



Republic of the Philippines  
**PROVINCE OF QUIRINO**  
 Cabarroguis  
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**PEEO- TOURISM OFFICE & ACC SECTION**  
**CITIZEN'S CHARTER**

**OFFICE** : PEEO- TOURISM OFFICE & ACC section

**SERVICE** : TOURIST ASSISTANCE & TOURGUIDING

**CLIENT** : WALK-IN TOURIST/S

Step	Activity/Process		Duration	Requirements	Fees	Person Responsible	Location
	Client	Service Provider					
1	Arrival to office & sign in the logbook	Welcome the visitor and let them sign the logbook				All staff	office
2	inform about the purpose	interview/entertain and provide briefing re features of the province & data in relation to queries	15 minutes or depending on the requirements needed	Brochures/flyers	-none-	All Staff & the CTOO Avm	office
3	-	Prepare itinerary	5 minutes	Day tour itinerary	-none-	CTOO	office
5	-	Prepare T.O. & pass for signature	5 minutes	T.O.	-none-	All staff	office



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6	Departure from Tourism Office with Tourism Office Staff	<ul style="list-style-type: none"> <li>- Departure from Office with the tourist/s to tourist spots</li> <li>- Giving info while traveling</li> </ul>	Whole day tour (8) hours or more	Information  Life vests, Vehicle if needed,	Entrance fees to tourist sites	Assigned staff  or the CTOO herself	Aglipay caves, Maddela Falls, Governor rapids, Nagtipunan-Bimmapor
<b>CLIENT : WALK-IN CLIENTS</b>							
1	Arrival to office & sign in the logbook	Welcome the visitor and let them sign the logbook	1 min				
2	inform about the purpose	interview/entertain and provide materials or information needed	15 minutes or depending on the requirements needed	Brochures/flyers/ socio economic profile and other matter	-none-	All Staff  & the CTOO	office
<b>CLIENT : EDUCATIONAL FIELDTRIP OF STUDENTS AND FACULTY STAFF</b>							
1	Text or cell phone call	Received text inquiries and reply to inquiries	3 minutes or more depending on the number of queries	Cell cards/ communication expenses		Aurea V. Martinez-CTOO	Office, house or anywhere
2	Schedule the visit to Quirino province	Accept reservation and scheduling	1 minute	calendar		CTOO	



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3	Request some favors	Text of cell phone call to the concerned staff of tourist sites, negotiate for the request of group coordinator	10 to 15 minutes	Cell cards/ communication expenses		CTOO or staff	<i>Aglipay caves, Maddela Falls, Governor rapids, Nagtipunan - Bimmapor</i>
4	Wait result of request/s	feed backing	5 minutes	Cell cards/ communication expenses		CTOO or staff	Office or anyplace and /or any day
5	Confirm the schedule of visit	Calendar the date/s and confirm to concerned eco-sites staff	5 minutes	Cell cards/ communication expenses		CTOO or staff	
6	Arrival to Quirino particularly at ACC	Meet the coordinator and welcome the group,	5 minutes			CTOO	Aglipay Caves
		Briefing on caving ethics	5 minutes			CTOO or cave staff	Aglipay Caves
7	Caving & spelunking	Cave guiding	2 hours	Flashlights, caving equipment			

**SERVICE** : TOURISTS ASSISTANCE & TOURGUIDING

**CLIENT** : DOMESTIC Tourists from Metro Manila and other Places

Step	Activity/Process		Duration	Requirements	Fees	Person Responsible	Location
	Client	Service Provider					
1	Text, cell phone call or internet inquiries	Reply to inquiries	5 minutes or more depending	Cell cards/ communication expenses		Aurea V. Martinez	



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			on the number of queries				Office, house or anywhere
2	Wait for the request	Prepare package tours and itineraries including its rates	2 hours	Package tour itinerary	—	Aurea V. Martinez	office
3	—	Sending rates and itineraries for info and approval	10 minutes	internet/ communication expenses	—	CTOO or staff	Office and internet shops
4	Review package tour and call for some queries	Replies to other queries  Schedule the tour	2 hours to complete	Cell cards/ communication expenses	—	CTOO	Office, house or anywhere
5	—	Coordination with concerned staff of tourist sites	2 mins	Cell cards/ communication expenses	—	CTOO or staff	Aglipay caves, Maddela Falls, Governor rapids, Bimmapor
6	—	Reserve hotel accommodation/s	2 mins	Cell cards/ communication expenses and/or fuel	—	CTOO or staff	CPHR, Villa Caridad & other hotels
7	—	Arrange for caterer or restaurants		Cell cards/ communication expenses and/or fuel	—	CTOO or staff	CPHR, Maddela restaurant and/or Cabarroguis private catere
8	—	Notify souvenir shops		Cell cards/ communication expenses and/or fuel	—	CTOO or staff	
5	—	Prepare T.O. & pass for signature	5 minutes	T.O.	—	All staff	office



