



TOURISM OFFICE
OLONGAPO CITY

CITIZEN'S CHARTER
2023 (3rd Edition)



I. Mandate

The Tourism Office, a division under the Office of the City Mayor mandated to provide adequate and substantial service to the tourism industry of Olongapo City in the quest to develop the city as an ideal tourism destination to contribute to the overall progress of the city.

II. Vision

The Tourism Office envisions to being a premier tourist destination through the rising of a tower blocks as MICE facility as a venue for meetings, incentives, conference, and exhibitions showcasing the values, heritage, culture and natural beauty of Olongapo City.

III. Mission

The Tourism Office aims to make plans and programs which will support the tourism-related activities of the city. We believe that we are part of the implementation and monitoring of the development of long and short range tourism plans, programs, marketing strategies, and promotional materials necessary to enhance the over-all image and integrity of the City. This office seeks to provide excellent and remarkable services by catering to the heads of states, government officials including representatives of national and international organizations, Lakbay Aral Groups and walk-in guests. Furthermore, we will strive to contribute to the full and sustainable development of the tourism industry in our region, and by establishing links with the social and productive sectors.

IV. Service Pledge

The Tourism Office is committed to:

1. Intensify the advocacy for Olongapo City as a Tourism Destination;
2. Serve as a catalyst in the professionalization of the tourism industry in Olongapo City;
3. Effectively facilitate database build up and management for the city;
4. Serve as a frontrunner in the promotion of Olongapo City as a tourist destination through tri media and promotional collaterals;
5. Continuously build up strong network with relevant local and national agencies, non-government organizations, private organizations and other institutions;
6. Effectively enhance the organizational culture of the Tourism Office through trainings, effective communication management, administrative support and able leadership.





LIST OF SERVICES

Tourism Office

External Services

1. Lakbay Aral
2. Receipt of Researcher's Request
3. Receipt of Documents

Internal Services

1. Receipt of Researcher's Request
2. Receipt of Documents

Feedback and Complaints Mechanism



Tourism Office

External Services



1. Lakbay Aral

The Tourism Office accommodates lakbay aral or educational tours from different provinces, cities, and colleges/universities who plans to visit the Olongapo City to further study the city's best practices and programs being implemented within our area.

Office/Division:	Tourism Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Intent to the Receiving Desk	1. Receive and log the Letter of Intent	None	3 Minutes	<i>Administrative Assistant III</i> Tourism Office
2. Fill-up Lakbay Aral Form for coordination of list of concerns	2. Review and evaluate the Letter of Intent and the Lakbay Aral Form for the clients concerns and needs	None	5 Minutes	<i>Administrative Assistant VI</i> Tourism Office
	2.1 Prepare letters for proper coordination with concerned City Departments/Offices for assistance upon arrival of the Lakbay Aral Group	None	1 Hour	<i>Administrative Assistant VI</i> Tourism Office
3. Arrival of the Lakbay Aral Group on specified date and time	3. Facilitate arrival and briefing from the concerned City Departments/Offices	None	1 Day	<i>Administrative Assistant VI, Department Head</i> Tourism Office
TOTAL		None	1 Day, 1 Hour, 15 Minutes	



2. Receipt of Researcher's Request

The Tourism Office accepts and receives request letters from local and foreign visitors from different educational institutions, Non-Government Organizations, business, and other private entities. All researchers request is received, recorded and acted upon properly.

Office/Division:	Tourism Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter to Receiving Desk	1. Receive and log the Request Letter	None	3 Minutes	<i>Administrative Assistant III</i> Tourism Office
	1.1 Review and evaluate the Request Letter and recommend course of action	None	5 Minutes	<i>Tourism Operations Officer II</i> Tourism Office
	1.2 Bring the Request Letter to the desk of the Department Head for comment, action, and approval	None	5 Minutes	<i>Administrative Aide VI</i> Tourism Office
2. Receive the Data/Information	2. Log and issue the Data/Information requested	None	3 Minutes	<i>Administrative Assistant III</i> Tourism Office
TOTAL		None	13 Minutes	



3. Receipt of Correspondence

The Tourism Office accepts and receives any written or digital communication which may come in the form of letters, memoranda, emails, postal mail, and other documents from different Non-Government Organizations, business, and other private entities. All correspondences are received, recorded and acted upon properly.

