

## CULTURAL AFFAIRS AND TOURISM OFFICE

### VISION

A city that is self-reliant, strong, and an inspirational model to its neighbors through its cultural heritage; peaceful and orderly environment; and transformations to attract tourists and investors, to fulfill its aspiration of becoming a progressive city of cultured men.

### MISSION

To promote and provide equitable access and opportunities concerning tourism, and cultural and arts development through utilization of state-of-the-art technology and an empowered and responsive Cultural Affairs and Tourism Office.

FRONTLINE SERVICE	ISSUANCE OF CERTIFICATIONS TO TOURISM-RELATED ESTABLISHMENTS
STEP 1	Clients prepare and present request letter for certification of being a tourism – related establishment attached with supporting documents to the Receiving Counter.
STEP 2	Receive request letter and supporting documents.
SERVICE PROVIDER/S	- REYNALDO T. CARIÑO - RIZALINA R. FRANCISCO - VIRGILIO M. RANCES - EMILY G. FLORENCIO
TIME FRAME	1 minute
STEP 3	Evaluate request and check completeness of attachments.
SERVICE PROVIDER/S	- REYNALDO T. CARIÑO - RIZALINA R. FRANCISCO - VIRGILIO M. RANCES - EMILY G. FLORENCIO
TIME FRAME	2 – 5 minutes
STEP 4	Print certification.
SERVICE PROVIDER/S	- REYNALDO T. CARIÑO - EMILY G. FLORENCIO - VIRGILIO M. RANCES
TIME FRAME	3 minutes
STEP 5	Sign and release certification.
SERVICE PROVIDER/S	- MARIA ROWENA S. DIMAANO
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	1. Request letter 3. Business License 2. Mayor's Permit
REQUIRED FEES	None

FRONTLINE SERVICE	PROVISION OF INFORMATIVE MATERIALS/REFERENCES PERTAINING TO CULTURAL EVENTS/TOURISM-RELATED ACTIVITIES
STEP 1	Clients present request letter for tourism – related materials/ documents.
STEP 2	Receive request letter for tourism – related materials/ documents.
SERVICE PROVIDER/S	- MARIA ROWENA S. DIMAANO - RIZALINA R. FRANCISCO - REYNALDO T. CARIÑO - EMILY G. FLORENCIO - VIRGILIO M. RANCES
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Valid Identification Card (School ID, company or office ID, Voter's ID, etc.)

STEP 3A	Provide materials for reproduction (photocopying, printing) or through interview
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FRONTLINE SERVICE	<b>PROVISION OF INFORMATIVE MATERIALS/REFERENCES PERTAINING TO CULTURAL EVENTS/TOURISM-RELATED ACTIVITIES(cont.)</b>
STEP 3B	Refer to office personnel for requested interview.
SERVICE PROVIDER/S	- MARIA ROWENA S. DIMAANO - RIZALINA R. FRANCISCO - REYNALDO T. CARIÑO - EMILY G. FLORENCIO - VIRGILIO M. RANCES
TIME FRAME	10 - 20 minutes or more depending on the requested documents 30 minutes to 1 hour - for interviews
REQUIRED DOCUMENT/S	1. Request letter 2. Identification Card
REQUIRED FEES	None (cost of photocopying/ printing is shouldered by the client)

FRONTLINE SERVICE	<b>REQUEST FOR CITY BAND SERVICES</b>
STEP 1	Clients prepare request letter for the City Band Services addressed to the City Mayor.
STEP 2	Receive request letter from the client.
SERVICE PROVIDER/S	- MARIA ROWENA S. DIMAANO - RIZALINA R. FRANCISCO - REYNALDO T. CARIÑO - EMILY G. FLORENCIO - VIRGILIO M. RANCES
TIME FRAME	1 minute
STEP 3	Verify band engagement schedule.
SERVICE PROVIDER/S	- MARIA ROWENA S. DIMAANO
TIME FRAME	1 minute
STEP 4	Endorse to the Office of the City Mayor, for approval.
SERVICE PROVIDER/S	- Hon. OSCAR G. MALAPITAN
TIME FRAME	1 - 10 minutes
STEP 5	Inform client regarding feedback from the Office of the City Mayor.
SERVICE PROVIDER/S	- MARIA ROWENA S. DIMAANO
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Request letter
REQUIRED FEES	None

