



# **TOURISM DEVELOPMENT, PROMOTION AND CULTURE DIVISION (TDPCD)**

## **MANDATE**

The Municipal Tourism Division of the Municipal Local Government Unit of Kasibu prepare and implement tourism development programs, plans, enforce standards and collect statistical data for tourism purposes. It acts also to integrate zoning, land use, infrastructure development, the national standards for tourism enterprises, heritage and environmental protection imperatives in a manner that encourages sustainable tourism development. Also, the office works closely with the community and stakeholders in the implementation of tourism programs and activities.

## **TOURISM PLANNING, POLICY AND DEVELOPMENT SECTION**

The Tourism Planning, Policy and Development Section is responsible for the formulation and updating the Tourism Master Plan, together with its component programs. The section monitors the effective implementation of the Tourism Master Plan and, in coordination with the private sector and other government institutions, develops and conceptualizes new products and investment opportunities designed to enhance tourist sites and facilities.

## **TOURISM PROMOTION, MARKETING AND OPERATION SECTION**

The Tourism Promotion Section has the primary function of promoting the Municipality as a tourist destination domestically and internationally. It devises integrated marketing and promotional activities such as information dissemination, public relations, special events, and related tourism programs. It likewise supervises the tourist's information centers and existing tourism destinations within the municipality to implement and enhance tourism development and promotion program of the division.

## **ADMINISTRATIVE MANAGEMENT SECTION**

The Administrative Management Section ensures the smooth and legal functioning of the operation of the Division through the provision of effective and efficient advice and services in the areas of personnel management, human resources development, general services administration, computerization and information technology services, budgetary, financial and management services, and including investigatory and advisory services.

**VISION**

One of the leading ecotourism destination in Region 2 with an economically profitable and sustainable tourism industry in harmony with its natural environment, cultural resources, and people's values.

**MISSION**

To creatively market unique and high value experience for the visitors and promote sustainable tourism through responsible development, optimizing and balancing the economic, environmental, and socio-cultural benefits of tourism, with equitable distribution of these benefits to the society, while minimizing the possible negative impacts of tourism.

## 1. Provision of Technical Assistance and Accessing Information Regarding Tourism and Culture & Arts in the Locality

The Tourism Division has the primary function of promoting the municipality as a tourist destination. It devises integrated marketing and promotional materials that includes print ads (brochure/fliers), literary and digital media. Other facts and information about the municipality are readily available for the consumption and interest of the public.

<b>Office or Division:</b>		Municipal Mayor's Office-Tourism Office (MMO-TO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who May avail:</b>		All/ General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form		Tourism Division-Front Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Assistance Desk and Sign in to the Visitor's Logbook	Let the client sign at the visitors logbook	None	1 minute	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
2. Fill-up the Request Form provided	Forwards the Request Form to Officer in-charge / Tourism Officer for the assessment of the request.	None	1 minute	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
3. Wait for the preparation of Request	Search and print documents from file and forward to Officer in Charge to check the details.	None	15 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO

4. Receive the requested document(s) and affix your signature to the Logbook.	Issue the requested document(s) and let the client sign in the receiving copy.	None	1 Minute	<i>Christian C. Daulayan</i> Tourism Operations Officer II MMO-TO
<b>TOTAL</b>		<b>None</b>	<b>18 minutes</b>	

## 2. Tourist Assistance and Referral for Tour Guiding Services

The Tourism Division has the primary function of promoting the municipality as a tourist destination domestically and internationally. It supervises the tourist's information centers and existing tourism sites within the municipality which caters local and international tourist who wants to explore the tourism sites within the territorial jurisdiction of the municipality.

