



# DEPARTMENT OF TOURISM

**CITIZEN'S CHARTER  
2024 (1<sup>st</sup> Edition)**



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## **I. Mandate:**

The Department of Tourism (DOT) is mandated to encourage, promote, and develop tourism as a major socio-economic activity to generate foreign currency and local employment and to spread the benefits of tourism to a wider segment of the population with the support, assistance, and cooperation of both the private and public sectors. The DOT assures the safe, convenient, enjoyable stay and travel of foreign and local tourists in the country.

## **II. Vision:**

To develop a globally competitive, environmentally sustainable and socially responsible tourism industry that promotes inclusive growth through employment generation and equitable distribution of income thereby contributing to building a foundation for a high trusted society.

## **III. Mission:**

The Department of Tourism (DOT) shall be the primary government agency charged with the responsibility to encourage, promote, and develop tourism as a major socioeconomic activity to generate foreign currency and employment and to spread benefits of tourism to both the private and the public sector.

## **IV. Service Pledge:**

As your partner in the promotion and development of tourism that seeks to generate revenue, create jobs and livelihood for the Filipinos and ensure the safe, enjoyable and convenient stay of foreign and domestic tourists in the country, we, the officials and employees of the Department of Tourism, do commit to:

- provide sincere and honest service to all clientele regardless of age, gender, nationality as well as cultural and religious orientation;
- render utmost care, urgency and propriety in addressing the needs of every individual and group that seek assistance from the Department;
- maintain decent and upright practices that demonstrate the qualities and ethical standards of good public service;
- act and resolve with promptness on complaints against irregular transactions, unclear rules and regulations, neglect in the performance of duties and responsibilities as well as unsatisfactory behavior of officials and employees; and
- help uplift the morale of the tourism sector by strengthening access to information, service delivery and consultation between the Department and its publics towards good governance.



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## COLLECTION OF PAYMENTS FOR ACCREDITATION AND TRAINING/PARTICIPATION FEES/BID DOCUMENTS

Collectibles in cash or check from the Department of Tourism Stakeholders as payment for Accreditation and Training, Participation Fees and Bid Documents shall be made through an issuance of Order of Payment from the Accreditation Office, Procurement Division and/or Accounting Division.

<b>Office or Division:</b>	<b>Cash Section – General Services Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B –Government to Business Entity G2C –Government to Citizen/Professional Speaker			
<b>Who may avail:</b>	Business Owner/Signatory; or Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment (1 original copy)		Accreditation Office of DOT Accounting Division, PMD, OPMD, PCSSD,		
Acknowledgement Receipt for Direct Payments (ARDP)		PMD, OPMD, TRCRG, PCSSD,		
Cash Payment		Company/Mother Office		
Check Payment ( <i>dated and payable to the Department of Tourism</i> )		Company/Mother Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceeds to DOT Cash Section for payment or pay thru direct deposit/payment	Validates the Order of Payment (OP)  Receives Acknowledgement Receipt (ARDP) For Direct Payments	None	2 minutes	Cashier
Pays the required amount by cash/check OR Thru Bank	Receives and counts/validates the cash/check payment in front of the client OR check pass book if thru Bank	None	7 minutes	Cashier
Receives the Official Receipt or Acknowledgement Receipt (ARDP) For Direct Payments	Issues Official Receipt or Validates the Acknowledgement Receipt (ARDP) For Direct Payments	None	7 minutes	Cashier
<b>TOTAL</b>		None	16 minutes	



## ENDORSEMENT FOR SPECIAL INVESTOR'S RESIDENT VISA

Procedure for the endorsement of qualified foreign investors to the Bureau of Immigration for the availment of the Special Investor's Residents Visa.

<b>Office or Division:</b>	<b>Project and Investment Evaluation Division</b>	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2C (Government to Client)	
<b>Who may avail:</b>	Qualified Foreign Nationals	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>GENERAL REQUIREMENTS</b>		
1. Duly Accomplished and Notarized Application Form (DOT-OTSR Form 003) (3 original copies) Project and Investment Evaluation Division	Project and Investment Evaluation Division	
2. Bank Certificate under oath signed by the Presidents or Senior/ Executive Vice President or officer with a rank not lower than Assistant Vice President or officer of equivalent rank, and proof of inward Remittances converted into pesos (e.g. credit advice, copy of tele graphic transfer, etc.) (3 original copies)	Bank	
3. Bangko Sentral Registration Document of Inward Foreign Direct Investment (1 original copy and 2 certified true copies)	Banko Sentral ng Pilipinas	
4. Photocopy of the biographical page of Applicant's Passport (3 photocopies)	Proponent	
<b>Additional Requirement for Applicant's dependent/s</b>		
5. Photocopy of the biographical page of Applicant's legal spouse and qualified dependent/s, if any (3 photocopies)	Proponent	
6. Copy of Marriage Certificate/Contract of applicant and spouse authenticated by the Philippine Embassy/Consulate (1 original and 2 photocopies)	Proponent	
7. Copy of Birth Certificate/Family/Household registry of the applicant, his spouse and dependent children joining him/her to the Philippines authenticated by the Philippine Embassy/Consulate (1 original and 2 certified true copies)	Proponent	



<b><i>Additional requirements for Applicants applying outside the Philippines OR Applicants residing in the Philippines holding 9(a), 9(b), 9(c) visa</i></b>	
Police clearance duly authenticated by the Philippines Embassy or Consulate (1 original copy, 2 certified true copies or 1 scanned copy)	Police Station (investor's country or place of residence)
Mental Health Certificate (1 original copy, 2 certified true copies or 1 scanned copy)	Competent Mental Health Institution in the Investor's country of place or residence
Medical Health Certificate from duly authorized physician noting that Applicant is not afflicted with AIDS or any loathsome, dangerous, or contagious disease (inclusive of AIDS Test Result) (1 original copy, 2 certified true copies or 1 scanned copy)	Competent Mental Health Institution in the Investor's country of place or residence
<b><i>Additional requirements for Applicants residing in the Philippines and Holder of 9(d), 9(f), 9(g), Sec 13, Sec 13(A) , Sec 13(G), , Sec 13(E) or 47(a) (2) visa</i></b>	
NBI Clearance (1 original copy, 3 certified true copies or 1 scanned copy)	National Bureau of Investigation (NBI) Office
Bureau of Immigration Clearance Certification (1 original copy, 3 certified true copies or 1 scanned copy)	Bureau of Immigration Office
Medical Health Certificate from duly authorized physician noting that Applicant is not afflicted with AIDS or any loathsome, dangerous or contagious disease (inclusive of AIDS Test Result) (1 original copy, 3 certified true copies or 1 scanned copy)	Any competent Medical Institution licensed/accredited by the Philippine Department of Health
Medical Health Certificate on physical fitness to be issued by the National Quarantine Office upon presentation of an AIDS results (1 original copy, 3 certified true copies or 1 scanned copy)	Department of Health - Bureau of Quarantine



<p>Mental Health Certificate (1 original copy, 3 certified true copies or 1 scanned copy)</p>	<p>Any competent Medical Institution licensed/accredited by the Philippine Department of Health</p>			
<p><b>CLIENT STEPS</b></p>	<p><b>AGENCY ACTIONS</b></p>	<p><b>FEES TO BE PAID</b></p>	<p><b>PROCESSING TIME</b></p>	<p><b>PERSON RESPONSIBLE</b></p>
<p>1. Submit duly accomplished Application Form and complete documentary requirements to PIED's Investment Officer or thru email.</p>	<p>1.1 Acknowledge receipt of the complete documents</p> <p><b>Note:</b> <i>For incomplete documents, the Investment officer shall return the application with necessary remarks on the lacking requirements</i></p>	<p>None</p>	<p>30 minutes</p>	<p>Investment Officer</p>
	<p>1.2 Evaluate the completeness and correctness of the documents received</p> <p>1.3 Prepare transmittal memorandum to the Office of the Undersecretary for TRCRG, Endorsement Letter to Bureau of Immigration, Letter Request</p>	<p>None</p>	<p>1 day</p>	<p>Investment Officer</p>



	for BSP Certification, and Letter to the Proponent			
	1.4 Review the application, transmittal memorandum, Endorsement Letter to Bureau of Immigration, Letter Request for BSP Certification, and Letter to Proponent and affix initials and endorse to OTSR Director	None	5 hours	Division Chief
	1.5 Recommend the approval of the Application for Endorsement to the Undersecretary-TRCRG.	None	2 days	OTSR Director
	1.6 Approve the application by signing the Endorsement Letter to the Bureau of Immigration	None	2 days	TRCRG Undersecretary
2. Receive the soft copy of the signed endorsement as an advance copy	2.1 Affix seal and release to the proponent the soft copy of the signed endorsement.	None	30 minutes	Investment Officer
<b>TOTAL</b>		None	5 days and 6 hours	



## ENDORSEMENT FOR THE CANCELLATION OR DOWNGRADING OF SPECIAL INVESTOR'S RESIDENT VISA

Procedure for the endorsement of cancellation or downgrading of Visa of SIRV holders to the Bureau of Immigration.

<b>Office or Division:</b>	<b>Project and Investment Evaluation Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C (Government to Client)			
<b>Who may avail:</b>	EO 63 SIRV Holders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>GENERAL REQUIREMENTS</b>				
1. Notarized letter request for the cancellation or downgrading of the SIRV duly signed by the SIRV holder			Proponent	
2. Photocopy of the biographical page of SIRV Holder's Passport (2 photocopies)			Proponent	
3. Photocopy of the SIRV			Proponent	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit notarized letter request to PIED's Investment Officer or thru email.	1.1 Acknowledge receipt of the complete documents  <i>Note: For incomplete documents, the Investment officer shall return the application with necessary remarks on the lacking requirements</i>	None	15 minutes	Investment Officer
	1.2 Prepare the endorsement for signature of the Director of the Office of Tourism Standards and	None	4 hours	Investment Officer



	Regulation			
	1.3 Review and initial the endorsement	None	4 hours	PIED Division Chief
	1.4 Approve the request by signing the Endorsement Letter to the Bureau of Immigration	None	2 days	OTSR Director
	1.5 Affix seal and release the endorsement to the proponent	None	15 minutes	Investment Officer
2. Receive the soft copy of the signed endorsement as an advance copy	2.1 Affix seal and release to the proponent the soft copy of the signed endorsement.	None	30 minutes	Investment Officer
<b>TOTAL</b>		None	2 days and 9 hours	



## ENDORSEMENT OF TOURISM DEVELOPMENT PROJECTS TO THE BOARD OF INVESTMENT AND PHILIPPINE ECONOMIC ZONE AUTHORITY

Procedure for agency endorsement of tourism development projects to appropriate government agencies for the availment of business incentives and grant of permits, clearances and franchises.

<b>Office or Division:</b>	<b>Project and Investment Evaluation Division</b>	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2C (Government to Client) G2B (Government to Business Entity)	
<b>Who may avail:</b>	Qualified private tourism project developers/owners listed in SIPP (Strategic Investment Priorities Plan) who want to avail business incentives, permits and clearances from government incentive giving agencies.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>GENERAL REQUIREMENTS</b>		
DOT OTSR PIED Form 001 (1 notarized copy or 1 scanned copy)		Project and Investment Evaluation Division
For Corporation/Partnership/Association and Other Entities: <ol style="list-style-type: none"> <li>1. Articles of Incorporation/Partnership (amended copy, if applicable) (1 certified true copy or 1 scanned copy)</li> <li>2. Notarized Board Resolution authorizing the following:               <ol style="list-style-type: none"> <li>a. Authority to sign the application (1 original copy or 1 scanned copy)</li> <li>b. Authority to transact business with the Department (1 original copy or 1 scanned copy)</li> <li>c. Authority to file the application (1 original copy or 1 scanned copy)</li> </ol> </li> </ol>		Securities and Exchange Commission / Department of Trade and Industry  Proponent
For Single/Sole Proprietorship: <ol style="list-style-type: none"> <li>1. Notarized authorization letter from the owner authorizing the following:</li> </ol>		Proponent





<p>a. Authority to transact business with the Department (1 original copy or 1 scanned copy)</p> <p>b. Authority to file the application (1 original copy or 1 scanned copy)</p> <p>2. Certificate of Registration (BTCPCR) issued by DTI. (1 certified true copy or 1 scanned copy)</p>	<p>Department of Trade and Industry</p>
<p>Municipal/City Government's certification or approval of development project/activity in favor of the proponent/owner/Building Permit/Environmental Compliance Certificate (1 photocopy or 1 scanned copy)</p>	<p>City Hall/Municipal Office/Department of Environment and Natural Resources</p>
<p>Project Description Outline (1 original copy or 1 scanned copy)</p>	<p>Proponent</p>
<p>Feasibility Study with statistical data that shows the need to construct an additional accommodation facility in the concerned location/region (<i>Accommodation Establishments only</i>) (1 original copy or 1 scanned copy)</p>	<p>Proponent</p>
<p><b>SPECIFIC REQUIREMENTS</b></p>	
<p>Vicinity/Location Map &amp; Site Development Plan (1 photocopy or 1 scanned copy)</p>	<p>Proponent</p>
<p>Typical floor plans &amp; elevators of all structures &amp; facilities preferably signed by a Licensed Architect. Exterior perspective or 5" x 7" reproduction of the same. Facilities for PWD to include room allocation. One PWD room for every 50 up to 150 rooms, and 1 for every 100 rooms thereof, for less than 50 rooms at least one PWD room. (1 photocopy or 1 scanned copy)</p>	<p>Proponent</p>
<p>Bureau of Lands Location (Survey) Plan and Certificate of Land Ownership or Lease Contract or Rights or any agreement entered into for the development of the land. (1 photocopy or 1 scanned copy)</p> <p><i>In the absence of the title/s to the</i></p>	<p>Bureau of Land/Registrar's Office</p>



<i>property/ies, submit Affidavit of Ownership</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the DOT OTSR PIED Form 001 and all the Documentary Requirements thru investment officer or email.	1.1 Evaluate the completeness and correctness of the documents received.	None	45 minutes	Investment Officer
	1.2 Acknowledge receipt of complete and correct documents.  <b>Note:</b> If incomplete or incorrect documents, return the application to the proponent with necessary remarks on the lacking requirements.			
	1.3 Prepare Letter of Endorsement to BOI or PEZA, Letter to the Proponent and Memorandum for TRCRG-Undersecretary	None	1 day	Investment Officer
	1.4 Review Letter of Endorsement to BOI or PEZA, Letter to the Proponent and Memorandum for TRCRG-Undersecretary	None	4 hours	Division Chief
	1.5 Recommend the approval of Endorsement to BOI/PEZA to the TRCRG-Assistant Secretary	None	3.5 days	OTSR Director
	1.6 Endorse the	None		TRCRG Assistant



	approval of Endorsement to BOI/PEZA to the TRCRG- Undersecretary			Secretary
	1.7 Approve the application by signing the Endorsement Letter to BOI / PEZA.			TRCRG Undersecretary
2. Receive the scanned copy of the signed Endorsement Letter as advance copy	2.1 Affix seal on the signed Letter of Endorsement and release to the proponent.	None	30 minutes	Investment Officer
<b>TOTAL</b>		None	5 days 75 minutes	



## ENDORSEMENT TO DFA OF DOT-ACCREDITED TOUR OPERATORS HANDLING CHINESE TOUR GROUPS

Procedure for the endorsement of DOT-accredited Tour Operators with CNTA-accredited counterparts handling Chinese tour groups to the Department of Foreign Affairs for the avilment Group Tour Visa Processing.

<b>Office or Division:</b>	<b>Project and Investment Evaluation Division</b>			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C (Government to Client) G2B (Government to Business Entity)			
<b>Who may avail:</b>	DOT-accredited Tour Operators with CNTA-accredited counterparts handling Chinese tour groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Signed and Sealed Cooperation Agreement with a CNTA – Accredited Travel Agency valid for not more than three (3) years with Embassy Authentication and/or with Consulate Apostille (2 original copies)		Proponent		
2. Notarized Affidavit of Guarantee addressed to the Undersecretary of DOT-Tourism Regulation, Coordination and Resource Generation (2 original copies)		Proponent		
3. Letter of Guarantee addressed to the concerned Philippine Consulate General (2 original copies)		Proponent		
4. Valid Accreditation Certificate (2 photocopies)		Proponent		
<b>Additional Requirement for Renewal</b>				
5. Latest Letter of Endorsement issued (2 photocopies)		Proponent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete and correct set of documentary requirements	1.1 Review the completeness and correctness of the documents submitted  1.2 Issue acknowledgement receipt to the applicant  <i>If incomplete and/or incorrect requirement, return application for</i>	None	45 minutes	Investment Officer



	<i>compliance</i>			
	1.3 Verify accreditation validity and prepare Letter of Endorsement to DFA and Memorandum for the TRCRG Undersecretary	None	1 day	Investment Officer
	1.4 Review and affix initials on the Memorandum	None	4 hours	Division Chief
	1.5 Review and recommend approval to the TRCRG Assistant Secretary	None	3 days 4 hours	OTSR Director
	1.6 Review and endorse approval of the endorsement to DFA by affixing initials on the Endorsement Letter	None		TRCRG Assistant Secretary
	1.7 Approve by signing the Letter of Endorsement to DFA			TRCRG Undersecretary
2. Receive the scanned copy of the approved/signed Letter of Endorsement as an advance copy via email	2.1 Affix seal and release to the proponent original and CTC of the signed Letter of Endorsement.  Note: Releasing of the original and Certified True Copy Letter of Endorsement to the Applicant shall include 1 set of original copies of documentary requirements.	None	40 minutes	Investment Officer
<b>TOTAL</b>		None	5 days 1 hour 20 minutes	



## INTERNSHIP APPLICATION (ONLINE APPLICANTS)

Application for Student Internship Training for Online Applicants.

<b>Office or Division:</b>	<b>Training and Development Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C (Government to Clients)			
<b>Who may avail:</b>	Students Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Resume (1 original copy)		Student Applicant		
Endorsement Letter from the Academic Institution (1 original)		Dean/Practicum Coordinator		
Parent's Consent /Waiver (1 photocopy)		Parent/Guardian or Practicum Coordinator		
Memorandum of Agreement (4 sets original copy)		Training and Development Division		
2x2 ID Picture (2 pcs)		Student Applicant		
Online DTR via Google Sheet (1 scanned/soft copy)		Training and Development Division		
Accomplishment Report (1 scanned/soft copy)		On-the-Job Trainees		
Evaluation Form (1 scanned/soft copy)		On-the-Job Trainees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>ACCEPTANCE OF APPLICATION</b>				
1. Send Resume and Endorsement Letter from the Academic Institution together with the complete requirements.	1.1 Acknowledge the receipt of the application and provide a checklist of documentary requirements.	None	10 minutes	TDD Staff
	1.2 Screen and check all of the requirements submitted.  <i>Note: Incomplete requirements shall not be accepted and returned to the applicant for completion. The applicant shall be notified of incomplete submission.</i>	None	30 minutes	TDD Staff
	1.3 Set a schedule for an interview and notify the	None	1 hour	TDD Staff



	<p>applicant thru e-mail, text message, or thru other communication platforms of the schedule of interview.</p> <p><i>Note: Processing Time shall commence upon acknowledgement of applicant of the notification.</i></p>			
2.2 Attend the virtual interview conducted by TDD	2.1 Conduct virtual interview	None	10 minutes	TDD Staff
	2.2 Evaluate applicants based on the results of the interview.	None	45 minutes	TDD Staff
	2.3 Approves letter of endorsement	None	30 minutes	TDD Chief
2.3 Notify the student applicant.	<p>2.4 Notify the applicant of the result of the interview.</p> <p>If the applicant passed, the TDD shall inform the applicant of the schedule of pre-deployment orientation.</p> <p><i>Note: Processing Time shall commence upon acknowledgement of applicant of the notification.</i></p>	None	30 minutes	TDD Staff
3.1 Attend the pre-deployment orientation online	3.1 Conduct pre-deployment orientation online	None	1 hour 30 minutes	TDD Staff



	according to schedule.			
	3.2 Releases the signed endorsement letter to the requesting office and informs the applicant for the commencement of the internship	None	25 minutes	TDD Staff
<b>TOTAL</b>		None	5 hours 30 minutes	





## INTERNSHIP APPLICATION (WALK-IN APPLICANTS)

Application for Student Internship Training for Walk-in Applicants

<b>Office or Division:</b>	<b>Training and Development Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C (Government to Client)			
<b>Who may avail:</b>	Students Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Resume (1 original copy)		Student applicant		
Endorsement Letter from the Academic Institution (1 original)		Dean/Practicum Coordinator		
Parent's Consent /Waiver (1 photocopy copy)		Parent/Guardian or Practicum Coordinator		
Memorandum of Agreement (4 sets original copy)		Training and Development Division		
Medical Certificate (1 photocopy)		Medical Laboratory or Academic Institution's Clinic		
2x2 ID Picture (2 pcs)		Student Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>ACCEPTANCE OF APPLICATION</b>				
1. Submit resume and endorsement letter with the complete requirements to the TDD.	1.1 Receives the submitted documents.  <i>Note: Incomplete requirements shall not be accepted and returned to the applicant for completion.</i>	None	15 minutes	TDD Staff
	1.2 Screen and review the documents submitted.	None	30 minutes	TDD staff
	1.3 Set a schedule for an interview and notify the applicant  <i>Note: Processing Time shall commence upon acknowledgement of applicant of the notification.</i>	None	1 hour	TDD Staff



2. Proceed to the DOT for the scheduled interview.	2.1 Screen and evaluate the OJT applicant through the conduct of the interview.	None	30 minutes	TDD Staff
	2.2 Evaluates the applicant based on the result of the interview	None	45 minutes	TDD staff
	2.3 Approves the endorsement letter	None	30 minutes	TDD Chief
	<p>2.2 Notify the applicant of the result of the interview.</p> <p>If the applicant passed, the TDD shall inform the applicant of the schedule of pre-deployment orientation.</p> <p><i>Note: Processing Time shall commence upon acknowledgement of applicant of the notification.</i></p>	None	2 hours	TDD Staff
3. Attend the pre-deployment orientation	3.1 Conduct pre-deployment orientation.	None	2 hours	TDD Staff
	3.2 Releases the signed endorsement letter to the requesting office and endorses the applicant to the requesting office	None	1 hours 30 minutes	TDD Staff
<b>Total</b>		None	14 hours 15 minutes	



## ISSUANCE OF THE CERTIFICATE OF APPEARANCE (CA)

This service covers the receiving of hand-carried documents and the issuance of the Certificate of Appearance.

<b>Office or Division:</b>	Records and Communication Section - General Services Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	All personnel from other government instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request Valid Identification Card		Originating Government Instrumentalities Concerned Government Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the documents to submitted to the Department of Tourism and provide valid government issued Identification Card.	<p>1a. The Receiving Staff shall receive and verify the veracity of the request presented.</p> <p>1b. The Receiving Staff shall verify the validity of the Identification Card presented.</p> <p>***Make sure that the ID presented is government issued and valid.</p> <p>1c. The Receiving Staff shall prepare the Certificate of Appearance (CA) for the transacting personnel.</p> <p>1d. The Receiving Staff shall forward the CA to the Head of the Records and Communication Section for her/his</p>	None	5 minutes	RCS, SECTION HEAD AND STAFF



<p>2. Receive the original CA and sign the photocopied CA from the Releasing Staff.</p>	<p>signature.</p> <p>1e. The Receiving Staff shall photocopy the signed CA.</p> <p>2a. The Receiving Staff shall release the signed CA to the concerned transacting personnel.</p> <p>3. File the receiving copy to its designated folder.</p>			
	<p><b>TOTAL</b></p>	<p>None</p>	<p>5 minutes</p>	



## ISSUANCE OF CERTIFICATION FOR SPECIAL INVESTOR'S RESIDENT VISA HOLDERS

Procedure for the issuance of Certification for SIRV holders.

<b>Office or Division:</b>	<b>Project and Investment Evaluation Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C (Government to Client)			
<b>Who may avail:</b>	EO 63 SIRV Holders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>GENERAL REQUIREMENTS</b>				
1. Duly accomplished and notarized DOT Form No. OTSR-PIED 003 (b) or the Foreign Investor's Annual Report			Project and Investment Evaluation Division	
2. A certification from the President of the recipient-firm or entity that the investment is intact and the amount has not been reduced below the value of US \$ 50,000.00.			Proponent	
3. Audited financial statement of the recipient-firm.			Audit Company	
4. A certification from the Securities and Exchange Commission (SEC) or Bureau of Trade Regulation and Consumer Protection (DTI) that the business is still in operation.			SEC or DTI	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Application Form and complete documentary requirements to PIED's Investment Officer or thru email.	1.1 Acknowledge receipt of the complete documents  <b>Note:</b> <i>For incomplete documents, the Investment officer shall return the application with necessary remarks on the lacking requirements</i>	None	15 minutes	Investment Officer
	1.2 Prepare the Certification for	None	2 hours	Investment Officer



	signature of the Director of the Office of Tourism Standards and Regulation			
	1.3 Review and initial the Certification	None	2 hours	PIED Division Chief
	1.4 Approve the request by signing the Certification	None	2 days	OTSR Director
	1.5 Affix seal and release the Certification to the proponent	None	15 Minutes	Investment Officer
2. Receive the soft copy of the signed Certification as an advance copy	2.1 Affix seal and release to the proponent the soft copy of the signed Certification.	None	30 minutes	Investment Officer
<b>TOTAL</b>		None	2 days and 5 hours	



## ISSUANCE OF CERTIFICATE OF TAX WITHHELD

Issuance of Certificate of Tax Withheld (BIR Form 2306/2307) to creditors, suppliers, service providers covered under the tax law

<b>Office or Division:</b>		<b>Accounting Division</b>		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2B (Government to Business)		
<b>Who may avail:</b>		Creditors/Suppliers/ Service Providers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed Disbursement Voucher with complete supporting documents (1 set of original copy)		Cash Division		
Tax Identification Number		Creditors/Suppliers/ Service Providers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Certificate of Tax Withheld upon claim of check/ADA	1.1 Receives request for Certification.	None	1 hour	Administrative Assistant
	1.2 Encodes BIR Form 2306/2307 thru online eBIR Forms System.	None	1 day	Administrative Assistant
	1.3 Reviews & sign the Certificate of Tax Withheld (BIR Form 2306/2307)	None	1 day	Chief Accountant/ Accountant IV/ Accountant III
2. Receives Certificate of tax withheld (BIR Form 2306/2307)	1.4 Release the Certificate of Tax Withheld (BIR Form 2306/2307)	None	1 hour	Administrative Aide
<b>TOTAL</b>		None	2 days and 2 hours	



## MEDIA COVERAGE REQUESTS

Procedure for granting requests for media and communication support primarily to the different offices of the Department including its regional offices, attached agencies, local government units, and other tourism stakeholders.