### Library Services

**FUNCTIONAL STATEMENT:** Provide access to the various forms and mediums of library and information resources in order to ensure lifelong learning of the citizenry in support to the educational plans and program of the city

FRONTLINE SERVICE	<b>LIBRARY ACCESS (OPEN SHELVES)</b> (OPEN SHELVES SYSTEM IS A TERM FOR LIBRARY RESOURCES THAT ARE FREE AND OPEN FOR ACCESS TO THE PUBLIC)
STEP 1	Register upon entry
SERVICE PROVIDER	Security guard on duty
DURATION	1 minute
REQUIRED DOCUMENT/S	1. Valid Identification card (School ID, company or office ID, Voter's ID, etc.) 2. Properly filled-up request slip
STEP 2	Deposit bag/s and other belongings at the baggage counter (if any)

SERVICE PROVIDER	Security guard on duty
DURATION	1 minute

<b>FRONTLINE SERVICE</b>	<b>LIBRARY ACCESS (OPEN SHELVES) (cont.)</b> (OPEN SHELVES SYSTEM IS A TERM FOR LIBRARY RESOURCES THAT ARE FREE AND OPEN FOR ACCESS TO THE PUBLIC)		
<b>STEP 3</b>	Access library resources		
<b>SERVICE PROVIDERS</b>	Children's Section	- RAMIL D. TORRES	- CORA J. NOBLE
	Periodical Section	- RAMIL TORRES	- ROSAURO PANGAN
		- CORA J. NOBLE	- ALLAN P. DE LEON
		- EMILIA T GREGORIO	
	Mayor's Corner	- RAMIL D. TORRES	- CORA J. NOBLE
NCR and Tourism Information Section	- RAMIL D. TORRES	- CORA J. NOBLE	
Bulilit Corner	- RAMIL TORRES	- ROSAURO PANGAN	
	- CORA J. NOBLE	- ALLAN P. DE LEON	
	- EMILIA T GREGORIO		
<b>DURATION</b>	1 minute		
<b>REQUIRED FEES</b>	None		



<b>FRONTLINE SERVICE</b>	<b>LIBRARY ACCESS (CLOSED SHELVES)</b>		
<b>STEP 1</b>	Register upon entry		
<b>SERVICE PROVIDER</b>	Security guard on duty		
<b>DURATION</b>	1 minute		
<b>REQUIRED DOCUMENT/S</b>	1. Valid Identification card (School ID, company or office ID, Voter's ID, etc.) 2. Properly filled-up request slip		
<b>REQUIRED FEES</b>	None		
<b>STEP 2</b>	Deposit bag/s and other belongings at the baggage counter (if any)		
<b>SERVICE PROVIDER</b>	Security guard on duty		
<b>DURATION</b>	1 minute		
<b>STEP 3</b>	Request, record and release library materials to be utilized (closed shelves system is a term for library resources that requires permission before access is granted thereto).		
<b>SERVICE PROVIDERS</b>	Reference Section	- RAMIL D. TORRES	- ROSAURO T. PANGAN
		- CORA J. NOBLE	- ALLAN P. DE LEON
		- EMILIA L. GUERERO	

	News Clippings	- RAMIL D. TORRES - CORA J. NOBLE - EMILIA L. GUERERO	- ROSAURO T. PANGAN - ALLAN P. DE LEON
<b>FRONTLINE SERVICE</b>	<b>LIBRARY ACCESS (CLOSED SHELVES) (cont.)</b>		
<b>SERVICE PROVIDERS</b>	Local History Section	- RAMIL D. TORRES - CORA J. NOBLE	- ALLAN P. DE LEON
	Thesis/ Dissertation	- RAMIL D. TORRES - CORA J. NOBLE - EMILIA L. GUERERO	- ROSAURO T. PANGAN - ALLAN P. DE LEON
	Filipiniana Section	- RAMIL D. TORRES - CORA J. NOBLE - EMILIA L. GUERERO	- ROSAURO T. PANGAN - ALLAN P. DE LEON
	Disability Corner	- RAMIL D. TORRES - CORA J. NOBLE - EMILIA L. GUERERO	- ROSAURO T. PANGAN - ALLAN P. DE LEON
<b>DURATION</b>	1 to 10 minutes		
<b>STEP 4</b>	Return books and/ or materials and redeem ID to their respective sections		
<b>SERVICE PROVIDERS</b>	- RAMIL D. TORRES - CORA J. NOBLE - EMILIA L. GUERERO		- ROSAURO T. PANGAN - ALLAN P. DE LEON
<b>DURATION</b>	1 minute		

