

Online Accreditation Process for Tourism Entities/Establishments

Step	Applicant Action	Agency Action	Person Responsible	Office	Duration
1. Online Registration	<ul style="list-style-type: none"> • For New Applicants, log-on to http://accreditationonline.tourism.gov.ph • Indicate the type of entity applied for by answering the 3 registration questions • Fill-out registration form and submit. 	<ul style="list-style-type: none"> • For Renewal, log-on to http://accreditationonline.tourism.gov.ph • Update profile details • Proceed to Step 3 	<ul style="list-style-type: none"> • Applicant 		
2. Verification - <i>For New Applicants only</i> - <i>For Renewal, proceed to Step 3</i>	<ul style="list-style-type: none"> • Once registration is approved, a verification e-mail will be sent to you. Click on the link. You will receive another e-mail which contains further instructions and your new password. Log-in to the site using that new password. 	<ul style="list-style-type: none"> • Approve / Reject Registration 	<ul style="list-style-type: none"> • DOT Officer (Evaluator) 	<ul style="list-style-type: none"> • DOT Accreditation Office 	<ul style="list-style-type: none"> • 24 hours upon receipt
3. Initial Payment	<ul style="list-style-type: none"> • Go to “Payments Tab”. • Generate the Order of Payment and print at least 2 copies. • Bring the Order of Payment to the DOT Cashier and pay the amount due. 	<ul style="list-style-type: none"> • Receive Initial Payment 	<ul style="list-style-type: none"> • DOT Cashier 	<ul style="list-style-type: none"> • DOT Cashier’s Office 	<ul style="list-style-type: none"> • 10 minutes
4. Uploading Documents	<ul style="list-style-type: none"> • Log-in to the system and input payment details. Fill-out details in all available tabs (Main Profile, Employee List, Vehicles, etc) and upload Required Documents. • Submit For Application Processing 	<ul style="list-style-type: none"> • Payment Verification • Inspection of Entity • Evaluation of Documents • Endorse for Approval 	<ul style="list-style-type: none"> • Inspection Chief • Inspector • Payment verifier • Evaluator • Division Chief • Regional Director 	<ul style="list-style-type: none"> • DOT Accreditation Office 	<ul style="list-style-type: none"> • 15 working days after receipt of complete and correct documentary requirements
5. Issuance of Accreditation Certificate	<ul style="list-style-type: none"> • Submit copy of Notarized Application Form to DOT • Make Final Payments • Secure Accreditation Certificate, sticker, ID’s (if any) 	<ul style="list-style-type: none"> • Receive full payment • Release Accreditation Certificate, DOT Sticker/ID 	<ul style="list-style-type: none"> • DOT Cashier • Releasing Officer 	<ul style="list-style-type: none"> • DOT Cashier’s Office • DOT Accreditation Office 	<ul style="list-style-type: none"> • 3 working days upon approval (<i>must have passed the evaluation and inspection</i>) and verification of full payment

Online Accreditation Process for Tourism Frontliners

Step	Applicant Action	Agency Action	Person Responsible	Office	Duration
1. Online Registration	<ul style="list-style-type: none"> • For New Applicants, log-on to http://accreditationonline.tourism.gov.ph • Indicate the type of entity applied for by answering the 3 registration questions • Fill-out registration form and submit. 	<ul style="list-style-type: none"> • For Renewal, log-on to http://accreditationonline.tourism.gov.ph • Update profile details • Proceed to Step 3 	<ul style="list-style-type: none"> • Applicant 		
2. Verification - <i>For New Applicants only</i> - <i>For Renewal, proceed to Step 3</i>	<ul style="list-style-type: none"> • Once registration is approved, a verification e-mail will be sent to you. Click on the link. You will receive another e-mail which contains further instructions and your new password. Log-in to the site using that new password. 	<ul style="list-style-type: none"> • Approve / Reject Registration 	<ul style="list-style-type: none"> • DOT Officer (Evaluator) 	<ul style="list-style-type: none"> • DOT Accreditation Office 	<ul style="list-style-type: none"> • 24 hours upon receipt
3. Initial Payment	<ul style="list-style-type: none"> • Go to “Payments Tab”. • Generate the Order of Payment and print at least 2 copies. • Bring the Order of Payment to the DOT Cashier and pay the amount due. 	<ul style="list-style-type: none"> • Receive Initial Payment 	<ul style="list-style-type: none"> • DOT Cashier 	<ul style="list-style-type: none"> • DOT Cashier’s Office 	<ul style="list-style-type: none"> • 10 minutes
4. Uploading Documents	<ul style="list-style-type: none"> • Log-in to the system and input payment details. Fill-out details in all available tabs (Main Profile, Educational Attainment, etc.) and upload Required Documents. • Submit For Application Processing 	<ul style="list-style-type: none"> • Payment Verification • Evaluation of Documents • Endorse for Approval 	<ul style="list-style-type: none"> • Payment verifier • Evaluator • Division Chief • Regional Director 	<ul style="list-style-type: none"> • DOT Accreditation Office 	<ul style="list-style-type: none"> • 5 working days after receipt of complete and correct documentary requirements
5. Issuance of Accreditation Certificate	<ul style="list-style-type: none"> • Submit copy of Notarized Application Form to DOT • Make Final Payments • Secure Accreditation Certificate, sticker, ID’s (if any) 	<ul style="list-style-type: none"> • Receive full payment • Release Accreditation Certificate, DOT ID 	<ul style="list-style-type: none"> • DOT Cashier • Releasing Officer 	<ul style="list-style-type: none"> • DOT Cashier’s Office • DOT Accreditation Office 	<ul style="list-style-type: none"> • 2 working days upon approval and verification of full payment

Procedures in Filing a Complaint against DOT-Accredited Entities

Step	Complainant Action	Agency Action	Person Responsible	Duration
1.	<p>Make a formal complaint with the following:</p> <ul style="list-style-type: none"> • Name of entity being complained of with complete address • Details of complaint • Name and signature of complainant with complete address, telephone/cellphone number and e-mail address 	<ul style="list-style-type: none"> • Receive complaint letter and forward to Division Chief for assignment • Assign to concerned staff • Prepare and send acknowledgement receipt • Investigate and prepare report/action 	<ul style="list-style-type: none"> • Accreditation Officer • Division Chief • AD Staff / Division Chief • AD Staff / Division Chief / OTSR Director 	<ul style="list-style-type: none"> • 10 minutes • Within 1 day • Within 3 working days upon receipt • 7 working days for simple complaints • 10 working days for complex complaints

For Feedbacks and Suggestions, you may send an email to dot.smed@gmail.com; Send your letter to Standards Monitoring and Enforcement Division,
#351 New Department of Tourism Building, Sen. Gil Puyat Avenue, Makati City