<b>Office or Division:</b>	Municipal Mayor's Office-Tourism Office (MMO-TO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who May avail:</b>	All/ General Public			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Not Applicable	Not Applicable			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Tourist Assistance Desk and sign in to the Visitor's Logbook.	Let the client register at the Visitor's Logbook	None	1 minute	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO

2. State your purpose and ask questions	Provide needed information and refer for tour guiding services	None	10 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
<b>TOTAL</b>		<b>None</b>	<b>11 minutes</b>	

### 3. Provision of Technical Assistance to the Barangay for Inspection/Validation of Tourism Products

The LGU is tasked to work with the barangay and the community for tourism product development in-order for visitors to build interest, visit and do business in the town, and generate pride among the residents. This is also to differentiate Kasibu from other communities and bring everyone together under a pride-building banner. The brand position for Kasibu is promoting and preserving its natural landscapes and good agricultural practice through the theme of "Captivating Kasibu."

<b>Office or Division:</b>	Municipal Mayor's Office-Tourism Office (MMO-TO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who May avail:</b>	Barangay Local Government Unit (BLGU)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request Addressed to the Municipal Mayor			Barangay Local Government Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Assistance Desk, sign at the Visitor's Logbook and present request letter duly approved by the Mayor.	Forward the Request to the Tourism Officer	None	3 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO

2. Coordinate with the Tourism Officer	Check the details of request. Assess the material/ product on its potential and provide recommendations to address client's concern/s: a. Schedule of Site Validation/ Inspection b. Perform Product Development Services -Dispense notable comments recommendation/ action c. Endorses to higher authorities	None	15 minutes	<i>Christian C. Daulayan</i> Tourism Operations Officer II MMO-TO
3. Receive the schedule date of on-site validation/ inspection of Tourism Product	Determine the urgency of the request. provide the scheduled date of inspection/validation.	None	3 minutes	<i>Christian C. Daulayan</i> Tourism Operations Officer II MMO-TO
<b>TOTAL</b>		<b>None</b>	<b>21 Minutes</b>	

#### **4. Provision of Technical Assistance to the Tour Guides (Primary Tourism Enterprise) for DOT Accreditation**

In order to encourage global competitiveness, strengthen data gathering and, research on tourism, and facilitate the promotion of individual enterprises and the industry as a whole, the Department shall prescribe and regulate standards for the operation of the

tourism industry. Primary tourism enterprises shall be periodically required to obtain accreditation from the Department as to the quality of their facilities and standard of services.

<b>Office or Division:</b>	Municipal Mayor's Office-Tourism Office (MMO-TO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who May avail:</b>	Tour Guide/ New Applicant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Police Clearance (1 original, 1 Photocopy)		Local Police Station-Front Desk		
2. Health Certificate (1 original, 1 Photocopy)		Rural Health Unit- Admin Section		
3. Mayor's Permit (1 original, 1 Photocopy)		Mayor's Office- Front Desk		
4. Notarized Application Form (DOT Application Form 12)		Tourism Division-Front Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Assistance Desk and sign in to the Visitor's Logbook	Let the client register at the Visitor's Logbook	None	1 minute	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
2. Submit the complete documentary requirements	Forward the request to the Tourism Officer for evaluation.  The Tourism Officer shall then, assess all documentary requirement for completeness and shall notify the Regional Office (DOT Region) and coordinate the schedule date of Onsite/ Mobile Accreditation.	None	5 minutes	<i>Christian C. Daulayan</i> Tourism Operations Officer II MMO-TO

3. Wait for the Schedule of On-site/ Mobile Accreditation set by the Regional Office (DOT Region)	Coordinate and follow-up with the Regional Office on the schedule of Mobile Accreditation.	None		Accreditation Division Department of Tourism Region 2
4. Appear on the scheduled date of Mobile Accreditation	Assess all the requirements and Log-in all information at the DOT website for Application.	None	15 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
5. Wait for the Approval and Release of Certificate from the Department of Tourism	Submit all application with complete documentary requirements to the DOT National and shall facilitate the awarding of Certificate to all applicants.	None		Accreditation Division Department of Tourism Region 2



6. Appear on the scheduled date of the release of Certificate	Release the certificate and let the client sign in the receiving copy.	None	1 minute	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
<b>TOTAL</b>		<b>None</b>	<b>22 Minutes</b>	

### 5. Provision of Technical Assistance to Accommodation Establishments-Homestay & Mabuhay Accommodation (Secondary Tourism Enterprise) for DOT Accreditation

In order to encourage global competitiveness, strengthen data gathering and, research on tourism, and facilitate the promotion of individual enterprises and the industry as a whole, the Department shall prescribe and regulate standards for the operation of the tourism industry. Secondary tourism enterprises shall be voluntary to obtain accreditation from the Department as to the quality of their facilities and standard of services.

