



CITIZEN'S CHARTER OF DEPARTMENT OF TOURISM FRANKFURT

I. Brief Information about the Agency

The Philippine Department of Tourism has been mandated by Republic Act No. 9593 (Tourism Act of 2009) as the primary planning, programming, coordinating, implementing and regulatory government agency in the development and promotion of the tourism industry, both domestic and international, in coordination with attached agencies and other government instrumentalities. It is likewise mandated to instill in the Filipino the industry's fundamental importance in the generation of employment, investment and foreign exchange.

II. Vision

To develop a globally competitive, environmentally, sustainable and socially responsible tourism industry that promotes inclusive growth through employment generation and equitable distribution of income thereby contributing to building a foundation for a high-trust society.

III. Mission

The Department of Tourism (DOT) shall be the primary government agency charged with the responsibility to encourage, promote, and develop tourism as a major socio-economic activity to generate foreign currency and employment and to spread the benefits of tourism to both the private and public sector.

IV. Service Pledge

As your partner in the promotion and development of tourism that seeks to generate revenue, create jobs and livelihood for the Filipinos and ensure the safe, enjoyable and convenient stay of foreign and domestic tourists in the country, we, the officials and employees of the Department of Tourism, do commit to:

- provide sincere and honest service to all clientele regardless of age, gender, nationality as well as cultural and religious orientation;
- render utmost care, urgency and propriety in addressing the needs of every individual and group that seek assistance from the Department;
- maintain decent and upright practices that demonstrate the qualities and ethical standards of good public service;
- act and resolve with promptness on complaints against irregular transactions, unclear rules and regulations, neglect in the performance of duties and responsibilities as well as unsatisfactory behavior of officials and employees; and
- help uplift the morale of the tourism sector by strengthening access to information, service delivery and consultation between the Department and its publics towards good governance.

We Pledge. *(The Vision, Mission and Service Pledge are available on: http://www.tourism.gov.ph/citizen_charter.aspx.)*

V. Services Matrix

Service Applied For	Who May Avail	Documentary Requirements	Detailed Steps and Duration	Maximum Processing Time	Processing Fee in Philippine Peso (PhP)	Person in Charge, Position, and name of Unit/Division
Tourism-related Inquiry	Anyone	None	Proceed to the Information Counter of the DOT Foreign Office (in the office, travel shows, exhibits, events) and relay queries to the person in charge, OR Send in an email message inquiry to the official DOT-Foreign Office email address, OR Send in a message inquiry to the official DOT-Foreign Office social media account like Facebook, WeChat, Twitter and the like if available	Less than one (1) hour Not more than three (3) working days for simple transactions; not more than seven (7) working days for complex transactions	None	Name of Employee/Officer: Ms. Margarita Valdes Ms. Anabelle Apostol Ms. Meggie Valdes Ms. Anabelle Apostol Ms. Lenee Berringer
Participation in Trade Events in the Philippines, Philippine Business Missions or Product Presentations conducted overseas	Overseas Business Owners or Decision-makers with business relevant to Philippine Tourism	Duly Completed Participation Form	1. Coordinate with the Tourism Promotions Board (UK projects) or DOT-Office of Product and Market Development (Spain, Italy, Nordics and other markets under Northern and Southern Europe) 2. After confirmation, participants may coordinate with PDOT-London regarding relevant information and further needed actions	Less than forty-eight (48) hours	None	Name of Employee/Officer Ms. Meggie Valdes Ms. Anabelle Apostol Ms. Michael Malonda (TPB) Mr. Micah Sales (DOT)

VI. Contact Information of the Office

- **Philippine Department of Tourism - London**
Kaisrhofstr 7
60313, Frankfurt am Main
Germany
Tel: +47 6920893
Email: info@morefunphilippines.de

Social Media Handles:
Official FB page URL: <https://www.facebook.com/MoreFunPhilippines/>
Official Instagram handle: @MorefunPhilippines
Official website/landing page URL: <https://morefunphilippines.de>

- **Areas of Jurisdiction:** Germany, France, Switzerland, Austria, Netherlands, Poland, Belgium, Luxembourg, Austria, Czech Republic

VII. Procedure for Filing of Complaints

STEP	COMPLAINANT	AGENCY ACTION	PERSON	OFFICE	DURATION
Submission of complaint	Submit a letter - complaint in person	Receive, record in a logbook and document the complaint	Tourism Officer	Overseas Office	Immediately upon receipt
	Send in a letter – complaint by mail, courier or email with attached pertinent documents	Receive and record in a logbook	Tourism Officer	Overseas Office	Within 48 hours Immediately upon receipt
STEP	COMPLAINANT	AGENCY ACTION	PERSON	OFFICE	DURATION
Evaluation and resolution of complaint		Acknowledge receipt by mail, courier, email if email address is provided or through the appropriate social media platform and state the specific action undertaken by the Tourism Officer to resolve the complaint	Tourism Officer	Overseas Office	Within three (3) working days for simple transactions; not more than seven (7) working days for complex transactions from the date request was received
		Example 1 - We have taken note of your valid complaint. Henceforth, we are modifying our system to improve our workflow; Example 2 - For referral to our Makati head office c/o Office of the Undersecretary on Oversight for Foreign Offices; Example 3 - We regret that there has been a miscommunication on the matter. May we set a conference call with you and the other party on Friday, October 13 th at 3 PM, Manila time or UK time, as applicable.			For requests involving activities which pose danger to public health, public safety, public morals, public policy and highly technical application, not more than 20 working days