

City Tourism Culture and Arts Office External Services

1. Request for Assistance

Various requests received from clients.

Office or Division:	City Tourism Culture and Arts Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All employees, clients, and other concerned citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Request Form		Tourism Culture and Arts Office		
2. Request Letter, if applicable (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fillout request form.	1. Receive and review documents. 1.1 Document stamp receives and issues. 1.2 Endorse to the Department Head for appropriate action.	None	10 minutes	<i>Office Staff</i> TCAO
2. Receive feedback.	2. Record and give feedback of the request.	None	10 minutes	<i>Office Staff</i> TCAO
TOTAL:		None	20 Minutes	

2. Request for Partnership and Collaboration

Requests for Partnership and Collaboration with the City Tourism Culture and Arts Office.

Office or Division:	City Tourism Culture and Arts Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proposal Letter (1 Original Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail the proposal to tourism@cityofsanpedrolaguna.gov.ph	1. Acknowledge receipt of the e-mail and review the proposal.	None	1 day	<i>Department Head</i> TCAO
	1.1 Contact the client to schedule a meeting regarding the possible partnership/collaboration	None	1 day	<i>Office Staff</i> TCAO
TOTAL:		None	2 Days	

3. Resolution of Tourism-Related Complaints

Resolving complaints on tourism related services.

Office or Division:	City Tourism Culture and Arts Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Concerned Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out request form (1 Original Copy)		Tourism Culture and Arts Office		
2. Request Letter, if applicable (1 Original Copy, 1 Photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1. Receive, record and forward to the Department Head for appropriate action.	None	5 minutes	<i>Office Staff</i> TCAO
	1.1 Issue acknowledgement receipt.	None		
	1.2 Verify complaint, gather evidence and information.	None	5 days	
	1.3 Prepare recommendation and forward to the LCE for appropriate action.	None	1 day	
	1.4 Contact client for feedback.	None	5 minutes	
2. Receive feedback.	2. Record received recommendation/resolution.	None	10 minutes	<i>Office Staff</i> TCAO
TOTAL:		None	6 Days and 30 Minutes	