



TOURISM PROMOTIONS BOARD PHILIPPINES

CITIZEN'S CHARTER

**TPBPHL**

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*2025, 1<sup>st</sup> Edition*

## **Agency Profile**

### **I. Mandate**

The TPB shall be responsible for marketing and promoting the Philippines domestically and internationally as a major global tourism destination, highlighting its uniqueness and assisting the development of its tourism products and services, with the end in mind of increasing tourist arrivals and tourism investment. Specifically, it shall market the Philippines as a major convention destination in Asia. To this end, it shall take charge of attracting, promoting, facilitating, and servicing large-scale events, international fairs and conventions, congresses, sports competitions, expositions, and the like. It shall likewise ensure the regular advertisement abroad of the country's major tourism destinations and other tourism products, not limited to Tourism Enterprise Zones (TEZs). In addition, it may also provide incentives to travel agencies abroad that can draw tourists and tourism investments to the country.

### **II. Mission**

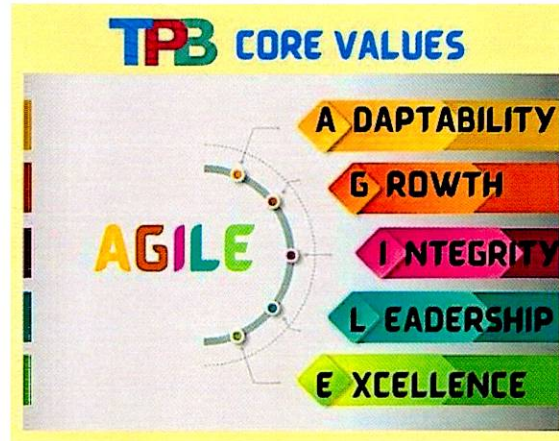
To market and promote the Philippines, in partnership with our stakeholders, towards a dynamic tourism destination.

### **III. Vision**

TPB is the leading organization in marketing the Philippines as the preferred destination for sustainable, uniquely diverse and experiential travel.

### **IV. Service Pledge:**

We, the officials and employees of the Tourism Promotions Board, commit to demonstrate and uphold the following organizational value



## TPB CORE VALUES

### A.G.I.L.E.

**Aadaptability** – We respond effectively to unforeseen challenges and adjust creatively to changing working conditions to meet our objectives.

**Growth** – We embrace learning and development to improve, expand, and hone all inherent and acquired talents to accomplish things previously thought impossible.

**Integrity** – We consistently adhere to strong moral and ethical principles and uphold honesty.

**Leadership** – We influence, empower and inspire people towards the achievement of common welfare in a spirit of service, gratitude, accountability, and compassion.

**Excellence** – We are committed to pursuing the highest quality in the performance of our duties and in delivering service to our industry stakeholders.

## V. CORPORATE QUALITY POLICY:

The Tourism Promotions Board (TPB) commits to maintain itself as the responsive marketing and promotions arm of the Philippine Department of Tourism and provide the highest quality of service that inspires stakeholders and meets customers' expectations and needs.

TPB shall continually improve its value to partners, stakeholders and customers by adhering to an effective and efficient Quality Management System that is compliant with global standards and legal requirements.

TPB is empowered by an adaptive team that embraces a growth mindset characterized by integrity, guided by thought leadership that strives for excellen





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## Internal Services

## 1. Processing of Claims and Payments

This process covers the timely review and evaluation of the financial claims as to the completeness and reasonableness of the supporting documents to facilitate the immediate settlement/payment of expenses incurred necessary in the successful implementation of TPB's project, programs, and activities. The service classification is considered highly technical since the total processing time covers 15 working days.

