



# **MUNICIPAL TOURISM OFFICE**

Frontline Services



## Service 1. Issuance of Clearance to Primary Tourism Establishments

Issuance of clearance to Primary Tourism Establishments as a pre-requisite for the processing of Business Permits

<b>Office or Division:</b>	Municipal Tourism Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government – to - Client
<b>Who may avail:</b>	Private Tourism Enterprises/Businesses
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>New Application:</b>	
A. Barangay Clearance	Office of the Punong Barangay where the clients reside
B. Community Tax Clearance	Office of the Barangay Treasurer where the clients reside/Municipal Treasurers Office
C. Police Clearance	PNP-Municipal Office
D. Sanitary Permit	Municipal Sanitary Inspector-RHU
E. Fire Safety Clearance	Municipal Fire Marchal Office
F. DTI Business Name/SEC Registration	DTI-Municipal Negosyo Center/SEC Office
G. Occupancy Permit	Municipal Engineering Office
H. Inspection Report	Municipal Tourism Office
<b>Renewal Application:</b>	
A. Barangay Clearance	Office of the Punong Barangay where the clients reside
B. Community Tax Clearance	Office of the Barangay Treasurer where the clients reside/Municipal Treasurers Office
C. Police Clearance	PNPO
D. Sanitary Permit	Municipal Sanitary Inspector-RHU
E. Fire Safety Clearance	Municipal Fire Marchal Office
F. DTI Business Name/Sec Registration	DTI-Municipal Negosyo Center/SEC Office
G. Occupancy Permit	Municipal Engineering Office
H. BIR Yearly Registration	BIR Office
I. Certificate of DOT Accreditation	DOT Region VI
J. Inspection Report	Municipal Tourism Office



<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book in the office	1. Give the logbook to the client	None	3 minutes	Tourism Receptionist
2. Accomplish Clearance Form	2. Provide a clearance form to be accomplished	None	5 minutes	Project Coordinator(JO) Municipal Tourism Office
3. Submit the required documents to the Project Coordinator for initial assessment and verification	3. Received the required documents and check for validity and completeness	None	15 minutes	Project Coordinator(JO) Municipal Tourism Office  Tourism Operations Assistant
	3.1 Sign the clearance if all the required documents were given	None	5 minutes	Designated Municipal Tourism Officer (DMTO)
	3.2 Record the clearance form issued and give the documents to the owner for processing	None	3 minutes	Project Coordinator(JO) Municipal Tourism Office
4. Get the clearance form signed by the Designated Municipal Tourism Officer with	4. Record the documents released duly acknowledge by the client	None	3 minutes	Project Coordinator(JO) Municipal Tourism Office



attached required documents				
5. Bring the documents to the Municipal Treasurers Office for the next processing	5. Assist clients during the processing of permits  5.1 Secure copy of documents after issuance of Business Permit	None	5 minutes	Project Coordinator(JO) Municipal Tourism Office
<b>TOTAL</b>			<b>39 MINUTES</b>	



## Service 2. Conduct of Inspection and Assessment and Issuance of Inspection Report to Primary Tourism Establishments

Conduct of On-site Inspection prior to Issuance of Inspection Report to Primary Tourism Establishments as one of the requirement for the issuance of Clearance for the processing of business permits

<b>Office or Division:</b>	Municipal Tourism Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government – to - Business
<b>Who may avail:</b>	Private Tourism Enterprises/Businesses
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter request for Inspection	PTEs/Business Owner

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the clients logbook in the office	1. Give the logbook to the client	None	3 minutes	Project Coordinator(JO) Municipal Tourism Office
2. Submit letter request for inspection to Municipal Tourism Office	2. Received and record the communication and forward to DMTO for action	None	5 minutes	Project Coordinator(JO) Municipal Tourism Office
	2.1 Act on the letter request		5 minutes	Designated Municipal Tourism Officer
	2.2 Prepare itinerary of travel		15 minutes	Project Coordinator(JO) Municipal Tourism Office
	2.3 Send communication to the Inspection Team		1 day	
	2.4 Prepare documents needed for		2 hours	



