



Internal/External

1. SERVICENAME: INQUIRY/REQUEST FOR INFORMATION

Description of the Service: The City Tourism Office accepts inquiry regarding Tourism matter especially coming from visitor/tourists

Office or Division:	CITY TOURISM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the visitors/ client logbook and state the inquiry (in case of personal appearance)	Provide client with needed information	None	10 minutes	Maria Katherine B. Ramos- Receiving clerk Samuel G. Acosta Carla Suzette Vargas-City Tourism information and assistance Center Maria Cristina R. Simon- City Tourism Officer



2. Send Letter	Receive letter Respond to the letter Send response	None	15 minutes	Maria Katherine B. Ramos - Receiving clerk Karla Mae Talana- Tourism Operations Assistant Maria Cristina R. Simon-City Tourism Officer
3. Inquire through E-mail	Respond to the Email	None	15 minutes	Jamela Maltu- IT Administrator Maria Cristina R. Simon-City Tourism Officer
TOTAL			40 minutes	



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