

ANTI-RED TAPE MEASURES

SCHEDULE OF AVAILABILITY OF SERVICE

Monday- Friday

8:00 AM - 5:00 PM

PROCEDURES IN DOT-ACCREDITATION

STEP	APPLICANT ACTION	AGENCY ACTION (METRO MANILA)	PERSON RESPONSIBLE	OFFICE LOCATION	DURATION
1	Proceed to Evaluation desk to inquire / secure the following: a. list of requirements b. application form c. request for inspection form	Provide assistance / information on services and requirements	Evaluation staff	Room 206 - Accreditation Division	10 min
2	If the establishment/facility is ready for inspection, submit the duly accomplished inspection request form to the registration desk.	Receive and review the request for inspection form. Endorse the request form to inspection section Inspection shall be done within 10 working days (wd) from receipt of request Inspection chief prepares schedule Prepare inspection report Division chief - approves report Director OTS - affirmation	-do- -do- Inspection staff Inspection Chief Inspection staff OIC-AD Director, OTS	Room 206 - Accreditation Division -do- -do- -do- -do- -do- Room 204 - Office of the Dir, OTS	5 minutes 2 minutes within 10 wd within 2 wd within 5 wd 1 day 1 day
3	Upon receipt of favorable inspection report, submit duly accomplished application form and documentary requirements. For incomplete application • Wait for letter of lacking requirements (within the day) For complete application • Wait for notice of approval within five working days except tourist transport	Evaluate and return application with a letter of lacking requirements and forward to evaluation Chief for review Evaluate and prepare accreditation certificate and letter Review documents, certificate and letter Validate evaluation and recommend approval. Affirm the validation and Sign and approves the certificate and letter	Evaluation staff / evaluation chief Evaluation staff Evaluation chief OIC-AD Director - OTS USEC -TSRO	Room 206 - Accreditation Division -do- -do- -do- Room 204 - Office of the Dir. OTS Room 412 - 4th floor	
4	Claim certificate / letter and ID (for cave / mountain / tour guides) a. Proceed to Evaluation Desk and request for order of payment b. Go to Rm 102 (Cashier Office to pay) c. Present official receipt and order of payment for validation	Issue order of payment Issue official receipt Note down in the order of payment the OR No. and date Put dry seal in certificate / letter	Evaluation staff DOT-cashier Records staff	Room 206 - Accreditation Division Room 104 - Cashier Office Room 206 - Accreditation Division	5 minutes 5 minutes 5 minutes

HOW TO FILE A COMPLAINT:

For complaints against Metro Manila DOT accredited entity/tour guide/tourism front liner/tourist taxi driver.

STEP	COMPLAINANT	AGENCY ACTION (METRO MANILA)	PERSON RESPONSIBLE	DURATION
1	Send to Room 206 or e-mail complaint with the following information: a. Name of Dot accredited entity/tour guide/ tourism frontliner/tourist taxi being complained of with complete address b. Details of complaint c. Name and signature of complainant with complete address, telephone / cell no. e-mail address.	Receive complaint letter and forward to OIC-AD for assignment	Registration staff	2 mins
2	Wait for a copy of the action taken within seven (7) working days for simple complaint or ten (10) working days for complaints against facilities and services or complex complaints.	Assign to concerned section Assign to concerned staff Investigate and prepare report/action Simple complaint Complex complaint	OIC-AD Evaluation chief AD staff / OIC - AD/ OTS Director	W/in 1 day 3 mins 7 working days 10 working days

For inquiries / suggestions on accreditation, you may:

1. E-mail accreditation@tourism.gov.ph
2. Approach us at Rm 206, Dept. of Tourism Bldg., T.M. Kalaw St., Ermita, Manila
3. Call Accreditation Division @ 524-9841 or 523-8411 local 185 / 179