<b>Office or Division:</b>	Finance Department- Accounting and Budget Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	TPB Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4 copies Disbursement Voucher (DV) 3 copies Budget Utilization Request and Status(BURS) Checklist of required supporting documents (QF-FIND 01 to 89)		At Finance Department- Accounting and Budget Division  TPB ISO Quality Forms Google Drive Files		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Statement of Account (SOA) and/or other required complete documents to Functional	1. 1. Concerned functional Groups /Departments /Divisions prepare and submit the BURS and DV	None	1 hour	Concerned Project Officer/ Division Head/ End-User

<p>Groups/Departments/Divisions who availed /purchase goods and services</p>	<p>along with the SOA and/or other required complete documents to the Budget Division for budget allocation.</p>			
<p>2. Submits the BURS, DV and SOA to the Budget Division for budget allocation.</p>	<p>2.1 The Budget Division verifies the existence of appropriation in the PPMP/COB and allocates the amount, by signing Box B of the BURS.</p>	<p>None</p>	<p>2 hours</p>	<p>(BOII) BUDGET DIVISION  (B.O. III) BUDGET DIVISION  Acting Head/OIC Budget Division</p>
	<p>2.2 The Budget Division forwards the signed BURS and other documents to the Accounting Division for processing of payment.</p>	<p>None</p>	<p>2 working days</p>	<p>(BOII) BUDGET DIVISION  BUDGET DIVISION  Acting Head/OIC Budget Division</p>
<p>3. Receives the signed BURS and other documents to</p>	<p>3.1 The Accounting Division reviews and examines the DV as to validity, propriety, reasonableness of claims including the</p>	<p>None</p>	<p>2 working days</p>	<p>Financial Analyst II Accounting Division</p>



the Accounting for Review.	required signatories and completeness of supporting documents.			
	3.2 The Accounting Division fills out DV details and prepares BIR Forms 2306 and 2307	None	4 hours	Financial Analyst II Accounting Division
4. The Authorized signatories sign and approve the DV.	4. The Authorized signatories sign the Box C & D of the DV. Fully signed DV is forwarded to the Cashier Unit for check/ADA preparation.	None	5 working days	Acting Head/OIC Accounting Division  Acting Head/OIC Finance Department  DCOO/OIC for Corporate Affairs  Chief Operating Officer/OIC  Chairperson/Alternate Signatory
5. Prepares the Check/ADA and ACIC	5.1 The Cashier prepares	None	1 working day	Cashier

	Check/ ADA/ and ACIC.			
6. The Authorized signatories approve/countersign Check/ADA	6.1 The Authorized Signatories Approve/Countersign Checks/ADA	None	4 working days	Head/Administrative Department  DCOO/OIC for Corporate Affairs  Chief Operating Officer/OIC  Chairperson/Alternate Signatory
7. Release of payment and remit the ADA/ACIC to the bank.	7.1 The Cashier Unit releases the signed Checks to Claimants and remits the ADA/ACIC to the bank.	None	1 hour	Cashier
<b>TOTAL TIME</b>			<b>15 working days</b>	

## 2. Request for Certification and Service Record

The Certification and Service Record is issued to employees needing these documents to affirm the validity of the employment information and state that there is no pending case filed against the requesting employee. The classification of service is considered simple since the processing time is within the day of the release of the requested document. The service classification is considered simple since the total processing time does not exceed the maximum period of three (3) days.

<b>Office or Division:</b>	Personnel and Human Resources Development Division (PHRDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Active TPB Employees (Internal)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>One (1) original copy of Request for Certification / Service Record Form</li> </ul>		TPB ISO Quality Forms Google Drive Files		
<ul style="list-style-type: none"> <li>One (1) photocopy of Office/Travel Order/Special Order (if applicable)</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For face-to-face requests/ walk-in internal clients 1. Requesting employees must fill up a request for certification/service record form (QF-PHRD-21) and submit it to the PHRDD.	1.1 Receive request and draft requested certification/ service record	None	2 hours	HRMO III / PHRDD Personnel
	1.2 Review and sign the certification/ service record		30 minutes to 1 hour	



For purposes of official travel abroad please attach a copy of the signed Travel or Special Order.	1.3 Inform the requesting employee once the certification/ service record has been signed by the PHRDD Division Chief and is ready for pick-up.		10 minutes	HRMO III / PHRDD Personnel
<b>TOTAL PROCESSING TIME</b>			<b>1 working day</b>	

