



Citizen's CHARTER

PROVINCIAL TOURISM OFFICE

1) Tour Guiding for Provincial Government of Guimaras

Schedule of Availability of Service:

(8:00 AM – 5:00 PM) Monday- Friday with no noon break

Who may avail the Services: LGU Official Guest/s

What are the requirements: Letter from requesting party

Duration: 3 Days

How to avail the service:

STEP	CLIENTS/GUEST	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Prepare and send communication to the Office of the Governor 15 days prior the scheduled tour	Act on letter approved and routed by the Office of the Governor Reviewed and approved request letter and routed to Project In-Charge	Received and routed the approved request letter 5 minutes upon receipt to the Officer In-charge Client called within 30 mins. upon receipt of communication	Receptionist		Itinerary of Travel (IT)
2	Follow – up call (if letter is received through fax/email)	Prepare IT with options	½ day			Itinerary of Travel (IT)
3	Discuss IT with requesting party	Prepare/Print IT to requesting party	20 mins.			
4	Finalize Itinerary	Close Arrangements	10 mins.			
5	Request for staff assign to act as tour guide to facilitate the tour	Arrange for Guides/Transpo as requested by proponent	½ day			
		Coordinate with Destination Operators	½ day			
		Follow-up (with proponent and destination)	1 day			
6	Coordinate with the staff assigned at the Guest Assistance Centers	Meet guest at the Wharf/Hotel	15 mins.			
7	Disembark from point of origin	Welcome guests with lei and streamer/ introduce oneself	5 mins.			
8	Orient the guests for the itinerary.	Orient the Guests about the itinerary, do's and don'ts and other related instructions. Inform clients on the preparation before departure like personal necessities. (Use of restrooms)				
9	Proceed to the vehicle	Assist guests/Remind the guests about their belongings/luggages/ Remind the driver about the itinerary	5 mins.			
10	Tour Proper (depending on the requesting itinerary) Day Tour 2 Days Tour	Introduce the driver/ lead the prayer and head count before leaving the wharf	3 mins.			
11	Send off Guest/s at the Wharf	Check luggage Thank the guest for visiting the Province.				
END OF TRANSACTION						

2) Referrals for Tour Itinerary

Schedule of Availability of Service: (8:00 AM – 4:30 PM) Monday – Friday

Who may avail the Services: Domestic / Local and Foreign Visitors (Walk-in or phone call)

What are the requirements: Letter Request to the Governor

Duration:

How to Avail the Service:

STEP	CLIENTS/GUESTS	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Prepare communication to the Office of the Governor	Act on letter routed by the office of the Governor Reviewed and approved request letter and routed to Project In-Charge	Received and routed the approved request letter 5 minutes upon receipt to the Officer In-charge Client called within 30 mins. upon receipt of communication	Receptionist	Depending on the tour itinerary- payment goes directly to the destination and services	
2	Follow- up call	Arrange with the guests and refer to the Guimaras Island Guides (GIGS)				
		Follow- up				
END OF TRANSACTION						

3) Request for DATA

Tour Guiding for Provincial Government of Guimaras Official Guest/s

Schedule of Availability of Service:

(8:00 AM – 5:00 PM) Monday- Friday with no noon break

Who may avail the Services: LGU Official Guests

What are the requirements: Letter from requesting party

Duration: 3 Days

STEP	CLIENTS/GUESTS	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Prepare communication to the Office of the Governor	Act on letter routed by the office of the Governor Reviewed and approved request letter and routed to Project In-Charge	Received and routed the approved request letter 5 minutes upon receipt to the Officer In-charge Client called within 30 mins. upon receipt of communication	(TDPMPS) Tourism Development and Planning and Marketing Promotion Section TDEP Infra	Depending on the tour itinerary- payment goes directly to the destination and services	
2	Follow- up call	Reviewed and approved documents for send out Follow- up	Prepare needed data of the client and processed for the approval by the Officer In-charge Call and logged for outgoing documents	(TDPMPS) Tourism Development and Planning and Marketing Promotion Section TDEP Infra Admin	None	documents
END OF TRANSACTION						