<b>Office or Division:</b>	Municipal Mayor's Office-Tourism Office (MMO-TO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Citizen
<b>Who May avail:</b>	Accommodation Establishment Owner (Secondary Tourism Enterprise)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Mayor's Permit (1 original, 1 Photocopy)	Mayor's Office- Front Desk

2. Notarized Application Form (DOT Application Form 01 or 05, s. 2018)		Tourism Division-Front Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Assistance Desk and sign in to the Visitor's Logbook	Let the client register at the Visitor's Logbook	None	1 minute	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
2. Present the complete documentary requirements.	Forward the Request to the Tourism Officer for evaluation. The Tourism Officer shall then, assess all documentary requirement for completeness and shall notify the Regional Office (DOT Region) and coordinate the schedule date of onsite inspection.	None	5 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
3. Wait for the Schedule of On-site Inspection set by the Regional Office (DOT Region)	Coordinate and follow-up with the Regional Office on the schedule of Onsite Inspection.	None		Department of Tourism Region 2

4. Present all the amenities and processes of your accommodation establishment to the DOT Region Personnel and LGU Tourism Personnel during the Onsite Inspection of your Accommodation Establishment	Accompany the DOT Regional Office Accreditation Section or the Conduct of on-site validation and inspection.	None	45 minutes	Department of Tourism Region 2  Local Chief Executive Municipal Mayor's Office
5. Pay the Application Fee to the Officer In-charge (DOT Region)	Collect fees and issue an official receipt.	200.00- Application Fee- Homestay 1,700.00 Application Fee Regular Application - Mabuhay Accommodation		Department of Tourism Region 2
6. Wait for the Approval and Release of Certificate from the Department of Tourism	Submit all application with complete documentary requirements to the DOT National and shall facilitate the awarding of Certificate to all applicants.	None	5 minutes	<i>Christian C. Daulayan</i> Tourism Operations Officer II MMO-TO

7. Appear on the scheduled date of the release of Certificate	Release the certificate and let the client sign in the receiving copy.	None	3 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
<b>TOTAL</b>		<b>Homestay: PhP 200.00</b>  <b>Mabuhay Accommodation: PhP 1,700.00</b>	<b>59 Minutes</b>	

## 6. Rentals of Indigenous People's Attires, Accessories and Musical Instruments

Over 300 original attires of the 6-tribes (Tuwali, Ayangan, Ibaloi, Kalanguya, Bugkalot, Kankana-ey) are available in the LGU for rent at very reasonable prices. Lease of all attires and instruments is subject to rental, laundry and deposit fees.

<b>Office or Division:</b>	Municipal Mayor's Office-Tourism Office (MMO-TO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Citizen
<b>Who May avail:</b>	All (General Public)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Borrower's Form	Tourism Division-Front Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Assistance Desk and Sign-in to the Visitor's Logbook and state your purpose	Orient the borrower regarding the rules and regulations for the rental of cultural items.	None	5 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
2. If you are agreeable to all the terms and conditions, fill out the information Needed in the Borrower's Form in two copies and submit to the custodian.	Accomplish the remaining information in the borrower's form and shall sign the "prepared by" portion. The distribution of the form shall be as follows: Original- Custodian Duplicate- Borrower	None	3 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
3. Present the borrower's form to the Treasury Office and pay all regulatory fees.	The Treasury Office shall issue an Official Receipt (OR) for the payment of laundry and rental fees.	Laundry fee- The standard rates shall be strictly followed:  1. one set- 10.00 2. single-5.00  Rental fee: There are two (2) types		<i>Roger L. Cumila</i> Municipal Treasurer Municipal Treasury Office

