



TOURISM PROMOTIONS BOARD PHILIPPINES



SCAN ME

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.

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.

TPBPHL Strategy Map



EXTERNAL SERVICES

TPB Membership Program

Handling of Whistleblowing Reports

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

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:	Highly Technical
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)	

1. 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	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 <i>Financial Analyst</i>
	1.4 Issuance of SOA.			

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1. TPB Membership Application

CLIENT STEPS	AGENCY ACTIONS	FEE 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	N/A	N/A
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.	None	3 days 1 day	Sandy T. Vargas Jr. <i>Financial Analyst Finance Department</i> Jedd Francis De Luna <i>Market Specialist II</i> Aaron Christian Alarin <i>Project Development Officer II</i>
TOTAL PROCESSING TIME			7 working day	

Note: This process may be granted a one-time extension as allowed by RA 11032.

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DEPARTMENT OF TOURISM
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1. TPB Membership Application

CLIENT STEPS	AGENCY ACTIONS	FEE 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	N/A	N/A
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.	None	3 days 1 day	Sandy T. Vargas Jr. <i>Financial Analyst Finance Department</i> Jedd Francis De Luna <i>Market Specialist II</i> Aaron Christian Alarin <i>Project Development Officer II</i>
TOTAL PROCESSING TIME			7 working day	

Note: This process may be granted a one-time extension as allowed by RA 11032.

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CITIZEN'S CHARTER (2025, 1st Edition)

1. TPB Membership Application

CLIENT STEPS	AGENCY ACTIONS	FEE 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	N/A	N/A
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.	None	3 days 1 day	Sandy T. Vargas Jr. <i>Financial Analyst Finance Department</i> Jedd Francis De Luna <i>Market Specialist II</i> Aaron Christian Alarin <i>Project Development Officer II</i>
TOTAL PROCESSING TIME			7 working day	

Note: This process may be granted a one-time extension as allowed by RA 11032.

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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.

Office or Division:	Legal Department
Classification:	Highly Technical
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

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

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>1.4 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
	1.5 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> Atty. Cheska Q. Wee <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. Nuega, <i>Manager, Assigned Lawyer Legal Department</i>
	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>

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
	1.8 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</i> <i>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</i> <i>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</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
	1.3 Hear or endorse the WBR to the Head/Actin g Head/OIC of the Legal None 1 day Atty. Gregory A. Nuega, Acting Head/ Assigned Lawyer, Legal Department 44 Department t/ for further action/s	None	1 working day	Atty. Gregory A. Nuega <i>Manager/Assigned Lawyer</i> <i>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</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
	<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	4 working days	Atty. Gregory A. Nueva <i>Manager/Assigned Lawyer</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
	1.6 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> Atty. Cheska Q. Wee <i>Attorney II</i> <i>Attorney IV</i> Atty. Gregory A. Nueva, <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
	1.7 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>
	1.8 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
	1.9 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> Atty. Cheska Q. Wee <i>Attorney II</i> <i>Attorney IV</i> Atty. Gregory A. Nuega <i>Manager/Legal Department</i>
TOTAL PROCESSING TIME			19 working days	

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>Atty. Cheska Q. Wee <i>Attorney II</i></p> <p><i>Attorney IV</i></p> <p>Atty. Gregory A. Nuega <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
	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	Atty. Gregory A. Nueva, <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>1.3 Evaluate and assess the WBR as to sufficiency and adequacy of the contents</p> <ul style="list-style-type: none"> • If found meritorious: Draft a Referral Letter to the Office of the Government Corporate Counsel (GOCC) and a Reply Letter to the complainant • If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting documents 	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
	1.4 Review the letter/s and route to the COO for comments and/or approval and signature	None	4 working days	
	1.5 Review the comments or recommendations of the COO on such letter/s	None	4 working days	Atty. Gregory A. Nueva <i>Manager/Acting Head/OIC, Assigned Lawyer Legal Department</i>
	1.6 Review and send to the COO for final approval	None	2 working days	Atty. Gregory A. Nueva <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> Atty. Cheska Q. Wee <i>Attorney II</i> <i>Attorney IV</i> Atty. Gregory A. Nuega <i>Manager/Legal Department</i>
TOTAL PROCESSING TIME			20 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
<p>1. Submit the complaint [Whistleblowing Report(s) (WBR)] to the Whistleblowing (WB) Portal (https://www.tpb.gov.ph/whistleblowingpolicy/)</p>	<p>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</p>	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> <i>Legal Department</i></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
	1.2 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	Atty. Gregory A. Nueva, <i>Manager/Acting Head/OIC, Legal Department</i>
	1.3 Evaluate and assess the WBR as to sufficiency and adequacy of the contents	None	6 working days	Atty. Gregory A. Nueva <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	<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>Atty. Cheska Q. Wee <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 Whistleblowing Portal

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Review the comments or recommendations of the COO on such letter/s	None	4 working days	Atty. Gregory A. Nueva <i>Manager/Acting Head/OIC, Assigned Lawyer Legal Department</i>
	1.6 Review and send to the COO for final approval	None	2 working days	Atty. Gregory A. Nueva, <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> Atty. Cheska Q. Wee <i>Attorney II</i> <i>Attorney IV</i> Atty. Gregory A. Nueva <i>Manager/Legal Department</i>
TOTAL PROCESSING TIME			19 working days	

3. Request for Certification and Service Record

Office or Division:		Personnel and Human Resources Development Division (PHRDD)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Former TPB employees (External Walk-in Clients)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> One (1) original copy of Request for Certification / Service Record Form Former Email Request (if applicable) 		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 cpbphrdd@tpb.gov.ph	1.1 Receive request form and/or acknowledge the email.	None	1 hour	Hazel Francisco HRMO III PHRDD Personnel

3. Request for Certification and Service Record

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> One (1) original copy of Request for Certification / Service Record Form Former Email Request (if applicable) 		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 to 1 hour	Hazel Francisco <i>HRMO III</i> <i>PHRDD Personnel</i>
	1.4 Review and sign the certification/ service record		30 minutes to 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"> One (1) original copy of Request for Certification / Service Record Form Former Email Request (if applicable) 		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

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 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

**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.