Office/Division:	Tourism Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Correspondence (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required Correspondence to Receiving Desk	1. Receive and log the Correspondence	None	3 Minutes	<i>Administrative Assistant III</i> Tourism Office
	1.1 Review and evaluate the Correspondence and recommend course of action	None	5 Minutes	<i>Tourism Operations Officer II</i> Tourism Office
	1.2 Bring the Correspondence to the desk of the Department Head for comment and action	None	5 Minutes	<i>Administrative Aide VI</i> Office of the City Administrator
	1.3 Prepare response letter/memorandum as needed and release	None	5 Minutes	<i>Tourism Operations Officer II</i> Tourism Office
TOTAL		None	18 Minutes	



**Tourism Office:
Administrative Support
Internal Services**



1. Receipt of Researcher's Request

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Office/Division:	Tourism Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Correspondence (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter to Receiving Desk	1. Receive and log the Request Letter	None	3 Minutes	<i>Administrative Assistant III</i> Tourism Office
	1.1 Review and evaluate the Request Letter and recommend course of action	None	5 Minutes	<i>Tourism Operations Officer II</i> Tourism Office
	1.2 Bring the Request Letter to the desk of the Department Head for comment, approval, and action	None	5 Minutes	<i>Administrative Aide VI</i> Tourism Office
2. Receive the Data/Information	2. Log and issue the Data/Information requested	None	3 Minutes	<i>Administrative Assistant III</i> Tourism Office
TOTAL		None	16 Minutes	



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required Correspondence to Receiving Desk	1. Receive and log the Correspondence	None	3 Minutes	<i>Administrative Assistant III</i> Tourism Office
	1.1 Review and evaluate the Correspondence and recommend course of action	None	5 Minutes	<i>Tourism Operations Officer II</i> Tourism Office
	1.2 Bring the Correspondence to the desk of the Department Head for comment and action	None	5 Minutes	<i>Administrative Aide VI</i> Office of the City Administrator
	1.3 Prepare response letter/memorandum as needed and release	None	5 Minutes	<i>Tourism Operations Officer II</i> Tourism Office
TOTAL		None	18 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback?	Fill out the client feedback form and drop it at the designated drop box at the Front Desk of the Tourism Office. Clients may also write a feedback letter and submit it to the Receiving Desk of the Office of the Tourism Office.
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	<p>Contact Info: (047) 611-4816 loc. 164-165 or tourism@olongapocity.gov.ph</p>
<p>How feedbacks are processed?</p>	<p>The Administrative Aide VI opens the drop box every Friday and compiles and records all feedback forms submitted.</p> <p>Feedback requiring answers are forwarded to the Department Head of the Tourism Office to answer within three (3) days of the receipt of the feedback.</p> <p>The answer is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (047) 611-4816 loc. 164-165 or email at gapotourism@gmail.com or at tourism@olongapocity.gov.ph</p>
<p>How to file a complaint?</p>	<p>Fill out the Complaint Form and drop it at the designated drop box at the Front Desk of the Tourism Office. Clients may also write a complaint letter and submit it to the Receiving Desk of the Office of the Tourism Office.</p> <p>Complaints can also be filed via email at gapotourism@gmail.com or at tourism@olongapocity.gov.ph</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident (details of what transpired) - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (047) 611-4816 loc. 164-165 or email at gapotourism@gmail.com or at tourism@olongapocity.gov.ph</p>
<p>How complaints are processed?</p>	<p>The Administrative Aide VI opens the drop box every Friday and evaluates each complaint.</p> <p>Upon evaluation, the Administrative Aide VI forwarded the complaint to the Department Head of the Tourism Office to start investigation and create a report and explanation.</p> <p>The Administrative Aide VI will give the feedback to the client.</p>



	For inquiries and follow-ups, clients may contact the following telephone number: (047) 611-4816 loc. 164-165 or email at gapotourism@gmail.com or at tourism@olongapocity.gov.ph
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)