

Online Accreditation Process

Step	Applicant Action	Agency Action	Person Responsible	Office	Duration
1. Online Registration	<ul style="list-style-type: none"> For New Applicants, log-on to http://accreditationonline.tourism.gov.ph Indicate the type of entity applied for by answering the 3 registration questions Fill-out registration form and submit. 	<ul style="list-style-type: none"> For Renewal, log-on to http://accreditationonline.tourism.gov.ph Update profile details Proceed to Step 3 	<ul style="list-style-type: none"> Applicant 		
2. Verification	<ul style="list-style-type: none"> Once registration is approved, a verification e-mail will be sent to you. Click on the link. You will receive another e-mail which contains further instructions and your new password. Log-in to the site using that new password. 	<ul style="list-style-type: none"> Approve/reject registration 	<ul style="list-style-type: none"> DOT Officer (Evaluator) 	<ul style="list-style-type: none"> DOT Accreditation Office 	<ul style="list-style-type: none"> 24 hours upon receipt
3. Initial Payment	<ul style="list-style-type: none"> Go to "Payments Tab". Generate the Order of Payment and print at least 2 copies. Bring the Order of Payment to the DOT Cashier and pay the amount due. 	<ul style="list-style-type: none"> Receive Initial Payment 	<ul style="list-style-type: none"> DOT Cashier 	<ul style="list-style-type: none"> DOT Cashier's Office 	<ul style="list-style-type: none"> 10 min
4. Uploading Documents	<ul style="list-style-type: none"> Log-in to the system and input payment details. Fill-out details in all available tabs (Main Profile, Employee List, Vehicles, etc) and upload Required Documents. Submit For Application Processing Prepare and wait for DOT inspection team to visit the establishment 	<ul style="list-style-type: none"> Payment Verification Evaluation of Documents Inspection of Entity Endorse for Approval 	<ul style="list-style-type: none"> Payment verifier Evaluator Head Inspection Team Inspector Division Chief Director Undersecretary 	<ul style="list-style-type: none"> DOT Accreditation Office 	<ul style="list-style-type: none"> 15 working days after receipt of complete and correct documentary requirements
5. Issuance of Accreditation Certificate	<ul style="list-style-type: none"> Submit copy of Notarized Application Form to DOT Make Final Payments Secure Accreditation Certificate, sticker, ID's (if any) 	<ul style="list-style-type: none"> Receive full payment Release Accreditation Certificate, sticker and ID's 	<ul style="list-style-type: none"> DOT Cashier Releasing Officer 	<ul style="list-style-type: none"> DOT Cashier's Office DOT Accreditation Office 	<ul style="list-style-type: none"> 3 working days after verification of full payment

Procedures in Filing a Complaint against DOT-Accredited Entities

Step	Complainant Action	Agency Action	Person Responsible	Duration
1.	<p>Make a formal complaint with the following:</p> <ul style="list-style-type: none"> •Name of entity being complained of with complete address •Details of complaint •Name and signature of complainant with complete address, telephone/cellphone number, e-mail 	Receive complaint letter and forward to Division Chief for assignment	Accreditation Officer	10 mins
2.	Wait for a copy of action taken.	<p>Assign to concerned staff</p> <p>Prepare and send acknowledgement receipt</p> <p>Investigate and prepare report/action</p>	<p>Division Chief</p> <p>AD Staff/Division Chief</p> <p>AD Staff/Division Chief/OTSR Director</p>	<p>Within 1 day</p> <p>Within 3 working days upon receipt</p> <p>7 working days for simple complaints</p> <p>10 working days for complex complaints</p>

For Feedbacks and Suggestions, you may send an email to accreditation@tourism.gov.ph; Send your letter to Accreditation Division, 351 JB Bldg., Buendia St., Makati City