



CITY MAYOR'S OFFICE
CITY TOURISM SERVICES DIVISION



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

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		
• 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 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.	

2. Events Coordination

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. 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.	

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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Approach the Officer-of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD), register in the guestbook</p>	<p>1.1 Guide the client to the City Treasurer's Office (CTO) to pay for the Mayor's Permit Fee</p>	<p>P100.00 – Mayor's Permit P25.00 – PTR Surcharge (at the CTO)</p>	<p>2 mins.</p>	<p><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></p>
<p>2. Return to City Tourism Office and present the Official Receipt</p>	<p>2.1 Prepare Mayor's Permit</p>	<p>None</p>	<p>5 mins.</p>	<p><i>Senior Tourism Operations Officer; Tourism Operations Officer II; Community Affairs Officer I; Watchman I; Administrative Aide I</i></p>
	<p>2.2 Forward to City Mayor's Office (CMO) for Signature of the City Mayor</p>	<p>None</p>	<p>45 mins</p>	<p><i>City Mayor's Office</i></p>
	<p>2.3 Release of Mayor's Permit</p>	<p>None</p>	<p>2 mins.</p>	<p><i>Assigned Officer-of-the-Day</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>54 mins.</p>	

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
<ul style="list-style-type: none"> 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 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.	City Tourism Officer
TOTAL:		None	50 mins.	

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



<p>1. Approach the Officer-of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD), register in the guestbook</p>	<p>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</p>	<p>None</p>	<p>30 mins.</p>	<p><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></p> <p><i>City Tourism Officer</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>30 mins.</p>	

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

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		
<ul style="list-style-type: none"> None 		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Approach the Officer-of-the-Day (OD) at the Public Assistance & Compliance Desk (PACD), register in the guestbook</p>	<p>1.2. Entertain queries of the clients</p>	<p>None</p>	<p>30 mins.</p>	<p><i>Senior Tourism Operations Officer; Tourism Operations Officer II; Community Affairs Officer I; Watchman I; Administrative Aide I</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>30 mins.</p>	

<p>FEEDBACK AND COMPLAINTS MECHANISM</p>	
<p>How to send feedback</p>	<p>Standard Feedback Form</p>
<p>How feedbacks are processed</p>	<p>When the feedback form is being filled up by the client the feedback will be sent to the to the Chief of Office</p>
<p>How to file a complaint</p>	<p>Write a Complaint Letter</p>



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

Office	Address	Contact Information
City Tourism Services Division	Brgy. 13, Ilawod, Rizal Street, Old Albay District, Legazpi City	legazpitourismservices@gmail.com legazpitourismservicesdivision@gmail.com legazpitourismstatistics@gmail.com