# Online Accreditation Process for Tourism Entities/Establishments

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant Action</th>
<th>Agency Action</th>
<th>Person Responsible</th>
<th>Office</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Online Registration</strong>&lt;br&gt; - For New Applicants, log-on to <a href="http://accreditationonline.tourism.gov.ph">http://accreditationonline.tourism.gov.ph</a>&lt;br&gt; - Indicate the type of entity applied for by answering the 3 registration questions&lt;br&gt; - Fill-out registration form and submit.</td>
<td>- For Renewal, log-on to <a href="http://accreditationonline.tourism.gov.ph">http://accreditationonline.tourism.gov.ph</a>&lt;br&gt; - Update profile details&lt;br&gt; - Proceed to Step 3</td>
<td>• Applicant</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>2. Verification</strong>&lt;br&gt; - For New Applicants only&lt;br&gt; - For Renewal, proceed to Step 3</td>
<td>• 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.&lt;br&gt; • Approve / Reject Registration</td>
<td>• DOT Officer (Evaluator)&lt;br&gt; • DOT Accreditation Office</td>
<td>• 24 hours upon receipt</td>
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<tr>
<td><strong>3. Initial Payment</strong>&lt;br&gt; • Go to “Payments Tab”.&lt;br&gt; • Generate the Order of Payment and print at least 2 copies.&lt;br&gt; • Bring the Order of Payment to the DOT Cashier and pay the amount due.</td>
<td>• Receive Initial Payment</td>
<td>• DOT Cashier&lt;br&gt; • DOT Cashier’s Office</td>
<td>• 10 minutes</td>
<td></td>
<td></td>
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<tr>
<td><strong>4. Uploading Documents</strong>&lt;br&gt; • 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.&lt;br&gt; • Submit For Application Processing</td>
<td>• Payment Verification&lt;br&gt; • Inspection of Entity&lt;br&gt; • Evaluation of Documents&lt;br&gt; • Endorse for Approval</td>
<td>• Inspection Chief&lt;br&gt; • Inspector&lt;br&gt; • Payment verifier&lt;br&gt; • Evaluator&lt;br&gt; • Division Chief&lt;br&gt; • Regional Director&lt;br&gt; • DOT Accreditation Office</td>
<td>• 15 working days after receipt of complete and correct documentary requirements</td>
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<tr>
<td><strong>5. Issuance of Accreditation Certificate</strong>&lt;br&gt; • Submit copy of Notarized Application Form to DOT&lt;br&gt; • Make Final Payments&lt;br&gt; • Secure Accreditation Certificate, sticker, ID’s (if any)</td>
<td>• Receive full payment&lt;br&gt; • Release Accreditation Certificate, DOT Sticker/ID</td>
<td>• DOT Cashier&lt;br&gt; • Releasing Officer</td>
<td>• DOT Cashier’s Office&lt;br&gt; • DOT Accreditation Office</td>
<td>• 3 working days upon approval (must have passed the evaluation and inspection) and verification of full payment</td>
<td></td>
</tr>
</tbody>
</table>
# Online Accreditation Process for Tourism Frontliners

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant Action</th>
<th>Agency Action</th>
<th>Person Responsible</th>
<th>Office</th>
<th>Duration</th>
</tr>
</thead>
</table>
| 1. Online Registration | • For New Applicants, log-on to [http://accreditationonline.tourism.gov.ph](http://accreditationonline.tourism.gov.ph)  
• Indicate the type of entity applied for by answering the 3 registration questions  
• Fill-out registration form and submit.  
• For Renewal, log-on to [http://accreditationonline.tourism.gov.ph](http://accreditationonline.tourism.gov.ph)  
• Update profile details  
• Proceed to Step 3 | • Applicant | DOT Accreditation Office | 24 hours upon receipt |
| 2. Verification  - For New Applicants only  - For Renewal, proceed to Step 3 | • 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.  
• Approve / Reject Registration | • DOT Officer (Evaluator)  
• DOT Accreditation Office | 10 minutes |
| 3. Initial Payment | • 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.  
• Receive Initial Payment | • DOT Cashier  
• DOT Cashier's Office | 5 working days after receipt of complete and correct documentary requirements |
| 4. Uploading Documents | • Log-in to the system and input payment details. Fill-out details in all available tabs (Main Profile, Educational Attainment, etc.) and upload Required Documents.  
• Submit For Application Processing  
• Payment Verification  
• Evaluation of Documents  
• Endorse for Approval | • Payment verifier  
• Evaluator  
• Division Chief  
• Regional Director  
• DOT Accreditation Office | 2 working days upon approval and verification of full payment |
| 5. Issuance of Accreditation Certificate | • Submit copy of Notarized Application Form to DOT  
• Make Final Payments  
• Secure Accreditation Certificate, sticker, ID’s (if any)  
• Receive full payment  
• Release Accreditation Certificate, DOT ID | • DOT Cashier  
• Releasing Officer  
• DOT Cashier's Office  
• DOT Accreditation Office | 2 working days upon approval and verification of full payment |
# Procedures in Filing a Complaint against DOT-Accredited Entities

<table>
<thead>
<tr>
<th>Step</th>
<th>Complainant Action</th>
<th>Agency Action</th>
<th>Person Responsible</th>
<th>Duration</th>
</tr>
</thead>
</table>
| 1.   | Make a formal complaint with the following:  
• Name of entity being complained of with complete address  
• Details of complaint  
• Name and signature of complainant with complete address, telephone/cellphone number and e-mail address | • Receive complaint letter and forward to Division Chief for assignment  
• Assign to concerned staff  
• Prepare and send acknowledgement receipt  
• Investigate and prepare report/action | • Accreditation Officer  
• Division Chief  
• AD Staff / Division Chief  
• AD Staff / Division Chief / OTSR Director | • 10 minutes  
• Within 1 day  
• Within 3 working days upon receipt  
• 7 working days for simple complaints  
• 10 working days for complex complaints |

For Feedbacks and Suggestions, you may send an email to dot.smed@gmail.com; Send your letter to Standards Monitoring and Enforcement Division, 
#351 New Department of Tourism Building, Sen. Gil Puyat Avenue, Makati City