

External Services

1. Assistance to Tourists, Researchers, Organizations and Other Agencies

Office or Division:	City Tourism Services Unit			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Clients, tourists, researchers, entities and other agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer-of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD) and register in the guestbook	1.1. Entertain queries of the client, Endorses client to the City Tourism Officer / Officer-In-Charge	None	10 minutes	Senior Tourism Operations Officer Tourism Operations Officer Community Affairs Officer I Watchman I Administrative Aide I
	1.2. Entertain queries on tour guiding, events and other tourism related activities	None	40 minutes	City Tourism Officer Senior Tourism Operations Officer Community Affairs Officer I
TOTAL:		None	50 Minutes	

External Services

2. Events Coordination

Office or Division:	City Tourism Services Unit			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Clients, tourists, researchers, entities and other agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer-of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD), register in the guestbook and submit letter request	1.1. Endorses client to the City Tourism Officer	None	10 Minutes	Assigned Officer-of-the Day Senior Tourism Operations Officer Tourism Operations Officer Community Affairs Officer I Watchman I Administrative Aide I
	1.2. Entertain queries of the client, checks calendar of activities and schedules the event	None	40 Minutes	City Tourism Officer
TOTAL:		None	50 Minutes	

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3. Securing of Mayor's Permit for Legazpi City Tour Guides

Office or Division:	City Tourism Services Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Legazpi City Tour Guides			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt of Mayor's Permit Fee			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD), register in the guestbook	1.1 Guide the client to the City Treasurer's Office (CTO) to pay for the Mayor's Permit Fee	P100.00 – Mayor's Permit P25.00 – PTR Surcharge (at the CTO)	2 Minutes	Assigned Officer-of-the-Day Senior Tourism Operations Officer Tourism Operations Officer Community Affairs Officer I Watchman I Administrative Aide I
2. Return to City Tourism Office and present the Official Receipt	2.1 Prepare Mayor's Permit	None	5 Minutes	Senior Tourism Operations Officer Tourism Operations Officer Community Affairs Officer I Watchman I Administrative Aide
	2.2 Forward to City Mayor's Office (CMO) for Signature of the City Mayor	None	45 Minutes	City Mayor's Office
	2.3 Release of Mayor's Permit	None	2 Minutes	Assigned Officer-of-the-Day
TOTAL:		None	54 Minutes	

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4. Tour Assistance to Organizations, Guests, etc.

Office or Division:	City Tourism Services Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Clients, tourists, researchers, entities and other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the City Mayor		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD), register in the guestbook and submit letter request	1.1. Entertain queries of the client, Endorses client to the City Tourism Officer	None	10 Minutes	<i>Assigned Officer-of-the-Day</i> <i>Senior Tourism Operations Officer</i> <i>Tourism Operations Officer</i> <i>Community Affairs Officer I</i> <i>Watchman I</i> <i>Administrative Aide I</i>
	1.2. Entertain queries of the client, checks calendar of activities and schedules the necessary tour requested	None	40 Minutes.	<i>City Tourism Officer</i>
TOTAL:		None	50 Minutes	

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5. Assistance to Tourism-Related Enterprises re: Statistics Report and/or DOT-Accreditation

Office or Division:	City Tourism Services Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Clients from Tourism-Related Enterprises (TREs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD), register in the guestbook	1.1. Entertain queries of the clients, orient/ coach TREs in the preparation of statistics report and/or guides them the processes in applying for DOT Accreditation	None	30 Minutes	<i>Senior Tourism Operations Officer</i> <i>Tourism Operations Officer</i> <i>Community Affairs Officer I</i> <i>Watchman I</i> <i>Administrative Aide I</i> <i>City Tourism Officer</i>
	TOTAL:	None	30 Minutes	