<b>Office or Division:</b>	Personnel and Human Resources Development Division (PHRDD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Former TPB Employees (External Walk-In Clients)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	TPB ISO Quality Forms Google Drive Files
<ul style="list-style-type: none"> <li>One (1) original copy of Request for Certification / Service Record Form</li> <li>Formal Email Request (if applicable)</li> </ul>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting existing employee may request for certification/ service record through email addressed to PHRDD at <a href="mailto:cpbphrdd@tpb.gov.ph">cpbphrdd@tpb.gov.ph</a>	1.1 Receive request form and/or acknowledge the email	None	1 hour	HRMO III / PHRDD Personnel
For purposes of employee verification of old file records	1.2 Verify with the PHRDD old filing or archive files the existence of former employees' service record		4 hours	PHRDD Personnel



	<p>1.3 Prepare draft requested certification/ service record based on the retrieve record</p> <p>1.4 Review and sign the certification/ service record</p> <p>1.5 Inform the requesting former employee once the certification/ service record has been signed by the PHRDD Division Chief and is ready for pick-up</p>		<p>30 minutes - 1 hour</p> <p>30 minutes - 1 hour</p> <p>10 minutes</p>	<p>HRMO III / PHRDD Personnel</p> <p>Acting Head, PHRDD</p> <p>HRMO III / PHRDD Personnel</p>
<b>TOTAL PROCESSING TIME</b>			<b>1 working day</b>	

### 3. Request for Certificate of No Pending/With Pending Administrative Case

This Certification is issued to any requesting TPB official or employee to confirm that they have no pending/with pending administrative case. The Certification is necessary before the approval/grant of travel authority, retirement, and other official purposes. The service classification is considered simple since the total processing time does not exceed the maximum period of three (3) days.

Office or Division:	Legal Department	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	TPB officials and employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Approved Travel Order / Office Order / Special Order, if applicable (1 soft copy)		To be submitted by the applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a Request via email for the Issuance of Certificate of No Pending/With Pending Administrative Case, with attached supporting document (if applicable)	1.1 Assess the request sent via email and record entries	None	Within 3 hours from receipt	Legal Assistant and Legal Secretary, Legal Department
	1.2. Assign the request to the Lawyer/ Legal Researcher/ Legal Staff			Acting Head, Legal Department
	1.3. Check the records of pending cases	None	Within 1 working day & 18 hours from receipt of request form	Legal Assistant / Legal Secretary, Legal Department
	1.4. Prepare the Certificate of No Pending/With Pending Administrative Case	None		
	1.5. Approve the Certificate of No Pending/With Pending Administrative Case	None		Acting Head, Legal Department

2. Receive the signed Certificate of No Pending/With Pending Administrative Case	2.1. Release signed Certificate of No Pending/With Pending Administrative Case	None	Within 3 hours from receipt of approved certificate	Legal Assistant / Legal Secretary, Legal Department
<b>TOTAL PROCESSING TIME</b>			<b>2 working days</b>	



## External Services

## 1. TPB Membership Application

To assess and process the application for membership of stakeholders

<b>Office or Division:</b>	Domestic Promotions Department/ Industry Relations and Services Division			
<b>Classification:</b>	Highly-Technical			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	Accommodation Establishments, Travel and Tour Services, MICE Facilities/ Organizers, Health and Wellness Facilities, Tourism Related Enterprises			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Department of Tourism (DOT) Accreditation Certificate or Provisional Accreditation Certificate if Renewal is in process		To be submitted by the applicant		
Certificate of Employment (1 copy)				
2x2 photo (1 copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<p>1. <b>Fill out</b> the TPB Membership Online Application Form and submit requirements.</p>	<p>1.1 Receive the TPB Membership Online Application Form (no fee) and scanned copy of its attachments</p>	<p>None</p>	<p>2 days</p>	<p>Market Specialist II/Project Development Officer II, Domestic Promotions</p>
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	<p>1.2 Assessment of TPB Membership Application Form and verification of client's DOT Accreditation.</p> <p>1.3 Preparation of Statement of Account (SOA) (1 copy).</p> <p>1.4 Issuance of SOA</p>		1 day	<p>Department (DPD)</p> <p>Market Specialist II/ Project Development Officer II, DPD</p> <p>Financial Analyst I, Finance Department</p> <p>Financial Analyst I, Finance Department</p>
<p>2. Payment of Membership Fee</p> <p><i>Note: Payment can be done</i></p>		Php 10,000.00	N/A	N/A



