



## **CITIZEN'S CHARTER OF DEPARTMENT OF TOURISM AUSTRALIA & NEW ZEALAND**

### **I. Brief Information about the Department of Tourism**

The Department of Tourism (DOT) is 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 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.

#### 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	<p>Proceed to the Information Counter of the DOT Australia and New Zealand (in the office, travel shows, exhibits, events) and relay queries to the person in charge, OR</p> <p>Send in an email message inquiry to the official DOT Australia and New Zealand email address <a href="mailto:info@morefuninthephilippines.com.au">info@morefuninthephilippines.com.au</a></p>	<p>Less than one (1) hour</p> <p>Not more than three (3) working days for simple transactions; not more than seven (7) working days for complex transaction</p>	None	<p>Norjamin G. Delos Reyes Tourism Attache</p> <p>Eleanor A. Palima Administrative Officer</p>



**VI. Contact Information of the Office**

T: +61 2 9221 1344

A: Suite 11.01/92 Pitt St., Sydney, NSW, 2000

E: info@morefuninthephilippines.com.au

**VII. Procedure for Filing of Complaints**

STEP	COMPLAINANT	AGENCY ACTION	PERSON	OFFICE	DURATION
Submission of complaint	Submit a letter - complaint in person. OR	Receive, record in a logbook and document the complaint	Tourism Officer	DOT Australia & New Zealand	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		Within 48 hours from receipt
STEP	COMPLAINANT	AGENCY ACTION	PERSON	OFFICE	DURATION



<p>Evaluation and resolution of complaint</p>		<p>Acknowledge receipt by mail, courier, email if email address is provided and state the specific action undertaken by the Tourism Officer to resolve the complaint</p>	<p>Tourism Officer</p>	<p>DOT Australia &amp; New Zealand</p>	<p>Within three (3) working days for simple transactions; not more than seven (7) working days for complex transactions from the date request was received</p> <p>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</p>
---	--	--	------------------------	--	---