<b>FRONTLINE SERVICE</b>	<b>LIBRARY ACCESS (INTERNET SERVICES)</b>		
<b>STEP 1</b>	Accomplish Internet Request Slip		
<b>SERVICE PROVIDERS</b>	- CORA J. NOBLE	- EMILIA L. GUERERO	- ROSAURO T. PANGAN
<b>DURATION</b>	1 minute		
<b>REQUIRED DOCUMENT/S</b>	1. Valid Identification card (School ID, company or office ID, Voter's ID, etc.) 2. Properly filled-up request slip		
<b>STEP 2</b>	Submit Internet Slip		
<b>SERVICE PROVIDERS</b>	- CORA J. NOBLE	- EMILIA L. GUERERO	- ROSAURO T. PANGAN
<b>DURATION</b>	1 minute		
<b>REQUIRED DOCUMENT/S</b>	None		
<b>REQUIRED FEES</b>	None		
<b>STEP 3</b>	Grant Internet Access		
<b>DURATION</b>	½ hour		

<b>FRONTLINE SERVICE</b>	<b>LIBRARY ACCESS (RECREATIONAL BOARD GAMES)</b>		
<b>STEP 1</b>	Accomplish Request Slip for Board Games		
<b>SERVICE PROVIDERS</b>	- RAMIL D. TORRES - CORA J. NOBLE	- EMILIA L. GUERERO - ROSAURO T. PANGAN	- ALLAN P. DE LEON
<b>DURATION</b>	1 minute		
<b>REQUIRED DOCUMENT/S</b>	1. Valid Identification card (School ID, company or office ID, Voter's ID, etc.) 2. Properly filled-up request slip		
<b>REQUIRED FEES</b>	None		
<b>STEP 2</b>	Receive and record Request Slip		
<b>SERVICE PROVIDERS</b>	- RAMIL D. TORRES - CORA J. NOBLE	- EMILIA L. GUERERO - ROSAURO T. PANGAN	- ALLAN P. DE LEON

DURATION	1 minute
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None
<b>FRONTLINE SERVICE</b>	<b>LIBRARY ACCESS (RECREATIONAL BOARD GAMES) (cont.)</b>
<b>STEP 3</b>	Release of requested materials
SERVICE PROVIDERS	- RAMIL D. TORRES      - EMILIA L. GUERERO      - ALLAN P. DE LEON - CORA J. NOBLE      - ROSAURO T. PANGAN
DURATION	5 minutes
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None
<b>STEP 4</b>	Return of materials and ID redemption
SERVICE PROVIDERS	- RAMIL D. TORRES      - EMILIA L. GUERERO      - ALLAN P. DE LEON - CORA J. NOBLE      - ROSAURO T. PANGAN
DURATION	5 minutes
REQUIRED FEES	None



<b>FRONTLINE SERVICE</b>	<b>ONLINE PUBLIC ACCESS CATALOG (OPAC)</b>
<b>STEP 1</b>	Proceed to computer room
<b>STEP 2</b>	Search for the call number of the library material/s needed through Subject, Author or Title
<b>STEP 3</b>	Accomplish Request Form
<b>STEP 4</b>	Proceed to designated section where library material/s are located
DURATION	3 – 5 minutes depending on the materials needed
SERVICE PROVIDERS	Cora J. Noble      Emilia L. Guerero
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None

**FEEDBACK AND COMPLAINTS MECHANISM:**

Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:

**Email Address:** *catomain@yahoo.com*

**Telephone Numbers:** (02) 336 – 5593  
(02) 288 – 8811 loc. 2286