

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	PROVISION OF INFORMATIVE MATERIALS/REFERENCES PERTAINING TO CULTURAL EVENTS/TOURISM-RELATED ACTIVITIES(cont.)
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	REQUEST FOR CITY BAND SERVICES
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	LIBRARY ACCESS (OPEN SHELVES) (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

FRONTLINE SERVICE	LIBRARY ACCESS (OPEN SHELVES) (cont.) (OPEN SHELVES SYSTEM IS A TERM FOR LIBRARY RESOURCES THAT ARE FREE AND OPEN FOR ACCESS TO THE PUBLIC)		
STEP 3	Access library resources		
SERVICE PROVIDERS	Children's Section	- RAMIL D. TORRES	- CORA J. NOBLE
	Periodical Section	- RAMIL TORRES	- ROSAURO PANGAN
		- CORA J. NOBLE	- ALLAN P. DE LEON
	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		
DURATION	1 minute		
REQUIRED FEES	None		



FRONTLINE SERVICE	LIBRARY ACCESS (CLOSED SHELVES)		
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		
REQUIRED FEES	None		
STEP 2	Deposit bag/s and other belongings at the baggage counter (if any)		
SERVICE PROVIDER	Security guard on duty		
DURATION	1 minute		
STEP 3	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).		
SERVICE PROVIDERS	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
FRONTLINE SERVICE	LIBRARY ACCESS (CLOSED SHELVES) (cont.)		
SERVICE PROVIDERS	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
DURATION	1 to 10 minutes		
STEP 4	Return books and/ or materials and redeem ID to their respective sections		
SERVICE PROVIDERS	- RAMIL D. TORRES - CORA J. NOBLE - EMILIA L. GUERERO		- ROSAURO T. PANGAN - ALLAN P. DE LEON
DURATION	1 minute		

FRONTLINE SERVICE	LIBRARY ACCESS (INTERNET SERVICES)		
STEP 1	Accomplish Internet Request Slip		
SERVICE PROVIDERS	- CORA J. NOBLE	- EMILIA L. GUERERO	- ROSAURO T. PANGAN
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	Submit Internet Slip		
SERVICE PROVIDERS	- CORA J. NOBLE	- EMILIA L. GUERERO	- ROSAURO T. PANGAN
DURATION	1 minute		
REQUIRED DOCUMENT/S	None		
REQUIRED FEES	None		
STEP 3	Grant Internet Access		
DURATION	½ hour		

FRONTLINE SERVICE	LIBRARY ACCESS (RECREATIONAL BOARD GAMES)		
STEP 1	Accomplish Request Slip for Board Games		
SERVICE PROVIDERS	- RAMIL D. TORRES - CORA J. NOBLE	- EMILIA L. GUERERO - ROSAURO T. PANGAN	- ALLAN P. DE LEON
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		
REQUIRED FEES	None		
STEP 2	Receive and record Request Slip		
SERVICE PROVIDERS	- 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
FRONTLINE SERVICE	LIBRARY ACCESS (RECREATIONAL BOARD GAMES) (cont.)
STEP 3	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
STEP 4	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



FRONTLINE SERVICE	ONLINE PUBLIC ACCESS CATALOG (OPAC)
STEP 1	Proceed to computer room
STEP 2	Search for the call number of the library material/s needed through Subject, Author or Title
STEP 3	Accomplish Request Form
STEP 4	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