<b>Office or Division:</b>	<b>Office of Public Affairs and Advocacy</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government) G2B (Government to Business Entities) G2C (Government to Client)			
<b>Who may avail:</b>	DOT and its attached agencies including external clients (LGUs/Tourism Stakeholders) through DOT Regional Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved OPAA Request Form (1 original copy)		OPAA Office		
Event Background/Briefer (1 original copy)		Requesting Office/Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished OPAA Service Request Form with information on the proposed event.	1.1 Record request and prepare routing slip.	None	15 Minutes	Administrative Assistant, OPAA
	1.2 Assign to appropriate OPAA Division.	None	1 hour	Director, OPAA
	1.3 Assign the request to OPAA staff.	None	30 minutes	Division Chief, OPAA
	1.4 Coordinate with client for logistics.	None	1 hour	Team leader, OPAA
	1.5 Send out media invites.	None	1 hour	Information Officer, OPAA
	1.6 Follow-up media invitees.	None	4 hours 30 minutes	Information Officer, OPAA
	1.7 Send list of confirmed media to client.	None	1 hour	Information Officer, OPAA
<b>TOTAL</b>		None	1 day 1 hour 15 minutes	





## PAYMENTS THROUGH CHECK/S

Payables or obligations of the agency to creditors shall be made through an issuance of Modified Disbursement System (MDS) check or also known as government checks after the preparation and approval of related documents.

<b>Office or Division:</b>	<b>Accounting Division/ Cash Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B –Government to Business Entity G2C –Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Business Owner/Signatory; Professional Speaker himself; or Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Issued ID or Company ID (1 original, 1 photocopy)		BIR, Post Office, DFA, LTO, PSA, SSS, GSIS, Pag-IBIG, Company/Mother Office		
Authorization Letter (1 original) and Business Owner/Signatory's Valid ID (1 photocopy) in the case of a representative		Company/Mother Office Company's Owner/Signatory		
Special Power of Attorney (SPA) in the case of a representative (1 original copy)		Payee/ Speaker		
Official Receipt (OR) or Collection Receipt (CR) and Sales/Billing Invoice of the company concern (1 original copy)		Company/Mother Office as issued by BIR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accounting Division/ staff forwards the Disbursement with complete supporting documents	1. Receives and record incoming Disbursement Voucher (DV) with complete supporting documents	None	5 minutes	Cash Staff
	2. Review DV and Prepares Check/s and Advice of Checks Issued and Cancelled (ACIC)	None	15 minutes	Cash Staff
	3. Reviews and signs the Check/s and approve ACIC prepared	None	15 minutes	Section Head



<p>2. Office of the authorized signatories receives the Checks with supporting documents</p> <p>Note: Processing time of signing of DV by the authorized signatory not included</p>	<p>4. Record and Routes the Check/s prepared to the designated signatories</p>	<p>None</p>	<p>15 minutes</p>	<p>Cash Staff</p>
	<p>5. Receives and records the signed Check/s in the warrant Register Book</p>	<p>None</p>	<p>10 minutes</p>	<p>Cash Staff</p>
<p>3. Accounting Receives and prepare tax certificate</p> <p>Note: Processing time of tax certificate not included</p>	<p>6. Forward DV to Accounting for preparation of tax certificate</p>	<p>None</p>	<p>10 minutes</p>	<p>Cash Staff</p>
	<p>7. Receives tax Certificate and Notify the creditors for pick-up of check/s issued</p>	<p>None</p>	<p>10 minutes</p>	<p>Cash Staff</p>
<p>4. Proceed to Lobby and log-in, then proceed to Cash Section and present Identification Card (ID) and other Requirement</p>	<p>8. Accepts and evaluates the requirements of the creditors</p>	<p>None</p>	<p>5 minutes</p>	<p>Cashier</p>
<p>5. Affix signature, name, and date in the Warrant Register Book and in the</p>	<p>9. Ensures that the creditors fills out the Warrant Register Book and the</p>	<p>None</p>	<p>5 minutes</p>	<p>Cashier</p>



Disbursement Voucher	Disbursement Voucher properly			
6. Issue Official Receipt (if through a Collection/ Acknowledgement Receipt, provide sales/billing invoice) for a company-creditor	10. Checks the accuracy of Official Receipt (OR) issued by the client; or Collection / Acknowledgement Receipt and Sales/Billing Invoice and issues the Check/s and tax certificate/s  Note: tax certificate issued by accounting	None	5 minutes	Cashier
<b>TOTAL</b>		None	6 days 5 hour and 40 minutes	



## PROCESSING OF APPLICATION FOR VACANT POSITIONS

Human Resource procedure for the processing of application of internal and external applicants to published vacant positions.

\* Pursuant to 2017 ORAOHRA, filling up of vacant positions must not exceed nine (9) months from the date of publication.

<b>Office or Division:</b>	<b>Human Resource Division</b>			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C (Government to Client) G2G (Government to Government)			
<b>Who may avail:</b>	Internal and External Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent (1 original copy or scanned copy sent thru email per vacant position applied for)		Applicants (Internal/External)		
Personal Data Sheet (1 original copy per vacant position applied for)		Applicants (Internal/External)		
Work Experience Sheet (1 original copy per vacant position applied for)		Applicants (Internal/External)		
Copy of Civil Service Eligibility or Board Rating (1 authenticated or photocopy, if original copy is presented)		Applicants (Internal/External)		
Certificate/s of Training/s (1 photocopy)		Applicants (Internal/External)		
Transcript of Records (1 authenticated copy or photocopy, if original copy is presented)		Applicants (Internal/External)		
Copy of Performance Rating for two (2) rating periods if applicable (1 certified copy)		Applicants (Internal/External)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1<sup>ST</sup> PHASE – PAPER SCREENING OF APPLICATIONS (COMPLEX TRANSACTION)</b>				
1. Submit Letter of Intent with all supporting documents, through e-mail or through courier/walk-in at registered office address on or before the prescribed deadline.	1.1. Receive the application through email or personal delivery to HRD Office.  If received through email, generate a response to acknowledge receipt.	None	30 minutes	HRD Receiving Staff/ Recruitment, Selection & Placement (RSP) Processor (HRMO)



	For personal delivery, acknowledge receipt thereof			
2. Await HR reply on the result of the initial screening	2.1 Send reply via email informing applicant/s whether qualifications meet minimum Qualification Standards requirements with further advice as to the next step of hiring procedure.	None	5 days after deadline of publication	HRD-RSP Processor (HRMO)
<b>TOTAL</b>		None	5 days 30 minutes	

<b>2<sup>ND</sup> PHASE – QUALIFYING EXAMINATIONS AND INITIAL INTERVIEW (for those who passed the paper screening) (COMPLEX TRANSACTION)</b>				
3. Wait for the notification of the schedule for the preliminary interview and examination.	Schedule the conduct of initial interview, and qualifying exams (for Central Office's vacancies)	None	Within 5 days	HRD-RSP Processor (HRMO)
4. Wait for the results of the initial interview	4.1 Send out a notice to the applicant/s via email on the results of the initial interview	None	2 days after the interview and exams	HRD-RSP Processor (HRMO)
<b>TOTAL</b>		None	7 days	

<b>3<sup>RD</sup> PHASE – CONDUCT OF INTERVIEW BY THE END-USER AND TECHNICAL EXAMS (for those who passed the HR's initial interview)</b>				
5. Await the	5.1 Prepare	None	10 minutes	RSP HR Processor



<p>schedule of end-user's interview</p>	<p>5.2 endorsement to the end-user of the roster of qualified applicants.</p> <p>Central Office Vacancies: 1-2 weeks schedule for interview and technical exams given by the end-user.</p> <p>Regional Office Vacancies: Initial interview, qualifying and technical exams are done in the regional offices.</p> <p>End-users are given a maximum of three weeks to give shortlist for panel interview and deliberation.</p>			<p>(HRMO)</p>
	<p>5.2 Sign the transmittal/ endorsement memorandum to the end-user/regional director.</p>	<p>None</p>	<p>5 minutes</p>	<p>Chief, HRD</p>
	<p>5.3 Send out the signed memorandum to the office concerned or through email to the regional offices with all supporting documents.</p>	<p>None</p>	<p>15 minutes</p>	<p>RSP HR Processor (HRMO)</p>
	<p>5.4 Notify applicant/s through phone</p>	<p>None</p>	<p>Within 3 days from receipt of memo from</p>	<p>End-user (operating unit)</p>



	call and/or email of the schedule 1-2 weeks upon receipt of endorsement from HRD.		HRD	
	5.6 Conduct the preliminary interview	None	1 to 2 weeks from receipt of memo from HRD	End-user (operating unit)
	5.7 Submit the Preliminary Interview Form.  Inform HRD of the shortlist of candidates for the panel interview and deliberation.	None	3 days after the interview and exams	End-user (operating unit)
6. Conduct of qualifying and technical/special exams	6.1 Notify applicants of the schedule and venue of exams	None	1 day from receipt of shortlisted candidates from end user and technical exam questionnaire	RSP HR Processor (HRMO)
	6.2 Administration of exams	None	Within 3 days of the dissemination of the notice	RSP HR Processor (HRMO)
	6.3 Rate the technical exam	None	Within 3 days from endorsement	Chief, HRMO  End User (Operating Unit)
<b>TOTAL</b>		None	27 days 30 minutes	



<b>4<sup>TH</sup> PHASE – PANEL INTERVIEW AND DELIBERATION (for those who passed the end-user’s interview and technical exams)</b>					
6	Wait for the schedule of the Human Resource Merit Selection and Promotions Board (HRMPSB) panel interview.	<p>6.1 Upon receipt of the end-user’s shortlist of qualified candidates, check the availability of HRMPSB members for the panel interview.</p> <p>Prepare the memorandum for the meeting and agenda.</p> <p>Prepare a comparative assessment sheets and an interview guide for the qualified candidates.</p>	None	7 days	RSP HR Processor (HRMO)
		6.2 Sign the memorandum and agenda	None	1 day	HRMPSB Chairperson
		<p>6.3 Route the memorandum and agenda to HRMPSB members and notifies the candidate/s.</p> <p>Informs the Regional Office-Admin Officer at least a week before the schedule of the panel interview.</p>	None	1 day	RSP HR Processor (HRMO)
		6.4 Conduct the panel	None	1 day	HRMPSB Members





	interview.			
	6.5 Prepare Summary of Ratings prior to deliberation.		30 minutes	HRMPSB Secretariat
	6.6 Conduct deliberation of candidates.		1 days	HRMPSB Members
	6.7 Prepare HRMPSB Documentation.		7 days	HRMPSB Secretariat
	6.8 Route the HRMPSB documentations to HRMPSB members for signature.	None	3 days	HRMPSB Secretariat
	6.9 Submit the HRMPSB Documentation to the Office of the Secretary for approval.	None	1 hour	HRMPSB Secretariat
<b>TOTAL</b>		None	21 days 1 hour 30 minutes	



## PROCESSING OF PAYMENT TO SUPPLIERS, CONSULTANTS, GFA AND OTHER SERVICE PROVIDERS

Accounting process for the payment of purchased air tickets or local/ foreign transportation expenses official in character.

<b>Office or Division:</b>	<b>Accounting Division</b>	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2G (Government to Government)	
<b>Who may avail:</b>	DOT Project Officers/Employees	
<b>CHECKLIST OF REQUIREMENTS</b> <i>(2 sets: 1 original and 1 photocopy)</i>		<b>WHERE TO SECURE</b>
<b>GENERAL REQUIREMENTS</b>		
1. Copy of Approved Work Program/Project Proposal with Budget Estimate (1 photocopy)	Project Officer	
2. Duly approved Travel/Special Order indicating the entitlements (1 Certified True Copy)	Project Officer	
3. Purchase Request or Job Request (1 original copy)	Project Officer	
4. For purchase of goods - Purchase Order (1 original copy) For procurement of service requirements - Notarized Service Contract/MOA (1 original copy)	Project Officer	
5. Request for Canvass/PhilGEPS posting/bidding with corresponding Terms of Reference (1 photocopy)	Project Officer	
6. Disbursement Voucher (2 original copies)	Project Officer	
7. Invoice/Billing/Statement of Account (1 original Copy)	Creditor	
8. Signed Abstract of Canvass with quotations from at least three (3) suppliers/service providers (P50,000 or less) (1 original copy)	Procurement Management Division	
9. BAC Resolution, PhilGEPS posting for total amounts equivalent to more than P50,000 but less than P500,000 ( 1 original copy)	Bids and Awards Committee	
10. BAC Resolution, Bid Documents, Notice/Letter of Award, Performance Bond for total amounts equivalent to P500,000 and above (1 original copy)	Bids and Awards Committee	
11. Obligation Request/Budget Utilization Request (1 original copy)	Budget Division	
12. Certification of Allotment (1 original copy)	Budget Division	
13. Certificate of Availability of Funds (1 original copy)	Accounting Division	
14. Certificate of Satisfactory Performance (1	Project Officer	



original copy)				
<b>SPECIFIC REQUIREMENTS</b> (For specific requirements, please refer to list of Financial Management Service (FMS) Checklist of requirements per transaction)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Project Officer or Budget Division forwards the signed ORS/BUR and Disbursement Voucher with supporting documents to Accounting Division	1.1 Receives the documents submitted.  Note: Incomplete documents shall not be accepted	None	5 minutes	Senior Administrative Assistant
	1.2 Assigns DV number and forwards to the reviewer	None	1 hour 30 minutes	Senior Administrative Assistant
	1.3 Checks/ reviews the propriety of supporting documents and analyzes the claim and reviews the computation of withholding taxes; Prepares JEV.  Note: If documents are not in order, it shall be returned to the Project Officer for compliance	None	3 days	Administrative Officer IV
	1.4 Conducts final evaluation of completeness of supporting documents and validity of claims; Signs JEV and Box C of DV.  Note: If documents are not in order, it shall be returned to the Project Officer	None	3 days	Chief Accountant



	for compliance			
2. Office of the authorized signatories receives the DVs  Note: Processing time of signing of DV by the authorized signatory not included	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.	None	30 minutes	Administrative Aide
3. Office of authorized signatories forwards the approved DVs	3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)	None	30 minutes	Administrative Assistant
	3.2 Signs LDDAP-ADA	None	1 hour	Chief Accountant
	4.1 Releases LDDAP-ADA to authorized signatories.  Note: Signing of LDDAP-ADA by authorized signatories not included in the processing time.	None	25 minutes	Administrative Aide
	4.2 Upon receipt of signed LDDAP-ADA from authorized signatories, forward to Cash Section	None	5 minutes	Administrative Aide
5.1 Acknowledge notification from DOT Cash Section of the payment made	5.2 Prepares and approve ACIC through LBP-EMDS or submit manual ACIC to the servicing bank upon receipt of signed LDDAP-ADA  Note: Crediting of	None	1 hour	Cashier



	<p>payment in the bank may take at least 24 hours and is not included in the processing time</p> <p>5.3 notifies the creditor of the payment once credited to account</p>	None	1 hour	
<b>TOTAL</b>		None	6 days 5 hours 5 minutes	



## TECHNICAL ASSISTANCE TO LOCAL GOVERNMENT UNITS FOR TOURISM DEVELOPMENT PLANNING

Procedure for the approval of local government request for assistance for tourism development planning

<b>Office or Division:</b>	<b>Tourism Development Planning Division (TDPD)</b>			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	Local Government Units (LGU), DOT Regional Offices (DOT ROs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
i. Letter Request (1 signed copy delivered or emailed) ii. OTDPRIM Capacity Building Request Form (fully accomplished by DOT ROs)		Local Government Unit, DOT Regional Offices, and/or The office officially emailed by Entity Requesting (e.g. DOT OSEC)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a formal written request. If originating from DOT ROs, DOT will also send the OTDPRIM Capacity Building Request Form.	1.1 Acknowledgement of formal request	None	Hand-carried: 1 hour  Email: 4 hours	TDPD Chief or Project Officer
	1.2 Assessment of the request and assign a project officer to handle the request.	None	1 day	TDPD Chief
	1.3 Coordinate with proponents and prepare formal communication for approval	None	2 days 2 hours	TDPD Project Officer
	1.4 Review and Approval of formal communication later	None	3 days	OTDPRIM Director
	1.5 Send the formal communication to the Regional Office for coordination on the scope of the planning activities and date of	None	Via Email: 1 hour	TDPD Project Officer, TDPD Chief, OTDPRIM Director



	implementation			
<b>TOTAL</b>			7 days	



## PUBLIC ASSISTANCE AND COMPLAINTS DESK

Section 9, Rule VII of the IRR of RA 11032, each agency shall establish a public assistance or complaints desk.

<b>Office/Division:</b>	<b>Standards Monitoring and Enforcement Division - Office of Tourism Standards and Regulation</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C (Government to Client)			
<b>Who may avail:</b>	Individuals/ Tourists/Applicants			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>NONE</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Public Assistance Desk of DOT (Central and Regional Office)	Discuss the client concern/inquiry	None	20 minutes	PACD Officer
	Answer query and provide information/Instruction and assistance depending on the nature of concern.		20 Minutes	
<b>Total Processing Time:</b>			<b>40 Minutes</b>	
*Note 1 : The PACD officer will provide Client Satisfaction and Feedback form after the transaction				
*Note 2: Processing time may vary depending on the individual's query/concerns."				





## READILY AVAILABLE PHOTOS, VIDEOS, AND/OR REPORTS REQUESTS

Media and communication support primarily to the different offices of the Department including its regional offices, attached agencies, local government units, and other tourism stakeholders.

<b>Office or Division:</b>	<b>Office of Public Affairs and Advocacy</b>			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	G2G (Government to Government) G2B (Government to Business Entities) G2C (Government to Client)			
<b>Who may avail:</b>	DOT Offices and/or Tourism Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OPAA Request Form (1 original copy)		OPAA Office		
Event Background/Briefer (1 photocopy)		Requesting Office/Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished OPAA Request Form.	1.1 Record request, assign control number to OPAA Request Form and prepares routing slip.	None	1 hour	Administrative Assistant, OPAA
	1.2 Review and assign to the appropriate OPAA Division.	None	30 minutes	Director, OPAA
	1.3 Assign request to OPAA staff.	None	30 minutes	Division Chief, OPAA
	1.4 Provide materials and prepares cover letter/email.	None	30 minutes	Person in charge of multi-media databank
	1.5 If sent through regular mail, follow the mailing procedure of the Records Section.	None	20 minutes	Administrative Assistant, OPAA
	1.6 Update requesting party on status of request.	None	20 minutes	Administrative Assistant, OPAA
<b>TOTAL</b>		None	3 hours 10 minutes	



## STATISTICS TECHNICAL ASSISTANCE

Procedure for the approval of requests for tourism-related statistical data filed by agency personnel/officers and/or its attached agencies; and external clients (private individuals/entities and/or other agencies).

<b>Office or Division:</b>	<b>Statistics, Economic Analysis and Information Management Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government) G2C (Government to Client) G2B (Government to Business Entity)			
<b>Who may avail:</b>	DOT Central, Regional and Foreign Office and its Attached Agencies Private Individuals/Entities and/or Other Government Agencies and Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b> [Any of the two (2) listed requirements]		<b>WHERE TO SECURE</b>		
Letter Request (1 original copy or 1 scanned copy)		Requesting Office/Employee/Officer		
SEAIMD Data Request Form (1 original copy or 1 scanned copy)		SEAIMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter request through e-mail and/or accomplish SEAIMD Request Form.	1.1 Evaluate the request and assign a project officer to handle the request.	None	10 minutes	SEAIMD Chief/Head
	1.2 Prepare the requested statistical data/ information, and forward to the SEAIMD Supervising TOO for review.  <b>Note:</b> Depends on the complexity of the request and the availability of data	None	6 hours	SEAIMD Project Officer
	1.3 Review and check the statistical data/ information, and endorse to the SEAIMD	None	30 minutes	SEAIMD Supervising Tourism Operations Officer



	Chief/Head for approval.			
	1.3 Review the statistical data/information and approve the release of the statistical data	None	30 minutes	SEAIMD Chief/Head
2 Receive the approved requested data, and subject for release	2.1 Release data to the requesting party with Feedback Form to be accomplished by the latter.	None	10 minutes	SEAIMD Project Officer
<b>TOTAL</b>			7 hours 10 minutes	



# **Central Office**

## **Internal Services**



## ASSISTANCE FOR THE FORMULATION OF TOURISM-RELATED SPEECHES, MESSAGES, TALKPOINTS, GRAPHIC LAYOUT/ARTWORK, AND INFORMATION

Communication support to DOT officials and employees for the preparation of speeches, messages, talk points, response to information requests, and graphic layout/artwork.

<b>Office or Division:</b>	<b>Office of Public Affairs and Advocacy</b>			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DOT Officials/Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved OPAA Request Form (1 copy)		OPAA Office		
Event Background/Briefer (1 copy)		Requesting Office/Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished OPAA Service Request Form and information on the proposed event (if available).	1.1 Record request and prepares routing slip.	None	5 Minutes	Administrative Assistant, OPAA
	1.2 Delegate work to the division chief.	None	1 hour	Director, OPAA
	1.3 Assign request to OPAA staff.	None	1 hour	Division Chief, OPAA
	1.4 Prepare assigned task.	None	3 days	Assigned staff, OPAA
	1.5 Review output.	None	1 hour	Supervisor/Division Chief
	1.6 Approve material for clearance.	None	1 hour	Director, OPAA
	1.7 Clear material for use of client.	None	1 hour	Assistant Secretary for Branding and Marketing Communications
	1.8 Send prepared material to client.	None	30 minutes	Assigned staff, OPAA
<b>TOTAL</b>		None	3 days 5 hours 35 minutes	



## PROCESSING OF NOMINATION FOR EXTERNAL TRAINING PROGRAM

Processing of external training programs

<b>Office or Division:</b>	<b>Training and Development Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2B (Government to Business Entities) G2G (Government to Government)			
<b>Who may avail:</b>	DOT Officials and Employees, Central and Regional Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Training Proposal/ Invitation from the Training Providers		External Training Provider/Institutions		
List of Training Programs and Schedule (1 original copy)		External Training Provider/Institutions		
Nomination Form (External)		Training and Development Division		
Comparative Assessment Form		Training and Development Division		
PDC Action Slip		Training and Development Division		
Memorandum for Committee Consensus		Training and Development Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>ACCEPTANCE OF INVITATION OF THE TRAINING PROGRAM</b>				
	1.1 Receive and record invitations from external server training provider and forward to Division Chief for evaluation	None	20 minutes	TDD Staff
	1.2 Assign evaluator/project officer to handle the received training invitation	None	10 minutes	
	1.2 Evaluate/ screen the proposal based on the department's mandate.  <i>Note: If found</i>	None	1 hour	PDC Secretariat/ TDD Staff



	<p><i>relevant, the TDD shall prepare Memorandum inviting nominees signed by the Undersecretary for Administration and Finance and/or the Director for Administrative Service.</i></p> <p><i>If found not relevant, the Under secretary/ Director s hall be informed that the invitation is of no relevance to the Department's mandate.</i></p>			
	2.1 Prepare the Memorandum announcing the External Training Programs/Scholarship Programs and forward to the Division Chief for review/initial	None	2 hours	TDD Staff
	2.2 Review and affix initial and return to TDD Staff for Signature of Director of Administrative Services	None	30 minutes	TDD Chief
	2.3 Record and release the reviewed/initialed memorandum to the Director of Administrative Services	None	20 minutes	TDD Staff
	2.4 Receives the signed	None	15 minutes	TDD Staff



	<p>memorandum and forwards to Records and Communication Section for dissemination</p> <p>Note: <i>During pandemic and WFH arrangements, the PDC Secretariat shall forward the announcement through e-mail.</i></p>			
<p>2. Submit a completely filled-out nomination form</p> <p><i>Note: Under the Work-from-Home Scheme, submission of nomination forms shall be conducted online.</i></p> <p><i>Turnaround time for the submission of nomination form depends on the employee</i></p>	<p>Receives and records the accomplished registration form in the logbook -&gt; Forwards to the assigned project officer</p> <p>Checks/Evaluates the entries in the submitted accomplished nomination form</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>1 hour</p>	<p>TDD Staff</p> <p>TDD Staff</p>
	<p>Prepare comparative assessment and endorsement to convene the PDC and deliberate the training/scholarship nomination and/or endorse to</p>	<p>None</p>	<p>2 hours and 30 minutes</p>	<p>TDD Staff/PDC Secretariat</p>





	the PDC Chairperson the most qualified nominee/s.			
	Receives and Records the committee's action on the endorsement of the nominees  Forwards to HRDC/PDC Chairperson for approval of the Secretary	None	10 minutes	TDD Staff
	Receives and records the approved nomination and Release to project officer concern	None	10 minutes	TDD Staff
Acknowledge the notification	Upon approval of all PDC members, qualified nominees will be notified through email or notice of participation.	None	15 minutes	HRDC/TDD Staff/PDC Secretariat
<b>TOTAL</b>		None	8 hours and 50 minutes	



## FUND TRANSFER TO DOT REGIONAL/OVERSEAS OFFICES/ATTACHED AGENCIES

Accounting process for fund transfer to DOT Regional/ Overseas Offices and its attached agencies in support of tourism-related activities and projects.

<b>Office or Division:</b>	<b>Accounting Division</b>			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DOT Regional Offices/Foreign Offices/ DOT Attached Agencies			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(1 set original and 1 set photocopy)</i>		<b>WHERE TO SECURE</b>		
<b>GENERAL REQUIREMENTS</b>				
1. Approved Work Program (1 photocopy)	Project Officer			
2. Approved Request for Fund Release (1 original copy)	Project Officer			
3. Liquidation of previous fund transfers (1 original copy)	Project Officer			
4. Obligation Request/ Budget Utilization Request (1 original copy)	Budget Division			
5. Certification on Allotment under GAA/TLA (1 original copy)	Budget Division			
6. Certificate of Availability of Funds (1 original copy)	Accounting Division			
7. Certificate of No Unliquidated Fund Transfer (1 original copy)	Accounting Division			
8. Disbursement voucher (2 original copies)	Accounting Division			
<b>SPECIFIC REQUIREMENTS</b>				
Adequate bond of Special Disbursing (1 original copy)	PDOT Foreign Office concerned			
Signed Fiscal Agency Service (If in foreign currency) (1 original copy)	Project Officer			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Fund Transfer to Regional Offices/Attached Agencies</b>				
1. Budget Division forwards the request for fund transfer and required documents to the Accounting Division	1.1 Receives the request for fund transfer and supporting documents  Note: Incomplete documents shall not be accepted	None	1 hour	Senior Administrative Assistant



	1.2 Checks/reviews completeness and propriety of supporting documents. Note: Incomplete documents shall be returned to the office concerned	None	1 day	Senior Administrative Assistant
	1.3 Checks/reviews completeness and propriety of supporting documents  Note: Incomplete documents shall be returned to the office concerned	None	1 day	Senior Administrative Assistant
	1.3 Conducts final evaluation of completeness and propriety of supporting documents; Signs the DV/NTA	None	1 day	Chief Accountant
2. Office of the authorized signatories receives the DVs  Note: Processing time of signing of DV by the authorized signatory not included	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.	None	1 hour	Administrative Aide
<b>TOTAL</b>		None	2 days and 2 hours	
<b>Fund Transfer to DOT Foreign Offices through the FOREX Account</b>				
1. Budget Division forwards the request for fund transfer and required documents to the Accounting Division	1.1 Receives the request for fund transfer and supporting documents  Note: Incomplete documents shall not be accepted	None	1 hour	Senior Administrative Assistant



	1.2 Checks/reviews completeness and propriety of supporting documents  Note: If documents /are not in order, it shall be returned to the Project Officer for compliance	None	1 day	Senior Administrative Assistant
	1.3 Analyzes the request and reviews the computations; Prepares JEV	None	2 days	Administrative Officer IV
	1.4 Conducts final evaluation of completeness of supporting documents; Signs the DV	None	1 day	Chief Accountant
2. Office of the authorized signatories receives the DVs  Note: Processing time of signing of DV by the authorized signatory not included	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.	None	1 hour	Administrative Aide
3. Office of authorized signatories' forwards approved DVs	3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)	None	3 hours	Administrative Assistant
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	1 hour	Administrative Aide
<b>TOTAL</b>		None	4 days and 6 hours	



## GRANT OF CASH ADVANCES

Accounting process for cash advances of DOT Personnel (Regular and Coterminous Employees) acting as Special Disbursing Officer in the utilization of project funds or cash advances for official foreign travel allowance.