	inspection			
3. Attend during the inspection to discuss the findings and recommendations	3 Conduct on site inspection	None	1 hour	Inspection and Assessment Team
	3.1. Conduct table discussion with the owner about the findings and recommendations	None	1 hour	
	4 Consolidate the findings and recommendation of inspection team.	None	2 hours	Project Coordinator(JO) Municipal Tourism Office
	5 Prepare inspection report for validation and signatures of inspection team	None	2 days	Project Coordinator(JO) Municipal Tourism Office
4. Affix signature for conformity to the Inspection Report	6 Present the inspection report to the client for review and signature	none	5 minutes	Project Coordinator(JO) Municipal Tourism Office
	7 Forward the document to Mayors Office for approval and signature of the Municipal Mayor	None	20 minutes	Project Coordinator(JO) Municipal Tourism Office
	8 Give clients a copy of the report (for attachment to the clearance requirements)	None	5 minutes	Project Coordinator(JO) Municipal Tourism Office
<b>TOTAL</b>			<b>3 DAYS, 6 HOURS AND 58 MINUTES</b>	



### Service 3. Request for Tourism Statistical Data/Documents

Request for the copy of Tourism Development Plan, tourist arrivals, and tourism receipts

<b>Office or Division:</b>	Municipal Tourism Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government – to – Citizen Government – to - Businesses
<b>Who may avail:</b>	Private Tourism Businesses All
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Letter request	Document Requester

<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the clients logbook in the office	1. Give the logbook to the client	none	3 minutes	Project Coordinator(JO) Municipal Tourism Office
2. Submit letter request to the Municipal Tourism Office	2. Receive and record incoming communication	None	5 minutes	Project Coordinator(JO) Municipal Tourism Office
3. Secure order of payment	3. Issue order of payment	50/page	5 minutes	DMTO/Tourism Operations Assistant
4. Pay the required fees at the Municipal Treasurers Office by showing the order of payment	4. Prepare the document in soft or hard copy	None	10 minutes	Project Coordinator(JO) Municipal Tourism Office
		None	1 hour	
5. Present the Official receipt and get the copy of the document requested	5. Check the official receipt and make a copy for office file 5.1 Released	None	5 minutes	



	documents to clients			
<b>TOTAL</b>			<b>1 HOUR AND 28 MINUTES</b>	





**Service 4: Request for Financial Assistance in participation to Tourism Events and other related Cultural Related Activities**

Financial assistance in participation to Tourism Events and other Cultural activities

<b>Office or Division:</b>	Municipal Tourism Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government –to- Government Government – to – Citizen
<b>Who may avail:</b>	Government Agencies Non Government Organizations Government and Private Entities (Schools), Civil Society Organization
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Letter request or Approved Resolution	Requesting Party
2. Project Proposal	Requesting Party

<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the clients logbook in the office	1. Give the logbook to the client	none	3 minutes	Project Coordinator(JO) Municipal Tourism Office
2. Submit letter request with attached project proposal to the Municipal Tourism Office	2. Receive and record incoming communication	None	5 minutes	Project Coordinator(JO) Municipal Tourism Office
	3. Prepare project proposal (clients proposal as the basis)	None	30 minutes	Tourism Operations Assistant
	4. Forward the proposal to DMTO for review and signature	None	15 minutes	Project Coordinator(JO) Municipal Tourism Office  Designated Municipal Tourism Officer



	4.1.Process the project proposal for all signatories	None	2 hours	Project Coordinator(JO) Municipal Tourism Office
	5. Forward the project proposal to Mayors Office for approval	None	10 minutes	Project Coordinator(JO) Municipal Tourism Office
	6. Once the Project Proposal is approved, copy furnish MPDO, Budget Office, Accounting Office, Mayors, Office, Treasurer's Office	None	20 minutes	Project Coordinator(JO) Municipal Tourism Office
	7. Prepare Disbursement Voucher and Obligation Request	None	10 minutes	
	8. Attach approve project proposal for signature of DMTO and the Municipal Mayor	None	10 minutes	
	9. Forward the documents to Budget Office for processing	None	5 minutes	
3. Wait for notification as to the availability of Financial Assistance	6 Inform clients if the financial assistance is already available at the Treasurer's Office	None	2 days	



4. Get the cash or checks at the Municipal Treasurers Office	7 Monitor status of project preparation and implementation	None	3 minutes	
<b>TOTAL</b>			<b>2 DAYS, 3 HOURS AND 51 MINUTES</b>	