

**CITY TOURISM AND DEVELOPMENT
OFFICE
EXTERNAL SERVICES**

1. PROVIDE RELEVANT INFORMATION AND MATERIALS (PHOTOGRAPHS, TEXTBOOKS, AND DOCUMENTS) TO CLIENTS CONDUCTING RESEARCH ON THE CITY'S CULTURE AND HISTORY

The Office will provide necessary data on City's culture and history.

OFFICE OR DIVISION	City Tourism and Development Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
Identification Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or inquire directly	1.1 Assess request and consult the Department Head (if necessary)	None	1 minute	Pinky L. Rembulat/ Danica Doma
	1.2 Check the availability of research materials or research person	None	4 minutes	Pinky L. Rembulat/ Danica Doma
2. Get necessary data.	2. Provide the necessary materials and information; Refer to other departments (if necessary)	None	30 minutes	Pinky L. Rembulat/ Danica Doma
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	14 minutes	

2. ACCOMMODATE INQUIRIES ON TOURISM/CULTURAL ACTIVITIES OF THE CITY

The Office will provide the schedule/coordination on tourism/cultural activities

OFFICE OR DIVISION	City Tourism and Development Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiry on Tourism/Cultural Activities	Accommodate inquiries and concerns on tourism/cultural activities: 1. Schedule of Activities 2. Program	None	5 minutes	Arnel Ilagan
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	14 minutes	

3. ACCOMMODATE REQUEST ON TOUR GUIDING SERVICES TO HISTORICAL PLACES IN THE CITY

Schedule and assist Tour guiding services.

OFFICE OR DIVISION	City Tourism and Development Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests tour guiding services to historical places in the City	1.1 Assess request and consult the Department Head	None	5 minutes	Pinky Rembulat
	1.2 Checks the availability of date requested	None	5 minutes	Pinky Rembulat
2. Wait for the approval.	2. Approval of the Department Head	None	2 minutes	Jay Saquilayan <i>CTDO, Department Head</i>
3. Receive the approval and the name of the tour guide from the office.	3 Assigns personnel for tour guiding	None	10 minutes	Pinky Rembulat
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	22 minutes	

4. ASSIST INQUIRIES ON TOURISM ACCREDITATION

Assists Business Owners in preparation of DOT Accreditation.

OFFICE OR DIVISION	City Tourism and Development Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit		Business Permits and Licensing Office, Ground Floor, Imus City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry on DOT Accreditation	Explain the importance of DOT Accreditation.	None	5 minutes	Pinky L. Rembulat
2. Get information and requirements.	Assist business owner on papers needed for Accreditation: 1. General Requirements 2. Specific Requirements	None	5 minutes	Pinky L. Rembulat
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	10 minutes	