



TOURISM, CULTURE AND THE ARTS DEPARTMENT

CITIZEN'S CHARTER

MAY 2022 (1st EDITION)



1. Issuance of Tourism Certificate

Office or Division:		<ul style="list-style-type: none"> Tourism, Culture and the Arts Department (TCAD) Business Permits and Licensing Office (BPLO) 		
Classification:		Simple		
Type of Transaction:		G2C Government to Client		
Who May Avail:		Applicants(Tourism Oriented and Related Establishments)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTI Registration for Single Proprietorship (Photocopy)		Department of Trade and Industry/Applicant		
SEC Registration with Articles of Incorporation (Photocopy)		Securities and Exchange Commission/Applicant		
Business License Permit (Photocopy)		Business Permits and Licensing Office/Applicant		
Mayor's Permit (Photocopy)		Mayor's Office/BPLO/Applicant		
Barangay Clearance for Business (Photocopy)		Barangay Hall/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall present the Muntinlupa Business Permit's Assessment Form or official receipt.	1. TCAD will check the assessment form or the official receipt if the Tourism Tax is paid or not.	None	1 minute	Tourist Receptionist I Administrative Assistant I
	2. If the client has ALREADY PAID the Tourism Tax, TCAD shall issue the Tourism Certificate.	None	5 minutes	Tourist Receptionist I Administrative Assistant I
	3. If the client is NOT YET PAID the Tourism Tax, TCAD shall issue an Order of Payment (Pursuant to Ordinance No. 99-044) and Tourism Tax Assessment Form	None	5 minutes	Tourist Receptionist I Administrative Assistant I
2. Client shall present the Assessment Form and Order of Payment to BPLO and pay the indicated amount.	4. BPLO shall accept the payment of the indicated amount and issues Official Receipt	Tourism-Related: Php 1,000.00 Tourism-Oriented: 1 st year – Php 1,000.00 2 nd year – Php 2,000.00 3 rd year onwards – Php 3,000.00	5 minutes	BPLO
	5. If the client has ALREADY PAID the Tourism Tax, TCAD shall issue the Tourism Certificate.	None	5 minutes	Tourist Receptionist I Administrative Assistant I



2. Request for City Tour

Office or Division:		<ul style="list-style-type: none"> Tourism, Culture and the Arts Department (TCAD) Tourism Research, Planning and Information Management Division 		
Classification:		Simple		
Type of Transaction:		G2C Government to Client		
Who May Avail:		Students, Researchers, Local & Foreign Tourist, Tourism Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send us a request letter with target date of the city tour and participants (requested date of the tour should be at least 2 weeks)	1. We will provide a request letter to concerned offices regarding the tour, especially NBP and other private offices (if needed)	None	10 working days	Administrative Assistant II Tourism Operations Officer 1 Administrative Assistant I Administrative Officer II
2. Client shall send a letter of request addressed to the City Mayor through the Tourism, Culture and the Arts Department, two weeks prior the city tour.	2. The Office of the City Mayor will assess the request for approval. Approval.	None	1 working day	Office of the City Mayor
	3. Once approved by the City Mayor, TCAD will send the letter of requests to the concerned offices (If requested: Lake Management Office for Bayanan Baywalk, People's Coordinating Office for the E-Jeepney) and agencies (NBP Reservation and Fillinvest Alabang, Inc. for the tourist destinations).	None	1 working day	Administrative Assistant II Tourism Operations Officer 1 Administrative Assistant I Administrative Officer II
Requests to external offices/agencies shall be processed within 5-10 days				
	4. Once approved by the external offices or agencies, TCAD shall inform the client via email or call.	None	1 working day	Administrative Assistant II Tourism Operations Officer 1 Administrative Assistant I Administrative Officer II
	5. Community Tour Guiding Shall follows.	None		Administrative Assistant II Tourism Operations Officer 1 Administrative Assistant I Administrative Officer II



3. Request for Cultural Performers

Office or Division:	<ul style="list-style-type: none">• Tourism, Culture and the Arts Department (TCAD)• Cultural Development Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who May Avail:	Tourism Stakeholders, National and Local Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEEs TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request letter to Mayor's Office	1. Request Letter to be forwarded by the Mayor's Office	None	1-2 working days	Mayor's Office
	2. Coordinator will check the availability of the performers' base on client's request.	None	1 working day	Cultural Performers Coordinator
	3. If the requested date is available, the coordinator will then coordinate with the requesting party	None	1 working day	Cultural Performers Coordinator
	4. Bulletin will be forwarded to Administrator's Office. Then the performance shall be provided.	None	1 working day	Cultural Performers Coordinator