<b>Office or Division:</b>	<b>Accounting Division</b>			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DOT Personnel (Regular and Co-Terminus Employees)			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(1 set original and 1 set photocopy)</i>		<b>WHERE TO SECURE</b>		
<b>GENERAL REQUIREMENTS</b>				
1. Copy of Work Program/Project Proposal with Budget Estimate (1 photocopy)	DOT Employee			
2. Disbursement Voucher (2 original copies)	DOT Employee			
3. Certificate of Availability of Funds (1 original copy)	Accounting Division			
4. Signed Fiscal Agency Service (foreign currency) (1 original copy)	Accounting Division			
5. Obligation Request/ Budget Utilization Report (one original copy)	Budget Division			
<b>SPECIFIC REQUIREMENTS</b>				
Approved SDO Designation (1 original copy)	Special Disbursing Officer/s			
Copy of Approved Bond Application (1 original copy)	Special Disbursing Officer/s			
<b>For local/foreign travel allowance:</b>				
1. Copy of Travel/Special Order (1 photocopy)	DOT Employee			
2. Approved Itinerary of Travel (Appendix A) (1 original copy)	DOT Employee			
3. Certificate of Last Travel Completed (Appendix B) ( 1 photocopy)	DOT Employee			
4. Prevailing UNDP rates for daily subsistence allowance (foreign travel) (1 original copy)	UNDP website			
5. Confirmed Flight Itinerary (1 photocopy)	Procurement Division			
6. Proof of exchange rate (foreign travel) (1 original copy)	LBP/BSP website			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Budget Division forwards	1.1 Receives the documents submitted.	None	5 minutes	Senior Administrative Assistant



signed ORS and Disbursement Voucher with supporting documents to Accounting Division	Note: Incomplete documents shall not be accepted			
	1.2 Assigns DV number and forwards to reviewer	None	1 hour 30 minutes	Senior Administrative Assistant
	1.2 Checks/Reviews completeness and propriety of supporting documents. Analyzes the claim and reviews the computations; Prepares JEV  Note: If documents are not in order, it shall be returned to the Project Officer for compliance	None	3 days	Administrative Officer IV
	1.4 Conducts final evaluation of completeness of supporting documents and validity of claims; Signs JEV and Box C of DV.	None	1 day	Chief Accountant
2. Office of the authorized signatories receives the DVs  Note: Processing time of signing of DV by the authorized signatory not included	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.	None	30 minutes	Administrative Aide
3. Office of authorized	3.1 Upon receipt of signed Disbursement	None	30 minutes	Administrative Assistant



signatories forwards approved DVs	Vouchers, prepares Advice to Debit Account (LDDAP-ADA)			
	3.2 Signs LDDAP-ADA	None	10 minutes	Chief Accountant
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	30 minutes	Administrative Aide
<b>TOTAL</b>		None	4 days 3 hours 15 minutes	



## INCOMING MAILS HANDLING

This service covers the receiving and farming out of the incoming mail received.

<b>Office or Division:</b>	Records and Communication Section - General Services Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DOT Employees and Officials (Head Office, Regional Offices NCR and IV-B)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Acknowledgement of the receipt of mail piece by affixing their signature over printed name in the logbook for incoming mails		Records and Communication Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Receiving of the incoming mails.	<p>1a. The Records Staff shall receive and log the details of the Official Incoming Mails in the designated Incoming Logbook and encode the same to the tracking system.</p> <p>1b. The Records Staff shall sort the mails according to addressees' office location.</p> <p>2. The Records Staff shall distribute mails of the concerned office and recipient shall acknowledge receipt of the documents by writing their full name and affixing their signature at the designated</p>	None	5 minutes per mail piece	RCS STAFF





	incoming logbook.			
<b>TOTAL</b>			5 Minutes (Per Mail Piece)	



## INFORMATION TECHNOLOGY SUPPORT

Provide IT technical assistance to the Department official and employee

<b>Office or Division:</b>	<b>Information Technology Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DOT Official and Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
IT Support/Service Slip (1 original copy) or Request via email		ITD Requesting Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>CASE 1: Resolvable ICT Concerns</b>				
1. Proceed/call ITD or send request via email	1.1 Acknowledge request submitted thru email and list initial details of the request.	None	5 minutes	IT Administrative Aide
	1.2 Record in the request IT Service Logbook.	None	5 minutes	IT Administrative Aide
2. Inform the IT personnel the problem of the ICT equipment.	2.1 Conduct Assessment and perform troubleshooting of the problem.	None	3 hours	IT Personnel
	2.2 Record the findings using IT Support/Service Slip.	None	5 minutes	IT Personnel
3. Acknowledge service thru email or by affixing his/her signature on the Service Slip and provide feedback.	5.1 Turnover the finished job and request the end-user to sign the IT Support/Service Slip as proof of acceptance	None	5 minutes	IT Personnel
<b>TOTAL</b>		None	3 hours and 20 minutes	



## ISSUANCE OF CERTIFICATE OF AVAILABILITY OF FUNDS

Issuance of Certificate of Availability of Funds for approved projects and events as pre-requisite to processing of payments

<b>Office or Division:</b>	<b>Accounting Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C (Government to Citizen)/ G2G (Government to Government)			
<b>Who may avail:</b>	Project Officers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Approved Work Program/Project Proposal with Budget Estimate (1 photocopy)		Project Officer		
2. BAC Resolution, PhilGEPS posting for total amounts equivalent to more than P50,000 but less than P500,000 ( 1 original copy)		Bids and Awards Committee		
3. For purchase of goods - Purchase Order (1 original copy) For procurement of service requirements - Service Contract/MOA (5 original copy)		Project Officer		
4. Certification of Allotment (5 original copy)		Budget Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Budget Division forwards the Certification of Availability of Allotment and the Contract, together with the supporting documents	1.1 Receives the request for CAF with supporting documents	None	10 minutes	Administrative Assistant II
	1.2 Reviews the contract and supporting documents.	None	1 hour	Administrative Assistant II
	1.3 Prepares the Certificate of Availability of Funds	None	1 hour	Administrative Assistant II
	1.4 Conducts final review of the contract and supporting documents;	None	3 hours	Chief Accountant



	Signs the CAF			
2. Receives the CAF for the Contract with the supporting documents	2.1 Releases the Contract with CAF and supporting documents	None	10 minutes	Administrative Aide
Total:	None	5 hours 20 minutes		



## ISSUANCE OF CERTIFICATE OF NO PENDING CASH ADVANCE

Issuance of Certificate of No Pending Cash Advance to accountable officers/ employees as pre-requisite to the availment of cash advance.

<b>Office or Division:</b>	<b>Accounting Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	Accountable Officers/Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Special Disbursing Officer (SDO) or Travelling Official/ Employee requests for a certification of No Pending Cash Advance.	1.1 Receives request for Certification	None	10 minutes	Senior Administrative Assistant
	1.2 Verifies cash advance balance in the Schedule of Cash Advances and Liquidation file.	None	10 minutes	Senior Administrative Assistant
	1.3 Encodes Certificate of No Pending Cash Advance.	None	20 minutes	Senior Administrative Assistant
	1.4 Reviews and signs Certificate of No Pending Cash Advance.	None	20 minutes	Chief Accountant
2. Receives Certification of No Pending Cash Advances	2.1 Releases of the Certificate of No Pending Cash Advances.	None	10 minutes	Senior Administrative Assistant
<b>Total:</b>		None	1 hour 10 minutes	



## ISSUANCE OF ORDER OF PAYMENT

Issuance of Order of Payment Form to event participants for the collection of participation fees; refund of excess cash advances grants to Employee (Regular and Co-Terminus) for Official Travel and Special Disbursing Officer and refund of excess fund transfers from Local Government Units and Regional Offices.

<b>Office or Division:</b>	<b>Accounting Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C (Government to Citizen)/ G2G (Government to Government)			
<b>Who may avail:</b>	Event participants, Employees, LGUs, Regional Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For participation fees:  Confirmation of participation in the event (1 photocopy)		Event Organizer/ Project Officer		
For refund of cash advances:  1. Approved liquidation report (1 photocopy) 2. Notice of Obligation Request and Status Adjustment (NORSA) (1 original copy)		Accounting Division		
For refund of financial assistance to LGUs/ROs:  1. Deposit slip (1 photocopy) and/or 2. Disbursement Voucher of the concerned LGU/RO (1 photocopy)		LGUs/ROs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requesting party presents documentary requirements.	1.1 Receives the request for issuance of Order of Payment and documentary requirements	None	10 minutes	Senior Administrative Assistant
	1.2 Evaluates the documents presented; confirm the amount to be paid; Prepares the	None	20 minutes	Senior Administrative Assistant



	Order of Payment			
	1.3 Reviews and signs the Order of Payment.	None	20 minutes	Chief Accountant
2. Receives the signed Order of Payment	2.1 Releases of Order of Payment.	None	10 minutes	Administrative Aide
Total:		None	1 hour	



## LIQUIDATION OF CASH ADVANCES

Liquidation of cash advances after completion of travel or end of the conduct of an official event

<b>Office or Division:</b>	<b>Accounting Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DOT Employees/ Accountable officers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>GENERAL REQUIREMENTS</b>				
For local/foreign travel: 1. Official Receipts (1 original copy) 2. Passport, Ticket and Boarding Pass (1 photocopy) 3. Terminal Report (1 photocopy) 4. Certificate of Travel Completed (1 photocopy) 5. Certificate of Appearance (1 original) 6. Paid voucher (1 photocopy)		DOT Employee		
<b>SPECIAL REQUIREMENTS</b>				
For special projects: 1. Summary of Expenses (1 original copy) 2. Official Receipts (1 original copy)		DOT Employee (Project Officer)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accountable Officer submits Liquidation Report with complete supporting documents.	1.1 Receives the Liquidation Report and supporting Documents  Note: Incomplete documents shall not be accepted	None	10 minutes	Senior Administrative Assistant
	a. Reviews and evaluates completeness and propriety of supporting documents. Prepares JEV.  Note: If documents are not in order, it shall be returned to the Project Officer for compliance	None	1 hour	Senior Administrative Assistant





2. Receives copy of signed Liquidation Voucher	a. Conducts final evaluation of completeness and propriety of supporting documents; Signs Liquidation Voucher and JEV.	None	1 hour	Chief Accountant
Total:		None	2 hours 10 minutes	



## OUTGOING MAILS HANDLING

This service covers the processing and delivery to the Phil post of the outgoing mails.

<b>Office or Division:</b>	<b>Records and Communication Section - General Services Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DOT Employees and Officials (Head Office, Regional Offices NCR and IV-B)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Properly filled-out Control Slip for Mailing Services		Records and Communication Section		
2. One (1) Original Copy and two (2) Photocopies of the Mail piece		Requesting office/employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the properly filled-out control slip for mailing services and the mail piece.	1.1 Receive the mail piece with Control Slip for Mailing Services and validate details such as but not limited to sender's and recipient's mailing address and the completeness of the specified enclosures.	None	5 minutes	Admin Assistant/Admin Officer I
	1.2 Affix on the envelope the postage stamp and Postage Meter Machine with the corresponding postage rate.	None	5 minutes	Admin Officer I
	1.3 Securely seal the envelopes for safe handling and transport of mails to the Post Office.	None	5 minutes	Admin Assistant
	1.4 Record the outgoing mails in the tracking system to register dispatched outgoing mails.	None	30 minutes	Admin Assistant



	1.5 Prepare the Daily Statement Reading Receipt of Mails posted thru Postage Meter Machine.	None	30 minutes	Admin Assistant
	1.6 Approve the Daily Statement Reading Receipt of generated by signing at the approval portion of the Report.	None	15 minutes	Section Head
	1.7 Deliver all the outgoing mails indicated in the approved Daily Statement Reading Receipt of Mails.	None	1 hour	Admin Assistant/Admin Officer I
<b>TOTAL</b>		None	1 hour 30 minutes	



## PAYMENT OF SALARIES, BONUSES, AND OTHER PERSONNEL BENEFITS

Accounting process for the payment of salaries, bonuses, and other personnel benefits of DOT Personnel (Regular, Job Order and Coterminous Employees)

<b>Office or Division:</b>	<b>Accounting Division</b>
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2G (Government to Government)
<b>Who may avail:</b>	DOT Personnel (Regular and Co-Terminus Employees)
<b>CHECKLIST OF REQUIREMENTS</b> <i>(1 set original and 1 set photocopy)</i>	<b>WHERE TO SECURE</b>
<b>GENERAL REQUIREMENTS</b>	
1. Duly certified payroll with computation of salary (1 original copy)	Human Resource Division
2. Payroll Register (1 original copy)	Human Resource Division
3. Disbursement Voucher (2 original copies)	Human Resource Division
4. Pay-out Form (1 original copy)	Human Resource Division
5. Obligation Request (ORs) (1 original copy)	Budget Division
6. Signed Daily Time Record (1 original copy)	DOT Employee
7. Certificate of Availability of Funds (1 original copy)	Accounting Division
<b>SPECIFIC REQUIREMENTS</b>	
For initial payment of salaries (regular employees with original appointment):  <ol style="list-style-type: none"> <li>1. 1 Certified copy of duly approved appointment paper</li> <li>2. 1 Certified copy of oath of office</li> <li>3. 1 Certificate / Notice of assumption to office</li> <li>4. Statement of Assets and Liabilities (1 photocopy)</li> </ol> In case of transfer:  <ol style="list-style-type: none"> <li>1. Copy of authority to transfer (1 photocopy)</li> <li>2. Clearance from previous office (1 photocopy)</li> <li>3. Certification on the last day of service from previous office (1 photocopy)</li> <li>4. Certification of last salary received from former office verified by concerned auditor (1 photocopy)</li> </ol>	Human Resource Division
For Job Order Employees:	



1. Job Order Contract (1 photocopy) 2. Accomplishment Report (1 original copy) 3. Certification of Service Rendered (1 original copy)		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Budget Division forwards signed ORS and DV with supporting documents to the Accounting Division	1.1 Received the documents submitted.  Note: Incomplete documents shall not be accepted	None	1 hour	Senior Administrative Assistant
	1.2 Checks/ reviews completeness and propriety of supporting documents.  Note: If documents are not in order, it shall be returned to the projects officer for compliance	None	1 day	Senior Administrative Assistant
	1.3 Analyzes the request and reviews the computations; Prepares JEV	None	1 day and 4 hours	Administrative Officer IV
	1.4 Conducts final evaluation of completeness of supporting documents; Signs the DV.	None	1 day	Chief Accountant
2. Office of the authorized signatories receives the DVs  Note: Processing time of signing of DV by the authorized signatory not included	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D.	None	1 hour	Administrative Aide



3. Office of authorized signatories forwards approved DVs	3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)	None	2 hours	Administrative Assistant
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	1 hour	Administrative Aide
<b>TOTAL</b>		None	4 days and 1 hour	



## PREPARATION OF REQUIREMENTS FOR INITIAL SALARY AND SALARY DIFFERENTIAL DUE TO PROMOTION

Human Resource procedure to facilitate the preparation of requirements for the processing of the initial salary of newly appointed/hired and promoted DOT officials and employees.

<b>Office or Division:</b>		<b>Human Resource Division</b>		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2C (Government to Client) G2G (Government to Government)		
<b>Who may avail:</b>		Newly-hired/appointed DOT Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>GENERAL REQUIREMENTS</b>				
Daily Time Record (DTR) (2 original signed copies)		HRD-Compensation & Benefits Section (CBS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly-signed DTR	1.1 Receive the duly-signed DTR and inputs data of new official or employee to the database.	None	20 minutes	HRD-CBS Processor (HRMO)
	2.2 Compute salaries and prepare the ORS and DV	None	1 day 4 hours	HRD staff
	2.3 Review and sign ORS and initials on the DV.	None	4 hours 15 minutes	Chief, HRD
	2.4 Record and release the ORS and DV with all supporting documents to the Budget Division (BD) for processing of obligation.	None	20 minutes	HRD Receiving/Releasing Staff
<b>TOTAL</b>		None	2 days 55 minutes	



## PREPARATION OF SERVICE CONTRACTS

Preparation of Service Contracts which have undergone alternative methods of procurement.

<b>Office or Division:</b>	Legal Affairs Service (LAS)			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Department of Tourism (DOT) personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Google Form		<a href="http://bit.ly/dotcontractrequest">http://bit.ly/dotcontractrequest</a>		
Terms of Reference or Technical Specifications		Procurement Management Division		
Proof of Receipt from the Office of Undersecretary for Administration and Finance or Procurement Management Division		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS/ RESPONSIBLE</b>
a. Accomplish the LAS Request Form for Drafting of Service Contracts through Google Form, accessible at: <a href="http://bit.ly/dotcontractrequest">http://bit.ly/dotcontractrequest</a>	1.1 None. Google will automatically send an acknowledgement email upon submission of the Accomplished Google Form;	None	15 minutes	N/A
	1.2 Check the completeness and attachments submitted through the Google Form <sup>1</sup> ;	None	15 minutes	Administrative Assistant or Legal Assistant
	1.3 Record all the requests received, whether complete or incomplete in the LAS Contract Preparation Tracking System;	None	15 minutes	Administrative Assistant or Legal Assistant
	1.4 Assign Requests with correct and complete attachments to the Legal Assistant concerned;	None	5 minutes	Administrative Assistant or Legal Assistant
	a. Draft the Service Contract and conduct the necessary research,	None	3 days and 4 hours <sup>2</sup>	Legal Assistant

<sup>1</sup> Requests with incomplete attachments shall be coordinated to Requesting Party for compliance;

<sup>2</sup> In case of further clarifications or additional documents are required from the Requesting Party, any delay on the part of the Requesting Party shall toll the running of the period. The processing time shall begin once the required documents are complete.





	coordination, or consultation with the Requesting Party or offices concerned;			
	1.6 Submit the Draft Service Contract for review;	None	5 minutes	Legal Assistant
	1.7 Final review and approval of Draft Service Contract;	None	3 days	Lawyer
	1.8 Review and finalize Lawyer's comments or revisions in the Draft Service Contract, if applicable;	None	45 minutes	Legal Assistant
2. Acknowledge receipt of the response	2.1 Transmit final version of the Draft Service Contract to the email address of the requesting party and record in the LAS Contract Preparation Tracking System.	None	20 minutes	Legal Assistant
<b>TOTAL</b>		None	6 days and 7 hours	



## PROCESSING OF APPLICATION FOR LEAVE

Human Resource procedure for the processing of following DOT employee/s leave applications:

- Vacation/Forced Leave
- Sick Leave
- Privilege Leave
- Forced Leave
- Other Types of Leave

<b>Office or Division:</b>	<b>Human Resource Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C (Government to Client)			
<b>Who may avail:</b>	DOT Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Leave Application Form (2 original copies) 2. Medical Certificate for more than 5 days of absences and in other cases pursuant to the CSC Omnibus Rules on Leave		HRD Compensation Benefits Section (CBS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Leave Application Form.  <i>Employees shall file their respective leave applications within the prescribed period as provided for in the Omnibus Rules on Leave, otherwise shall be considered unauthorized absence.</i>	1.1 Receive and record the data contained in the Leave Application Form.  Forward the form to the concerned HRD-CBS Processor.	None	30 minutes	HRD-CBS Receiving/ Releasing Staff
	1.1 Review completeness of documentary requirements and certify leave balances; 1.2 Encode in the	None	1 day 2 hours	HRD-CBS Processor (HRMO)



	Attendance & Leave Monitoring System for DTR updating.			
	1.3 Forward the leave application form to the Chief, HRD or the concerned official for final approval/ signature.	None	40 minutes	HRD-CBS Receiving/ Releasing Staff
	1.4 Certify leave credits.	None	4 hours 15 minutes	Chief, HRD or Approving Authority (in case of official filing the leave of absence)
2. Retrieve a copy of the approved leave form	2.1 Release the approved leave form and have the employee acknowledge the receipt thereof .	None	4 hours	HRD-CBS Receiving/ Releasing Staff
<b>TOTAL</b>		None	2 days 3 hours 25 minutes	



## PROCESSING OF CERTIFICATION OF ALLOTMENT

The process of reviewing and approving Certification of Allotment for DOT activities and projects.

<b>Office or Division:</b>	Budget Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Project Officers of Various Operating Units within DOT</li> <li>• All DOT employees</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification of Allotment / Funds (6 original copy)		<i>Project Officer</i>		
BAC Resolution (1 original copy)				
Contract (1 original copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Certification of Allotment to Budget Division	1.1 Checks the completeness of the requirements and accuracy of the Certification of Allotment for the activity or project.  <i>Note: If incomplete, documents will be returned to Project Officer</i>	None	20 minutes	Admin Assistant
	1.2 Receives the certification of allotment and forwards to assigned Budget Officer			
	2.1 Checks the availability of allotment based on the attached supporting documents. <i>Note: If no funds available or not included in the approved WFP, documents will be returned to Project Officer</i>		20 minutes	Budget Officer
	2.2 Budget Officers put their initials under the			



	Chief Budget's name. Returns the documents to Admin Assistant for assigning of control number.			
	3. Assigns control number and forwards to Chief Budget Officer for review and approval		5 minutes	Admin Assistant
	4.1 Receives the Certification of Allotment 4.2 Reviews and approves the Certification of Allotment 4.3 Returns the signed Certification of Allotment to Admin Assistant		30 minutes	Chief Budget Officer
	5.1 Receives and encodes in the logbook and monitoring system the approved Certification of Allotment 5.2 Obtains one (1) original copy of Certification of Allotment for Budget Divisions' copy 5.3 Forwards the signed and approved Certification of Allotment to Accounting Division		10 minutes	Admin Assistant
<b>TOTAL NO. OF TIME</b>			1 hour 25 minutes	



## PROCESSING OF OBLIGATION REQUEST STATUS

Procedure for the processing of Obligation Request Status

<b>Office or Division:</b>	Budget Division	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Project Officers of Various Operating Units within DOT</li> <li>• All DOT employees</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>General Requirements</b>		
Certification of Availability of Allotment / Funds (6 original copies)		<i>DOT Employees</i>
Obligation Request and Status (ORS) (3 original copy)		
Disbursement Vouchers (4 original copies)		
<b>Specific Requirements for Cash Advance</b>		
<b>1. Overtime Pays (1 original copy each)</b>		
1.1 Duly certified payroll for the pay period / list of payees with overtime services rendered 1.2 Authorization to claim payment for overtime services rendered 1.3 Accomplishment Report 1.4 Certification of overtime services rendered 1.5 Duly accomplished / signed Daily Time Record (DTR)		<i>HR/Compensation</i>
<b>2. Terminal Leave (1 original copy each except for 2.5, 2.6 and 2.10)</b>		
2.1 Duly accomplished / approved Application for Leave 2.2 Complete / updated Service Record 2.3 Clearance from the Office of the Ombudsman that the payee has no pending case 2.4 Statement of Assets and Liabilities 2.5 Copy of last appointment 2.6 If due to retirement, copy of appointment showing highest salary received if salary under last appointment is not the highest 2.7 Computation of terminal leave duly certified by the Human Resources Division (HRD) 2.8 Clearance from Central or Regional Office 2.9 Applicant's authorization to deduct all financial obligations with the agency 2.10 Certified photocopy of Leave Card		<i>HR/Compensation</i>
<b>3. Project Fund of Special Disbursing Officer (SDO) (1 original copy each except for 3.2)</b>		
3.1 Copy of Approved Special Order (SDO)		<i>Project Officer</i>



<p>Designation) with the specific purpose for which the cash advance is granted (only permanently appointed officer / employee may be designated as SDO / accountable officer)</p> <p><b>3.2</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p><b>3.3</b> Copy of Approved Bond Application (must be adequately bonded for the amount commensurate to the amount of accountability)</p> <p><b>3.4</b> Certification from Accounting Division that SDO has no pending unliquidated Cash Advance</p> <p><b>3.5</b> Fiscal Agency Service (FAS) signed by authorized signatories, if foreign currency is required</p>	
<p><b>4. Current Operating Expenditures (COE) for remittances to DOT foreign Field Offices</b> (1 original copy each except for 4.1)</p>	
<p><b>4.1</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p><b>4.2</b> Salaries, Wages and allowances, maintenance and operating expenses and/or list of activities/projects with estimated budget as basis for the cash advance</p> <p><b>4.3</b> Copy of Approved Bond Application (adequately bonded for the amount commensurate to the amount of accountability)</p> <p><b>4.4</b> Certification from Accounting Division that SDO has no pending unliquidated Cash Advance</p> <p><b>4.5</b> Fiscal Agency Service (FAS) signed by authorized signatories</p>	<p>OPMD</p>
<p><b>5. Salaries and Wages</b> (1 original copy each except for 5.2)</p>	
<p><b>5.1</b> Duly certified payroll for the specific pay period /list of payees with their net payments</p> <p><b>5.2</b> For initial payment of salaries (regular employees with original appointments):</p> <p><b>5.2.1</b> Certified copy of duly approved Appointment Paper</p> <p><b>5.2.2</b> Certified copy of Oath of Office</p> <p><b>5.2.3</b> Certificate / Notice of Assumption to Office</p> <p><b>5.2.4</b> Statement of Assets and Liabilities</p> <p>In case of transfer:</p> <p><b>5.2.5</b> Copy of authority to transfer</p>	<p>Compensation and Benefits</p>