<i>through a bank or TPB Cashier</i>				
<p>3. Submission of proof of payment</p> <p><i>Note: deposit slip, if payment is through bank; official receipt, if through TPB Cashier</i></p>	<p>3.1 Verification of payment ( applicable to payments made through bank transfers/ bank deposit)</p> <p>3.2 Issuance of notice of approval</p>	None	<p>3 days</p> <p>1 day</p>	<p>Financial Analyst I, Finance Department</p> <p>MS II, DPD/ PDO II, DPD</p>
<b>Total Processing Time</b>			<b>7 working days</b>	

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

## 2. Handling of Whistleblowing Reports (WBR) / Referral

This pertains to the process of receiving/handling Whistleblowing Reports from any stakeholder to report and provide information, anonymously if he/she wishes, and even testify on matters of any act/s or omission/s of Directors, Officers and Employees of TPB considered to be illegal, unethical, violate good governance principles, are against public policy and morals, promote unsound and unhealthy business practices, are grossly disadvantageous to the GOCC and/or the Government. The WBR may be reported through various modes and procedures.

### Stage 1: Evaluation of the WBR/Referral

This service covers the handling of whistleblowing reports against Directors/Trustees, Officers and Employees including the Chairman, Commissioners, Officers and Employees of the Agency.

<b>Office or Division:</b>	Legal Department
<b>Classification:</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Transacting Citizen G2G – Government to Government
<b>Who may avail:</b>	All stakeholders: The general public, other government agencies, whistleblowers and complainants
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Written Complaint and/or complaint submitted through other reporting channels (whistleblowing web portal, face-to-face, e-mail, telephone, fax) (1 original copy or 1 soft copy)	For written, face-to-face, e-mail, telephone and fax: Created by the Complainant/Whistleblower/Government Agency  For whistleblowing web portal: Created by the Complainant/Whistleblower/Government Agency in <a href="https://www.tpb.gov.ph/whistleblowingportal/">https://www.tpb.gov.ph/whistleblowingportal/</a>

Supporting documents to the complaint/report as may be deemed necessary by the complainant (1 photocopy or 1 soft copy)		Complainant		
<b><i>For Complaints Submitted via Written Letter</i></b>				
<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 complaint [Whistleblowing Report(s) (WBR)] from complainant or referral from other government agencies to the Legal Department of the Tourism Promotions Board office, 4 <sup>th</sup> Floor Legaspi Towers 300, Roxas Boulevard, Manila City, Philippines	1.1. Issue Official Acknowledgment Receipt – Record in the Log Book	None	1 working day	<i>Records Officer I, Office of the DCOO for Corporate Affairs</i>
	1.2. Scan the document and endorse to the Head/Acting Head/OIC of the Legal Department	None	1 working day	<i>Records Officer I, Office of the DCOO for Corporate Affairs</i>
	1.3 The Head/Acting Head/OIC of Legal will act on the complaint or	None	1 working day	<i>Head/Acting Head/OIC, Legal Department</i>

	assign a lawyer			
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	to handle the case			
	<p>1.4 The Head/Acting Head/ OIC or assigned lawyer will evaluate and assess the WBR as to sufficiency and adequacy of the contents</p> <p>If found meritorious: Draft a Referral Letter to the Office of the Government Corporate Counsel (GOCC) and a Reply Letter to the complainant</p> <p>If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting documents</p>	None	1 working day	<i>Head / Acting Head/ OIC, or Assigned lawyer, Legal Department</i>