4. Venue and Event Reservations

Office or Division:	<ul style="list-style-type: none">• Tourism, Culture and the Arts Department (TCAD)• Museum Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who May Avail:	Tourism Stakeholders, National and Local Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Applicant		
Event Request Form		Museo ng Muntinlupa		
Museum Policy		Museo ng Muntinlupa		
Event Itinerary Worksheet		Museo ng Muntinlupa		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter of Intent/ letter request addressed to Mayor Jaime R. Fresnedi, then submit to the Mayor's Office.	1. Request will be reviewed/ assessed by the Mayor's Office.	None	1 working day	Event Coordinator Event Manager
	2. Upon approval of the Mayor's Office, Museo ng Muntinlupa will check the venue's availability then will coordinate with the client for further instructions.	None	1 working day	Event Coordinator Event Manager
2. Coordinate with Museo ng Muntinlupa to pencil book the event. Then client shall fill-out the Event Request Form	3. Museo Staff Members will provide the copy of Event Request Form, and will explain the Museum Policy	None	1 working day	Event Coordinator Event Manager
4. Client shall confirm the event reservation. The client shall fill-out the Event Itinerary Worksheet.		None	1 working day	Event Coordinator Event Manager
3. Client shall coordinate with the Museo Staff all the pertinent event information and their needs/requirements for the actual event.	4. Museo Staff Members shall ensure that all the client's needs are well-coordinated.	None	1 working day	Event Coordinator Event Manager
4. Client shall comply with the ingress and egress of the actual event.	5. The Museo Staff Members/Event Manager shall assist the client with the event's ingress and egress, and other concerns that shall arise.	None	1 working day	Event Coordinator Event Manager



5. Tour Reservations

Office or Division:	<ul style="list-style-type: none">Tourism, Culture and the Arts Department (TCAD)Museum Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who May Avail:	Tourism Stakeholders, National and Local Agencies, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Sheet		Museo ng Muntinlupa		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall inquire the availability of the tour date.	1. Museo Staff Members will check the availability of tour schedule.	None	1 working day	Museo Admin
2. Client shall confirm his/ her tour reservation.	2. Museo Staff Members will confirm the tour booking/ reservation. Then will orient the client regarding the museum policies and house rules.	None	1 working day	Museo Admin
3. Client shall be at the Museo at least 10 minutes before the scheduled tour, and shall observe the Museo's policies and house rules.	3. Museo Staff Members shall assist the client in their tour.	None	(Tour lasts for around 30 minutes to 1 hour)	Museo Tour Guide

6. Regular Tour

Office or Division:	<ul style="list-style-type: none">Tourism, Culture and the Arts Department (TCAD)Museum Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who May Avail:	Tourism Stakeholders, National and Local Agencies, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Sheet		Museo ng Muntinlupa		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall register at the Ticket Booth.	1. Museo staff shall have the client sign/ register on the registration sheet.	None		Cashier Staff Watchman/Security
2. Client shall leave their bags at the baggage counter.	2. Museo staff shall safe-keep the client's bag and provide a stub/number for claiming	None		Watchman/Security
3. Client shall observe the Museo's policies and house rules during the tour and while he/she is inside the museum.	3. Museo staff shall orient, assist, and tour the client.	None		Museo Staff Museo Tour Guide



7. Partnership and Collaboration

Office or Division:		<ul style="list-style-type: none">• Tourism, Culture and the Arts Department (TCAD)• Museum Division		
Classification:		Simple		
Type of Transaction:		G2C Government to Client		
Who May Avail:		Tourism Stakeholders, National and Local Agencies, Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal Letter		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEE\$ TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall email his/her proposal to museo@muntinlupacity.gov.ph	1. Museo Admin shall acknowledge receipt of the email, and then review the proposal.	None	1 working day	Museo Admin
	2. Museo Admin shall contact the client to schedule a meeting regarding the possible partnership/ collaboration.	None	1 working day	Museo Staff Members

8. Filing a Complaint Against TCAD Employee

Office or Division:		<ul style="list-style-type: none">• Tourism, Culture and the Arts Department (TCAD)		
Classification:		Simple		
Type of Transaction:		G2C Government to Client		
Who May Avail:		Tourism Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client complaint form		TCAD Office		
CLIENT STEPS	AGENCY ACTIONS	FEE\$ TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Tourism, Culture and the Arts Department's public information and complaint desk	1. Provide client complain form.	None	5 minutes	Administrative Aide V Administrative Assistant I
2. Accomplish client complaint form.	2. Receive client complaint form	None	2 minutes	Administrative Aide V Administrative Assistant I
	3. Officer In charge will review the complaint and will provide immediate and appropriate action	None	1 working day	Officer In Charge