		<p>of attires to be rented, as follows:</p> <p>Attires:</p> <ol style="list-style-type: none"><li>1. One set- 50(upper and lower garments including all accessories)</li><li>2. single-25.00 (one piece of garment)</li><li>3. Accessories- 10.00 (one piece of accessory)</li></ol> <p>Musical Instruments: 1 set- 500.00</p> <p>Deposit: The amount charged is the same with the rental fee and this is refundable to the borrower upon return of the item.</p>		
--	--	---	--	--

4. Present the OR to the custodian and receive all the item(s)	The custodian shall release the item(s) and shall sign the "released by/date" portion of the borrower's form.	None	10 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
5. Return the rented attires/musical instruments	Upon returning of the rented item(s), the custodian shall accomplish the return slip and examine if there are damages or loss and sign the "prepared by" portion. You will get the duplicate copy and the original copy will serve as office file.	None	10 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
6. Present the attire return slip to the Treasury Office for refund of deposit or issuance of official receipt for payment of losses and penalties/violations.	Refund the deposit or collect payment for of losses and penalties/violations.	Depends on the amount of item(s) lost and penalties/violation.	5 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
<b>TOTAL</b>		<b>One Set: PhP 70.00 Single: PhP 30.00 Musical Instrument: PhP 500.00</b>	<b>33 minutes</b>	

## 7. Submission of Reports to Higher Authorities

In order to monitor to monitor the resources of the department and to ascertain the economic and social impact of tourism, all LGUs shall provide an inventory of all resources available to the Department. They shall likewise periodically report to the Department on the status of tourism plans and programs, tourist arrivals, and tourism enterprises, among others, within their jurisdictions.

<b>Office or Division:</b>		Municipal Mayor's Office-Tourism Office (MMO-TO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G-Government to Government		
<b>Who May avail:</b>		Provincial Tourism Office/ DOT Regional Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not Applicable		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Monitor the regular and timely submission of reports	Prepare all necessary reports using prescribed forms (Monthly Visitor's Arrival Report/ Tourist Arrival Report, Annual Accomplishment Report and others)	None	Monthly Reports -3 Hours  Annual Reports -72 Hours	<i>Christian C. Daulayan</i> Tourism Operations Officer II MMO-TO
2. Receive the reports	Submit Report to the Provincial Tourism Office or DOT Regional Office	None	Via Email: 5 minutes  Personal: 2- 6 Hours	<i>Christian C. Daulayan</i> Tourism Operations Officer II MMO-TO



	The Staff In-Charge shall submit the report either via e-mail or personal.			
3. Give acknowledgement receipt of the report submitted and give feedback if necessary	Secure acknowledgement receipt of the report submitted	None	1 minute	<i>Christian C. Daulayan</i> Tourism Operations Officer II MMO-TO
<b>TOTAL</b>		<b>None</b>	<b>Via Email: 3 days &amp; 6 Minutes</b>  <b>Personal: 3 days, 6 hours, 1 minute</b>	

### 8. Provision of Tour Guiding Services at Tourism Information Centers

The Tourism Promotions and Development Division has the primary function of promoting the municipality as a tourist destination domestically and internationally. It supervises the tourist's information centers and existing tourism sites within the municipality which caters local and international tourist who wants to explore the tourism sites within the territorial jurisdiction of the municipality.

<b>Office or Division:</b>	Municipal Mayor's Office-Tourism Office (MMO-TO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who May avail:</b>	All/ General Public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

1. Stay Safe Application (QR Code Scanning)/ Health Declaration Form		Tourist Information Centers-Front Desk		
2. Vaccination Card/ Certificate		Any Health Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon arrival present Vaccination Card and undergo health monitoring by scanning QR code using Stay Safe Application or sign the health declaration Form provided; and adhere to Minimum Public Health protocols at all times	Verify the vaccination card/certificate and let the client register at the logbook and fill-up health declaration form.	none	3 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
2. Undergo short briefing	The Barangay/ Tour Guide, provide vital information regarding the attraction and the rules and regulations pertaining to the tourism site.	None	15 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
3. Pay all the regulatory fees:	Collect fees and issue an official receipt	<b>Regulatory Fees:</b> Caving: PhP 90.00 Waterfalls: PhP 40.00 <b>Environmental Fee:</b> caving/waterfalls: PhP10.00		Barangay Treasurer Barangay Local Government Unit