	1.5 Review the letter/s and route to the COO for comments and/or approval and signature	None	6 working days	<i>Legal Secretary, Legal Researcher, Legal Assistant, Attorney II, Attorney IV,, Head/ Acting Head/OIC, Legal Department</i>
	1.6 Review the comments or recommendations of the COO such letter/s	None	6 working days	<i>Head/Acting Head/OIC, Assigned Lawyer, Legal Department</i>
	1.7 Review and send to the COO for final approval	None	2 working day	<i>Head/Acting Head/ OIC, Assigned Lawyer, Attorney IV, Attorney II, Legal Department</i>
	1.8 Route the signed letter/s to the a) appropriate government agency or tribunal b) complainant for sending out and log the same for transmittal	None	1 working day	<i>Legal Secretary, Legal Researcher, Legal Assistant, Legal Department</i>

<b>TOTAL PROCESSING TIME</b>	<b>None</b>	<b>19 working days</b>
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<b><i>For Complaints Submitted via Face-to-Face</i></b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Legal Department of the agency for the whistleblowing report	1.1 Log the complainant's information and receive the WBR of complainant	None	1 working day	<i>Legal Secretary, Legal Department</i>
	1.2 Prepare the document containing the report, scan the said document and route the whistleblowing Report(s) (WBR) to the Head/	None	1 working day	<i>Legal Secretary, Legal Department</i>

	Acting Head/OIC of the Legal Department			
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	1.3 Hear or endorse the WBR to the Head/Acting Head/OIC of the Legal Department/ for further action/s	None	1 working day	<i>Acting Head/ Assigned Lawyer, Legal Department</i>
	1.4 The Head/ Acting Head/ OIC of Legal Department will act on the complaint or assign a lawyer to handle the case	None	1 working day	<i>Acting / Assigned Lawyer, Legal Department</i>

	<p>1.5 Evaluate and assess the WBR as to sufficiency and adequacy of the contents</p> <p>If found meritorious: Draft a Referral Letter to the Office of the Government Corporate Counsel (GOCC) and a Reply Letter to the complainant</p> <p>If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting documents</p>	None	4 working days	<i>Acting / Assigned Lawyer. Legal Department</i>
	<p>1.6 Review the letter/s and route to the COO for comments and/or approval and signature</p>	None	4 working days	<i>Legal Secretary, Legal Researcher, Legal Assistant, Attorney II, Attorney IV, Head/Acting Head/OIC,</i>

				<i>Legal Department</i>
	1.7 Review the comments or recommendations of the COO such letter/s	None	4 working days	<i>Head/Acting Head/OIC, Assigned Lawyer, Legal Department</i>
	1.8 Review and send to the COO for final approval	None	2 working days	<i>Head/Acting Head/OIC, Legal Department</i>
	1.9 Route the signed letter/s to the a) appropriate government agency or tribunal b) complainant for sending out and log the same for transmittal	None	1 working day	<i>Legal Secretary, Legal Researcher, Legal Assistant, Attorney II, Attorney IV, Head/Acting Head/OIC, Legal Department</i>
<b>TOTAL PROCESSING TIME</b>		<b>None</b>	<b>19 working days</b>	

<b><i>For Complaints Submitted via E-mail</i></b>				
<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 complaint [Whistleblowing Report(s) (WBR)] from complainant or referral from other government agencies to through the complaints@tpb.gov.ph and cc: legal@tpb.gov.ph	1.1 Send Acknowledgment Receipt of the email and Log in the Monitoring Log Sheet	None	1 working day	<i>Legal Secretary, , Legal Researcher,  Legal Assistant, Attorney II, Attorney IV,  Head/Acting Head/OIC</i>
	1.2 The Head/Acting Head/OIC of Legal will act on the complaint or assign a lawyer to handle the case	None	1 working day	<i>Head/Acting Head/OIC. Legal Department</i>
	1.3 Evaluate and assess the WBR as to sufficiency and	None	6 working days	<i>Head/Acting Head/OIC, Assigned Lawyer, Legal Department</i>