<p>5.2.6 Clearance from previous office</p> <p>5.2.7 Certification on the last day of service from former office</p> <p>5.2.8 Certification of last salary received from former office verified by the concerned auditor of previous office</p> <p>5.3 For Job Contract Employees:</p> <p>5.3.1 Job Order Contracts</p> <p>5.3.2 Accomplishment Report</p> <p>5.3.3 Certification of Services Rendered</p> <p>5.4 Duly accomplished / signed Daily Time Record (DTR)</p> <p>5.5 Computations of salary/wage duly certified by Human Resources Division (HRD)</p>	
<p><b>6. Representation and Transportation Allowance (RATA) (1 original copy each)</b></p>	
<p>6.1 Duly certified list of payees entitled to RATA</p> <p>6.2 For Officers-in-Charge (OIC):</p> <p>6.2.1 Special Order for the OIC designation specifying the period covered and the corresponding entitlement of RATA</p> <p>6.3 If RATA entitlement is non-commutable:</p> <p>6.3.1 List of Expenses Incurred (not exceeding the authorized amount of RATA entitlement)</p> <p>6.3.2 Certification that the expenses incurred are official in nature, public in character and incurred in the best interest of the Department</p>	<p><i>Compensation and Benefit</i></p>
<p>6.4 Duly approved request for commutation of Leave</p> <p>6.5 Certification from Human Resources Division (HRD) of total leave credits earned as of date of request</p> <p>6.6 Computation of claim for leave commutation duly certified by the Human Resources Division (HRD)</p>	<p><i>Compensation and Benefit</i></p>
<p><b>7. Local Travel Allowance (1 original copy each except for 8.1, 8.2 and 8.4)</b></p>	
<p>7.1 Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p>7.2 Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p>7.3 Approved Itinerary of Travel (Appendix A) detailing the transportation and travel</p>	<p><i>Project Officer</i></p>





<p>expenses to be incurred as basis for the amount of cash advance</p> <p><b>7.4</b> Certificate of Last Travel Completed (Appendix B)</p> <p><b>7.5</b> Certification from Accounting Division that the official / employee has no unliquidated Cash Advances</p>	
<p><b>8. Actual Local Travel Allowances / Expenses</b> (1 original copy each except for 9.10)</p>	
<p><b>8.1</b> Authority to be reimbursed of actual travelling expenses</p> <p><b>8.2</b> Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p><b>8.3</b> Approved Itinerary of Travel (Appendix A) detailing the transportation and travel expenses to be incurred as basis for the amount of cash advance</p> <p><b>8.4</b> Bills and receipts for actual expenses claimed</p> <p><b>8.5</b> Certification that expenses incurred were absolutely necessary and official in nature</p> <p><b>8.6</b> Certificate of Last Travel Completed (Appendix B)</p> <p><b>8.7</b> Official receipts for meals and incidentals for job-order personnel</p> <p><b>8.8</b> Receipts for airport terminal fees, if any</p> <p><b>8.9</b> Copies of used transportation ticket (<i>used bus ticket / e-ticket with boarding passes for airfares</i>)</p> <p><b>8.10</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p>	<p><i>Project Officer</i></p>
<p><b>9. Health Insurance</b> (1 original copy each except for 10.6-7)</p>	
<p><b>9.1</b> Approved Memorandum for the Secretary for request for reimbursement</p> <p><b>9.2</b> Copy of exchange rate used</p> <p><b>9.3</b> Summary of health insurance to be reimbursed</p> <p><b>9.4</b> Computation and conversion to Philippine Peso</p> <p><b>9.5</b> Official Receipt / Transaction Details</p> <p><b>9.6</b> Copy of Insurance Policy</p> <p><b>9.7</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p>	<p><i>Project Officer</i></p>
<p><b>10. Excess Baggage</b> (1 original copy each except for</p>	



11.7)	
<p><b>10.1</b> For posting of newly appointed Foreign Office (FO) Personnel:</p> <p><b>10.1.1</b> Approved Memorandum for the Secretary</p> <p><b>10.2</b> For regular foreign travel</p> <p><b>10.2.1</b> Authority to be reimbursed</p> <p><b>10.3</b> Official receipts</p> <p><b>10.4</b> Copy of e-ticket</p> <p><b>10.5</b> Copy of boarding pass</p> <p><b>10.6</b> Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p><b>10.7</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p>	<i>Project Officer</i>
<b>11. Honoraria (1 original copy each)</b>	
<p><b>11.1</b> Duly certified payroll for the pay period /list of payees entitled to honoraria</p> <p><b>11.2</b> Basis for the honoraria claimed</p> <p><b>11.3</b> Computations of honoraria claimed (total honoraria received must not exceed 25% of annual basic pay of officer / employee)</p> <p><b>11.4</b> Outputs delivered / accomplished</p>	<i>Project Officer</i>
<b>12. Foreign Travel Allowance (1 original copy each except for 10.1, 10.2, 10.4, 10.7 and 10.8)</b>	
<p><b>12.1</b> Copy of Approved Work Program/ Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations/ cost basis)</p> <p><b>12.2</b> Certified True Copy of duly approved Travel /Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p><b>12.3</b> Approved Itinerary of Travel (Appendix A) detailing the transportation and travel expenses to be incurred as basis for the amount of cash advance</p> <p><b>12.4</b> Prevailing UNDP rates for daily subsistence allowance used in the computation of claim for travelling expenses</p> <p><b>12.5</b> If claiming for Representation Allowance: <b>10.5.1</b> Approval from Malacañang indicating the amount of representation allowance authorized</p> <p><b>12.6</b> Confirmed flight itinerary issued by the booking office/travel agency (for computation of</p>	<i>Project Officer</i>



<p>travelling expenses)</p> <p><b>12.7</b> Proof of exchange rate at the time of travel</p> <p><b>12.8</b> Certificate of Last Travel Completed (Appendix B)</p> <p><b>12.9</b> Certification from Accounting Division that the official / employee has no unliquidated Cash Advances.</p> <p><b>12.10</b> Fiscal Agency Service (FAS) signed by authorized signatories</p>	
<p><b>13. Petty Operating Expenditures / Replenishment (1 original copy each)</b></p>	
<p><b>13.1</b> Copy of Approved Special Order (SDO Designation) with the specific purpose for which the cash advance is granted (only permanently appointed officer/ employee may be designated as SDO / accountable officer)</p> <p><b>13.2</b> Report of Disbursement for previous cash advance granted</p> <p><b>13.3</b> Official Receipts/proofs of payment for expenses incurred</p> <p><b>13.4</b> Certification from Accounting Division that SDO has no pending unliquidated Cash Advance</p>	<p><i>Petty Cash Fund Custodian</i></p>
<p><b>Specific Requirements for Payment</b></p>	
<p><b>14. Purchase of Supplies and Materials Payment (1 original copy each except for 12.1)</b></p>	
<p><b>14.1</b> Approved Annual Procurement Program</p> <p><b>14.2</b> Approved Purchase Request</p> <p><b>14.3</b> Approved Purchase Order / duly notarized MOA</p> <p><b>14.4</b> Request for canvass / PhilGEPS posting / bidding with corresponding Terms of Reference (TOR)</p> <p><b>14.5</b> Abstract of Canvass with quotations from at least three (3) suppliers / service providers, signed by GSD (for total amounts equivalent to PHP50,000 and less)</p> <p><b>14.6</b> Copy of BAC Resolution, PhilGeps posting (for total amounts equivalent to more than PHP 50,000 but less than PHP 500,000)</p> <p><b>14.7</b> Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP 500,000 and above)</p> <p><b>14.8</b> Certification from Budget Division that funds have been appropriated and allotted under</p>	<p><i>Project Officer</i></p>



<p>the GAA or TLA/RT account</p> <p><b>14.9</b> Original copy of Invoice / Statement of Account</p> <p><b>14.10</b> Original copy of Delivery Receipt</p> <p><b>14.11</b> Duly Signed Inspection and Acceptance Report</p>	
<p><b>16. Representation Expenses (Payment/Reimbursement) (1 original copy each except 16.8)</b></p>	
<p><b>15.1</b> Original copy of duly signed authorization from the Head of Office or his duly designated representative, to sign for chit charges / reimburse expenses incurred for the implementation of a particular activity / undertaking</p> <p><b>15.2</b> Original copy of invoice / Statement of Account</p> <p><b>15.3</b> Certification that expense is official in nature, public in character and in the best interest of the Department</p> <p><b>15.4</b> For group meals, list of participants with signature/photos</p> <p><b>15.5</b> Abstract of Canvass with quotations from at least three (3) suppliers / service providers</p> <p><b>15.6</b> Attendance Sheet</p> <p><b>15.7</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p>	<p><i>Project Officer</i></p>
<p><b>17. Professional Services Rendered (Consultants, Resource Persons, Translators, etc) (1 original copy each except for 14.1 and 14.7)</b></p>	
<p><b>16.1</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p><b>16.2</b> Resume / Credentials of Contracted Individual</p> <p><b>16.3</b> Acceptance Invitation</p> <p><b>16.4</b> MOA / Contract of Services duly signed by both parties and duly notarized, indicating the professional fee and/or other types of emoluments agreed upon and the terms of payment</p> <p><b>16.5</b> Abstract of Canvass / Waiver of Canvass</p> <p><b>16.6</b> Original Copy of Statement of Account</p> <p><b>16.7</b> Copy of Speaker's presentation</p> <p><b>16.8</b> Proof of services rendered / Accomplishment Report (as stated in the contract)</p> <p><b>16.9</b> Certificate of Services Rendered /</p>	<p><i>Project Officer</i></p>



Acceptance of Deliverables per MOA / Contract	
<b>18. Services Rendered by Contracted Service Providers</b> <i>(1 original copy each except for 15.1)</i>	
<p><b>17.1</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p><b>17.2</b> Original copy of duly signed authorization from the Head of Office or his duly designated representative, to sign for chit charges / reimburse expenses incurred for the implementation of a particular activity / undertaking</p> <p><b>17.3</b> Original copy of Invoice / Statement of Account</p> <p><b>17.4</b> Supporting documents for the invoice (hotel folios, guest list, etc)</p> <p><b>17.5</b> Copy of Letter Contract with Conforme / duly notarized MOA or Contract signed by both parties</p> <p><b>17.6</b> Request for Canvass / PhilGEPS posting / bidding with corresponding Terms or Reference (TOR)</p> <p><b>17.7</b> Abstract of Canvass with quotations from at least three (3) suppliers / service providers, signed by GSD (for total amounts equivalent to PHP50,000 and less)</p> <p><b>17.8</b> Copy of BAC Resolution, PhilGeps posting (for total amounts equivalent to more than PHP 50,000 but less than PHP 500,000)</p> <p><b>17.9</b> Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP 500,000 and above)</p> <p><b>17.10</b> Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p><b>17.11</b> Certification that expense is official in nature, public in character and in the best interest of the Department</p>	<i>Project Officer</i>
<b>19. Purchase of Foreign Transportation Expenses / Air Tickets</b> <i>(1 original copy each except for 16.1 and 16.2)</i>	
<p><b>18.1</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p><b>18.2</b> Certified True Copy of duly approved Travel / Special Order indicating the entitlements (not</p>	<i>Project Officer</i>



<p>exceeding allowances prescribed under existing laws)</p> <p><b>18.3</b> Original copy of invoice / Statement of Account</p> <p><b>18.4</b> Original copy of used transportation ticket (used air ticket / e-ticket with boarding passes for airfares)</p> <p><b>18.5</b> If claiming payment for business class airfare: Malacañang approval authorizing business class accommodation on plane for the official travel</p> <p><b>18.6</b> Copy of Contract with the service provider (for air tickets)</p> <p><b>18.7</b> Request for Canvass / PhilGEPS posting / bidding with corresponding Terms or Reference (TOR)</p> <p><b>18.8</b> Abstract of Canvass with quotations from at least three (3) accredited travel agencies, signed by GSD (for total amounts equivalent to PHP50,000 and less)</p> <p><b>18.9</b> Copy of BAC Resolution, PhilGEPS posting (for total amounts equivalent to more than PHP50,000 but less than PHP500,000)</p> <p><b>18.10</b> Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP500,000 and above)</p> <p><b>18.11</b> Certification from Accounting Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p>	
<p><b>20. Hiring of Vehicles</b> (1 original copy each except for 17.1)</p>	
<p><b>19.1</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p><b>19.2</b> Original Copy of Approved Authority to Hire a Vehicle</p> <p><b>19.3</b> Original Copy of Statement of Account / Invoice</p> <p><b>19.4</b> Copy of Letter Contract with Conforme / duly notarized MOA or Contract signed by both parties</p> <p><b>19.5</b> Request for canvass / PhilGEPS posting / bidding with corresponding Terms of Reference (TOR)</p> <p><b>19.6</b> Abstract of Canvass with quotations from at least three (3) accredited transport companies,</p>	<p><i>Project Officer</i></p>



<p>signed by GSD (for total amounts equivalent to PHP50,000 and less)</p> <p><b>19.7</b> Copy of BAC Resolution, PhilGEPS posting (for total amounts equivalent to more than PHP50,000 but less than PHP500,000)</p> <p><b>19.8</b> Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP500,000 and above)</p> <p><b>19.9</b> Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p><b>19.10</b> Original Copies of Trip Tickets duly signed by passenger / project officer</p> <p><b>19.11</b> Passenger List</p> <p><b>19.12</b> Certification from the authorized signing officer of satisfactory services completed / rendered as stated in the contract / agreement</p>	
<p><b>21. Shipment / Freight Services</b> (1 original copy each except for 18.1)</p>	
<p><b>20.1</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p><b>20.2</b> Original copy of invoice / statement of account from the contracted service provider</p> <p><b>20.3</b> Abstract of Canvass signed by the GSD</p> <p><b>20.4</b> Inspection Report for the goods shipped</p> <p><b>20.5</b> Proof of shipment</p> <p><b>20.6</b> Acknowledgment from the recipient that shipped goods were received in correct quantity and in good order</p>	<p><i>Project Officer</i></p>
<p><b>22. Procurement of Security, Janitorial and other similar services</b> (1 original copy each)</p>	
<p><b>21.1</b> Request of the concerned office for the requirements</p> <p><b>21.2</b> Approval of the request by the Secretary</p> <p><b>21.3</b> Approved Terms of Reference (TOR)</p> <p><b>21.4</b> Copy of Advertisement / Invitation to Bid</p> <p><b>21.5</b> Bid Tenders of participating bidders</p> <p><b>21.6</b> Participating bidders' registration, license and accreditation documents</p> <p><b>21.7</b> Abstract of Bids duly signed by the BAC Members</p> <p><b>21.8</b> BAC Resolution on the evaluation of bids and recommendation of award duly signed by the BAC members</p> <p><b>21.9</b> In case of negotiated purchase: Certification</p>	<p><i>Human Resource Division</i></p>



<p>from BAC members that there were failure of public biddings (two biddings); Certificate of authority to negotiate / enter into negotiated contract</p> <p><b>21.10</b> Notice / Letter of Award signed by authorized official</p> <p><b>21.11</b> Job Order / Contract (Original) duly received by contractor</p> <p><b>21.12</b> Notice to commence to work</p> <p><b>21.13</b> Performance Bond</p> <p><b>21.14</b> Record of Attendance / Service (for security and janitorial services)</p> <p><b>21.15</b> Request for payment of the contractor / service provider for services rendered</p> <p><b>21.16</b> Certification of the concerned office that the service rendered by the contractor / service provider was satisfactory</p>	
<p><b>23. Extension of Security, Janitorial, and other similar service (1 original copy each)</b></p>	
<p><b>22.1</b> Request of Management to the contractor / service provider for the extension of services with the reasons therefore</p> <p><b>22.2</b> Copy of extension contract</p> <p><b>22.3</b> Period covered by the duration does not exceed one year</p> <p><b>22.4</b> Certification from BAC that:</p> <p><b>22.5</b> The original contract was awarded through public bidding</p> <p><b>22.6</b> The agency has substantially undertaken the procurement activities required prior to award the new contract</p> <p><b>22.7</b> The contract extension is undertaken due to circumstances beyond the control of the agency and that the agency cannot award a new contract within a month after the expiration of the term of the original contract</p> <p><b>22.8</b> The extension is merely an emergency measure to maintain status quo in the operations of the agency and to avoid interruption of service</p> <p><b>22.9</b> The current contractor / service provider has not violated any of the provision of the original contract</p> <p><b>22.10</b> The terms and conditions of the original contract shall not be changed or modified</p> <p><b>22.11</b> Performance bond</p> <p><b>22.12</b> Request for payment of the contractor / service provider for services rendered</p> <p><b>22.13</b> Record of attendance / service (for security</p>	<p><i>Human Resource Division</i></p>





<p>and janitorial services)</p> <p><b>22.14</b> Certification of the concerned office that the service rendered by the contractor / service provider was satisfactory</p>	
<p><b>24. Purchase of Equipment and Vehicle</b> (1 original copy each except for 21.1)</p>	
<p><b>23.1</b> Approved annual procurement program / plan for the current year</p> <p><b>23.2</b> Allotment for equipment outlay</p> <p><b>23.3</b> Malacañang approval (as necessary)</p> <p><b>23.4</b> Approved purchase request</p> <p><b>23.5</b> Approved purchase order / duly notarized MOA</p> <p><b>23.6</b> Request for canvass / PhilGEPS posting / bidding with corresponding Terms of Reference (TOR)</p> <p><b>23.7</b> Abstract of canvass with quotations from at least three (3) suppliers / service providers, signed by GSD (for total amounts equivalent to PHP50,000 and less)</p> <p><b>23.8</b> Copy of BAC Resolution, PhilGEPS posting, (for total amounts equivalent to more than PHP50,000 but less than PHP500,000)</p> <p><b>23.9</b> Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to PHP500,000 and above)</p> <p><b>23.10</b> Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p><b>23.11</b> If from sole distributor:</p> <p style="padding-left: 20px;"><b>23.11.1</b> Duly notarized certificate of exclusive distributorship of the dealer duly attested by the principal</p> <p style="padding-left: 20px;"><b>23.11.2</b> certification from the supplier that does not have sub-dealers selling at lower prices</p> <p style="padding-left: 20px;"><b>23.11.3</b> Certification from the requisitioning officer duly approved by the agency head that there are no suitable substitutes of the equipment that can be obtained at more advantageous terms of the government</p> <p><b>23.12</b> In case of negotiated purchase:</p> <p style="padding-left: 20px;"><b>23.12.1</b> Certification from BAC members that there was failure of public biddings (two biddings)</p> <p style="padding-left: 20px;"><b>23.12.2</b> Certificate of authority to negotiate /</p>	<p style="text-align: center;"><i>Procurement and Management Division</i></p>



<p>enter into negotiated contract</p> <p><b>23.13</b> Original cop of Supplier's invoice / statement of account</p> <p><b>23.14</b> Original copy of delivery receipt</p> <p><b>23.15</b> Inspection and acceptance report on the deliveries</p> <p><b>23.16</b> Results of test / analysis by proper government agency (if the terms are subject to test)</p> <p><b>23.17</b> Copy of Acknowledgment Receipt for Equipment (ARE)</p>	
<p><b>25. Repair of Equipment (1 original copy each)</b></p>	
<p><b>24.11</b> Request for Repair / Inspection Report</p> <p><b>24.12</b> Approved Job Order / duly notarized MOA</p> <p><b>24.13</b> Request for canvass / PhilGEPS posting/ bidding with corresponding Terms of Reference (TOR)</p> <p><b>24.14</b> Abstract of Canvass with quotations from at least three (3) service providers, signed by GSD (for total amounts equivalent to Php 50,000.00 and less)</p> <p><b>24.15</b> Copy of BAC Resolution, PhilGeps posting, (for total amounts equivalent to more than Php 50,000.00 but less than Php 500,000.00)</p> <p><b>24.16</b> Copy of BAC Resolution, BID Documents, Notice / Letter of Award, Performance Bond (for total amounts equivalent to Php 500,000.00 and above)</p> <p><b>24.17</b> Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p><b>24.18</b> Original copy of Invoice /Statement of Account</p> <p><b>24.19</b> Duly signed Inspection and Acceptance Report</p> <p><b>24.20</b> Original copy of Delivery Receipt</p>	<p><i>General Services Division</i></p>
<p><b>25. Utility Expense – Electricity, Water and Telephone (1 original copy each)</b></p>	
<p><b>25.1</b> Statement of Account (SOA) / Billing Statement</p> <p><b>25.2</b> Certification that expenses are official in nature if bill exceeded monthly limit (telephone)</p>	<p><i>Project Officer</i></p>
<p><b>26. Rent – Building / Venue (1 original copy each except 27.2.4 and 27.5.1)</b></p>	
<p><b>26.1</b> Original copy of Statement of Account / Invoice</p>	<p><i>Project Officer</i></p>



<p><b>26.2</b> For first payment:</p> <p><b>26.2.1</b> Duly notarized MOA or Contract signed by both parties</p> <p><b>26.2.2</b> Certification from Budget Division that funds have been appropriated and allotted under the GAA or TLA/RT account</p> <p><b>26.2.3</b> Certification from Accounting Division of Availability of Funds</p> <p><b>26.2.4</b> Copy of Approved Work and Financial Program (WFP) / Project Proposal with reviewed Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost bases)</p> <p><b>26.2.5</b> Request for canvass / PhilGeps posting / bidding with corresponding Terms of Reference (TOR) (unless renewed)</p> <p><b>26.3</b> For total amounts equivalent to Php 50,000.00 and less:</p> <p><b>26.3.1</b> Abstract of Canvass with quotations from at least (3) accredited transport companies, signed by GSD</p> <p><b>26.4</b> For total amounts equivalent to more than Php 50,000.00 but less than Php 500,000.00:</p> <p><b>26.4.1</b> Copy of BAC Resolution</p> <p><b>26.4.2</b> PhilGeps posting</p> <p><b>26.5</b> For total amounts equivalent to Php 500,000.00 and above:</p> <p><b>26.5.1</b> Copy of BAC Resolution</p> <p><b>26.5.2</b> Bid documents</p> <p><b>26.5.3</b> Notice of Awards (NOA)</p> <p><b>26.5.4</b> Performance Bond</p> <p><b>26.6</b> For venue rental:</p> <p><b>26.6.1</b> Certification from the authorized signing officer of satisfactory services completed / rendered as stated in the contract / agreement</p>	
<p><b>27. Internet Service Expenses</b> (1 original copy each)</p>	
<p><b>27.1</b> Statement of Account (SOA) / Billing Statement</p> <p><b>27.2</b> Copy of notarized contract</p> <p><b>27.3</b> Copy of BAC Resolution attached with procurement related documents (for first payment)</p> <p><b>27.4</b> Notice of Award / to Process (for first payment)</p> <p><b>27.5</b> Copy of Approved Work and Financial Program (WFP) / Project Proposal with reviewed Budget Estimate (BE) or Annual Procurement</p>	<p><i>Project Officer</i></p>



Plan (APP) ( <i>whichever is applicable</i> )	
<b>Specific Requirements for Fund Transfer</b>	
<b>29. Financial Assistance to Local Government Units (LGUs)</b> ( <i>1 original copy each</i> )	
<p><b>28.1</b> Letter request from the Head of the LGU for financial assistance indicating there in the:</p> <p><b>28.1.1</b> Name of the project / activity</p> <p><b>28.1.2</b> Period /duration of the project</p> <p><b>28.1.3</b> Tourism impact/significance of the project/ activity</p> <p><b>28.1.4</b> Amount requested</p> <p><b>28.2</b> Approval / Resolution by the concerned Sangguniang Pambayan / Panglungsod/ Panglalawigan authorizing the Head of the LGU to request for financial assistance and to enter into agreement with the DOT relative thereto</p> <p><b>28.3</b> Endorsement Letter from the concerned DOT Regional Director on the request for assistance</p> <p><b>28.4</b> Evaluation / Recommendation of DOT - SPRC (Special Project and Review Committee) on the request for assistance</p> <p><b>28.5</b> Copy of the MOA which shall stipulate the following:</p> <p><b>28.5.1</b> Type/ Nature of the project to be funded which shall be in line with the mandate / programs of the DOT</p> <p><b>28.5.2</b> Impact on tourism of the project to be funded</p> <p><b>28.5.3</b> Use of the assistance exclusively for the approved purpose</p> <p><b>28.5.4</b> Time /period for the liquidation of the fund transfer (not applicable if fund release is thru donations)</p> <p><b>28.5.5</b> Amount of financial assistance granted</p> <p><b>28.5.6</b> Submission of Terminal Report within a specific period</p> <p><b>28.5.7</b> Sanctions to be imposed / undertaken for non-compliance with the provisions of the MOA</p> <p><b>28.6</b> Liquidation Report with supporting documents for previous fund transfers duly audited by the Audit Team assigned at the concerned LGU (not applicable if fund transfer is thru donations)</p> <p><b>28.7</b> Certification from Accounting Division that the LGU has no unliquidated fund transfer</p>	<i>Project Officer</i>
<b>30. Financial Assistance for Non-Government</b>	



<b>Organization (NGO) / People's Organization (PO) (1 original copy each)</b>	
<p><b>29.1</b> Proposal or request for funding which shall include:</p> <p><b>29.1.1</b> Name of the Project</p> <p><b>29.1.2</b> Objectives</p> <p><b>29.1.3</b> Target beneficiaries</p> <p><b>29.1.4</b> Impact to the tourism industry</p> <p><b>29.1.5</b> Amount of assistance</p> <p><b>29.2</b> Eligibility requirements such as:</p> <p><b>29.2.1</b> Certificate of Registration with the Securities and Exchange Commission (SEC) and/or either Cooperative Dev't Authority (CDA) or the Department of Labor and Employment (DO LE)</p> <p><b>29.2.2</b> Authenticated copy of the Latest Articles of Incorporation or the Articles of Cooperation, showing the original incorporators/organizers and the Secretary's certificate of incumbent officers, together with the Certificate of Filing with the SEC/Certificate of Approval by the CDA</p> <p><b>29.2.3</b> Financial Reports audited by an independent Certified Public Accountant for the past (3) three years preceding the date of project implementation. For NGO/ PO which has been in operation for less than three (3) years, report of accomplishment or any equivalent proof certified by its President and Secretary that it had previously implemented similar projects</p> <p><b>29.2.4</b> Disclosure by the NGO / PO of other related business, if any, and extent of ownership therein</p> <p><b>29.2.5</b> Work and Financial Plan, Sources and Details of Proponents Equity Participation in the Project</p> <p><b>29.2.6</b> List and/or photographs of similar projects previously completed by the NGO/PO, if any, indicating the source of funds for their implementation</p> <p><b>29.2.7</b> A sworn affidavit of the Secretary of the NGO / PO that none of its incorporators, directors or officials is an agent of or related by consanguinity or affinity up to the fourth civil degree to the officials of the Government Organization authorized to</p>	<p><i>Project Officer</i></p>



