



**SORSOGON PROVINCIAL TOURISM, CULTURE &
ARTS OFFICE**

**CITIZEN'S CHARTER
2021 (1ST EDITION)**



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ARTS OFFICE

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I. **Quality Policy:**

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, disaster risk management, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsogonans truly first.

To uphold this commitment, we shall:

- ✦ Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- ✦ Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- ✦ Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- ✦ Uphold client focused and output-oriented at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of the stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



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SORSOGON PROVINCIAL TOURISM, CULTURE & ARTS OFFICE

Internal and External Services



1. Gathering of Statistical Data of Tourist Arrivals

The Standards and Regulations Division (SRD) shall be the one responsible for the gathering of the tourist arrivals in each municipality of the Province. The collected arrivals shall be consolidated and be submitted to the regional office the Department of Tourism.

The SRD shall collect the tourist arrivals in a quarterly manner and

Office or Division:		Sorsogon Provincial Tourism Culture & Arts Office – Standards and Regulations Division		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
		Sorsogon Provincial Tourism, Culture and Arts Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit two (2) copies of the document to be received by the office	1. Stamp both copies with “RECEIVED”, with the time, date and name of the receiver indicated	NONE		<i>Admin. Aide</i> SPTCAO
2. Get one (1) copy for filing	Give the copy of the document to the concerned section/division	NONE		<i>Admin. Aide</i> SPTCAO
	Responsible division shall collate arrivals and transfer datas using the suggested template of the DOT V before submitting the tourist arrivals for the specific quarter			<i>Standards and Regulations Division</i> SPTCAO



2. Promoting and Marketing of Tourist Destinations

The Marketing and Promotions Division (MPD) is responsible for the making marketing strategies that would promote the tourist destinations of the Province of Sorsogon.

The MPD also partners with the Municipal Tourism Offices in promoting their individual tourist destinations and provides assistance on how to better their marketing strategies.

Office or Division:		Sorsogon Provincial Tourism Culture & Arts Office – Marketing and Promotions Division		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

3. Planning and Development of Tourism Product

The Planning and Development Division (PDD) is in charge of assessing any possible new or established tourism product that are identified by the LGU who requests technical assistance from the province.

Office or Division:		Sorsogon Provincial Tourism Culture & Arts Office – Planning and Product Development Division		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Local Government Units		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client asks for technical assistance for a possible tourism product through a letter request				

addressed to the Governor and attention to SPTCAO				
2.	Replies to the client as per instruction of the Governor and discuss the request of the concerned LGU			<i>PGDH</i> SPTCAO
3.	Seek technical assistance from the regional office of DOT for possible endorsement to whichever agency or department relative to the request through letter			<i>PGDH</i> SPTCAO
4.	Meeting with the requesting party about the recommendations for the next steps to be taken from the Department of Tourism Regional Office			<i>PGDH and PPD</i> SPTCAO
5.	Set focus-group-discussion with the requesting party, DOT representative and partner agency to discuss necessary requirements. Defining the responsibilities and accountability of each party and discuss			<i>PGDH and PPD</i> SPTCAO

	budgetary requirement to cover the project within a timeline			
6.	Creating Technical Working Group and schedule rapid site assessment with coordination with the client; discuss itinerary and duration of project			<i>PGDH and PPD SPTCAO</i>
7.	Conduct assessment with the approved itinerary, including courtesy call to the LCE and orientation with the MTO and the community			<i>PGDH, PPD & TWG</i>
8.	Conduct exit conference in the last day of the assessment to discuss issues, concerns and findings			<i>PGDH, PPD & TWG</i>
9.	Project assessment report shall be submitted to the concerned parties and the TWG shall discuss the report and recommendations			
10.	Conduct trainings to frontliners and the community regarding the project, purchase necessary			

	equipment, build needed infrastructure, coordinate with private stakeholders, apply accreditation with partner agency and other national agencies for statutory and regulatory requirements and marketing promotion strategy			
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4. Trainings and Seminars

The SPTCAO acknowledges the need for trainings and seminars for all the tourism related establishments and partners. It provides the foundation for a proper customer service.

Office or Division:	Sorsogon Provincial Tourism Culture & Arts Office – Planning and Product Development			
Classification:	Highly Technical			
Type of Transaction:	G2_ – Government to Citizen, G2G – Government to Government			
Who may avail:	Municipal Tourism Office and Private Tourism Establishment			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request for trainings or seminar, addressed to the Governor and attentioned to SPTCAO	To be approved by the PGDH and discuss to the Governor's Office the concern of the requesting party			
2.				
3.				

5. Technical Assistance to LGUs

Office or Division:	Sorsogon Provincial Tourism Culture & Arts Office –			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Tourism Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request for technical assistance, addressed to the Governor and attentioned to SPTCAO	To be approved by the PGDH and discuss to the Governor's Office the concern of the requesting party			
2.				

6. Special Events Management

Office or Division:	Sorsogon Provincial Tourism Culture & Arts Office – Marketing and Promotions Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Tourism Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request for managing special events, addressed to the Governor and attentioned to SPTCAO	To be approved by the PGDH and discuss to the Governor's Office the concern of the requesting party			

2.				
3.				

7. Certificate Issuance

Office or Division:	Sorsogon Provincial Tourism Culture & Arts Office –			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Tourism Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request for issuance of certificates, addressed to the PGDH	To be approved by the PGDH			
2.				
3.				

8. Processing of Accreditation

Office or Division:	Sorsogon Provincial Tourism Culture & Arts Office –			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Tourism Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)
How feedbacks are processed	ECSM and ICSM are being evaluated and rated per month and submitted to Provincial DICO
How to file a complaint	Complaint could be addressed to the Governor – copy furnish PHRMO
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints should be addressed to the Governor, with the PHRMO as chairman of Grievance Committee under Administrative Order No. 18-A-2019 should be copy furnished 2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained. The Provincial Legal Officer will represent the Governor during the deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS) 3. Copies of Resolution after the hearing be furnished to the Office of the Governor, PHRMO, complainant and the office/person being complained 4. If the complainant is not satisfied with the action taken by the Grievance Committee, the complainant may elevate the complain to the Civil Service Commission (CSC) Sorsogon Field Office for proper disposition
Contact Information of CCB, PCC, ARTA	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908.881.6565 – CSC Contact Center ng Bayan • 478.5093 – Anti-Red Tape Authority

Office	Address	Contact Information
SPTCAO – Marketing and Promotions Division	2 nd floor, Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	
SPTCAO – Planning and Product Development Division	2 nd floor, Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	
SPTCAO – Standards and Regulations Division	2 nd floor, Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	