

**OFFICE OF THE CITY TOURISM  
AND CULTURAL AFFAIRS**  
**External Services**

### 1. Assistance On DOT and Local Accreditation

This Office of the City Tourism and Cultural provides guidance and assistance to tourism-related enterprises in securing DOT Accreditation and Local Tourism Accreditation. It includes orientation on requirements, verification of documents, coordination with concerned offices, and issuance of endorsements, to ensure compliance with national and local tourism standards.

<b>Office / Department:</b>	Office of the City Tourism and Cultural Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizens			
<b>Who May Avail:</b>	All Tourism Enterprises			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Communication or Letter from concerned party (1 original copy or ecopy0		Written by concerned party or requesting party		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSIN G TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Submit the letter at Office of the City Tourism and Cultural Affairs or email at <a href="mailto:cavitecitytourism@gmail.com">cavitecitytourism@gmail.com</a>	1. Receive, review, and acknowledge the request	None	5 minutes	Secretary I
2. Attend briefing and comply with documentary requirements	2. Provide orientation on accreditation requirements and check completeness of submitted documents	None	15 minutes	Secretary I
3. Submit additional or corrected documents, if necessary	3. Validate documents and coordinate with DOT or	None	2 days	Secretary I

	concerned offices for endorsement			
4. Receive endorsement, guidance, or confirmation of accreditation states	4. Issue endorsement, record the transaction, and provide further instructions	None	10 minutes	Secretary I
<b>Total</b>		<b>None</b>	<b>2 days and 30 minutes</b>	

## 2. Implementation Of Programs, Projects, And Activities

The office of the City Tourism and Cultural Affairs Office implements or coordinates tourism, historical, culture and arts programs, projects, and activities.

<b>Office / Department:</b>	Office of the City Tourism and Cultural Affairs	
<b>Classification:</b>	Highly Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business Entity G2G - Government to Government	
<b>Who May Avail:</b>	Government Agencies / Organizations Non-Government Organizations / Associations Civic Organization Tourism Stakeholders	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Communication / Letter from concerned party (1 original copy / ecopy)		Written by concerned party / requesting party

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter at Office of the City Tourism and Cultural Affairs or email at <a href="mailto:cavitecitytourism@gmail.com">cavitecitytourism@gmail.com</a>	1. Attend the client and receive or acknowledge the communication	None	2 minutes	Secretary I
2. Wait for further instruction	2. Evaluate the letter	None	3 minutes	Tourism Officer-in-Charge
	3. Refer the matter to concerned personnel	None	1 day	Secretary I
3. Respond to queries or attend coordination meetings	4. Process or refer the matter to concerned offices / agencies	None	3 days	Secretary I
	5. Provide recommendation and inform concerned personnel	None	2 days	Tourism Officer-in-Charge
4. Wait for coordination or feedback	6. Inform the requesting party of the action taken	None	1 day	Secretary I
5. Participate in Preparation of Event, Activity, or Projects	7. Start preparation of event or activity with concerned agencies, offices, or individuals	None	30 days	Secretary I and other concerned personnel

6. Participate or implement the event	8. Implement or execute the event	None	2 days	Concerned personnel
	9. Facilitate Post-Event tasks	None	1 day	Concerned personnel
<b>Total</b>		<b>None</b>	<b>40 days and 5 minutes</b>	

### 3. Issuance Of Online Tourism Certificate

The Tourism Certificate is issued to Tourism-Oriented Enterprises that submitted minimum requirements. The certification contains basic information about the tourist establishment and certifies that the establishment is registered with the Office of the City Tourism and Cultural Affairs.

<b>Office / Department:</b>	Office of the City Tourism and Cultural Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizens			
<b>Who May Avail:</b>	All Tourism Enterprises			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Post-Training Assessment Result		Online Tourism Certificate		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish online application form and Attend online Tourism Enterprise Session	1. Provide Post-Training Assessment	None	18 minutes	Secretary I
2. Generate Tourism Certificate	2. Record and files Tourism Certificate	None	2 minutes	Secretary I
<b>Total</b>		<b>None</b>	<b>20 minutes</b>	

#### 4. Request For Benchmarking or Familiarization Tour

This service facilitates the processing and approval of requests from government agencies, institutions, organizations, or other stakeholders to conduct benchmarking or familiarization tours within the city. It aims to promote knowledge-sharing, best practices, and learning on the city's programs, projects, facilities, and good governance initiatives.

<b>Office / Department:</b>	Office of the City Tourism and Cultural Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business Entity G2G - Government to Government			
<b>Who May Avail:</b>	Government Agencies / Organizations Non-Government Organizations / Associations Civic Organization Tourism Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Communication / Letter from concerned party (1 original copy / ecopy)			Written by concerned party / requesting party	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter at Office of the City Tourism and Cultural Affairs or email at <a href="mailto:cavitecitytourism@gmail.com">cavitecitytourism@gmail.com</a>	1. Attend the client and receive or acknowledge the communication	None	2 minutes	Secretary I
2. Wait for further instruction	2. Evaluate the letter	None	3 minutes	Secretary I
	3. Refer the matter to concerned personnel	None	1 day	Secretary I

3. Respond to queries or attend coordination meetings	4. Process or refer the matter to concerned offices / agencies	None	1 day	Secretary I
	5. Provide recommendation and inform concerned personnel	None	1 day	Tourism Officer-in-Charge
4. Wait for coordination or feedback	6. Inform the requesting party of the action taken	None	1 day	Secretary I
5. Participate or implement the benchmarking activity	7. Implement of Execute the benchmarking or familiarization tour	None	1 day	Secretary I and other concerned personnel
	8. Facilitate Post-Event tasks	None	1 day	Concerned personnel
<b>Total</b>		<b>None</b>	<b>6 days and 5 minutes</b>	

### 5. Request Of City Tour or Specialized Tour

This Office of the City Tourism and Cultural Affairs facilitate requests for guided city tours and specialized tours (e.g., heritage, cultural, faith-based, coastal, educational, or thematic tours) for individuals or groups. It includes coordination with accredited tour guides, identification of tour routes and sites, scheduling, and provision of tour information to ensure a safe, informative, and meaningful visitor experience.