	<p>adequacy of the contents</p> <p>If found meritorious: Draft a Referral Letter to the Office of the Government Corporate Counsel (GOCC) and a Reply Letter to the complainant</p> <p>If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting Documents</p>			
	<p>1.4 Review the letter/s and route to the COO for comments and/or approval and signature</p>	None	4 working days	
	<p>1.5 Review the comments or recommendations of the COO such</p>	None	4 working days	<p><i>Head/ Acting Head/OIC, Assigned Lawyer, Legal Department</i></p>

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	letter/s			
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	1.6 Review and send to the COO for final approval	None	2 working days	<i>Head/ Acting Head/ OIC, Legal Department</i>
	1.7 Route the signed letter/s to the a) appropriate government agency or tribunal b) complainant for sending out and log the same for transmittal	None	1 working day	<i>Legal Secretary, Legal Researcher, Legal Assistant, Attorney II, Attorney IV, Head/Acting Head/OIC, Legal Department</i>
<b>TOTAL PROCESSING TIME</b>		<b>None</b>	<b>19 working days</b>	

<b>For Complaints Submitted via Whistleblowing Portal</b>				
<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 complaint [Whistleblowing Report(s) (WBR)] to the Whistleblowing (WB) Portal ( <a href="https://www.tpb.gov.ph/whistleblowingpolicy/">https://www.tpb.gov.ph/whistleblowingpolicy/</a> )	1.1 Record in the Log Monitoring Sheet and print the Whistleblowing Report(s) (WBR) and endorse to the Head/Acting Head/OIC of the Legal Department	None	1 working day	<i>Legal Secretary, , Legal Researcher,  Legal Assistant, Legal Department</i>
	1.2 The Head/Acting Head/OIC of Legal Department will act on the complaint or assign a lawyer to handle the case	None	1 working day	<i>Head/ Acting Head/OIC, Legal Department</i>
	1.3 Evaluate and assess the WBR as to sufficiency and adequacy of the contents	None	6 working days	<i>Head/Acting Head/OIC/ Assigned Lawyer, Legal Department</i>



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	If found meritorious: Draft a			
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	<p>Referral Letter to the Office of the Government Corporate Counsel (GOCC) and a Reply Letter to the complainant</p> <p>If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting Documents</p>			
	<p>1.4 Review the letter/s and route to the COO for comments</p> <p>and/or approval and signature</p>	None	4 working days	<p><i>Legal Secretary,</i></p> <p><i>Legal Researcher,</i></p> <p><i>Legal Assistant, Attorney II, Attorney IV,</i></p> <p><i>Head/Acting Head/OIC, Legal Department</i></p>
	<p>1.5 Review the comments or</p>	None	4 working days	<p><i>Head/Acting Head/OIC,</i></p>

	recommendations of the COO on such letter/s			<i>Assigned Lawyer, Legal Department</i>
	1.6 Review and send to the COO for final approval	None	2 working days	<i>Head/Acting Head/OIC, Legal Department</i>
	1.7 Route the signed letter/s to the a) appropriate government agency or tribunal b) complainant for sending out and log the same for transmittal	None	1 working day	<i>Legal Secretary, Legal Researcher, Legal Assistant, Attorney II, Attorney IV, Head/Acting Head/OIC, Legal Department</i>
<b>TOTAL PROCESSING TIME</b>		<b>None</b>	<b>19 working days</b>	

### 3. Request for Certification and Service Record

The Certification and Service Record is issued to employees needing these documents to affirm the validity of the employment information and state that there is no pending case filed against the requesting employee. The classification of service is considered simple since the processing time is within the day of the release of the requested document. The service classification is considered simple since the total processing time does not exceed the maximum period of three (3) days.