4. Proceed to Tourism Site (Caving, swimming, picnic hiking, etc.)	Accompany the visitor and provide all necessary services.	None	Caving: Max: 5 hours Waterfalls Max: 6 hours	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
<b>TOTAL</b>		<b>Caving: PhP 100.00 Waterfalls: PhP 50.00</b>	<b>Caving: 5 hours and 18 minutes Waterfalls: 6 hours and 18 minutes</b>	

## 9. Provision of Information on Tourism and Culture in the Locality through Online Platforms

The Tourism Promotions and Development Division has the primary function of promoting the municipality as a tourist destination. It devises integrated marketing and promotional materials that includes print ads (brochure/fliers), literary and digital media. Other facts and information about the municipality are readily available for the consumption and interest of the public.

<b>Office or Division:</b>	Municipal Mayor's Office-Tourism Office (MMO-TO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Citizen
<b>Who May avail:</b>	All/ General Public
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

1. Google Form: (Accessing Information on Tourism & Culture in the Locality)		Online: //bit.ly/KasibuTourismIECMaterial		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit <a href="https://bit.ly/KasibuTourismIECMaterial">https://bit.ly/KasibuTourismIECMaterial</a> and sign up all the needed information	Download the summary of request from google form for assessment.	None	1 minute	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
2. Wait for the requested documents.	Search documents and forward to officer in Charge to check for the details and for approval.	None	10 minutes	<i>Christian C. Daulayan</i> Tourism Operations Officer II MMO-TO
3. Provide Acknowledging Receipt as a proof that the documents has already received	Send an electronic copy of documents requested on the email address provided by the client or Send the link to the client to access the information in the LGU Website.	None	5 minutes	<i>Jeo B. Barrientos</i> Tourism Operations Assistant MMO-TO
<b>TOTAL</b>		<b>None</b>	<b>16 Minutes</b>	

## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p><b>Contact info:</b> Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: <a href="mailto:mlgukasibu@gmail.com">mlgukasibu@gmail.com</a></p>
How feedbacks are processed?	<p>Every Friday, the Designated Personnel manning the Public Assistance and Complaint Desk opens the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p><b>For inquiries and follow-ups, the client may contact the following:</b> Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: <a href="mailto:mlgukasibu@gmail.com">mlgukasibu@gmail.com</a></p>
How to complain?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Complaints can be also filed via telephone. Make sure to provide the following information: Name of person being complained</p>

	<p>Incident Evidence</p> <p><b>For inquiries and follow-ups client may contact the following:</b>  Public Assistance and Complaints Desk: 0975-565-8265  HRMO: 0915-251-3852  Administrative Officer: 0997-325-8807  Email: mlgukasibu@gmail.com</p>
<p>How complaints are processed</p>	<p>The Designated Personnel manning the Public Assistance and Complaint Desk opens the complaint drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will give feedback to the client.</p> <p><b>For inquiries and follow-ups, the client may contact the following:</b>  Public Assistance and Complaints Desk: 0975-565-8265  HRMO: 0915-251-3852  Administrative Officer: 0997-325-8807  Email: mlgukasibu@gmail.com</p>
<p>Contact Information:  <b>Public Assistance and Complaints Desk:</b>  <b>Human Resource Management Office:</b></p>	<p>0975-565-8265  0916-831-4804</p>

**Office of the Municipal Mayor:**  
**Anti-Red Tape Authority (ARTA):**  
**Presidential Complaints Center (PCC):**  
**CSC Contact Center ng Bayan:**

0997-325-8807  
(02) 8478-5091 / (02) 8478-5093 / (02) 8478-5099  
8-2498310 / 8-736-8645 / 8-736-8603 / 8-736-8606 / 8-736-8629 / 8-736-8621  
09088816565 / 1-6565\*