful, unconscionable and deplorable schemes.

Moreover, as part of TPB's corporate good governance, TPB adopts a "No Gift Policy" whereby *"The Corporation, its officers and employees, shall NOT SOLICIT OR ACCEPT, directly or indirectly, any gift, gratuity, favor, entertainment, loan, or use, anything of monetary value from a person, groups, associations, or juridical entities, whether from the public or the private sectors, at any time, on or off the work premises, in the course of their official duties or in connection with any operation being regulated by, or any transaction which may be affected by the functions of their office."*

TPB upholds ethics and accountability in the delivery of services to the public in accordance with its mandate, and it condemns any corrupt, fraudulent actions, or any conduct that compromises the integrity of the corporation.

The public is warned that any attempt to precipitate corrupt and illegal activities shall be dealt and sanctioned in accordance with the law. It is also respectfully requested to report individuals, entities or groups, representing, soliciting, asking or requesting money or contribution, or any alleged favors concerning procurement activities, exchange or facilitation for the release of public funds, and other similar illegal and nefarious activities to the email address at [bac\\_sec@tpb.gov.ph](mailto:bac_sec@tpb.gov.ph).