<p>process and/or approve the proposal, the MOA and the release of funds</p> <p><b>29.3</b> Initial evaluation and endorsement of the concerned DOT Officer / Regional Director / Attached Agency Officer on the request for assistance</p> <p><b>29.4</b> Certification for non-submission of requests to other DOT Attached Agencies</p> <p><b>29.5</b> Approved SPRC Resolution</p> <p><b>29.6</b> Signed Memorandum of Agreement (MOA)</p> <p><b>29.7</b> Liquidation Report with supporting documents for previous fund transfers, if any</p> <p><b>29.8</b> Certification from Accounting Division that the NGO/PO has no unliquidated fund transfer</p>	
<p><b>31. DOT Regional Offices (1 original copy each)</b></p>	
<p><b>30.1</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p><b>30.2</b> Approved Request for Fund Release Memo for the fund transfer</p> <p><b>30.2.1</b> If chargeable against TLA funds, duly approved SPRC Resolution for external, duly approved Project Proposal for internal</p>	<p><i>Project Officer</i></p>
<p><b>31. DOT Overseas Offices – TPB Remittances (1 original copy each)</b></p>	
<p><b>31.1</b> Budget Utilization Report and Status (BURS) for TLA account signed by the originating office</p> <p><b>31.2</b> Fiscal Agency Service (FAS) signed by authorized signatories</p> <p><b>31.3</b> Certificate of No Unliquidated Cash Advances from the Accounting Division</p> <p><b>31.4</b> Copy of adequate bond of the SDO commensurate to the amount of accountability</p> <p><b>31.5</b> Copy of Notice of Cash Allocation (NCA)</p> <p><b>31.6</b> Approved Project Proposal by TPB</p> <p><b>31.7</b> Memorandum of Agreement (MOA) between TPB and DOT Foreign Office</p>	<p><i>Project Officer</i></p>
<p><b>32. DOT Overseas Offices – Fund Transfer (PS, MOOE, or Special Project) (1 original copy each except for 33.4)</b></p>	
<p><b>32.1</b> Fiscal Agency Service (FAS) signed by authorized signatories</p> <p><b>32.2</b> Certificate of No Unliquidated Cash Advances from the Accounting Division</p> <p><b>32.3</b> Copy of adequate bond of the SDO commensurate to the amount of accountability</p>	<p><i>Project Officer</i></p>



<p><b>32.4</b> Approved project proposal / WFP / RWFP / APP / PPMP</p> <p><b>32.5</b> Computation of PS allowances signed by Chief of HRD (<i>for PS fund transfer</i>)</p> <p><b>32.6</b> Computation of Quarterly MOOE prepared by OPMD (<i>for MOOE fund transfer</i>)</p>	
<p><b>33. DOT Regional Offices – Notice of Transfer Allocation</b> (<i>1 original copy each except for 34.2</i>)</p>	
<p><b>33.1</b> Approval of Transfer of Allocation</p> <p><b>33.2</b> Sub-Allotment Advice attached with a copy of Approved Work and Financial Program (WFP) / Project Proposal supported with reviewed Budget Estimate (BE)</p>	<i>Project Officer</i>
<b>Specific Requirements for Remittance</b>	
<p><b>34. Remittance of Mandatory Deductions GSIS / PAGIBIG / PHILHEALTH / LBP / DOTEA / SSS</b> (<i>1 original copy each</i>)</p>	
<p><b>34.1</b> Statement of Account</p> <p><b>34.2</b> Remittance List</p> <p><b>34.3</b> Payroll List</p>	<i>Project Officer</i>
<p><b>35. Tax Remittance</b> (<i>1 original copy each</i>)</p>	
<p><b>35.1</b> Certificate of Withholding Tax</p> <p><b>35.2</b> Alpha list</p>	<i>Project Officer</i>
<p><b>36. Remittance to BTr</b> (<i>1 original copy each</i>)</p>	
<p><b>36.1</b> Schedule / List of Remittance</p> <p><b>36.2</b> Payroll / Proof of Refund / Official Receipt (<i>for cash refund</i>)</p> <p><b>36.3</b> Cancellation of project from foreign office (<i>if applicable</i>)</p> <p><b>36.4</b> NFD / ND / NS (<i>if applicable</i>)</p>	<i>Project Officer</i>
<p><b>37. Remittance to TPB</b> (<i>1 original copy each</i>)</p>	
<p><b>37.1</b> List of Remittance</p> <p><b>37.2</b> Proof of Deposit to DOT or Bank Statement (for Regular Trust (RT))</p> <p><b>37.3</b> Notice of Cash Allocation (NCA) (for Trust Liability Account (TLA))</p> <p><b>37.4</b> Cancellation of Project from Foreign Office (FO) (if cancelled by FO)</p> <p><b>37.5</b> Schedule of Refund from FO (if refund)</p>	<i>Project Officer</i>
<b>Specific Requirements for Reimbursement</b>	
<p><b>39. Actual Pre-Departure Allowance</b> (<i>1 original copy each except for 26.1 and 26.2</i>)</p>	
<p><b>38.1</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p>	<i>DOT employees</i>



<p><b>38.2</b> Certified True Copy of duly approved Travel /Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p><b>38.3</b> Authority to be Reimbursed actual pre-departure expenses</p> <p><b>38.4</b> Official receipts /proof of payment for expenses incurred</p> <p><b>38.5</b> Certificate of Travel Completed (Appendix B)</p>	
<p><b>40. Foreign Travel Allowance</b> (1 original copy each except for 27.1, 27.2 and 27.9)</p>	
<p><b>39.1</b> Copy of Approved Work Program/ Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations/cost basis)</p> <p><b>39.2</b> Certified True Copy of duly approved Travel / Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p><b>39.3</b> If travelling expenses claimed is more than the authorized amount for travel allowance (actual expenses)</p> <p><b>39.3.1</b> Approval from Malacañang for the payment of actual travelling expenses</p> <p><b>39.3.2</b> Certification from the Secretary that the actual expense in excess of the prescribed travelling allowance is absolutely necessary in the performance of an assignment</p> <p><b>39.3.3</b> Bills and receipts for actual expenses claimed</p> <p><b>39.4</b> If claiming for reimbursement of Representation Allowance / Expenses:</p> <p><b>39.4.1</b> Authority from Malacañang for the amount of representation allowance/expenses allowed</p> <p><b>39.4.2</b> Proof of expenses incurred (official receipts for the representation expenses incurred)</p> <p><b>39.5</b> Copies of used transportation ticket (used air ticket / e-ticket with boarding passes for airfares)</p> <p><b>39.6</b> Receipts for Airport Terminal Fees at point of embarkation to go back to the Philippines, if any</p> <p><b>39.7</b> Proof of Differential Claim (e.g., bank receipt of forex); Computation of DSA entitlement/requirement and actual amount received</p>	<p><i>DOT Employees</i></p>





<p><b>39.8</b> Proof of exchange rate at the time of travel  <b>39.9</b> Certificate of Last Travel Completed  (Appendix B)  <b>39.10</b> Certificate of Travel Completed (Appendix B)  <b>39.11</b> Certificate of Appearance  <b>39.12</b> Arrival and departure stamps on passport  <b>39.13</b> Official receipt for premium paid for accident insurance coverage for the duration of the travel  <b>39.14</b> Terminal Report  <b>39.15</b> Fiscal Agency Service (FAS) signed by authorized signatories</p>	
<p><b>40. Training Fees</b> (<i>1 original copy each except 41.7</i>)</p>	
<p><b>40.1</b> Authority to be reimbursed of actual training fees  <b>40.2</b> Certificate / Proof of Appearance / Attendance / Training  <b>40.3</b> List of Attendees (<i>if applicable</i>)  <b>40.4</b> Approval from authorized official to attend / participate  <b>40.5</b> Official receipts / collection receipts  <b>40.6</b> Statement of account / Bill  <b>40.7</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p>	<p><i>DOT Employees</i></p>
<p><b>41. Purchase of Newspaper</b> (<i>1 original copy each except 42.5</i>)</p>	
<p><b>41.1</b> Authority to be reimbursed for purchase of newspaper  <b>41.2</b> Inspection and Acceptance Report  <b>41.3</b> Official receipts  <b>41.4</b> Purchase requests  <b>41.5</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p>	<p><i>DOT Employees</i></p>
<p><b>42. Transportation Expense – RFID and Gas</b> (<i>1 original copy each</i>)</p>	
<p><b>42.1</b> Authority to be reimbursed of RFID / Gas  <b>42.2</b> Justification from GSD that there is no available load from RFID of official vehicle / fleet card has reached its maximum limit  <b>42.3</b> Trip Ticket  <b>42.4</b> Travel Order (<i>if applicable</i>)  <b>42.5</b> Copy of RFID and official receipts  <b>42.6</b> Certification that all expenses were official in nature, public in character, for the best interest of</p>	<p><i>DOT Employees</i></p>



the Department, and incurred for purposes intended herein	
<b>43. Actual communication expenses (1 original copy each except 44.3 and 44.7)</b>	
<p><b>43.1</b> Authority to be reimbursed of actual communication expenses</p> <p><b>43.2</b> Official receipts</p> <p><b>43.3</b> Photocopy of the statement of account or monthly billing from the telecommunication service provider for postpaid account</p> <p><b>43.4</b> Used mobile card/s for prepaid account</p> <p><b>43.5</b> Certification that expenses for mobile phone usage are incurred for the performance of official duties and responsibilities</p> <p><b>43.6</b> Certified copy of duly approved Appointment paper for initial payment of newly appointed employees</p> <p><b>43.7</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p>	<i>DOT Employees</i>
<b>Special Requirements for Purchase</b>	
<b>45. Local Transportation Expenses / Air Tickets (1 original copy each except for 28.1 and 28.2)</b>	
<p><b>44.1</b> Copy of Approved Work Program / Project Proposal with Budget Estimate (BE) detailing the expenses to be incurred (BE should be supported by quotations / cost basis)</p> <p><b>44.2</b> Certified True Copy of duly approved Travel/Special Order indicating the entitlements (not exceeding allowances prescribed under existing laws)</p> <p><b>44.3</b> Original Copy of Billing / Statement of Account</p> <p><b>44.4</b> Original Copy of used transportation ticket (used air ticket/ e-ticket with boarding passes for airfares)</p> <p><b>44.5</b> Abstract of Canvass signed by the GSD / Philgeps Posting</p>	<i>DOT Employees</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. Submits all requirements for obligation of fund attached with supporting documents to <u>the Budget Division.</u></p>	<p>1.1 Checks for the completeness of documentary requirements for requests for obligation of funds</p> <p><i>Note: If incomplete, documents will be returned to Project Officer</i></p> <p>1.2 Endorse requests for obligation of funds with supporting documents to assigned Budget Officer for evaluation</p>	None	20 minutes	Administrative Assistant
	<p>2.1 Receives, evaluates and checks accuracy of requests for obligation of funds with supporting documents.</p> <p><i>Note: If no funds available or not included in the approved WFP, documents will be returned to Project Officer</i></p> <p>2.2 Returns—the evaluated request for Obligation of Funds to Admin Assistant for assigning of ORS number</p>		45 minutes	Budget Officer



	<p>3.1 Receives the evaluated request for Obligation of Funds</p> <p>3.2 Assigns ORS number.</p> <p>3.3 Returns to Budget Officer for encoding in the monitoring status report.</p> <p>3.4 Budget Officer encodes in the Monitoring Status of Funds</p> <p>3.5 Encodes the Registry of Allotment and Obligation (RAO) and forwards to the Chief Budget Officer for final review</p>		<p>2 hours 15 minutes</p>	<p>Administrative Assistant / Budget Officer</p>
	<p>4.1 Receives, reviews and approves the ORS</p>		<p>2 hours</p>	<p>Chief Budget Officer</p>
	<p>5.1 Receives the signed ORS with supporting document and encodes in the monitoring system</p> <p>5.2 Returns the signed ORS to Admin Assistant for release</p>		<p>1 hour</p>	<p>Budget Officer</p>
	<p>6.1 Receives the approved ORS and obtains 1 original copy of ORS for Budget Divisions' copy</p> <p>6.2 Forwards the signed</p>		<p>10 minutes</p>	<p>Administrative Assistant</p>



	and approved ORS with supporting documents to Accounting Division or Project Officer			
<b>TOTAL NO. OF TIME</b>	6 hours 30 minutes			



## PROCESSING OF TRAVEL ORDERS

All government employees should be issued travel orders when on both domestic and foreign travel as mandated by the agency.

<b>Office or Division:</b>	<b>Office of the Undersecretary for TRCRG</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All DOT-TRCRG Central and Regional Personnel (Regular and Contractual)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Travel Order (TO) Form		All Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Travel Order to OUSEC-TRCRG.	1.1 OUSEC-TRCRG to receive/acknowledge the said form whether hand carried or emailed.	None	1 minute	Executive Assistant III
	1.2 OUSEC-TRCRG to validate information in the submitted TO.	None	1 minute	Executive Assistant III
	1.3 Forward to the Undersecretary for his approval/signature.	None	1 day	Executive Assistant III
	1.4 Once signed, forward document to Records Section for certification/numbering.	None	1 day (Based on bulk processing of Travel Orders from Regional Offices)	Admin Assistant/Admin Officer
	1.5 Upon receipt of processed TO (from Records Section), forward to the concerned Regional Offices.	None	15 minutes	Executive Assistant III
<b>TOTAL</b>		None	2 days 17 minutes	



## PROCUREMENT OF GOODS AND SERVICES THROUGH OTHER ALTERNATIVE METHODS OR PROCUREMENT (LEASE OF VENUE/HIGHLY TECHNICAL/DIRECT CONTRACTING/AGENCY TO AGENCY)

All procurement activities of the DOT Main Office requirements for goods and services under Alternative Methods of Procurement regardless of the amount and source of funds.

<b>Office or Division:</b>	<b>Procurement Management Division</b>			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Project Officer/Requesting Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (PR) with complete specification based on the approved APP/Work Program (1 original copy)		Requesting Office		
Terms of Reference (TOR)/Technical Specification (TS) signed by the Project Officer (1 original copy)		Requesting Office		
Rating Sheet (LOV)/Criteria for Consultant signed by the Project Officer		Requesting Office		
Market Study (LOV) signed by the Project Officer (1 original copy)		Requesting Office		
Email address of preferred Hotel (at least three (3) within the vicinity of the selected location (1 original copy)		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PR/TOR/TS/ Rating Sheet/Criteria/ Market Study/Email Address	1.1 Receive and log the request in the Procurement Monitoring Report	None	3 minutes	Administrative Staff
	1.2 Prepare the Request for Quotation	None	1 hour	Procurement Officer
	1.3 Issue the Request for Quotation (RFQ)/Request for Proposal (RFP) to the prospective service provider thru fax or email	None	4 days (including the deadline for the submission of quotations/ proposal	Procurement Officer
	1.4 Receive and open quotations /proposals submitted	None		
	1.5 Prepare the Abstract of Quotation (LOV)	None	30 minutes	Procurement Officer
	1.6 Prepare BAC Resolution to be signed by the BAC members	None	1 hour	Procurement Officer



	1.7 Signing and approval of BAC Resolution	None	1 days Note: The no. of days for the signing of the BAC Resolution will depend on the availability of the Bac members	BAC Members/ HOPE's delegated official
	1.8 Prepare the Notice of Award (NOA) and Notice to Proceed (NTP) upon receipt of the approved BAC Resolution	None	30 minutes Note: NOA is prepared for project with ABC amounting to more than PhP50,000.00	Procurement Officer
	1.9 Route the Abstract of Quotation, Notice of Award (NOA) and Notice to Proceed (NTP) to the Office of Director, Administrative Service for ABC of 500,000.00 and below and Asec. Concerned for ABC of above 500,000.00 for their signature		3 days Note: The no. of days for the signing of the Abstract of Quotation, Purchase Order (PO), Notice of Award (NOA) and Notice to Proceed (NTP) will depend on the availability of the designated signatory	Designated Signatory
	1.10 Inform/Email the Supplier the approved Notice of Award (NOA) for signature on the conforme		3 days Note: The Supplier is given 3 days to sign the approved NOA	Procurement Officer/Supplier
	1.11 Log the document for release in the outgoing logbook	None	5 minutes	Administrative Staff
	1.12 Release the documents to end-user for processing of contract and preparation of ORS after contract is notarized.	None	5 minutes Note: Once contract is notarized, PMD issues the NTP to the Supplier and End-User prepares the ORS for signing	Administrative Staff
	<b>TOTAL:</b>	None	11 days 3 hrs. 13 minutes	





## PROCUREMENT OF GOODS AND SERVICES THROUGH PUBLIC BIDDING

All procurement activities of the DOT Main Office requirements for supplies/materials, equipment and/or services under Public Bidding modes of procurement where amounts involved above One Million Philippine Pesos (PhP1,000,000.00) or its equivalent amount in other foreign currencies and above, regardless of the source of funds.

Subject to the application of Republic Act (RA) No. 9184 or the “*Government Procurement Reform Act*”

<b>Office or Division:</b>	<b>Procurement Management Division</b>			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	Government to Government/Government to Businesses			
<b>Who may avail:</b>	Project Officer/Requesting Office/Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request (PR) with complete specification based on the approved APP/Work Program (1 original copy)		Requesting Office		
Terms of Reference (TOR)/Technical Specification (TS) signed by the Project Officer (1 original copy)		Requesting Office		
Order of Payment (Bidder) (no copy)		PMD		
Official Receipt (Bidder) (1 photocopy)		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the approved PR/TOR/TS	1.1 Receive and log the request in the Procurement Monitoring Report	None	3 minutes	Administrative Staff
	1.2 Schedule the request for Pre-Procurement Conference and Notification of Project Officer.			
2. Project Officer shall attend for clarification of the TOR.	Conduct of Pre-Procurement Conference.	None	1 day	BAC Secretariat/ Members/Project Officer
3. Project Officer to submit revised TOR	3.1 Preparation of Bidding documents.	None	1 day	BAC Secretariat



(including soft copy).				
	3.2 Post the Invitation to Bid (ITB) in the PhilGEPS, DOT website and Bulletin Board for at least seven (7) days.	None	8 days including the submission of the Eligibility Bidding Documents	BAC Secretariat
4. Project Officer and Interested Bidders shall attend for some clarification with the Bidding Requirements.	4.1 Pre-Bid Conference.	None	1 day (Scheduled date: 12 days before the opening of bids)	BAC Secretariat/ Members/Project Officer/ Bidders
	4.2 Prepare the Supplemental/Bid Bulletin upon receipt of the revised Terms of Reference and post at the PhilGEPS website on the scheduled date.	None	1 day (Scheduled date: 7 days before the opening of bids)	BAC Secretariat
5. Bidder shall request for the Order of Payment for the Bidding Documents .	Prepare the Order of Payment.	None	3 minutes	BAC Secretariat
6. Bidder shall proceed to the Cashier for payment of Bidding Document.	6.1 Cashier shall receive payment and issue Official Receipt.		10 minutes	BAC Secretariat
	a. Approved Budget for the Contract: PhP500,000.00 and below.	PhP500.00		



	b. Approved Budget for the Contract: more than PhP500,000.00 up to 1 Million.	PhP1,000.00		
	c. Approved Budget for the Contract: more than 1 Million up to 5 Million.	Php5,000.00		
	d. Approved Budget for the Contract: more than 5 Million up to 10 Million.	PhP10,000.00		
	e. Approved Budget for the Contract: more than 10 Million up to 50 Million.	Php25,000.00		
	f. Approved Budget for the Contract: more than PhP50 Million up to 500 Million.	PhP50,000.00		
	g. Approved Budget for the Contract: more than 500 Million.	PhP75,000.00		
7. Bidder shall return to PMD to present copy of OR and to receive bid documents.	Release bid docs upon presentation of Official Receipt.		10 minutes	
8. Interested bidders shall submit its bid submission.	Receive bidder's submission.		10 minutes	
9. Project Officer and Interested Bidders shall attend for the opening of Bids.	9.1 Opening of Bids.	None	1 day	BAC Secretariat/ BAC Members/Project Officers/Bidders / Observers



	9.2 Prepare the Abstract as Read and as Calculated.	None	30 minutes	BAC Secretariat
10. Bidder to accommodate and present documents required during the visit.	10.1 Conduct of Post-Qualification.		1 day	
	10.2 Prepare the Post-Qualification Evaluation Report.	None	30 minutes	BAC Secretariat
	10.3 Preparation of BAC Resolution.		1 hour	BAC Secretariat
	10.4 Signing of BAC Resolution.	None	2 days Note: The nos. of days for the signing of the BAC resolution will depends on the availability of the BAC members	BAC Secretariat
	10.5 Prepare and issue the Notice of Award to the awarded bidder .	None	30 minutes upon approval of the BAC Chairperson.	BAC Secretariat
11. Submit Performance Security.	11.1 Receive Performance Security.		10 days from Notice of Award	
	11.2 Prepare the Contract of Agreement for review upon receipt of the Performance Security from the awarded Bidder.	None	1 day including the preparation and review	BAC Secretariat /Legal Service
	11.3 Prepare the request for the Certification of Funds Availability (CAF).	None	1 day including the signatory of Budget and Accounting Division	BAC Secretariat



	11.4 Release to the awarded bidder the Contract of Agreement for signature.	None	5 minutes	BAC Secretariat
12. Awarded bidder shall submit the signed Contract of Agreement .	12.1 Release to Legal Service for initial .	None	5 minutes upon receipt from the awarded bidder	BAC Secretariat/ Legal Service
	12.2 Release to approving authority for signature.		1 day	
	12.3 Release to Legal Service for notarization of the Contract of Agreement.	None	5 minutes upon receipt	BAC Secretariat
	12.4 Release to Project Officer, OSEC and FMS copy of the notarized Contract of Agreement.	None	5 minutes upon receipt	BAC Secretariat
	12.5 Issue the Notice to Proceed to the awarded bidder upon approval of the approving official.	None	30 minutes upon approval of the approving official	BAC Secretariat
	<b>TOTAL</b>	None	29 days 3 hours 56 minutes	



## PROCUREMENT OF GOODS AND SERVICES THROUGH SHOPPING

All procurement activities of the DOT Main Office requirements for supplies/materials, equipment and/or services under the “Shopping” mode of procurement where amounts involved does not exceed Fifty Thousand Pesos (Php50,000.00) or its equivalent amount in other foreign currencies, regardless of the source of funds. All procurement activities, including processing time, are based on the provisions of Republic Act no. 9184 or the Government Procurement Act.

<b>Office or Division:</b>	<b>Procurement Management Division</b>			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	Government to Government (Internal)			
<b>Who may avail:</b>	Project Officer/ Requesting Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request (PR) with complete specification based on the approved APP/Work Program (1 original copy)		Requesting Office		
Terms of Reference (TOR)/Technical Specifications (TS) signed by the Project Officer (1 original copy)		Requesting Office		
Certification/Authority to hire vehicles (Rental of Vehicles) (1 original copy)		General Services Division		
Rating Sheet/Criteria for Consultant signed by the Project Officer (Consultancy) (1 original copy)		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Project Officer shall submit the PR/ TOR/TS/Certification or Authority to hire vehicles/Rating sheet	1.1 Receive and log the request in the Procurement Monitoring Report	None	3 minutes	Administrative Staff
	1.2 Prepare the Request for Quotation.	None	1 hour	Procurement Officer
	1.3 Invite at least three (3) suppliers by sending the Request for Quotation/ proposal thru fax or email.	None	3 days including deadline for the submission of quotations  Extension of another 3 days for failure to	Procurement Officer



			complete the quotations in case no quotation is submitted.	
	1.4 Opening of 3 quotations.			
	1.5 Preparation of the Abstract of Quotation.	None	30 minutes	Procurement Officer
	1.6 Route the Abstract of Quotation and Purchase Order (PO) to the Office of Director, Administrative Service for signature		2 days Note: The no. of days for the signing of the Abstract of Quotation and Purchase Order (PO)) will depend on the availability of the designated signatory-	Designated Signatory
	1.7 Inform/Email the Supplier the P.O for their signature on the conforme		3 days Note: The Supplier is given 3 days to sign the P.O's conforme	Procurement Officer/Supplier
	1.8 Log the PO for release in the outgoing logbook	None	5 minutes	Administrative Staff
	1.9 Release the documents to end-user for processing.	None	5 minutes	Administrative Staff
	<b>TOTAL:</b>	None	8 days 2 hrs. 13 minutes	



## PROCUREMENT OF GOODS AND SERVICES THROUGH SMALL VALUE PROCUREMENT (SVP)

All procurement activities of the DOT Main Office requirements for supplies/materials, equipment and/or services under the “Small Value Procurement” mode of procurement where amounts involved is more than Fifty Thousand Pesos (PhP50,000.00) but does not exceed One Million Philippine Pesos (PhP1,000,000.00) or its equivalent amount in other foreign currencies, regardless of the source of funds. All procurement activities, including processing time, are based on the provisions of Republic Act no. 9184 or the Government Procurement Act.

<b>Office or Division:</b>	<b>Procurement Management Division</b>			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	Government to Government (Internal)			
<b>Who may avail:</b>	Project Officer/ Requesting Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request (PR) with complete specification based on the approved APP/Work Program (1 original copy)		Requesting Office		
Terms of Reference (TOR)/Technical Specification (TS) signed by the Project Officer (1 original copy)		Requesting Office		
Certification/Authority to hire vehicles (Rental of Vehicles) (1 original copy)		General Services Division		
Rating Sheet/Criteria for Consultant signed by the Project Officer (Consultancy) (1 original copy)		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Project Officer shall submit the PR/ TOR/TS/Certification or Authority to hire vehicles/ Rating Sheet	1.1 Receive and log the request in the-Procurement Monitoring Report	None	3 minutes	Administrative Staff
	1.2 Prepare the Request for Quotation	None	1 hour	Procurement Officer
	1.3 Post the Request for Quotations (RFQ) in the PhilGEPS, DOT website and Bulletin Board for at least three (3) days)	None	5 days (including the deadline for the submission of quotations)	Procurement Officer
	1.4 Invite at least three (3) suppliers by sending the Request for Quotation/proposal by fax or email.		20 minutes	





	1.5 Received and open the bids/quotations submitted by interested suppliers/service providers	None	5 minutes	Procurement Officer
	1.6 Prepare the Abstract of Quotation, Purchase Order (PO) and Notice of Award (NOA)	None	1 hour	Procurement Officer
	1.7 Route the Abstract of Quotation, Purchase Order (PO) and Notice of Award (NOA) to the Office of Director, Administrative Service for ABC of 500,000.00 and below and Asec. Concerned for ABC of above 500,000.00 for their signature		2days Note: The no. of days for the signing of the Abstract of Quotation, Purchase Order (PO) and Notice of Award (NOA) will depend on the availability of the designated signatory	Designated Signatory
	1.8 Inform/Email the Supplier the P.O and NOA for their signature on the conforme		2 days Note: The Supplier is given 3 days to sign the P.O and NOA for conforme	Procurement Officer/Supplier
	1.9 Log the PO for release in the outgoing logbook	None	5 minutes	Administrative Staff
	1.10 Release the PO to end-user for processing of Obligation Request Status (ORS) the end-user.	None	5 minutes	Administrative Staff
	<b>TOTAL:</b>	None	10 days 2 hrs. 38 minutes	



## RECEIVING AND ISSUANCE OF SUPPLIES, MATERIALS AND EQUIPMENT

Releasing of supplies, materials and equipment to the requesting office or accountable officer.

