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## **Municipal Tourism Office (MTOO)**

### **External Services**



## 1. CONDUCT OF CONVENTION/SUMMIT/CELEBRATIONS AND CAPABILITY BUILDING ACTIVITIES

MO- Tourism Section responds to the invitations or requests for the conduct of conventions, summits, celebrations and other capability activities for the tourism- related groups (farm tourism owners, tour guides, transportation groups, tourism enterprises owners, culture and arts groups, etc.).

<b>Office or Division:</b>		<b>Mayor's Office - TOURISM SECTION</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Clients; G2G- Government to Governments; G2B- Government to Business		
<b>Who may avail:</b>		All- Tourism- related groups (farm tourism owners, tour guides, transportation groups, tourism enterprises owners, culture and arts groups, etc.); Barangay Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter (invitation/ request)		Requesting 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 Letter- invitation/ request (contact number to indicate for proper communication)	1. Receive the letter	None	1 day	Administrative Officer- Mayor's Office
	2. Review the letter (align with Annual Investment Plan/ Tourism Development Plan/ Annual Budget)			
	3. Approve/ Disapprove			LCE
2. Follow-up the Request	1. Coordinate with the requesting party	None	15 days	Tourism Operations Officer
	2. Plan for the work and financial needs (Activity Design, Program Paper, etc.)			
	3. Prepare for activity implementation (coordinate with the concerned offices, parties, etc.)			
3. Cooperate for the implementation	1. Implement the activity	None	3 days	Tourism Operations Officer
	2. Prepare and submit post activity report			
<b>TOTAL:</b>			19 days*	



## 2. ISSUANCE OF TOURISM- RELATED DATA/ INFORMATION

The section issues tourism- related data to the clients, individuals (students; researchers), private entities (research groups/ companies; consultancy firms; etc.), for research, studies, academic, business and other purposes, as well as to the government offices, national and local for the same purposes.

<b>Office or Division:</b>	<b>Mayor's Office - TOURISM SECTION</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Client; G2G- Government to Government; G2B- Government to Business</b>			
<b>Who may avail:</b>	<b>All Clients: individuals (students; researchers) and private entities (research groups/ companies; consultancy firms; etc.); government offices; business firms</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter		Requesting party		
2. Official Receipt for Photocopy Fee/ Certificate of True Photocopy, if applicable		Municipal Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter	1. Receive the request letter	None	30 minutes	Administrative Officer- Mayor's Office
	2. Review the request letter			Local Chief Executive
	3. Approve or disapprove			
2. Follow-up at the Municipal Tourism Section	1. Prepare the data requested	None	45 minutes	MO- Tourism Operations Officer
	2. Prepare Reply Letter			Records Officer- Mayor's Office
3. Pay fee (photocopy fee/ certificate of true photocopy)	Issue Official Receipt	Php5.00- photocopy per page; Php55.00- certificate of true photocopy	5 minutes	Revenue Collection Clerks- Treasury Office
4. Present Official Receipt to the MTOO	Photocopy the OR and attach to the receiving copy of the Reply Letter	None	5 minutes	Tourism Operations Officer
5. Receive/ Claim the copy of data requested	1. Issue the data requested	None	5 minutes	Tourism Operations Officer
	2. File the receiving copy			
	3. Serve the MO a copy of the receiving copy			
<b>TOTAL:</b>			1 hour & 30 minutes*	



### 3. RESPONSE TO QUERIES/REQUESTS

This service is provided to tourism- related groups (farm tourism owners, tour guides, transportation groups, tourism enterprises owners, culture and arts groups, etc.) and line agencies to reply for their queries and requests.

<b>Office or Division:</b>	Mayor's Office-Tourism Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2G- Government to Government			
<b>Who may avail:</b>	Tourism Stakeholders/Line Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. <u>Reply to Queries</u></b>				
1. Submit request letter/Request Slip	1. Receives request letter/ Request slip	none	5 minutes	Tourism Operations Officer
2. Client discuss with the office personnel of the assistance needed and receives recommendations/ needed information	2. Office staff discuss with the client's concern and provides recommendations/ needed information	none	55 minutes	Tourism Operations Officer
	<b>TOTAL:</b>	<b>none</b>	<b>1 hour</b>	



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## **Municipal Tourism office (MToO)**

### **Internal Services**



## 1. SUBMISSION OF REPORTS

The Municipal Tourism Section is mandated to collect statistical data from the different tourism enterprises for the determination of the tourism arrivals. Data collated is collected by the Provincial Tourism Office, DOT- CAR, and other similar government institutions.

<b>Office or Division:</b>	MUNICIPAL TOURISM SECTION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G– Government to Government			
<b>Who may avail:</b>	Provincial Tourism Office and Department of Tourism- Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Submission (if there is)/ Communication Letter		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward/ Submit Notice / Communication Letter	1. Receive the Notice/ Communication Letter	None	1 hour	Administrative Officer- Mayor's Office
	2. Approve/ Disapprove			LCE
	3. Prepare the Report			Tourism Operations Officer
2. Receive the Report	1. Issue/ Serve the Report	None	30 minutes	Tourism Operations Officer
	2. File the receiving copy			
	3. Serve the MO a copy of the receiving copy			
<b>TOTAL:</b>		None	1 hour & 30 minutes*	

*\*Processing time may be beyond the set time and may take 3 days at most depending on the circumstances validly acceptable for any delay.*