



**CITY MAYOR'S OFFICE**  
**CITY TOURISM SERVICES DIVISION**



## I. Assistance to Tourists, Researchers, Organizations and Other Agencies

<b>Office or Division:</b>	City Tourism Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Clients, tourists, researchers, entities and other agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• None		None		
<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 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 mins.	<i>Officer-of-the-Day</i>  <i>Senior Tourism Operations Officer;</i> <i>Tourism Operations Officer II;</i> <i>Community Affairs Officer I;</i> <i>Watchman I;</i> <i>Administrative Aide I</i>
	1.2. Entertain queries on tour guiding, events and other tourism related activities	None	40 mins.	<i>City Tourism Officer</i>  <i>Senior Tourism Operations Officer;</i> <i>Tourism Operations Officer II;</i> <i>Community Affairs Officer I;</i>
TOTAL:		None	50 mins.	

## II. Events Coordination

<b>Office or Division:</b>	City Tourism Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Clients, tourists, researchers, entities and other agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Letter request addressed to the City Mayor		None		
<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 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 mins.	<i>Assigned Officer-of-the-Day</i>  <i>Senior Tourism Operations Officer; Tourism Operations Officer II; Community Affairs Officer I; Watchman I; Administrative Aide I</i>
	1.2. Entertain queries of the client, checks calendar of activities and schedules the event	None	40 mins.	<i>City Tourism Officer</i>
TOTAL:		None	50 mins.	

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

<b>Office or Division:</b>	City Tourism Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Legazpi City Tour Guides			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Official Receipt of Mayor's Permit Fee		City Treasurer's Office		
<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 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 mins.	<i>Assigned Officer-of-the-Day</i>  <i>Senior Tourism Operations Officer; Tourism Operations Officer II; Community Affairs Officer I; Watchman I; Administrative Aide I</i>



2. Return to City Tourism Office and present the Official Receipt	2.1 Prepare Mayor's Permit	None	5 mins.	Senior Tourism Operations Officer; Tourism Operations Officer II; Community Affairs Officer I; Watchman I; Administrative Aide I
	2.2 Forward to City Mayor's Office (CMO) for Signature of the City Mayor	None	45 mins	City Mayor's Office
	2.3 Release of Mayor's Permit	None	2 mins.	Assigned Officer-of-the-Day
TOTAL:		None	54 mins.	

#### IV. Tour Assistance to Organizations, Guests, etc.

<b>Office or Division:</b>	City Tourism Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Clients, tourists, researchers, entities and other agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter request addressed to the City Mayor</li> </ul>		None		
<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 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 mins.	Assigned Officer-of-the-Day  Senior Tourism Operations Officer; Tourism Operations Officer II; Community Affairs Officer I; Watchman I; Administrative Aide I



	1.2. Entertain queries of the client, checks calendar of activities and schedules the necessary tour requested	None	40 mins.	<i>City Tourism Officer</i>
TOTAL:		None	50 mins.	

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

<b>Office or Division:</b>	City Tourism Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Clients from Tourism-Related Enterprises (TREs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• None		None		
<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 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 mins.	<i>Senior Tourism Operations Officer; Tourism Operations Officer II; Community Affairs Officer I; Watchman I; Administrative Aide I  City Tourism Officer</i>
TOTAL:		None	30 mins.	



## VI. Manning at the Tourist Information and Assistance Desk located at Bicol International Airport (BIA)

<b>Office or Division:</b>	City Tourism Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Clients from Tourism-Related Enterprises (TREs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• 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	1.2. Entertain queries of the clients	None	30 mins.	<i>Senior Tourism Operations Officer; Tourism Operations Officer II; Community Affairs Officer I; Watchman I; Administrative Aide I</i>
<b>TOTAL:</b>		None	30 mins.	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Standard Feedback Form
How feedbacks are processed	When the feedback form is being filled up by the client the feedback will be sent to the to the Chief of Office
How to file a complaint	Write a Complaint Letter
How complaints are processed	Complain letter can be personally handed, mailed thru post office or electronic mail (e-mail) to the Chief of Office
Contact Information of CCB, PCC, ARTA	May dial CSC hotline 8888, email: info@arta.gov.ph

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
<b>City Tourism Services Division</b>	Brgy. 13, Ilawod, Rizal Street, Old Albay District, Legazpi City	<a href="mailto:legazpitourismservices@gmail.com">legazpitourismservices@gmail.com</a> <a href="mailto:legazpitourismservicesdivision@gmail.com">legazpitourismservicesdivision@gmail.com</a> <a href="mailto:legazpitourismstatistics@gmail.com">legazpitourismstatistics@gmail.com</a>