<b>Office or Division:</b>		<b>Supply and Property Section - General Services Division</b>		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2G (Government to Government)		
<b>Who may avail:</b>		DOT Employee/s and/or Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved and Funded PO/JO (1 original copy)		Accounting Division		
Delivery Receipt (1 original copy)		Supplier		
Sales Invoice/Official Receipt (1 original copy)		Supplier		
Requisition and Issue Slip (RIS) (2 original copy)		End-User		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits RIS /PAR to the GSD.	1.2 Receives the Requisition and Issue Slip/PAR and verifies the availability of stocks and equipments.	None	10 minutes	Supply Officer
	1.3 Approves the RIS (in case of Supplies); and PAR to be signed by the accountable officer/end-user(in case of Equipment).	None	35 minutes	GSD Chief
2. Receives the supplies/materials /equipments	2. Releases/Issues the supplies/materials/equipment to requesting office.	None	10 minutes	Supply Officer
<b>TOTAL</b>		None	55 minutes	



## RECORDS CREATION AND CONTROL FOR DOT ISSUANCES – ASSIGNMENT OF OFFICIAL RECORD NUMBER

*This service covers the assignment of Official Record Number to DOT Issuances such as Department Order, Special Order and Travel Order. Official records number is assigned to these issuances to establish the Official DOT record.*

<b>Office or Division:</b>	<b>Records and Communication Section - General Services Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DOT Employees and Officials (Head Office, Regional Offices and Foreign Offices)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original copy of the DOT issuance		Concerned office or employee/official		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the original copy of the DOT issuance for numbering/(email)	1.1 Verify the propriety of the submitted document or issuance it approved and duly signed by the authorized official and if it is printed in the DOT letterhead.	None	10 minutes	Admin Assistant
	1.2 Assign an official reference number to identify the document and records it on the designated logbook and encode it in the tracking system indicating the subject/title of the document, the assigned reference number and the date of issuance.	None	30 minutes	Admin Assistant/Admin Officer I



	1.3 Photocopy, stamp certified copy, and scan the officially numbered DOT issuances and forwards it to the Head of the Records and Communication Section for signature.	None	20 minutes	Admin Assistant/Admin Officer I
	1.4 Certify the veracity of true copies of officially numbered DOT issuances by affixing her signature.	None	30 minutes	Section Head
	1.5 Call the requesting office/employee that the certified copy of the officially numbered DOT issuance is ready for pick-up.	None	10 minutes	Admin Assistant
2. Receive the certified copy of the officially numbered DOT issuance.	2. Release the certified true copy of the officially numbered DOT issuance to the requesting office / employee.	None	10 minutes	Admin Assistant
<b>TOTAL</b>		None	1 hour and 50 minutes	



## RECORDS REQUEST SERVICE

This service covers the provision of DOT records as requested. The requested records can be in a plain photocopy of the original or a certified copy.

<b>Office or Division:</b>	<b>Records and Communication Section - General Services Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DOT Employees and Officials (Head Office, Regional Offices and Foreign Offices)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Properly accomplished CONTROL SLIP FOR RECORDS' REQUEST AND ISSUANCE;		Records and Communication Section or <a href="mailto:dotrecordssection@tourism.gov.ph">dotrecordssection@tourism.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished Control Slip for Records' Requests and Issuance Form.	1.1 Receive and verify the vital information supplied in the Control Slip for Records' Requests and Issuance.	None	5 minutes	Admin Assistant
	1.2 Locate the requested document / record from the storage facility depending on the availability of documents/records	None	40 minutes	Admin Assistant/Admin Officer I
	1.3 Certify the veracity of the retrieved document/record. Call the requesting employee that the certified copy of the officially numbered issuance is ready	None	20 minutes	Section Head



	for pick-up			
2. Receive the copy of the records requested.	2. Release the copy of the requested records to the requesting office / employee.	None	5 minutes	Admin Assistant
<b>TOTAL</b>		None	1 hour and 10 minutes	



## REIMBURSEMENT OF EXPENSES

Accounting process for the reimbursement of expenses by DOT employees incurred during the conduct of official business.

<b>Office or Division:</b>	<b>Accounting Division</b>			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DOT Employees (Special Disbursing Officer/s)			
<b>CHECKLIST OF REQUIREMENTS</b> <i>(2 sets: 1 original and 1 photocopy)</i>		<b>WHERE TO SECURE</b>		
<b>GENERAL REQUIREMENTS</b>				
1. Authority to Reimburse (1 original copy)	DOT Employee			
2. Disbursement Voucher (2 original copies)	DOT Employee			
3. Invoice/ Statement of Account (1 original copy)	Accounting Division			
4. Certification that the expense is official in nature, public in character and in the best interest of the department (1 original copy)	DOT Employee			
5. Certificate of Availability of Funds (1 original copy)	Accounting Division			
6. Obligation Request/ Budget Utilization Report (1 original copy)	Budget Division			
<b>SPECIFIC REQUIREMENTS</b>				
1. Reimbursement of meals - Canteen Service Form/Receipt (1 original copy)	DOT Employee			
2. Reimbursement of meals - Attendance Sheet (1 original copy)	DOT Employee			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Budget Division forwards signed ORS and DV with supporting documents to the Accounting Division.	1.1 Receives the documents submitted.  Note: Incomplete documents shall not be accepted	None	5 minutes	Senior Administrative Assistant



	<p>1.2 Checks/ reviews completeness and propriety of supporting documents</p> <p>Note: If documents are not in order, it shall be returned to the Project Officer for compliance</p> <p>1.3 Analyzes the request and reviews the computations; Prepares JEV</p>	None	3 days	Administrative Officer IV
	1.4 Conducts final evaluation of completeness of supporting documents; Signs the DV	None	3 days	Chief Accountant
2. Office of the authorized signatories receives the DV	2.1 Releases signed DVs, including supporting documents to the authorized approving officers for signature on Box D	None	30 minutes	Administrative Aide
3. Office of authorized signatories forwards approved DVs  Note: Processing time for signing by Authorized Signatory not included	3.1 Upon receipt of signed Disbursement Vouchers, prepares Advice to Debit Account (LDDAP-ADA)	None	30 minutes	Administrative Assistant
	3.2 Signs LDDAP-ADA	None	1 hour	Chief Accountant
4. Office of the authorized signatories receives the LDDAP-ADA	4.1 Releases LDDAP-ADA to authorized signatories	None	25 minutes	Administrative Aide
5.1 Acknowledge notification from DOT Cash Section of the payment made	5. Prepares and submits ACIC to the bank upon receipt of signed LDDAP-ADA and notifies the creditor of the payment made through bank account	None	1 hour	Cashier





	Note: Crediting of payment in the bank may take at least 24 hours and is not included in the processing time.			
<b>TOTAL</b>		None	6 days 5 hours 5 minutes	



## REMITTANCE TO DOT OVERSEAS OFFICES

Remittance of fund to DOT Overseas Offices in foreign currency as support for tourism-related activities and projects

<b>Office or Division:</b>	<b>Accounting Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DOT Foreign Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>GENERAL REQUIREMENTS</b>				
1. 1 Original Copy of Signed Disbursement Vouchers payable to:  a. DOT Forex Accommodation Account; and b. DOT Foreign Office  Including the attached supporting documents		Cash Division		
2. Signed LDDAP-ADA stamped received by the bank (1 original copy)		Cash Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Cash Section forwards LDDAP-ADA received by Landbank and other supporting documents	1.1 Receives documents from Cash Section  Note: Incomplete documents shall not be accepted	None	5 minutes	Administrative Assistant III
	1.2 Verifies the recipient's account details; Encode Application to Purchase Foreign Exchange Currency, assign FAS number and enter details to logbook	None	2 hours 15 minutes	Administrative Assistant III
	1.3 Reviews documents and signs the application to purchase foreign exchange.	None	30 minutes	Chief Accountant
2. Office of the authorized signatories receives	2.1 Releases the signed Application to Purchase Foreign	None	15 minutes	Administrative Aide



the application to purchase	Exchange to authorized signatory.			
3. Legal Service forwards the notarized document  Note: Notarization not included in the processing time	3.1 Upon receipt, reproduces a copy of the notarized document.	None	1 hour	Administrative Assistant III
4. Cash Section receives the documents	4.1 Releases notarized Application to Purchase Foreign Currency and supporting documents to Cash Section.	None	30 minutes	Administrative Aide
<b>TOTAL</b>		None	4 hours 35 minutes	



## REQUEST FOR MINOR REPAIRS

Request for minor repair and services of office furniture/equipment/vehicle that can be done by the Maintenance Section.

<b>Office or Division:</b>		<b>General Services Division – Maintenance Section</b>		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2G (Government to Government)		
<b>Who may avail:</b>		DOT Employee/s		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Request for Minor Repairs and Services Form (RMRS) (1 original signed copy)		GSD-Maintenance		
Terms of Reference/ PR/ RIS (2 original copies)		Requesting Office/ End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished RMRS	1.1 Receive RMRS and record the same to the repair service logbook.	None	20 minutes	Maintenance personnel
	1.2 Inspect the complaint/damage to determine the action to be taken and if the request can be handled by Maintenance or will be coordinated w/a third party contractor.	None	1 hour	Electrician/ Maintenance personnel
	1.1 Accomplish the RMRS (Findings and Recommendations) and/or Pre-repair Inspection Report.	None	20 minutes	Electrician/ Maintenance personnel
	1.2 Approval of RMRS		40 minutes	GSD Chief
	1.3 Preparation of Purchase Request and purchase of spare parts	None	6 hours	Maintenance Personnel
	1.4 Undertake the necessary repairs on Office	None	2 hours	Electrician/ Maintenance personnel



	Furniture/ Equipment and Motor vehicle.			
<b>TOTAL</b>		None	1 day 2 hours 20 minutes	



## REQUEST FOR SERVICE RECORD/CERTIFICATION OF EMPLOYMENT

Issuance of service record and/or certification of employment of active or discharged DOT personnel upon request.

<b>Office or Division:</b>	<b>Human Resource Division</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government) G2C (Government to Stakeholders)			
<b>Who may avail:</b>	DOT Personnel (Active Service/Discharged)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>GENERAL REQUIREMENTS</b>				
Service Record (2 original copies)		HRD Personnel Records Section		
Certification of Employment (2 original copies)		HRD Personnel Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request form	1.2 Receive request and forward the request to the HR Records Officer for processing.	None	10 minutes	HRD Receiving Staff (HRMA or Admin Aide)
	1.3 Update and/or print and initials the Service Record and/or Certification of Employment.	None	2 days and 4 hours	HR Records Officer/Administrative Assistant V
	1.4 Submit to the Division Chief for signing.	None	20 minutes	HR Records Officer/Administrative Assistant V
	1.5 Sign the Service Record and/or Certification of Employment.	None	20 minutes	Chief, HRD
	1.6 Release the document/s requested/ (delivers HR Personnel); or e-mail the signed requested documents to clients	None	20 minutes	HR Records Officer/Releasing Staff (HRMA or Admin Aide)
<b>TOTAL</b>		None	2 days 5 hours 10 minutes	



# REGIONAL OFFICES



## ACCREDITATION OF REGIONAL TOUR GUIDES

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Regional Tour Guides	
	Regular Regional Guide Master Regional Guide	
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph	
Valid Occupational Permit (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)	
Valid NBI Clearance (Scanned Copy)	National Bureau of Investigation	
Valid Health Certificate issued by a government physician stating that the applicant is physically fit to work (Scanned Copy)	Local Government Unit (Health Office)	
Negative Drug Test Result (Scanned Copy)	Government Accredited Drug Testing Laboratory	
Certificate of Training - Regional Tour Guiding Course (Scanned Copy)	Department of Tourism	
<b>ADDITIONAL REQUIREMENTS MASTER REGIONAL GUIDES</b>		
Proof of having been a DOT-Accredited Regional Tour Guide for at least ten (10) consecutive years (Scanned Copy)	Applicant / Department of Tourism	
Commendation or proof of superior guiding performance (Scanned Copy)	DOT-Accredited Travel and Tour Agency Association, Tourism Council, and other tourism related organizations excluding Tour Guide associations	
Certificate of Training on Filipino Brand of Service or its equivalent conducted by DOT (Scanned Copy)	Department of Tourism	
<b>ADDITIONAL REQUIREMENTS FOR RENEWAL APPLICATIONS OF REGULAR AND MASTER REGIONAL GUIDES</b>		





Valid Certificate of Training on Basic first-aid and/or Advanced First-aid / Basic Life Support (Scanned Copy)		Department of Tourism, Philippine Coast Guard (PCG) or DOLE Recognized Training Providers, Department of Health (DOH), Philippine Red Cross, Bureau of Fire Protection (BFP) and Technical Education and Skills Development Authority (TESDA)		
<b>For Regular Regional Guides</b>  Proof of Completion of a 20-hour tourism-related course completed within the last two (2) years  <b>For Master Regional Guides</b>  Proof of Completion of a 40-hour tourism-related course completed within the last three (3) years		Department of Tourism, Tourism Associations and Organizations, DOT-Accredited Training Centers, Technical Education and Skills Development Authority (TESDA), Academe, Concerned Local Government Units or other Government Agencies		
<b>ADDITIONAL REQUIREMENTS FOR PERMANENT RESIDENT ALIEN</b> Note: In addition to the requirements stated above, a permanent resident alien applicant shall submit the following:				
Alien Certificate of Registration (ACR I-Card)		Bureau of Immigration		
Valid Permanent Resident Visa or Immigrant Visa / Retiree's Visa		Bureau of Immigration Philippine Retirement Authority		
Alien Employment Permit, if a Retiree's Visa Holder		Department of Labor and Employment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an account online via the DOT Accreditation Portal <a href="http://accreditation.tourism.gov.ph">accreditation.tourism.gov.ph</a> )	NONE	NONE	Based on the applicant's response time	Applicant



<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: <b>“FOR EVALUATION”</b></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Division Chief for final review.</p> <p>Status of the Online Application will reflect as: <b>“FOR REVIEW AND RECOMMENDATION)”</b></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>NONE</p>	<p>4 hours</p>	<p>Accreditation Officer</p>
	<p>2.2 Review completeness and correctness of documents uploaded and the information provided in the online application form and recommend approval/disapproval to the Regional Director.</p> <p>Status of the Online Application will reflect as: <b>“FOR APPROVAL”</b></p> <p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Evaluator for</p>	<p>NONE</p>	<p>1 day</p>	<p>Division Chief</p>



	re-evaluation.			
	<p>2.3 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 day	Regional Director
3. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	Issuance of Official Receipt	Php 1,500.00	30 minutes	



	2.4 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	2.5 Sign Accreditation Certificate		1 hour	Regional Director
	2.6 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer
	2.7 Tag the application as “ <b>CERTIFICATE RELEASED</b> ”		30 minutes	
<b>Total Processing Time:</b>		<b>3 working days</b>		
<p><i>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i></p> <p><i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p>				



## ACCREDITATION OF COMMUNITY TOUR GUIDES

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Community Tour Guides	
	Regular Community Guide Master Community Guide	
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph
Valid Barangay Clearance (Scanned Copy)		Barangay Office
Valid Health Certificate (Scanned Copy)		Local Government Unit (Health Office)
Negative Drug Test Result (Scanned Copy)		Government Accredited Drug Testing Laboratory
Certificate of Training - Community Guiding Course (Scanned Copy)		Department of Tourism
<b>ADDITIONAL REQUIREMENTS FOR MASTER COMMUNITY GUIDES</b>		
Proof of having at least two (2) consecutive accreditation periods as a DOT Accredited Community Tour Guide (Scanned Copy)		Applicant / Department of Tourism
Commendation or proof of superior guiding performance (Scanned Copy)		DOT-Accredited Travel and Tour Agency Association, Tourism Council, and other tourism related organizations excluding Tour Guide associations
Certificate of Training on Filipino Brand of Service or its equivalent conducted by DOT (Scanned Copy)		Department of Tourism
<b>ADDITIONAL REQUIREMENTS FOR RENEWAL APPLICATIONS OF REGULAR AND MASTER COMMUNITY GUIDES</b>		



Valid Certificate of Training on Basic first-aid and/or Advanced First-aid / Basic Life Support (Scanned Copy)		Department of Tourism, Philippine Coast Guard PCG) or DOLE Recognized Training Providers, Department of Health (DOH), Philippine Red Cross, Bureau of Fire Protection (BFP) and Technical Education and Skills Development Authority (TESDA)		
<b>For Regular Community Guides</b> Proof of Completion of a 20-hour tourism-related course completed within the last two (2) years  <b>For Master Community Guides</b> Proof of Completion of a 40-hour tourism-related course completed within the last three (3) years		Department of Tourism, Tourism Associations and Organizations, DOT-Accredited Training Centers, Technical Education and Skills Development Authority (TESDA), Academe, Concerned Local Government Units or other Government Agencies		
<b>ADDITIONAL REQUIREMENTS FOR PERMANENT RESIDENT ALIEN</b> Note: In addition to the requirements stated above, a permanent resident alien applicant shall submit the following:				
Alien Certificate of Registration (ACR I-Card)		Bureau of Immigration		
Valid Permanent Resident Visa or Immigrant Visa / Retiree's Visa		Bureau of Immigration Philippine Retirement Authority		
Alien Employment Permit, if a Retiree's Visa Holder		Department of Labor and Employment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an account online via the DOT Accreditation Portal accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time	Applicant



<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: <b>“FOR EVALUATION”</b></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Division Chief for final review.</p> <p>Status of the Online Application will reflect as: <b>“FOR REVIEW AND RECOMMENDATION”</b></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>NONE</p>	<p>4 hours</p>	<p>Accreditation Officer</p>
	<p>2.2 Review completeness and correctness of documents uploaded and the information provided in the online application form and recommend approval/disapproval to the Regional Director.</p> <p>Status of the Online Application will reflect as: <b>“FOR APPROVAL”</b></p> <p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Evaluator for</p>	<p>NONE</p>	<p>1 day</p>	<p>Division Chief</p>



	re-evaluation.			
	<p>2.3 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 day	Regional Director





3. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	Issuance of Official Receipt	Php 1,500.00	30 minutes	
	2.4 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	2.5 Sign Accreditation Certificate		1 hour	Regional Director
	2.6 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer
	2.7 Tag the application as “ <b>CERTIFICATE RELEASED</b> ”		30 minutes	
<b>Total Processing Time:</b>			<b>3 working days</b>	
<p><i>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i></p> <p><i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p>				



## ACCREDITATION OF TOURISM FRONTLINERS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Tourism Frontliners
	Filipino Surfing Instructor Tourism Trainer
<b>CHECKLIST REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>SPECIFIC REQUIREMENTS FOR FILIPINO SURFING INSTRUCTOR</b>	
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph
Valid Occupational Permit (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)
Valid NBI Clearance (Scanned Copy)	National Bureau of Investigation
Surfing Instructor's Training Certification Course or has any valid certification (Scanned Copy)	Internationally qualified and recognized surfing certifying organization
Valid Certifications for First Aid Course, Basic Life Support - Cardio Pulmonary Resuscitation, and Water Safety Course (Scanned Copy)	Philippine Red Cross, Philippine Coast Guard, Philippine Life Saving or other organization accredited by PCG or recognized/accredited by PCG accredited entity
Valid Health Certificate stating that applicant is physically fit to work (Scanned Copy)	Licensed Government physician
Negative drug test result (Scanned Copy)	Government Accredited Drug Testing Laboratory
<b>SPECIFIC REQUIREMENTS FOR TOURISM TRAINERS</b>	
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph
Valid Occupational / Working Permit (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)
Training Modules Approved by DOT/TESDA/TIBFI (Scanned Copy)	DOT Office of Industry Manpower and Development (DOT-OIMD), Technical Education and Skills Development Authority



			(TESDA) or Tourism Industry Board Foundation, Inc. (TIBFI)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time	Applicant
2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.  Status of the Online Application will reflect as: <b>"FOR EVALUATION"</b>	2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Division Chief for final review.  Status of the Online Application will reflect as: <b>"FOR REVIEW AND RECOMMENDATION)"</b>  Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.	NONE	4 hours	Accreditation Officer



	<p>2.2 Review completeness and correctness of documents uploaded and the information provided in the online application form and recommend approval/disapproval to the Regional Director.</p> <p>Status of the Online Application will reflect as: <b>“FOR APPROVAL”</b></p> <p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Evaluator for re-evaluation.</p>	NONE	1 day	Division Chief
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	<p>2.3 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as:  <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 day	Regional Director
3. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	Issuance of Official Receipt	Php 1,500.00	30 minutes	
	2.4 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	2.5 Sign Accreditation Certificate		1 hour	Regional Director
	2.6 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer



	2.7 Tag the application as "CERTIFICATE RELEASED"		30 minutes	
<b>Total Processing Time:</b>		<b>3 working days</b>		
<i>*Note 1: The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i>				
<i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i>				



## ACCREDITATION OF HOTELS, RESORTS, AND APARTMENT HOTELS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Tourism Enterprises			
	Accommodation Establishments - Hotels, Resorts and Apartment Hotels			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly Accomplished Online Application Form			accreditation.tourism.gov.ph	
Valid Mayor's Permit/Business Permit (Scanned Copy)			Local Government Unit (Business Permit and Licensing Office)	
Valid Comprehensive General Liability Insurance Policy with a minimum coverage of ₱ 500,000.00 (Scanned Copy)			Any duly registered Insurance Provider with the Insurance Commission	
<b>ADDITIONAL REQUIREMENTS FOR STAR RATING ACCREDITATION</b>				
Valid Comprehensive General Liability Insurance Policy (minimum amount of coverage of P 1,000,000.00) (Scanned Copy)			Any duly registered Insurance Provider with the Insurance Commission	
Appropriate National Certification of Key Employees (e.g. Housekeeping, Front Office, Food & Beverage, Food Production) (Scanned Copy)			Technical Education and Skills Development Authority (TESDA)	
Quality Recognition and/or Awards (Scanned Copy)			Any government or reputable private institutions	
Letter of Intent / Request for Assessment (Scanned Copy)			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Create an account online via the DOT Accreditation Portal accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time	Applicant



<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: <b>“FOR EVALUATION”</b></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: <b>“FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</b></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>NONE</p>	<p>4 hours</p>	<p>Accreditation Officer - Evaluator</p>
<p><b>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</b></p> <p><b>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</b></p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p>Status of the Online Application</p>	<p>NONE</p>	<p>12 days</p>	<p>Accreditation Officer - Inspector</p>





	will reflect as: <b>“FOR INSPECTION”</b>			
3. Prepare for inspection and wait for the inspection team	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment’s authorized representative</p>	NONE	1 day	Accreditation Officer - Inspector



	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as:  <b>“FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</b></p> <p><i>*Note:</i>  • <i>When the enterprise involved in tourism is not creditable with the DOT, or when there is no existing accreditation</i></p>	<p>NONE</p>	<p>4 days</p>	<p>Accreditation Officer - Inspector</p>
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	<p><i>standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></p> <ul style="list-style-type: none"><li><i>• When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i></li></ul> <p><i><b>*For minor deficiencies</b> (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</i></p> <p><i><b>*For major deficiencies</b> (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</i></p>			
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	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as:  <b>“FOR APPROVAL”</b></p> <p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	<p>NONE</p>	<p>1 day</p>	<p>Division Chief</p>
	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as:  <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated</p>	<p>NONE</p>	<p>1 day</p>	<p>Regional Director</p>



	Disapproval Letter will be sent to the applicant.			
4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	Issuance of Official Receipt	Basic Accreditation Php 1,000.00  Regular Accreditation Php 1,400.00  Premium Accreditation Php 3,000.00	30 minutes	
	5.1 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	5.2 Sign Accreditation Certificate		1 hour	Regional Director



	5.3 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer
	5.4 Tag the application as “ <b>CERTIFICATE RELEASED</b> ”		30 minutes	
<b>Total Processing Time:</b>		<b>20 Working Days</b>		
<p><i>*Note 1: The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i></p> <p><i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p>				



## ACCREDITATION OF MABUHAY ACCOMMODATIONS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

In consideration to the economic impact of the COVID-19 outbreak to the tourism industry, all accreditation fees are waived until further notice.

<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	<b>TOURISM ENTERPRISES</b>  Accommodation Establishments – Mabuhay Accommodation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph		
Valid Mayor's Permit/Business Permit (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)		
Valid Comprehensive General Liability Insurance Policy - minimum amount of coverage of P 200,000.00 (Scanned Copy)		Any duly registered Insurance Provider with the Insurance Commission		
<b>SPECIFIC REQUIREMENTS FOR RENEWAL APPLICANTS</b>				
Signed Sworn Statement of Undertaking ( <i>By virtue of DOT MC 2022-001, all other documentary requirements for renewal applicants, except for Duly Accomplished Online Application Form and Valid Mayor's Permit, can be substituted by a Sworn Statement of Undertaking</i> ) (Scanned Copy)		DOT Regional Offices		
<b>PREMIUM ACCREDITATION (by virtue of DOT MC 2022-001, acceptance of applications for Premium Accreditation is suspended)</b>				
Valid Mayor's Permit/Business Permit (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)		
Valid Comprehensive General Liability Insurance Policy - minimum amount of coverage of P 300,000.00 (Scanned Copy)		Any duly registered Insurance Provider with the Insurance Commission		
Appropriate National Certification of Key Employees (e.g. Housekeeping, Front Office, Food & Beverage, Food Production) (Scanned Copy)		Technical Education and Skills Development Authority (TESDA)		
Quality Recognition and/or Awards (Scanned Copy)		Any reputable international or national institutions		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Create an account online via the DOT Accreditation Portal accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time	Applicant



<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p><i>Status of the Online Application will reflect as: <b>“FOR EVALUATION”</b></i></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p><i>Status of the Online Application will reflect as: <b>“FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</b></i></p> <p><b>Note:</b> For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>NONE</p>	<p>5 hours</p>	<p>Accreditation Officer</p>
<p><b>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</b></p> <p><b>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</b></p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p><i>Status of the Online Application will reflect as: <b>“FOR INSPECTION”</b></i></p>	<p>NONE</p>	<p>15 days</p>	<p>Accreditation Officer</p>
<p>3. Prepare for inspection and wait for the inspection team</p>	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with</p>	<p>NONE</p>	<p>1 day</p>	<p>Accreditation Inspection team</p>





	<p>statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment's authorized representative</p>			
	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p><i>Status of the Online Application will reflect as: “<b>FOR REVIEW AND RECOMMENDATION FOR APPROVAL</b>”</i></p> <p><b>*Note:</b></p> <ul style="list-style-type: none"> <li>• When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a <b>Letter of Non-Coverage</b> shall be issued.</li> <li>• When certain deficiency/ies are found during the inspection, a <b>Letter of Non Compliance</b> shall be issued to the Tourism Enterprise.</li> </ul> <p><b>*For minor deficiencies (e.g.</b></p>	<p>NONE</p>	<p>1 day</p>	<p>Accreditation Officer</p>



	<p><i>maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</i></p> <p><b>*For major deficiencies</b> (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p><i>Status of the Online Application will reflect as: <b>“FOR APPROVAL”</b></i></p> <ul style="list-style-type: none"> <li>• <b>Note:</b> If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</li> </ul>	<p>NONE</p>	<p>1 day</p>	<p>Division Chief</p>



	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p><i>Status of the Online Application will reflect as:</i>  <b>“APPROVED/ DISAPPROVED”</b></p> <p><i>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</i></p>	NONE	1 day	Regional Director
	<p>3.7 Print Accreditation Certificate</p> <p>3.8 Sign Accreditation Certificate</p> <p>3.9 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.</p> <p>3.10 Tag the application as <b>“CERTIFICATE RELEASED”</b></p>	NONE	<p>1 hour</p> <p>30 minutes</p> <p>1 hour</p> <p>30 minutes</p>	<p>Accreditation Officer</p> <p>Regional Director</p> <p>Accreditation Officer</p>
<b>Total Processing Time:</b>		<b>20 Working Days</b>		
<p><i>*Note 1: The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i></p>				
<p><i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p>				



## ACCREDITATION OF HOMESTAY

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

In consideration to the economic impact of the COVID-19 outbreak to the tourism industry, all accreditation fees are waived until further notice.

