



PGO–Tourism Operations Division



1. Provision of Leis

Provision of leis to the Provincial Government of Lanao del Norte (PGLDN) guests as a gesture of warm welcome of their presence.

Office or Division:	PGO – Tourism Operations Division, Admin Section			
Classifications:	Simple			
Type of Transactions:	G2G and G2B – Government to Government and Government to Business			
Who may avail:	Provincial Government of Lanao del Norte and Partner agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter from Head of Office(1 copy only) 2. List of recipients			Requisitioning Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request letter with list of recipients attached	1.Receives letter request	None	1 Minute	Ms. Jaeca P. Senogat Tourist Receptionist
	1.1 Approves request	None	5 Minutes	Alerma Grace E. Yorong OIC – Tourism Office
2. Fills up Log-book	2.Provides client's request	None	4 Minutes	Ms. Judy Quiding Admin Aide VI
TOTAL:		None	10 Minutes	



2. Reservation/Booking

Receiving, booking and securing the availability of PGLDN Function room for meetings, seminars, workshops/trainings and other related activities of the province.

Office or Division:	PGO – Tourism Operations Division, Admin Section			
Classifications:	Simple			
Type of Transactions:	G2G, G2C & G2B – Government to Government, Government to Citizen, and Government to Business			
Who may avail:	Provincial Government of Lanao del Norte and other Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<i>FOR INTERNAL SERVICES</i>				
1. Approved Activity design/proposal(1 copy only)			Requisitioning Office	
2. MTC Reservation form(1 copy only)			PGO – Tourism Office	
3. Approved MTC Reservation form(1 copy only)			Provincial Administrator's Office	
<i>FOR EXTERNAL SERVICES</i>				
1. Request letter(1 copy only)			Requisitioning Office/Agency	
2. MTC Reservation form(1 copy only)			PGO – Tourism Office	
3. Approved MTC Reservation form(1 copy only)			Provincial Administrator's Office	
4. Official Receipt (OR) (1 copy only)			Provincial Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
For INTERNAL SERVICES 1. Inquires for the availability of function room	1. Checks the availability of function room	None	2 Minutes	Ms. Beauty Rose M. Gandarosa Tourism Receptionist
For EXTERNAL SERVICES 1. Submits letter request to Admin Office, Records Section for approval			30 Minutes	Ms. Elona Racaza Admin Records staff
2. Secures MTC Reservation form	2.Provides Reservation form with recommending approval of the Division Head (OK as to availability of the MTC)	None	1 Minute	Ms. Alerma Grace E. Yorong OIC-Tourism Office



3. Submits MTC Reservation form to Admin Office	3 Approves request	None		Ms. Sittie Aminah Q. Dimaporo Provincial Administrator
FOR EXTERNAL SERVICES 4. Proceed to PTreasurer's Office then submit MTC reservation form to PAdmin Office <i>(Client can leave the reservation form to PAdmin Office and proceed to step 5)</i>	4. Issues Official Receipt (OR)	Php 2,500.00		Mr. Ruden Taha PTreasurer's Office staff
5. Return approved MTC reservation form to PTourism Office	5. Confirms MTC booking if there's an approved request from Prov'l Administrator and official receipt from Prov'l Treasurer's Office	None	2 Minutes	Ms. Beauty Rose M. Gandarosa Tourist Receptionist
FOR EXTERNAL SERVICES 6. Furnish OR copy to PTourism & MTC in-charge	6. Asks for Official receipt (OR) from the client and confirm the booking	None	2 Minutes	Ms. Beauty Rose M. Gandarosa Tourist Receptionist
	6.1 Receives and record Official Receipt (OR) photocopy from the client	None	5 Minutes	Mr. Teodoro M. Abapo Admin Aide II
TOTAL:		None	42 Minutes	



3. Provision of PGLDN/Ptourism Materials & Other Equipments to Borrowers

Provision of Tourism materials and other equipment such as likos, ampas, generator set, name signage and etc. to borrowers.