<b>Office or Division:</b>	Personnel and Human Resources Development Division (PHRDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Former TPB employees (External Clients)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>One (1) original copy of Request for Certification / Service Record Form</li> </ul>		TPB ISO Quality Forms Google Drive Files		
<ul style="list-style-type: none"> <li>One (1) photocopy of Office/Travel Order/Special Order (if applicable)</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For face-to-face requests/ walk-in external clients 1. Requesting employees must fill up a request for certification/service record form (QF-PHRD-21) and submit it to the PHRDD.	1.3 Receive request and draft requested certification/ service record  1.4 Review and sign the certification/ service record	None	2 hours	HRMO III / PHRDD Personnel  Acting Head, PHRDD
			30 minutes to 1 hour	



For purposes of official travel abroad please attach a copy of the signed Travel or Special Order.	1.3 Inform the requesting employee once the certification/ service record has been signed by the PHRDD Division Chief and is ready for pick-up.		10 minutes	HRMO III / PHRDD Personnel
<b>TOTAL PROCESSING TIME</b>			<b>1 working day</b>	

<b>Office or Division:</b>	Personnel and Human Resources Development Division (PHRDD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Former TPB Employees (External Clients)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	TPB ISO Quality Forms Google Drive Files
• One (1) original copy of Request for Certification / Service Record Form	
• Formal Email Request (if applicable)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting former employee may request for certification/ service record through email addressed to PHRDD at <a href="mailto:cpbphrdd@tpb.gov.ph">cpbphrdd@tpb.gov.ph</a>	1.1 Receive request form and/or acknowledge the email	None	1 hour	HRMO III / PHRDD Personnel
For purposes of employee verification of old file records	1.2 Verify with the PHRDD old filing or archive files the existence of former employees' service record		4 hours	PHRDD Personnel

	<p>1.3 Prepare draft requested certification/ service record based on the retrieve record</p> <p>1.4 Review and sign the certification/ service record</p> <p>1.5 Inform the requesting former employee once the certification/ service record has been signed by the PHRDD Division Chief and is ready for pick-up</p>		<p>30 minutes - 1 hour</p> <p>30 minutes - 1 hour</p> <p>10 minutes</p>	<p>HRMO III / PHRDD Personnel</p> <p>Acting Head, PHRDD</p> <p>HRMO III / PHRDD Personnel</p>
<b>TOTAL PROCESSING TIME</b>			<b>1 working day</b>	

## FEEDBACK AND COMPLAINTS MECHANISM

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<p>How to send feedback/ complaint</p>	<p>Answer the Feedback Form and drop it at the designated drop box located in the lobby of the Tourism Promotions Board Office.</p> <p>You may also fill out the online feedback form available on the TPB website.</p> <p>You may also get in touch with our Assistant Relations Officer/ Relations Officer at 8525-9318 to 27 local 251 or email address <a href="mailto:info@tpb.gov.ph">info@tpb.gov.ph</a> or mail us at:</p> <p>Tourism Promotions Board          6/F, Five E-Com Center, Harbor Drive          Mall of Asia Complex, Pasay City, 1300          Philippines</p>
<p>How feedbacks are processed</p>	<p>The TPB Guard on Duty shall forward the feedback form received at the lobby to the Assistant Relations Officer thru the ODCOO-CA for recording, monitoring, and evaluation.</p> <p>Feedback requiring answers is forwarded to the relevant offices or personnel concerned to answer within three (3) working days upon receipt of the input/s. The feedback shall be relayed directly to the agency or citizen concerned.</p>
<p>Contact Information of PCC, CCB and ARTA</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  <b>8888</b> – Presidential Complaints Center (PCC)  <b>0908-8816565</b> -CSC Contact Center ng Bayan (CCB)  <b>1-2782</b> -Anti-Red Tape Authority (ARTA)</p>



## CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen     Business     Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male     Female

Age: \_\_\_\_\_ Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing time among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see on in this office. (Answer 'N/A on

CC2 & CC3)

CC2 If aware of CC (answered 1-3 in CC1). Would you say that the CC of this office was ...?

- |  |  |
|--|--|
| <input type="checkbox"/> 1. Easy to see          | <input type="checkbox"/> 4. Not visible at all |
| <input type="checkbox"/> 2. Somewhat easy to see | <input type="checkbox"/> 5. N/A                |
| <input type="checkbox"/> 3. Difficult to see     |  |

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in the transaction?

