



CITY TOURISM, CULTURE AND THE ARTS OFFICE

2nd Floor Old City Hall Building, Tabaco City

Contact No.

Email Address: tourismtabaco@gmail.com / tourismtabaco@yahoo.com

Facebook Page: Tabaco City Tourism, Culture and the Arts Office / @tourismtabaco

SERVICE	STEPS	MAXIMUM PROCESSING TIME	REQUIREMENTS	PERSON TO APPROACH	REQUIRED FEES	TYPE OF SERVICE	CLASSIFICATION
PROVISION OF INFORMATION & INFORMATIONAL MATERIALS Provides information about the following: <ul style="list-style-type: none"> • Research Data/ Tourism Statistics • History, Culture & Arts • Tourist Destinations 	1	Client proceeds to CTCAO & submits requirements; CTCAO receives and validates given requirements	Letter of request	<ul style="list-style-type: none"> • Jude Bongao • Jayjay Clarianes 	None	G2C G2G	Simple
	2	CTCAO personnel verifies the availability of information (if the data is unavailable, the person-in-charge refers the client to other probable sources of information)		<ul style="list-style-type: none"> • Eric B. Valeriano 			
	3	CTCAO approves request					
	4	CTCAO registers & records client		<ul style="list-style-type: none"> • Jhon Mer Bonaobra 			
		2 minutes					



		in the logbook						
PROVISION OF INFORMATION: WALK-INS, PHONE CALLS, EMAILS, OR THRU THE FACEBOOK PAGE Provides information about the following: <ul style="list-style-type: none"> • Tourist Destinations • Events • History, Culture & Arts • Directory 	1	Client visits CTCAO or calls for inquiries; CTCAO accepts phone inquiries / accommodates walk-ins and verifies concerns and queries	3 - 5 minutes	None	• Merwin Lolin	None	G2C	Simple
	2	CTCAO provides accurate information to client in response to their queries (walk-in clients sign into the logbook)	3 – 10 minutes		• Victor Canaria, • Eric Valeriano			
	3	CTCAO accepts emails & Facebook page inquiries then provides accurate information to clients in response to their queries	1 – 3 working days		• Eric B. Valeriano, • Jude Bongao, • Merwin Lolin		G2G G2C	Simple/ Complex



PROVISION OF FINANCIAL ASSISTANCE Provides financial assistance to: <ul style="list-style-type: none"> • Participation in other LGU Festivals • Barangay Fiestas • School Events • Tourism Related Matters 	1	Client proceeds to CTCAO to submit requirements; CTCAO receives and validates given requirements	2 minutes	Solicitation Letter and Proposal	• Jayjay Clarianes	None	G2C G2G	Complex/ Technical
		CTCAO prepares, processes and procures Purchase Request (PR) for the client.	10 minutes		• Jay Ranni Balasta, • Victor Canaria			
	2	CTCAO informs client/s of the Financial Assistance release thru SMS or phone call and instructs client/s to proceed to the City Treasurer's Office to claim their requested Financial Assistance	7 – 10 working days		• Victor Canaria			