Office or Division:	PGO – Tourism Operations Division			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	Provincial Government of Lanao del Norte offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter from the Head of office(1 copy only)			Requisitioning Office	
2. Borrowing Slip(1 copy only)			PGO-Tourism Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits Request letter	1. Receives letter request	None	2 Minutes	Ms. Jaeca P. Senogat Tourism Receptionist
2. Discusses nature and duration of the activity.	2. Peruse and Approval of request	None	5 Minutes	Ms. Alerma Grace E. Yorong OIC-Tourism Office
3. Fills-up (completely) the borrowing slip	3. Prepare materials to be borrowed	None	15 Minutes	Ms. Marjury D. Cabuco Admin Aide I
4. Receives requested material/s	4. Record requested materials to log-book	None	3 Minutes	Ms. Judy A. Quiding Admin Aide VI
TOTAL:		None	25 Minutes	



4. Attending to Walk-In Client's Request

Provision of assistance to walk-in client/s need/ concerns.

Office or Division:	PGO – Tourism Operations Division			
Classifications:	Simple			
Type of Transactions:	G2C & G2B – Government to Citizens and Government to Business			
Who may avail:	Public Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request or any document/s presented to support the client's request (Optional)(1 copy only)			Requisitioning party/Agency/Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers to Client's log-book	1.Asks if there is any appointment made or purpose of the client	None	2 Minutes	PACD Officer
2. Proceeds to P Tourism Officer	2.Assists client's in their concern	None	15 Minutes	Alerma Grace E. Yorong OIC – Tourism Office
	2.1 Provides client's request	None	30 Minutes	Any of the staff Responsible for the specific concern
TOTAL:		None	47 Minutes	



5. Provision of Tourism Data

Provision of Tourism data like Tourist statistical data report, list of Department of Tourism (DOT) accredited establishments, History per LGUs, and to client.

Office or Division:	PGO – Tourism Operations Division			
Classifications:	Simple			
Type of Transactions:	G2G, G2C, and G2B – Government to Government, Government to Citizen, and Government to Business			
Who may avail:	MLGUs and individual and Tourism related Businesses			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request from requisitioning Office/Individual(1 copy only) 2. Proof of Quarterly Tourist Stat submission			Requisitioning office/individual	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits Request letter	1.Receives letter request	None	2 Minutes	Ms. Jaeca P. Senogat Tourist Receptionist
2. Registers to Client's Log-book	2.Approves of request	None	1 Minute	Alerma Grace E. Yorong OIC- Tourism Office
	2.1Generates Data	None	20 Minutes	Any of the staff Responsible for the specific concern
	2.2Certifies the correctness of the data	None	5 Minutes	Alerma Grace E. Yorong Tourist Office
3. Fills-up Logbook	3.Releases Client's request	None	2 Minutes	Any of the staff Responsible for the specific concern
TOTAL:		None	30 Minutes	



6. Assistance to Tourism Related Establishments for Department of Tourism (DOT) Accreditation

Provision of checklist of documentary requirements for DOT Accreditation.

Office or Division:	PGO – Tourism Operations Division			
Classifications:	Complex			
Type of Transactions:	G2B – Government to Business			
Who may avail:	Tourism related establishments (Accommodations, Restaurants, and other entities)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Documentary requirements as specified below			Requisitioning Establishment/Entities	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits Request letter	1.Receives letter request	None	2 Minutes	Ms. Jaeca P. Senogat Tourist Receptionist
2. Registers to Client's Log-book	2.Approves of request	None	1 Minute	Alerma Grace E. Yorong OIC- Tourism Office
	2.1Provides Checklist of requirements FOR NEW APPLICATION: (1.) Valid Mayor's Permit and/or Business license from the LGU, (2.) Valid DTI business name certificate (for Single proprietors), SEC Registration Cert. and by-laws (for Corporation/partnership), Articles of	None	5 Minutes	Beauty Rose M. Gandarosa Tourist Receptionist