<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	<b>TOURISM ENTERPRISES</b> Accommodation Establishments – Homestay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph		
Valid Mayor's Permit/Business Permit (Scanned copy)		Local Government Unit (Business Permit and Licensing Office)		
Proof of attendance to a Homestay Training Program (Scanned copy)		Department of Tourism – Office of Industry Manpower Development or any DOT-accredited Training Center		
<b>PREMIUM ACCREDITATION (by virtue of DOT MC 2022-001, acceptance of applications for Premium Accreditation is suspended)</b>				
Special Recognitions (e.g. ASEAN Homestay Award, etc) (Scanned Copy)		Any reputable international or national institutions		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on applicant's response time	Accreditation Officer
2. Fill out Online Application Form and upload scanned copies of documentary requirements.	2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required  <i>Status of the Online Application will reflect as: <b>"FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)"</b></i>  <b>Note:</b> For incomplete documents, the Evaluator	NONE	5 hours	Accreditation Officer



	shall return the application with necessary remarks on the lacking requirements.			
<p><b>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</b></p> <p><b>*Note 2:</b> For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p><i>Status of the Online Application will reflect as: “<b>FOR INSPECTION</b>”.</i></p>	NONE	15 days	Accreditation Officer
3. Prepare for inspection and wait for the inspection team.	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment’s authorized representative.</p> <p><i>*Note : If failed to meet requirements for Premium, application will be re-categorized for Regular Accreditation.</i></p>	NONE	1 day	Accreditation Inspection Team
	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and</p>	NONE	1 day	Accreditation Officer



	<p>approval.</p> <p><i>Status of the Online Application will reflect as: “FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</i></p> <p><b>*Note:</b></p> <p><i>When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a <b>Letter of Non-Coverage</b> shall be issued.</i></p> <p><i>When certain deficiency/ies are found during the inspection, a <b>Letter of Non-Compliance</b> shall be issued to the Tourism Enterprise.</i></p> <p><b>*For minor deficiencies</b> (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</p> <p><b>*For major deficiencies</b> (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p><i>Status of the Online Application will reflect as: “FOR APPROVAL”</i></p> <p><b>*Note:</b> <i>If not recommended for accreditation, the</i></p>	NONE	1 day	Division Chief



	<i>application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</i>			
	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p><i>Status of the Online Application will reflect as:</i>  <b>“APPROVED/ DISAPPROVED”</b></p> <p><i>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</i></p>	NONE	1 day	Regional Director
	<p>3.7 Print Accreditation Certificate</p> <p>3.8 Sign Accreditation Certificate</p> <p>3.9 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.</p> <p>3.10 Tag the application as <b>“CERTIFICATE RELEASED”</b></p>	NONE	<p>1 hour</p> <p>30 minutes</p> <p>1 hour</p> <p>30 minutes</p>	<p>Accreditation Officer</p> <p>Regional Director</p> <p>Accreditation Officer</p>

**TOTAL PROCESSING TIME: 20 Working Days**

*Note 1: The system will prompt the applicant to accomplish the Client Satisfaction and Feedback form through an e-mail notification.*

*\*Note 2: Processing time shall only start upon receipt of complete and correct documents.*



## ACCREDITATION OF TRAVEL AND TOUR SERVICES

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B	
<b>Who may avail:</b>	Tourism Enterprises	
	Travel and Tour Services  Travel and Tour Agency Tour Operator Travel Agency	
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph
Valid Mayor's Permit/Business Permit (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)
Applicable Environmental Permits (For presentation during inspection)		Department of Environment and Natural Resources - Environmental Management Bureau
<b>ADDITIONAL REQUIREMENTS FOR BASIC ACCREDITATION</b>		
<p>For New Applicants:</p> <p>Corporations: Proof of working capital of ₱ 300,000.00 (e.g., paid up capital, General Information Sheet) (Scanned Copy)</p> <p>Partnerships: Paid-up / partners' capital of ₱ 300,000.00 (Scanned Copy)</p> <p>Single proprietorships: Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 300,000.00 (Scanned Copy)</p> <p>For Renewal Applicants:</p> <p>Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 300,000.00 (Scanned Copy)</p>		Any BSP-registered bank, Securities and Exchange Commission, Bureau of Internal Revenue (BIR)





<p>For general manager, proof of one (1) year managerial experience in the operations of travel and tours, MICE, airlines, tourist transports, or accommodation establishments as certified by previous employer (Scanned Copy)</p> <p>or</p> <p>Proof of passing a travel and tour operator management course (Scanned Copy)</p>	<p>Local Government Unit / Previous Employer</p> <p>DOT-Accredited Training Center</p> <p>Any training institution in areas where there are no DOT-accredited training centers</p>
<p><b>ADDITIONAL REQUIREMENTS REGULAR ACCREDITATION</b></p>	
<p>For New Applicants:</p> <p>Corporations: Proof of working capital of ₱ 500,000.00 (e.g., paid up capital, General Information Sheet) (Scanned Copy)</p> <p>Partnerships: Paid-up / partners' capital of ₱ 500,000.00 (Scanned Copy)</p> <p>Single proprietorships: Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 500,000.00 (Scanned Copy)</p> <p>For Renewal Applicants:</p> <p>Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 500,000.00 (Scanned Copy)</p>	<p>Any BSP-registered bank, Securities and Exchange Commission, Bureau of Internal Revenue (BIR)</p>
<p>For general manager, proof of three (3) years managerial experience in the operations of travel and tours, MICE, airlines, tourist transports, or accommodation establishments as certified by previous employer (Scanned Copy)</p>	<p>Local Government Unit / Previous Employer</p>
<p><b>ADDITIONAL REQUIREMENTS PREMIUM ACCREDITATION</b></p>	



<p>For New Applicants:</p> <p>Corporations: Proof of working capital of ₱ 1,500,000.00 (e.g., paid up capital, General Information Sheet) (Scanned Copy)</p> <p>Partnerships: Paid-up / partners' capital of ₱ 1,500,000.00 (Scanned Copy)</p> <p>Single proprietorships: Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 1,500,000.00 (Scanned Copy)</p> <p>For Renewal Applicants:</p> <p>Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 1,500,000.00 (Scanned Copy)</p>		<p>Any BSP-registered bank, Securities and Exchange Commission, Bureau of Internal Revenue (BIR)</p>		
<p>For general manager, proof of three (3) years managerial experience in the operations of travel and tours, MICE, airlines, tourist transports, or accommodation establishments as certified by previous employer (Scanned Copy)</p>		<p>Local Government Unit / Previous Employer</p>		
<p>Citations or Proof of successful handling of tours / accommodation bookings in each of the clusters (Luzon, Visayas, and Mindanao) for the past five (5) years at the time of application (Scanned Copy)</p>		<p>Contracts/Booking vouchers</p>		
<p>Proof of outstanding membership to National or International Association (Scanned Copy)</p>		<p>Duly recognized National or International Associations</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Create an account online via the DOT Accreditation Portal accreditation.tourism.gov.ph)</p>	NONE	NONE	Based on the applicant's response time	Applicant



<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: <b>“FOR EVALUATION”</b></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: <b>“FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</b></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>NONE</p>	<p>4 hours</p>	<p>Accreditation Officer - Evaluator</p>
<p><i>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</i></p> <p><i>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</i></p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p>Status of the Online Application will reflect as:</p>	<p>NONE</p>	<p>12 days</p>	<p>Accreditation Officer - Inspector</p>



	<b>“FOR INSPECTION”</b>			
3. Prepare for inspection and wait for the inspection team	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment’s authorized representative</p>	NONE	1 day	Accreditation Officer - Inspector



	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as:  <b>“FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</b></p> <p><i>*Note:  • When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation</i></p>	NONE	4 days	Accreditation Officer - Inspector
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	<p><i>standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></p> <ul style="list-style-type: none"><li><i>• When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i></li></ul> <p><i>*For minor deficiencies (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</i></p> <p><i>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</i></p>			
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	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as:  <b>“FOR APPROVAL”</b></p> <p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	NONE	1 day	Division Chief
	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as:  <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated</p>	NONE	1 day	Regional Director



	Disapproval Letter will be sent to the applicant.			
4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	Issuance of Official Receipt	<p>Main Office Basic Accreditation Php 2,500.00 Regular Accreditation Php 5,000.00 Premium Accreditation Php 7,500.00</p> <p>Branch Office Basic Accreditation Php 1,500.00 Regular Accreditation Php 3,000.00 Premium Accreditation Php 4,500.00</p>	30 minutes	
	5.1 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer





	5.2 Sign Accreditation Certificate		1 hour	Regional Director
	5.3 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer
	5.4 Tag the application as "CERTIFICATE RELEASED"		30 minutes	
<b>Total Processing Time:</b>		<b>20 Working Days</b>		
<p><i>*Note 1: The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i></p> <p><i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p>				



## ACCREDITATION OF TOURIST TRANSPORT OPERATORS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Tourism Enterprises			
	Tourist Transport Operator - Land Transport Operator			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly Accomplished Online Application Form			accreditation.tourism.gov.ph	
Valid Mayor's Permit/Business Permit (Scanned Copy)			Local Government Unit (Business Permit and Licensing Office)	
Valid LTFRB Tourist Transport Service Franchise of the Vehicles (Scanned Copy)			Land Transportation Franchising Regulatory Board (LTFRB)	
LTO Certificate of Registration of Vehicles (Scanned Copy)			Land Transportation Office (LTO)	
Proof of attendance to DOT conducted Seminar for Tourist Drivers (Scanned Copy)  or  Letter of request for training received by the DOT (Scanned Copy)			Department of Tourism – Office of Industry Manpower Development (DOT-OIMD)  Department of Tourism - Regional Offices	
Applicable Environmental Permits (For presentation during inspection)			Department of Environment and Natural Resources - Environmental Management Bureau	
<b>ADDITIONAL REQUIREMENTS FOR PREMIUM ACCREDITATION</b>				
Proof of inter-regional fleets (Luzon-Visayas-Mindanao) (Scanned Copy)			Land Transportation Franchising Regulatory Board (LTFRB)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Create an account online via the DOT Accreditation Portal accreditation.tourism.gov.ph)</p>	<p>NONE</p>	<p>NONE</p>	<p>Based on the applicant's response time</p>	<p>Applicant</p>
<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: <b>"FOR EVALUATION"</b></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: <b>"FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)"</b></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>NONE</p>	<p>4 hours</p>	<p>Accreditation Officer - Evaluator</p>

**\*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged "without inspection", the application will proceed to Agency Action 3.5**

**\*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.**



	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p>Status of the Online Application will reflect as:  <b>“FOR INSPECTION”</b></p>	NONE	12 days	Accreditation Officer - Inspector
3. Prepare for inspection and wait for the inspection team	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection debriefing/ discussion of initial findings to the establishment’s authorized representative</p>	NONE	1 day	Accreditation Officer - Inspector



	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as:  <b>“FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</b></p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> <li>• <i>When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></li> <li>• <i>When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i></li> </ul> <p><b>*For minor deficiencies (e.g. maintenance</b></p>	<p>NONE</p>	<p>4 days</p>	<p>Accreditation Officer - Inspector</p>
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	<p>issues), the property shall rectify the identified deficiency/ies within 3 months.</p> <p><b>*For major deficiencies</b> (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as:  <b>“FOR APPROVAL”</b></p> <p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	<p>NONE</p>	<p>1 day</p>	<p>Division Chief</p>



	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 day	Regional Director
<p>4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel</p>	<p>Issuance of Official Receipt</p>	<p><b>Regular Accreditation</b> on Php 2,000.00</p> <p>Sticker Fee Bus - Php 700.00/unit Coaster/Mini Bus - Php 400.00/unit Van - Php 300.00/unit Car - Php 200.00/unit</p> <p><b>Premium Accreditation</b> on Php 3,000.00</p>	30 minutes	



		Sticker Fee Bus - Php 1,200.00/unit Coaster/Mini Bus - Php 800.00/unit Van - Php 600.00/unit Car - Php 300.00/unit		
	5.1 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	5.2 Sign Accreditation Certificate		1 hour	Regional Director
	5.3 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer
	5.4 Tag the application as <b>“CERTIFICATE RELEASED”</b>		30 minutes	
<b>Total Processing Time:</b>		<b>20 Working Days</b>		
<i>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i>				
<i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i>				





## ACCREDITATION OF TOURIST TRANSPORT OPERATORS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Tourism Enterprises			
	Tourist Transport Operator			
	Air Transport Operator Water Transport Operator			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly Accomplished Online Application Form			accreditation.tourism.gov.ph	
Valid Mayor's Permit/Business Permit (Scanned Copy)			Local Government Unit (Business Permit and Licensing Office)	
Applicable Environmental Permits (For presentation during inspection)			Department of Environment and Natural Resources - Environmental Management Bureau	
<b>ADDITIONAL REQUIREMENTS FOR TOURIST AIR TRANSPORT OPERATOR</b>				
Valid Certificate of Airworthiness (Scanned Copy)			Civil Aviation Authorization of the Philippines (CAAP)	
Valid Franchise to operate the aircraft (Scanned Copy)			Civil Aeronautics Board (CAB)	
<b>ADDITIONAL REQUIREMENTS FOR REGULAR AND PREMIUM TOURIST WATER TRANSPORT OPERATOR APPLICATIONS - RECREATIONAL BOATS</b>				
Valid Recreational Boat Certificate (RBC) (Scanned Copy)			Maritime Industry Authority (MARINA)	
Valid Recreational Boat Safety Certificate (RBSC) (Scanned Copy)			Maritime Industry Authority (MARINA)	
<b>ADDITIONAL REQUIREMENTS FOR REGULAR TOURIST WATER TRANSPORT OPERATOR APPLICATIONS - PASSENGER VESSELS</b>				
Valid Certificate of Compliance with MC 65/65A of MARINA or its subsequent amendments, if any (Scanned Copy)			Maritime Industry Authority (MARINA)	
Valid Passenger Ship Safety Certificate (PSSC) (Scanned Copy)			Maritime Industry Authority (MARINA)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Create an account online via the DOT Accreditation Portal accreditation.tourism.gov.ph)</p>	<p>NONE</p>	<p>NONE</p>	<p>Based on the applicant's response time</p>	<p>Applicant</p>
<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: <b>“FOR EVALUATION”</b></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: <b>“FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</b></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>NONE</p>	<p>4 hours</p>	<p>Accreditation Officer - Evaluator</p>
<p><b><i>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</i></b></p> <p><b><i>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</i></b></p>				



	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p>Status of the Online Application will reflect as:  <b>“FOR INSPECTION”</b></p>	NONE	12 days	Accreditation Officer - Inspector
3. Prepare for inspection and wait for the inspection team	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection debriefing/ discussion of initial findings to the establishment’s authorized representative</p>	NONE	1 day	Accreditation Officer - Inspector



	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as:  <b>“FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</b></p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> <li>• <i>When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></li> <li>• <i>When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i></li> </ul> <p><b>*For minor deficiencies (e.g. maintenance</b></p>	<p>NONE</p>	<p>4 days</p>	<p>Accreditation Officer - Inspector</p>
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	<p><i>issues), the property shall rectify the identified deficiency/ies within 3 months.</i></p> <p><b>*For major deficiencies (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</b></p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as:  <b>“FOR APPROVAL”</b></p> <p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	<p>NONE</p>	<p>1 day</p>	<p>Division Chief</p>



	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 day	Regional Director
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4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	Issuance of Official Receipt	<b>Tourist Air Transport Operator</b>		
		Regular Accreditation Php 2,000.00		
		<b>Tourist Water Transport Operator</b>		
		Recreational Boat Regular Accreditation Php 1,000.00 Sticker Fee Php 300.00/boat	30 minutes	
		Premium Accreditation Php 3,000.00 Sticker Fee Php 500.00/boat		
		Passenger Vessel Php 2,000.00 Sticker Fee Php 700.00/vessel		
	5.1 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	5.2 Sign Accreditation		1 hour	Regional Director



	Certificate		
	5.3 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	1 hour	Accreditation Officer
	5.4 Tag the application as “ <b>CERTIFICATE RELEASED</b> ”	30 minutes	
<b>Total Processing Time:</b>		<b>20 Working Days</b>	
<p><i>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i></p> <p><i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p>			





## ACCREDITATION OF MICE ORGANIZERS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B	
<b>Who may avail:</b>	Tourism Enterprises	
	MICE Organizer	
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph
Valid Mayor's Permit/Business Permit (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)
Applicable Environmental Permits (For presentation during inspection)		Department of Environment and Natural Resources - Environmental Management Bureau
<b>ADDITIONAL REQUIREMENTS FOR BASIC ACCREDITATION</b>		
<p>For New Applicants:</p> <p>Corporations: Proof of working capital of ₱ 300,000.00 (e.g., paid up capital, General Information Sheet) (Scanned Copy)</p> <p>Partnerships: Paid-up / partners' capital of ₱ 300,000.00 (Scanned Copy)</p> <p>Single proprietorships: Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 300,000.00 (Scanned Copy)</p> <p>For Renewal Applicants:</p> <p>Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 300,000.00 (Scanned Copy)</p>		<p>Any BSP-registered bank, Securities and Exchange Commission, Bureau of Internal Revenue (BIR)</p>



<p>For the General Manager, proof of a minimum of one (1) year relevant experience in event organizing certified by the previous employer (Scanned Copy)</p> <p>or</p> <p>Proof of attendance to a PCO or Event Organizer's Training or its equivalent (Scanned Copy)</p>	<p>Previous Employer</p> <p>DOT-Accredited Training Center</p> <p>Any training institution in areas where there are no DOT-accredited training centers</p>
<p>Company Profile/Portfolio (Scanned Copy)</p>	<p>Applicant</p>
<p><b>ADDITIONAL REQUIREMENTS FOR REGULAR ACCREDITATION</b></p>	
<p>For New Applicants:</p> <p>Corporations: Proof of working capital of ₱ 500,000.00 (e.g., paid up capital, General Information Sheet) (Scanned Copy)</p> <p>Partnerships: Paid-up / partners' capital of ₱ 500,000.00 (Scanned Copy)</p> <p>Single proprietorships: Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 500,000.00 (Scanned Copy)</p> <p>For Renewal Applicants:</p> <p>Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 500,000.00 (Scanned Copy)</p>	<p>Any BSP-registered bank, Securities and Exchange Commission, Bureau of Internal Revenue (BIR)</p>
<p>For the General Manager, proof of a minimum of three (3) years relevant experience in event organizing certified by the previous employer (Scanned Copy)</p> <p>or</p> <p>Proof of attendance to a PCO or Event Organizer's Training or its equivalent (Scanned Copy)</p>	<p>Previous Employer</p> <p>DOT-Accredited Training Center</p> <p>Any training institution in areas where there are no DOT-accredited training centers</p>



Proof of successful handling of at least five (5) MICE events for the past two (2) years at the time of application (Scanned Copy)			Contracts/Booking vouchers	
<b>ADDITIONAL REQUIREMENTS FOR PREMIUM ACCREDITATION</b>				
<p>For New Applicants:</p> <p>Corporations: Proof of working capital of ₱ 1,500,000.00 (e.g., paid up capital, General Information Sheet) (Scanned Copy)</p> <p>Partnerships: Paid-up / partners' capital of ₱ 1,500,000.00 (Scanned Copy)</p> <p>Single proprietorships: Original copy of bank certification/bonds reflecting a cumulative amount of ₱ 1,500,000.00 (Scanned Copy)</p> <p>For Renewal Applicants:</p> <p>Audited Financial Statements or any documents to prove that the establishment has a minimum working capital of ₱ 1,500,000.00 (Scanned Copy)</p>			Any BSP-registered bank, Securities and Exchange Commission, Bureau of Internal Revenue (BIR)	
For general manager, proof of three (3) years managerial experience in the operations of travel and tours, MICE, airlines, tourist transports, or accommodation establishments as certified by previous employer (Scanned Copy)			Any duly registered Insurance Provider with the Insurance Commission	
Proof of successful handling of at least ten (10) domestic and international MICE events for the past three (3) years at the time of application			Contracts/Booking vouchers	
Proof of Recognitions / Awards (Scanned Copy)			Any any reputable award-giving bodies (private or government) in the MICE Tourism Industry	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time	Applicant



<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: <b>“FOR EVALUATION”</b></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: <b>“FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</b></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>NONE</p>	<p>4 hours</p>	<p>Accreditation Officer - Evaluator</p>
<p><b>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</b></p> <p><b>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</b></p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p>Status of the Online Application will reflect as:</p>	<p>NONE</p>	<p>12 days</p>	<p>Accreditation Officer - Inspector</p>



	<b>“FOR INSPECTION”</b>			
3. Prepare for inspection and wait for the inspection team	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment’s authorized representative</p>	NONE	1 day	Accreditation Officer - Inspector



	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as:  <b>“FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</b></p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> <li>• <i>When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></li> <li>• <i>When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i></li> </ul> <p><b>*For minor deficiencies</b> (e.g. maintenance issues), the</p>	<p>NONE</p>	<p>4 days</p>	<p>Accreditation Officer - Inspector</p>
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	<p><i>property shall rectify the identified deficiency/ies within 3 months.</i></p> <p><b>*For major deficiencies</b> (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as:  <b>“FOR APPROVAL”</b></p> <p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	<p>NONE</p>	<p>1 day</p>	<p>Division Chief</p>



4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 day	Regional Director
	Issuance of Official Receipt	<p>Basic Accreditation on Php 1,000.00</p> <p>Regular Accreditation on Php 1,400.00</p> <p>Premium Accreditation on Php 2,100.00</p>	30 minutes	
	5.1 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	5.2 Sign Accreditation		1 hour	Regional Director





	Certificate		
	5.3 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	1 hour	Accreditation Officer
	5.4 Tag the application as “ <b>CERTIFICATE RELEASED</b> ”	30 minutes	
<b>Total Processing Time:</b>		<b>20 Working Days</b>	
<p><i>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i></p> <p><i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p>			



## ACCREDITATION OF MICE VENUE

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B
<b>Who may avail:</b>	Tourism Enterprises
	MICE Venue Meeting Rooms Exhibition Venues and Event Venues
<b>CHECKLIST REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph
Valid Mayor's Permit/Business Permit (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)
Applicable Environmental Permits (For presentation during inspection)	Department of Environment and Natural Resources - Environmental Management Bureau
<b>ADDITIONAL REQUIREMENT FOR MEETING ROOMS - BASIC ACCREDITATION</b>	
Valid Comprehensive General Liability Insurance with a minimum coverage of ₱ 300,000.00 (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission
<b>ADDITIONAL REQUIREMENT FOR MEETING ROOMS - REGULAR ACCREDITATION</b>	
Valid Comprehensive General Liability Insurance with a minimum coverage of ₱ 500,000.00 (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission
<b>ADDITIONAL REQUIREMENT FOR MEETING ROOMS - PREMIUM ACCREDITATION</b>	
Valid Comprehensive General Liability Insurance with a minimum coverage of ₱ 1,000,000.00 (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission
<b>ADDITIONAL REQUIREMENT FOR EXHIBITION VENUES - REGULAR ACCREDITATION</b>	
Valid Comprehensive General Liability Insurance with a minimum coverage of ₱ 1,500,000.00 (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission
<b>ADDITIONAL REQUIREMENT FOR EVENT VENUES - REGULAR ACCREDITATION</b>	
Valid Comprehensive General Liability Insurance with a minimum coverage of ₱ 300,000.00 (Scanned Copy)	Any duly registered Insurance Provider with the Insurance Commission



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Create an account online via the DOT Accreditation Portal accreditation.tourism.gov.ph)</p>	<p>NONE</p>	<p>NONE</p>	<p>Based on the applicant's response time</p>	<p>Applicant</p>
<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: <b>“FOR EVALUATION”</b></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: <b>“FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</b></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>NONE</p>	<p>4 hours</p>	<p>Accreditation Officer - Evaluator</p>

**\*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5**

**\*Note 2: For incomplete documents, the Evaluator shall return the application with**



<b>necessary remarks on the lacking requirements.</b>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p>Status of the Online Application will reflect as:  <b>“FOR INSPECTION”</b></p>	NONE	12 days	Accreditation Officer - Inspector
3. Prepare for inspection and wait for the inspection team	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment’s authorized representative</p>	NONE	1 day	Accreditation Officer - Inspector



	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: <b>“FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</b></p> <p><i>*Note: • When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation</i></p>	NONE	4 days	Accreditation Officer - Inspector
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*standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.*

- When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.*

***\*For minor deficiencies** (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.*

***\*For major deficiencies** (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.*



	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as:  <b>“FOR APPROVAL”</b></p> <p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	<p>NONE</p>	<p>1 day</p>	<p>Division Chief</p>
	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as:  <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated</p>	<p>NONE</p>	<p>1 day</p>	<p>Regional Director</p>



	<p>Disapproval Letter will be sent to the applicant.</p>			
<p>4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel</p>	<p>Issuance of Official Receipt</p>	<p><b>Meeting Room</b></p> <p>Basic Accreditation on Php 1,500.00</p> <p>Regular Accreditation on Php 2,800.00</p> <p>Premium Accreditation on Php 4,200.00</p> <p><b>Exhibition Venue</b></p> <p>Regular Accreditation on Php</p>	<p>30 minutes</p>	





		3,000.00		
		<b>Event Venue</b> Regular Accreditation on Php 1,500.00		
	5.1 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	5.2 Sign Accreditation Certificate		1 hour	Regional Director
	5.3 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer
	5.4 Tag the application as <b>“CERTIFICATE RELEASED”</b>		30 minutes	
<b>Total Processing Time:</b>		<b>20 Working Days</b>		
<p><i>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i></p> <p><i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p>				