<b>Office / Department:</b>	Office of the City Tourism and Cultural Affairs
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business Entity G2G - Government to Government
<b>Who May Avail:</b>	Government Agencies / Organizations Non-Government Organizations / Associations

	Civic Organization Tourism Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Communication or Letter from concerned party (1 original copy or ecopy)		Written by concerned party or requesting party		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter at Office of the City Tourism and Cultural Affairs or email at <a href="mailto:cavitecitytourism@gmail.com">cavitecitytourism@gmail.com</a>	1. Receive, review, and acknowledge the request	None	2 minutes	Secretary I
2. Wait for the confirmation and coordination details	2. Assess availability of tour guides, sites, and schedule	None	3 minutes	Secretary I
	3. Coordinate with concerned officers and partners	None	1 day	Secretary I
3. Confirm Tour Details	4. Finalize Itinerary and Assign Tour Guide and provide confirmation to the client	None	15 minutes	Secretary I
4. Participate in the scheduled city or specialized tour	5. Facilitate and document the conduct of the tour	None	1 day	Secretary I
<b>Total</b>		<b>None</b>	<b>2 days and 20 minutes</b>	

## 6. Request Of Cultural or Tourism Data

This Office of the City Tourism and Cultural Affairs provide access to available cultural and tourism-related data and information of the city, such as tourism statistics, visitor data, cultural heritage listings, tourism programs, events, and related references. The service supports research, planning, academic, promotional, and institutional purposes, subject to data availability and applicable data privacy and disclosure policies.

<b>Office / Department:</b>	Office of the City Tourism and Cultural Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business Entity G2G - Government to Government			
<b>Who May Avail:</b>	Government Agencies / Organizations Non-Government Organizations / Associations Civic Organization Tourism Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Communication or Letter from concerned party (1 original copy or ecopy)		Written by concerned party or requesting party		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter at Office of the City Tourism and Cultural Affairs or email at <a href="mailto:cavitecitytourism@gmail.com">cavitecitytourism@gmail.com</a>	1. Receive, review, and acknowledge the request	None	5 minutes	Secretary I
2. Wait for verification and processing	2. Assess availability, scope, and level of disclosure of the requested data; coordinate with concerned	None	1 day	Secretary I

	offices if needed			
3. Receive feedback or request clarification (if necessary)	3. Prepare, validate, and approve the data for release in accordance with data privacy and disclosure guidelines	None	1 day	Secretary I
4. Receive the requested data or official response	4. Release the approved data and record the transaction	None	10 minutes	Secretary I
<b>Total</b>		<b>None</b>	<b>2 days and 15 minutes</b>	

### 7. Request Of Philippine and Cavite City Flags

This Office of the City Tourism and Cultural Affairs facilitate the processing of requests for Philippine and Cavite City flags by qualified offices, institutions, and organizations for official, ceremonial, and civic activities, in accordance with existing protocols and availability.

<b>Office / Department:</b>	Office of the City Tourism and Cultural Affairs	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who May Avail:</b>	Government Agencies / Organizations	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Communication or Letter from concerned party (1 original copy or ecopy)		Written by concerned party or requesting party

CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter at Office of the City Tourism and Cultural Affairs or email at <a href="mailto:cavitecitytourism@gmail.com">cavitecitytourism@gmail.com</a>	1. Attend the client and receive or acknowledge the communication	None	2 minutes	Messenger
2. Wait for further instruction	2. Check Availability of the item	None	3 minutes	Messenger
3. Receive the requested Flag	3. Release the requested Flag and record the transaction	None	5 minutes	Messenger
<b>Total</b>		<b>None</b>	<b>10 minutes</b>	

### 8. Request Of Recreational Equipment

This Office of the City Tourism and Cultural Affairs facilitate the borrowing and use of available recreational equipment such as chess boards and other similar items for public use, community activities, and city-supported events. The service ensures proper documentation, availability checking, and responsible use of city-owned recreational equipment.

<b>Office / Department:</b>	Office of the City Tourism and Cultural Affairs	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizens	
<b>Who May Avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Government Issued ID		

<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personally request the use or borrowing of recreational equipment at the office	1. Attend to the client and acknowledge the request	None	2 minutes	Messenger
2. Wait while availability is checked	2. Check availability and condition of the requested equipment	None	3 minutes	Messenger
3. Receive approval and equipment	3. Approve the request, take photo documentation, record the transaction, and release the equipment	None	5 minutes	Messenger
4. Return the borrowed equipment after use	4. Receive, inspect, and record the return of the equipment	None	5 minutes	Messenger
<b>Total</b>		<b>None</b>	<b>15 minutes</b>	