	<p>cooperation and by-laws (for Cooperative). (3.) Notarized Application form from accreditation, (4.) Valid comprehensive General liability insurance policy, (5.) Photos and other details of the establishment</p> <p>FOR RENEWAL OF APPLICATION:</p> <p>(1.) Valid Mayor's Permit and/or Business license form the LGU, (2.) Notarized Application form from accreditation, (3.) Valid DTI business name certificate (for Single proprietors), SEC Registration Cert. and by-laws (for Corporation/partnership), Articles of cooperation and by-laws</p>			
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	(for Cooperative). (4.) other documents as deemed necessary.			
3. Comply documentary requirements	3. Conducts site inspection to the establishment	None	4 Hours	Alerma Grace E. Yorong OIC-Tourism Office Beauty Rose M. Gandarosa Tourist Receptionsist
TOTAL:		None	4 Hours And 8 Minutes	



7. Assistance to Tourism Development Projects Documentary Requirements

Provision of checklist for Tourism Development Projects

Office or Division:	PGO – Tourism Operations Division			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	Municipal Local Government Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter for assistance(1 copy only) 2. Municipal Tourism Development Plan 3. Documentary requirements as specified below			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Asks if your MLGU is been shortlisted to be funded for the next year	1.Checks and Verifies from the list of priority projects	None	10 Minutes	Alerma Grace E. Yorong) OIC-Tourism Office)
2. Specifies the projects that wish to be funded	2.Checks if the project is included in the Municipal and Provincial Development Plan	None	30 Minutes	Alerma Grace E. Yorong OIC-Tourism Office
	2.1Provides Checklist of requirements For DOT-DPWH Road Projects: (1.) Tourism Importance; (2.) Technical Necessity; (3.) Location of the project; (4.) Development Map; (5.) Right of way/Deed of donation;	None	5 Minutes	<i>For DOT-DPWH Road Project</i> Nicomedes V. Masalta Tourism Receptionst



	<p>(6.) Project Profile ; (7.) LCE endorsement letter ; (8.) Stakeholders endorsement letter; (9.) Geotagged photos. And other supporting documents stated from the DOT/DPWH.</p> <p>For TIEZA Projects:</p> <p>(1.) Project proposal; (2.) Feasibility study (if there is any); (3.) Detailed estimates; (4.) Cost-benefits analysis of the project; (5.) Structural designs; (6.) Land ownership documents, including the size of the land; (7.) Resolution of Municipal/Provincial board; (8.) Approved budget regarding</p>			<p><i>For TIEZA Projects</i> Jaeca P. Senogat Tourism Receptionsist</p>
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	<p>maintenance and operational cost of the project, stating clearly the cost and source of its counterpart fund;</p> <p>(9.) Environmental impact mitigation and prevention measures to be adopted.</p>			
3. Comply documentary requirements	3.Waits for the documents to accomplished by the LGU	None		MLGU Level
TOTAL:		None	45Minutes	



8. Reviewing and Evaluation of Documentary Requirements for both Department of Tourism (DOT) Accreditation and Tourism Development Projects.

Reviewing and evaluation of all the requirements to be submitted to DOT, TIEZA and other agencies.

Office or Division:	PGO – Tourism Operations Division			
Classifications:	Complex			
Type of Transactions:	G2G – Government to Government			
Who may avail:	Municipal Local Government Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Municipal Tourism Development Plan 2. Documentary requirements			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits the complete doc requirements	1.Receives and performs initial interview	None	2 Hours	Beauty Rose M. Nicomedes V. Masalta Tourism Receptionst Gandarosa and Nicomedes V. Masalta Tourism Receptionst
	1.1 Scans and submits all the accomplished requirements to DOT through email	None	4 Hours	Beauty Rose M. Nicomedes V. Masalta Tourism Receptionst Gandarosa and Nicomedes V. Masalta Tourism Receptionst
	1.2 Photocopies the doc requirements for clients copy	None	30 Minutes	Beauty Rose M. Nicomedes V. Masalta Tourism Receptionst Gandarosa and Nicomedes V. Masalta



				Tourism Receptionst
2. Receives copy of the documents	2.Releases of doc requirements	None	5 Minutes	
TOTAL:		None	6 Hours & 35Minutes	