## ACCREDITATION OF TOURISM RELATED ESTABLISHMENTS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B
<b>Who may avail:</b>	Tourism Enterprises
	Tourism Related Establishments  Adventure/Eco-tourism Establishments Museums and Galleries Restaurants Rest Areas Tourist Shops/Department Stores Tourism Training Centers
<b>CHECKLIST REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Duly Accomplished Online Application Form	accreditation.tourism.gov.ph
Valid Mayor's Permit/ Business Permit (Scanned Copy) or Appropriate Government Permit and / or proof of legal instrument that the land is being allocated for farm tourism use, (for Demonstration farms of government, academic and/or research institutions) (Scanned Copy)	Local Government Unit (Business Permit and Licensing Office)
Valid Business Name Registration Certificate, for Single Proprietorship/ Valid SEC Registration Certificate, for Corporations/ Valid CDA Registration Certificate (Scanned Copy)	Department of Trade and Industry  Securities and Exchange Commission  Cooperative Development Authority
<b>ADDITIONAL REQUIREMENTS FOR TOURIST SHOPS - DIVE SHOPS</b>	
Valid Comprehensive General Liability (CGL) Insurance Policy with a minimum coverage of P250,000.00 (Scanned Copy)	Philippine Commission on Sports Scuba Diving
<b>ADDITIONAL REQUIREMENTS FOR SHOOTING RANGE</b>	
Valid License from the Bureau of Firearms and Explosives Division of the Philippine National Police (PNP) (Scanned Copy)	Philippine National Police
<b>ADDITIONAL REQUIREMENTS FOR TOURISM TRAINING CENTERS</b>	
List of training Programs/Modules approved by DOT/TESDA/TIBFI (Scanned Copy)	DOT/TESDA/TIBFI



For ESL Schools Bureau of Immigration Certification on acceptance of foreign students (Scanned Copy)			Bureau of Immigration	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an account online via the DOT Accreditation Portal accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time	Applicant
2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.  Status of the Online Application will reflect as: <b>"FOR EVALUATION"</b>	2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required  Status of the Online Application will reflect as: <b>"FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)"</b>  Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.	NONE	4 hours	Accreditation Officer - Evaluator



**\*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5**

**\*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.**

	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p>Status of the Online Application will reflect as: <b>“FOR INSPECTION”</b></p>	NONE	12 days	Accreditation Officer - Inspector
3. Prepare for inspection and wait for the inspection team	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment’s authorized representative</p>	NONE	1 day	Accreditation Officer - Inspector



	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as: <b>“FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</b></p> <p><i>*Note: • When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation</i></p>	NONE	4 days	Accreditation Officer - Inspector
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	<p><i>standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></p> <ul style="list-style-type: none"><li><i>• When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i></li></ul> <p><i><b>*For minor deficiencies</b> (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</i></p> <p><i><b>*For major deficiencies</b> (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</i></p>			
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	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as:  <b>“FOR APPROVAL”</b></p> <p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	<p>NONE</p>	<p>1 day</p>	<p>Division Chief</p>
	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as:  <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated</p>	<p>NONE</p>	<p>1 day</p>	<p>Regional Director</p>



4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	Disapproval Letter will be sent to the applicant.			
	Issuance of Official Receipt	Basic Accreditation on Php 1,000.00  Regular Accreditation on Php 1,400.00  Premium Accreditation on Php 2,100.00	30 minutes	
	5.1 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	5.2 Sign Accreditation Certificate		1 hour	Regional Director





	5.3 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer
	5.4 Tag the application as “ <b>CERTIFICATE RELEASED</b> ”		30 minutes	
<b>Total Processing Time:</b>		<b>20 Working Days</b>		
<p><i>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i></p> <p><i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i></p>				



## ACCREDITATION OF HEALTH AND WELLNESS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B	
<b>Who may avail:</b>	Tourism Enterprises	
	Health and Wellness Facilities  Ambulatory Clinics Tertiary Hospitals Spas Dental Clinics	
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph
Valid Mayor's Permit/ Business Permit (Scanned Copy) or Appropriate Government Permit and / or proof of legal instrument that the land is being allocated for farm tourism use, (for Demonstration farms of government, academic and/or research institutions) (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)
Valid Business Name Registration Certificate, for Single Proprietorship / Valid SEC Registration Certificate, for Corporations (Scanned Copy)		Department of Trade and Industry  Securities and Exchange Commission
<b>ADDITIONAL REQUIREMENTS FOR TERTIARY HOSPITALS AND AMBULATORY CLINICS</b>		
Valid License to Operate from the Health Facility Services Regulatory Bureau (HFSRB) of the Department of Health (DOH) or its equivalent (Scanned Copy)		Department of Health
<b>ADDITIONAL REQUIREMENTS FOR SPA</b>		
Valid DOH License as duly registered massage therapist for massage supervisors		Department of Health
<b>ADDITIONAL REQUIREMENTS FOR DENTAL CLINICS</b>		
Proof of Ownership of autoclave and dental x-ray (Scanned Copy)		Supplier / Manufacturer
Valid Preventive Maintenance Report from the Supplier for the maintenance of the autoclave and dental x-ray		Supplier / Provider



(Scanned Copy)				
Certificate of Membership with PDA (Scanned Copy)		Philippine Dental Association		
Copy of DOH license for clinics with laboratories (Scanned Copy)		Department of Health		
<b>For Renewal Applicants Only:</b> Customer Service Training Certificate for reception personnel upon renewal of accreditation		Relevant training institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an account online via the DOT Accreditation Portal (accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time	Applicant
2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.  Status of the Online Application will reflect as: <b>"FOR EVALUATION"</b>	2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required  Status of the Online Application will reflect as: <b>"FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)"</b>	NONE	4 hours	Accreditation Officer - Evaluator



	<p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>			
<p><b>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</b></p>				
<p><b>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</b></p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p>Status of the Online Application will reflect as: <b>“FOR INSPECTION”</b></p>	<p>NONE</p>	<p>12 days</p>	<p>Accreditation Officer - Inspector</p>



<p>3. Prepare for inspection and wait for the inspection team</p>	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment's authorized representative</p>	<p>NONE</p>	<p>1 day</p>	<p>Accreditation Officer - Inspector</p>
	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as:  <b>“FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</b></p> <p><i>*Note:</i>  <ul style="list-style-type: none"> <li>• When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation</li> </ul> </p>	<p>NONE</p>	<p>4 days</p>	<p>Accreditation Officer - Inspector</p>



	<p><i>standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></p> <ul style="list-style-type: none"><li><i>• When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i></li></ul> <p><i><b>*For minor deficiencies</b> (e.g. maintenance issues), the property shall rectify the identified deficiency/ies within 3 months.</i></p> <p><i><b>*For major deficiencies</b> (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</i></p>			
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	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as: <b>“FOR APPROVAL”</b></p> <ul style="list-style-type: none"> <li>• Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</li> </ul>	NONE	1 day	Division Chief
	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter</p>	NONE	1 day	Regional Director



	will be sent to the applicant.			
4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	Issuance of Official Receipt		30 minutes	
	5.1 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	5.2 Sign Accreditation Certificate		1 hour	Regional Director
	5.3 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer
	5.4 Tag the application as <b>“CERTIFICATE RELEASED”</b>		30 minutes	
<b>Total Processing Time:</b>		<b>20 Working Days</b>		





*\*Note 1 : The system will prompt the applicant to accomplish the Client Satisfaction and Feedback form through an e-mail notification.*

*\*Note 2: Processing time shall only start upon receipt of complete and correct documents.*



## ACCREDITATION OF SURF CAMPS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Tourism Enterprises			
	Surf Camps			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly Accomplished Online Application Form			accreditation.tourism.gov.ph	
Valid Mayor's Permit/ Business Permit (Scanned Copy)			Local Government Unit (Business Permit and Licensing Office)	
<b><i>For New Applications Only</i></b>			Department of Trade and Industry	
Valid Business Name Registration Certificate, for Single Proprietorship / Valid SEC Registration Certificate, for Corporations (Scanned Copy)			Securities and Exchange Commission	
Valid Comprehensive General Liability Insurance Policy (minimum amount of coverage of P 500,000.00) (Scanned Copy)			Any duly registered Insurance Provider with the Insurance Commission	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Create an account online via the DOT Accreditation Portal accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time	Applicant



<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: <b>“FOR EVALUATION”</b></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: <b>“FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</b></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>NONE</p>	<p>4 hours</p>	<p>Accreditation Officer - Evaluator</p>
<p><b><i>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</i></b></p> <p><b><i>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</i></b></p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p>Status of the Online Application will reflect as:</p>	<p>NONE</p>	<p>12 days</p>	<p>Accreditation Officer - Inspector</p>



	<b>“FOR INSPECTION”</b>			
3. Prepare for inspection and wait for the inspection team	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment's authorized representative</p>	NONE	1 day	Accreditation Officer - Inspector



	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as:  <b>“FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</b></p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> <li>• <i>When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></li> <li>• <i>When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i></li> </ul> <p><b>*For minor deficiencies</b> (e.g. maintenance issues), the</p>	NONE	4 days	Accreditation Officer - Inspector
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	<p><i>property shall rectify the identified deficiency/ies within 3 months.</i></p> <p><b>*For major deficiencies</b> (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as:  <b>“FOR APPROVAL”</b></p> <p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	<p>NONE</p>	<p>1 day</p>	<p>Division Chief</p>



4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 day	Regional Director
	Issuance of Official Receipt	Php 5,000.00	30 minutes	
	5.1 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	5.2 Sign Accreditation Certificate		1 hour	Regional Director
5.3 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.		1 hour	Accreditation Officer	



	5.4 Tag the application as "CERTIFICATE RELEASED"		30 minutes	
<b>Total Processing Time:</b>		<b>20 Working Days</b>		
<i>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i>				
<i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i>				





## ACCREDITATION OF FARM TOURISM CAMPS

DOT Accreditation is a certification issued by the Department as having complied with the minimum requirements set by the Department of Tourism.

<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B	
<b>Who may avail:</b>	Tourism Enterprises	
	Farm Tourism Camps	
	Day Farm Farm Stay	
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly Accomplished Online Application Form		accreditation.tourism.gov.ph
Valid Mayor's Permit/Business Permit (Scanned Copy)		Local Government Unit (Business Permit and Licensing Office)
Valid Business Name Registration Certificate, for Single Proprietorship/ Valid SEC Registration Certificate, for Corporations/ Valid CDA Registration Certificate (Scanned Copy)		Department of Trade and Industry Securities and Exchange Commission Cooperative Development Authority
<b>For Demonstration farms by government, academic and/or research institutions:</b> Valid Government Permit or any Legal Instrument proving the land is being allocated for farm tourism use		Local Government Unit  Other Government Entity
<b>ADDITIONAL REQUIREMENTS FOR FARM STAYS</b>		
Valid Comprehensive General Liability (CGL) Insurance Policy with a minimum coverage of P250,000.00 (Scanned Copy)		Any duly registered Insurance Provider with the Insurance Commission
Permits from other government agencies, if applicable		Department of Environment and Natural Resources Food and Drug Authority
<b>ADDITIONAL REQUIREMENTS FOR PREMIUM ACCREDITATION OF FARM STAYS AND DAY FARM</b>		



Any of the following Certificate of Recognition (Scanned Copy):		Department of Agriculture		
<ul style="list-style-type: none"> <li>• Good Agricultural Practice (GAP) Certification</li> <li>• Good Animal Husbandry Practice (GAHP) Certification</li> <li>• Good Aquaculture Practices (GAqP) Certification</li> <li>• Participatory Guarantee System Certification</li> <li>• Third-Party Organic Certification</li> </ul>				
<b>ADDITIONAL REQUIREMENTS FOR RENEWAL OF DAY FARMS AND FARM STAYS - REGULAR</b>				
Valid Certificate or Proof of Training of at least two (2) staff (in-house farm guide and a permanent staff) on First aid / Basic Life Support /CPR (Cardio Pulmonary Resuscitation) (Scanned Copy)		DOT and DOLE recognized training providers/ DOH, PRC, BFP and TESDA		
Proof of Completion by the Operator/ Staff of a 10-hour farm-tourism related course completed within the last two (2) years (Scanned Copy)		Conducted by DOT/DOT-recognized associations, organizations, institutions, academe, concerned LGUs or other government agencies		
<b>ADDITIONAL REQUIREMENTS FOR RENEWAL OF DAY FARMS AND FARM STAYS - PREMIUM</b>				
Valid Certificate or Proof of Training of at least two (2) staff (in-house farm guide and a permanent staff) on First aid / Basic Life Support /CPR (Cardio Pulmonary Resuscitation) (Scanned Copy)		DOT and DOLE recognized training providers/ DOH, PRC, BFP and TESDA		
Proof of Completion by the Operator/ Staff of a 12-hour farm-tourism related course completed within the last two (2) years		Conducted by DOT/DOT-recognized associations, organizations, institutions, academe, concerned LGUs or other government agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Create an account online via the DOT Accreditation Portal accreditation.tourism.gov.ph)	NONE	NONE	Based on the applicant's response time	Applicant



<p>2. Fill out Online Application Form and upload scanned copies of documentary requirements and submit.</p> <p>Status of the Online Application will reflect as: <b>“FOR EVALUATION”</b></p>	<p>2.1 Evaluate completeness and correctness of documents uploaded and the information provided in the online application form, and forward to the Inspector for identification if inspection is required</p> <p>Status of the Online Application will reflect as: <b>“FOR IDENTIFICATION (WITH OR WITHOUT INSPECTION)”</b></p> <p>Note: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</p>	<p>NONE</p>	<p>4 hours</p>	<p>Accreditation Officer - Evaluator</p>
<p><b>*Note 1: Inspection for Renewal shall only be conducted every other renewal period. If the application is tagged “without inspection”, the application will proceed to Agency Action 3.5</b></p> <p><b>*Note 2: For incomplete documents, the Evaluator shall return the application with necessary remarks on the lacking requirements.</b></p>				
	<p>2.2 Schedule inspection and prepare inspection kits (inspection checklist, gadgets etc).</p> <p>Status of the Online Application</p>	<p>NONE</p>	<p>12 days</p>	<p>Accreditation Officer - Inspector</p>



	will reflect as: <b>“FOR INSPECTION”</b>			
3. Prepare for inspection and wait for the inspection team	<p>3.1 Conduct physical inspection of the tourism facilities and services and validate its compliance with statutory and regulatory requirements.</p> <p>3.2 Post-inspection de-briefing/ discussion of initial findings to the establishment’s authorized representative</p>	NONE	1 day	Accreditation Officer - Inspector



	<p>3.3 Prepare and upload finalized inspection report and submit.</p> <p>3.4 Forward inspection report to the Division Chief for review and approval.</p> <p>Status of the Online Application will reflect as:  <b>“FOR REVIEW AND RECOMMENDATION FOR APPROVAL”</b></p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> <li>• <i>When the enterprise involved in tourism is not accreditable with the DOT, or when there is no existing accreditation standards applicable to the enterprise, a Letter of Non-Coverage shall be issued.</i></li> <li>• <i>When certain deficiency/ies are found during the inspection, a Letter of Non Compliance shall be issued to the Tourism Enterprise.</i></li> </ul> <p><b>*For minor deficiencies</b> (e.g. maintenance</p>	<p>NONE</p>	<p>4 days</p>	<p>Accreditation Officer - Inspector</p>
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	<p>issues), the property shall rectify the identified deficiency/ies within 3 months.</p> <p><b>*For major deficiencies</b> (e.g. structural installations), the property shall rectify the identified deficiency/ies within 1 year.</p>			
	<p>3.5 Review and approve inspection report, recommended classification, and application to the Regional Director.</p> <p>Status of the Online Application will reflect as:  <b>“FOR APPROVAL”</b></p> <p>• Note: If not recommended for accreditation, the application shall be returned to the assigned Accreditation Officer for re-evaluation/re-inspection.</p>	<p>NONE</p>	<p>1 day</p>	<p>Division Chief</p>



4. Payment of Accreditation Fees through the DOT Cashier or thru online payment channel	<p>3.6 Approve/ Disapprove the application for accreditation.</p> <p>Status of the Online Application will reflect as: <b>“APPROVED/ DISAPPROVED”</b></p> <p>Note: A system generated email shall be sent to the applicant advising the approval of the application and the application status will reflect as “Certificate for Printing” If disapproved, a system-generated Disapproval Letter will be sent to the applicant.</p>	NONE	1 day	Regional Director
	Issuance of Official Receipt	Php 1,300.00 (Accreditation Fee + Sticker Fee)	30 minutes	
	5.1 Print Accreditation Certificate	NONE	1 hour	Accreditation Officer
	5.2 Sign Accreditation Certificate		1 hour	Regional Director
5.3 Notify the applicant through the online system that the Accreditation Certificate, Sticker/s are ready for pick-up.	1 hour		Accreditation Officer	



	5.4 Tag the application as “ <b>CERTIFICATE RELEASED</b> ”		30 minutes	
<b>Total Processing Time:</b>		<b>20 Working Days</b>		
<i>*Note 1 : The system will prompt the applicant to accomplish the <u>Client Satisfaction and Feedback form</u> through an e-mail notification.</i>				
<i>*Note 2: Processing time shall only start upon receipt of complete and correct documents.</i>				







	<p>3. The preliminary action taken: 4. whether the complaint has been endorsed to Regional Office (RO) or to another government agency (if respondent is not accredited).</p> <p>The Notice to Explain shall state the:</p> <ol style="list-style-type: none"> <li>1. Acts complained of/ nature of violation</li> <li>2. Specific rules and regulations violated</li> <li>3. Imposable penalty for violation if proven liable, and</li> <li>4. Period within which to submit the NTE.</li> </ol> <p>1.5 Review of Notice to Explain or Endorsement Letter</p> <p>1.6 Approval of Notice to Explain</p>			
<p>2. Filing of reply to the respondent's answer/explanation</p> <p><b>Note:</b> a reply must be submitted within 5 calendar days within receipt of the respondent's answer/explanation</p>	<p>2.1 Receive and evaluate Complainant's Reply to the Respondent's Answer/Explanation</p> <p>2.2 Conduct investigation through evaluation of all documents submitted and attached to Complaint, Explanation and Reply.</p> <p>As deemed necessary, spot checks, incognito visits, interview, research etc. may also be</p>	<p>NONE</p>	<p>1 day</p> <p>3 days</p>	<p>Division Chief</p> <p>Regional Director</p> <p>Accreditation Officer</p> <p>Accreditation Officer</p>
	<p>1.7 Issuance of Notice to Explain (NTE) to the respondent or Endorsement Letter.</p> <p><b>Note:</b> Period within which to submit explanation, which shall not be more than 3 calendar days from receipt of the NTE.</p>	<p>NONE</p>	<p>4 hrs</p>	<p>Accreditation Officer</p>
	<p>1.8 Receive and evaluate respondent's Answer/ Explanation and furnish a copy to the complainant via formal notice.</p>	<p>NONE</p>	<p>2 days</p>	<p>Accreditation Officer</p>



	<p>conducted to verify the veracity of the claims presented.</p> <p>2.3 Preparation of Investigation Report and Recommendation or Summary Resolution</p> <p>2.4 Review of Investigation Report and Recommendation or Summary Resolution</p> <p>2.5 Approval of Investigation Report and Recommendation or Summary Resolution</p> <p>The Regional Director may resolve thru dismissal the following complaints by issuance of a Summary Resolution:</p> <ol style="list-style-type: none"> <li>1. Acts complained of does not involve standards of facilities and services</li> <li>2. Acts complained of is NOT a violation of DOT rules and regulations</li> <li>3. Claims for refund or other money claims if the parties fail to settle amicably.</li> </ol> <p>2.6 Issuance of Summary Resolution to the Complainant, copy furnished the Respondent / Submission of Investigation Report and Recommendation to the Office of Tourism Standards and Regulation for Decision</p>	NONE	<p>1 day</p> <p>1 day</p> <p>1 day</p> <p>4 hrs</p>	<p>Division Chief</p> <p>Regional Director</p> <p>Accreditation Officer</p>
<b>Note: Summary Resolution is final and executory</b>				
	<p>2.7 Receipt and Evaluation of Recommendation and Investigation Report</p> <p>2.8 Preparation of Decision</p> <p>2.9 Review of Draft Decision and submission to the OTSR Director</p>		<p>4 hrs</p> <p>2 days</p> <p>1 day</p>	<p>SMED Officer</p> <p>SMED Complaints Unit Head</p> <p>SMED Division Chief</p>



	<p>2.10 Recommend approval of Decision</p> <p>2.11 Approval of Decision</p> <p><i>Note: If either or both of the parties are not amenable to the Resolution/Decision approved by TRCRG, an Appeal may be filed by either party to the Office of the Secretary within 15 calendar days from receipt of the Decision, otherwise it shall be final and executory.</i></p>		<p>1 day</p> <p>1 day</p>	<p>OTSR Director</p> <p>Undersecretary, TRCRG</p>
<p><b>Total Processing Time:</b></p>			<p><b>20 Working Days</b></p>	



# **FEEDBACK AND COMPLAINTS MECHANISM**



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<i>How to send feedback?</i>	Fill out the feedback form distributed at the DOT offices and drop it in the feedback boxes at the lobby of the DOT. For accreditation feedback, fill out the survey link in the online accreditation system/email.
<i>How feedbacks are processed?</i>	The Monitoring Division and Standards Monitoring and Enforcement Division collects all the feedback forms (manual and online) and prepares a monthly report for the concerned offices. Upon receiving reply from the concerned office, the client will be informed via e-mail or phone call.  For follow-up or queries, contact <a href="mailto:dot.artatwg@gmail.com">dot.artatwg@gmail.com</a>
<i>How to file a complaint?</i>	For accreditation and tourism related complaints, contact <a href="mailto:feedback@tourism.gov.ph">feedback@tourism.gov.ph</a>  For other complaints, contact <a href="mailto:dot.artatwg@gmail.com">dot.artatwg@gmail.com</a>  Kindly indicate full name of complainant, person being complained of, narration of facts/incident, evidence.
<i>How complaints are processed?</i>	Upon receipt and evaluation of the complaint, the Standards Monitoring and Enforcement Division and/or the Committee on Anti-Red Tape Secretariat shall forward the complaint to the concerned office or personnel for their explanation.  Feedback from the person complained of shall be directly sent to the complainant.
<i>Contact Information of DOT, ARTA, PCC, and CCB</i>	Standards Monitoring and Enforcement Division: 8459-5200 to 5230 loc. 216  Anti-Red Tape Authority: 8478-5091/8478-5099  Presidential Complaints Center: 8888  Contact Center ng Bayan: 09088816565 (SMS) <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>



# **DOT OFFICE DIRECTORY**



Office/ Agency/ Bureau/ Field Office	Office Address	Contact No.	Email Address
Department of Tourism (DOT) – Central Office	The New DOT Building, 351 Senator Gil Puyat Avenue, Brgy. Bel Air, Makati City	(02) 8459-5200	<a href="mailto:osec@tourism.gov.ph">osec@tourism.gov.ph</a>
DOT – NCR	7840 Makati Avenue, Brgy. Poblacion, Makati City	0966 062 3983	<a href="mailto:dotncr2@tourism.gov.ph">dotncr2@tourism.gov.ph</a>
DOT – CAR	Baguio Tourism Complex Barangay Military Cut-Off , Governor Pack Road, Baguio City, 2600	(074) 442-7014; 442-8848; 309-8204	<a href="mailto:dotcar@tourism.gov.ph">dotcar@tourism.gov.ph</a>
DOT – Region 1	2nd Floor, Nisce Business Center Building, Quezon Avenue, Barangay Catbangan, City of San Fernando, La Union. 2500	(072) 888-2098	<a href="mailto:dot1@tourism.gov.ph">dot1@tourism.gov.ph</a>
DOT – Region 2	#2 Dalan na Pavvurulun Regional Government Center, Barangay Carig Sur, Tuguegarao City 3500	(078) 304-1503; 304-1499; 376-9563	<a href="mailto:dot2@tourism.gov.ph">dot2@tourism.gov.ph</a>
DOT – Region 3	Ground Floor, Clark Center Two-2, Jose Abad Santos Avenue, Berthaphil II, Clark Freeport Zone, Pampanga 2010	(045) 499-0497	<a href="mailto:dot3@tourism.gov.ph">dot3@tourism.gov.ph</a>
DOT – Region 4A	G/F Dencris Business Center, Halang, National Hwy., Calamba City, Laguna	(049) 539-2170	<a href="mailto:dotcalabarzon@tourism.gov.ph">dotcalabarzon@tourism.gov.ph</a>
DOT – Region 4B	5F NEX Building 778 Boni Avenue cor. EDSA Baranka Ilya Mandaluyong City 1550	(02) 8735 - 5970	<a href="mailto:dot4b@tourism.gov.ph">dot4b@tourism.gov.ph</a>
DOT – Region 5	Regional Center Site, Rawis 4500 Legazpi City	09171523254; 09173277200	<a href="mailto:bicol.dot@gmail.com">bicol.dot@gmail.com</a>
DOT – Region 6	Ground Floor, Casa Real de Iloilo (Old Provincial Capitol), Barangay Danao, Iloilo City	(033) 500-0004	<a href="mailto:dot6@tourism.gov.ph">dot6@tourism.gov.ph</a>
DOT – Region 7	Ground Floor LDM Building, Legaspi Street, Barangay San Roque (Ciudad), Cebu City, Cebu	(032) 412-1967; 254-2711	<a href="mailto:dot7@tourism.gov.ph">dot7@tourism.gov.ph</a>
DOT – Region 8	Brgy. 25 Kanhuraw Hill,	09988889715;	<a href="mailto:dot8@tourism.gov.ph">dot8@tourism.gov.ph</a>





	Magsaysay Blvd., Tacloban City, Leyte, Philippines 6500	09153705501	
DOT – Region 9	GF Samboangan Bayanihan Cooperative Building, Gen. Vicente Alvarez Street, corner Claveria Street, Barangay Zone IV Zamboanga City, 7000	(062) 993- 0030	<a href="mailto:dot9@tourism.gov.ph">dot9@tourism.gov.ph</a>
DOT – Region 10	Rosario Crescent St., Brgy. 31, Limketkai Center, Cagayan de Oro City, 9000	(088) 856- 4048	<a href="mailto:dot10@tourism.gov.ph">dot10@tourism.gov.ph</a>
DOT – Region 11	Unit 1 to 5, Ground Floor COPE Development Corporation Brgy 34-D , C.M Recto St., Davao City 8000	(082) 221- 0070; 237- 9275	<a href="mailto:dot11@tourism.gov.ph">dot11@tourism.gov.ph</a>
DOT – Region 12	Ground Floor Sanle Building, Benigno Aquino cor. Lapu- Lapu Street, Zone III, Koronadal	(083) 228- 8667	<a href="mailto:dot12@tourism.gov.ph">dot12@tourism.gov.ph</a>
DOT – Region 13	VPH Building, 2 T. Calo Ext, Brgy. Limaha, Butuan City, 8600	(085) 815- 6040	<a href="mailto:dot13@tourism.gov.ph">dot13@tourism.gov.ph</a>