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6	Arrival to Quirino. Check in, short rest, breakfast and meet the guide	Meet the tourists for short a briefing.	15 minutes	Information  Life vests,		Assigned staff  or the CTOO herself	<i>Hotel accommodation or at Aglipay Caves</i>
7	Departure from Tourism Office with Tourism Office Staff	Departure from Office with the tourist/s to tourist spots				- do -	<i>Hotel</i>
8		Giving info while proceeding to eco sites	Whole day tour (8) hours or more	Vehicle when necessary/ fuel	Entrance to tourist sites	- do -	<i>Aglipay caves, Maddela Falls, Governor rapids, Bimmapor</i>
9	Home sweet home						
<b>SERVICE : TOURISTS ASSISTANCE &amp; TOURGUIDING</b>							
<b>CLIENT : FOREIGN Tourists</b>							
1	sign logbook	Welcome the foreign visitors	2 mins				
2	Inquire about tourist spots	interview/entertain and provide briefing re province ecotourism spots	5 mins				
3		Guide in the selected tourist spots	8 hours or more	Vehicle when necessary/ fuel	Entrance fees to tourist sites	CTOO	<i>Aglipay caves, Maddela Falls, Governor rapids, Bimmapor</i>
4		Providing history, briefing while touring	-do-				
5	Back to origin						



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<b>CLIENT: PRE-ARRANGED GROUP EDUCATIONAL TOUR</b>							
1.	Confirm of the arrival, request the presence of STOO during arrival to ACC	Confirmation to selected sites and wait for feedback	2 mins	Cell cards/ communication expenses		CTOO or staff	Office
2.	Actual arrival to ACC	Proceed to ACC and meet the coordinator	30 mins	Fuel		CTOO	Aglipay Caves & Campsite
Note: next services shall be done by ACC staff							
<b>AGLIPAY CAVES AND CAMPSITE SECTION</b>							
<b>SERVICE : TOURISTS ASSISTANCE &amp; TOURGUIDING</b>							
<b>CLIENT: Accommodate Caving purposes of Local, Domestic &amp; Foreign Tourists (Day Visitors only)</b>							
1	Arrive ACC	Welcome the visitors, registration, compute and collect entrance fees, Issuance of receipts,	5 mins	Logbook  OR's	Entrance fee	Assigned personnel  Assigned collector	Aglipay Caves & Campsite
2	Audience	Briefing	5 mins	Fliers/leaflets		Personnel on duty	-do-
3		Cave guiding	2 to 3 hours	Head Lights  Flashlights/extra batteries		Cave guides	-do-
4	Short rest	Assist in their personal needs	5 mins			Cave guides	-do-
	Leave ACC						



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<b>CLIENT:</b> Accommodate Overnight campers, guests or travelers							
1	Sign logbook	Welcome the visitors, registration, compute and collect entrance fees, Issuance of receipts,	5 mins	Logbook  OR's	Entrance fee	Assigned collector	Aglipay Caves & Campsite
2		Prepare the rooms or cottages  check sanitation	10 mins	Beddings  Soap  Tissue		Personnel on duty  (sometimes the guard on duty during night time)	Aglipay Caves & Campsite
3	Check in	Standby for other services to be requested by guests					
<b>CLIENT :</b> Accommodate scheduled group educational tours, visitors, seminars, meetings and other activities.							
1	Sign logbook	Welcome the visitors, registration, compute and collect entrance fees, Issuance of receipts,	5 mins	Logbook  OR's	Entrance fee	Admin staff  Assigned collector  Guard on duty	ACC administrative building
2	Cave exploration	Briefing, Cave guiding	2-3 hours	Flashlights, mega phone, caving equipment		Personnel on duty	ACC
3	Request for personal needs	Assists the clients needs/ offer customized services	Depending on the kind of needs			Personnel on duty	ACC