

CITY TOURISM AND HERITAGE OFFICE EXTERNAL SERVICES

CITIZEN'S CHARTER



www.cityofimus.gov.ph

1. PROVISION OF RELEVANT INFORMATION AND MATERIALS (PHOTOGRAPHS, TEXTBOOKS, AND DOCUMENTS)

This service provides information for the clients that conduct research on city's culture and history.

OFFICE OR DIVISION	City Tourism and Heritage Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
Identification Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or inquire directly	1.1 Assess request and consult the Department Head (if necessary)	None	2 minutes	Christian Rey O. Sison Cecilia V. Picache, Danica V. Doma
	1.2 Check the availability of research materials or research person	None		
2. Get necessary data	2. Provide the necessary materials and information; *** Refer to other concerned departments (if necessary)	None	5 minutes	Cecilia V. Picache, Danica V. Doma Bradley Myles Wency C. Ramos
Fill-out Client Satisfaction Rating Form				
TOTAL		None	7 minutes	

NOTE: Processing time varies depending on the availability of the requested information of document.

2. REQUEST ON TOUR GUIDING SERVICES TO HISTORICAL PLACES IN THE CITY

Schedule and assist request of clients regarding tour guiding services in different historical places in the city.

OFFICE OR DIVISION	City Tourism and Heritage Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the office.	1.1 Assess request and check the availability of the requested date.	None	5 minutes	Christian Rey O. Sison Pinky L. Rembulat
	1.2 Approval of the department head	None	5 minutes	Emanuel R. Paredes
2. Get the schedule.	2.1 Give the final schedule.	None	5 minutes	Christian Rey O. Sison Pinky L. Rembulat
	2.2 Assign personnel for tour guiding			
Fill-out Client Satisfaction Rating Form				
TOTAL		None	5 minutes	

3. ASSISTANCE ON TOURISM ACCREDITATION

Assist businesses in the preparation of Department of Tourism Accreditation

OFFICE OR DIVISION	City Tourism and Heritage Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B - Government to Business			
WHO MAY AVAIL THE SERVICE	All business in line with tourism			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Business Permit			Business One-Stop Shop (Ground Floor – Imus City Government Center)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire and present business permit for DOT Accreditation.	1.1 Explain the importance of DOT Accreditation for businesses.	None	3 minutes	Christian Rey O. Sison Pinky L. Rembulat
	1.2 Assist business owners on the documents needed for the accreditation.	None	5 minutes	
Fill-out Client Satisfaction Rating Form				
TOTAL		None	8 minutes	

4. INQUIRIES ON CITY TOURISM/CULTURAL ACTIVITIES

Provide relevant information regarding the schedule of tourism/cultural activities.

OFFICE OR DIVISION	City Tourism and Heritage Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire Tourism/Cultural Activities	1. Accommodate inquiries and concerns on tourism/cultural activities.	None	5 minutes	Cecilia Picache, Danica V. Doma, Bradley Myles Wency C. Ramos
Fill-out Client Satisfaction Rating Form				
TOTAL		None	5 minutes	

5. RELEASING OF PHOTO DOCUMENTATION AND LAYOUT

Provide soft copies of photos and videos of various events in the city.

OFFICE OR DIVISION	City Tourism and Heritage Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the status of the photos/ lay-outs	1. Check if photos /lay outs are now ready for release.	None	3 minutes	Arnel P. Ilagan, Hannah Kaye A. Rodriguez, Harold A. Morota
2. Provide the USB.	2.1 Scan the USB.	None	5 minutes	Arnel P. Ilagan, Hannah Kaye A. Rodriguez, Harold A. Morota
	2.2 Copy the requested soft copy files.	None	10 minutes	
3. Get the soft copy files.	3. Release the soft copies of photos/layouts.	None	3 minutes	Arnel P. Ilagan, Hannah Kaye A. Rodriguez, Harold A. Morota
Fill-out Client Satisfaction Rating Form				
TOTAL		None	21 minutes	

NOTE: The processing time for copying of files depends on the size of the photos or videos.

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1. REQUEST FOR PHOTO COVERAGE AND DOCUMENTATION OF EVENTS

The city departments and offices can request for the documentation of their events.

OFFICE OR DIVISION	City Tourism and Heritage Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
Request Form		City Tourism and Heritage Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter and fill-out Photo and Event Coverage Request Form.	1.1 Receive letter and assess the request form.	None	1 minutes	Arnel P. Ilagan, Hannah Kaye A. Rodriguez, Harold A. Morota
	1.2 Approve request	None	5 minutes	Emanuel R. Paredes
2. Receive confirmation of the coverage schedule.	2. Assign personnel to document the event	None	5 minutes	Christian Rey O. Sison
Fill-out Client Satisfaction Rating Form				
TOTAL		None	11 minutes	