- |  |  |
|--|--|
| <input type="checkbox"/> 1. Helped very much | <input type="checkbox"/> 4. Did not help |
| <input type="checkbox"/> 2. Somewhat helped  | <input type="checkbox"/> 5. N/A          |

**INSTRUCTIONS:** For SQD 0-8, please put a check mark (✓) on the column the best corresponds to your answer.

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided						
<b>SQD3 .</b> The steps I need to do for my transaction were easy and simple.						
<b>SQD4.</b> I easily found information about my transaction from the office or its website						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
<b>SQD6.</b> I feel the office was fair to everyone , or "walang palakasan", during my transaction.						
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
<b>SQD8.</b> I got what I needed from the						

government office, or (if denied) denial of request was sufficiently explained to me.						
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Suggestions on how we can further improve our services (optional):

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Email address (optional): \_\_\_\_\_

## LIST OF OFFICES/ DEPARTMENTS



**LIST OF OFFICES/ DEPARTMENT**

Office	Address	Contact Information
Office of the Chief Operating Officer	6/F, Five E-Com Center, Harbor Drive Mall of Asia Complex, Pasay City, 1300 Philippines	(02) 8 524-0372 / (02) 8 5259318-27 loc. 201; 202; 205
Internal Audit Office		(02) 8 247-0260 / (02) 8 5259318-27 loc. 204
Office of the Corporate Board Secretary		(02) 8 247-0812 / (02) 8 5259318-27 loc.286
Legal Department		(02) 8 554-1361 / (02) 8247-0259 (02) 8 5259318-27 loc.206
Corporate Planning and Business Development Department		(02) 8 404-3531 / (02) 8 525-6443 (02) 8 5259318-27 loc.219
Management Information Systems Department		(02) 8 526-6877 / (02) 8 5259318-27 loc.213
Office of the Deputy Chief Operating Officer for Marketing and Promotions		(02) 8 554-1894 / (02) 8 5259318-27 loc.211
Meetings, Incentives, Conventions, Events (M.I.C.E.) Department		(02) 8 525-1153 / (02) 8 525-6635 / (02) 8 525-6110 / (02) 8 5259318-27 loc.220; 228; 237

International Promotions Department	6/F, Five E-Com Center, Harbor Drive Mall of Asia Complex, Pasay City, 1300 Philippines	(02) 8 525-7320 / (02) 8 525 9318 loc 289
International Promotions Department / North Asia Division		(02) 8 247-0813 / (02) 8 5259318-27 loc.214
International Promotions Department / The Americas Division		(02) 8 247-0803 / (02) 8 5259318-27 loc. 232
International Promotions Department/ Europe, Africa, The Middle East & India Division		(02) 8 247-0259 / (02) 8 5259318-27 loc. 288
International Promotions Department / Asia and The Pacific Division		(02) 8 404-2641 / (02) 8 5259318-27 loc.293
Domestic Promotions Department		(02) 8 525-1255 / (02) 8 5259318-27 loc.241
Marketing Communications Department		(02) 8 5259318-27 loc.245
Office of the Deputy Chief Operating Officer for Corporate Affairs		(02) 8 559-6063 / (02) 8 5259318-27 loc.251
Finance Department		(02) 8 525-6202 / (02) 8 5259318-27 loc.257, 253, 252

Administrative Department	(02) 8 525-6045 / (02) 8 5259318-27 loc.260
Personnel & Human Resources Development Division	(02) 8 524-5739 / (02) 8 5259318-27 loc.265
Procurement and General Services Division	(02) 8 525-7312 / (02) 8 5259318-27 loc.270
Administrative Department / Cashier	(02) 8 247-0802 / (02) 8 5259318-27 loc.276

Approved by:



**MARIA MARGARITA MONTEMAYOR NOGRALES**  
 Chief Operating Officer  
 Tourism Promotions Board Philippines