

# THE CITIZEN'S CHARTER



**MUNICIPAL TOURISM OFFICE**  
 Ground Floor Municipal Building  
 Maragondon, Cavite  
 Tel. no.: (046) 686-3139

**ANA CLARIZA G. ALCANTARA**  
 Acting Municipal Tourism Officer

Service : **Maragondon Tourism Information & Registration**  
 Who may avail the Service : Visitors & Tourists  
 Schedule of Service Availability : Monday to Friday / as the need arises (8:00 AM – 5:00PM) **NO NOON BREAK**  
 Requirements : Personal Identification, ID's  
 FEES / CHARGES : Minimal, As Stated

## HOW TO AVAIL THE SERVICE....

STEPS	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	OFFICE / LOCATION	REQUIREMENTS
1	Calls/emails/Visits Inquires about the Service	Informs the client on the details of the services offered	5 mins.	Myrell B. Sanchez <b>Tourism Staff</b>	GF Municipal Hall	NONE
2	Register's at the tourist & Visitor Registry or Record	Orients client on tourism services. Informs the client about the tourist destinations, accommodation, etc.	5 mins.	Ronald H. Unas <b>Tour Coordinator</b>	GF Municipal Hall	NONE
3	<b>(for those who visit only for inquires)</b> asks the office about tourism services, browse over info materials	Provides info Materials	30 mins. to 1 hour	Ronald H. Unas <b>Tour Coordinator</b>	GF Municipal Hall	Identification Card
	<b>(for those who conduct tourism related research)</b> inquires about tourism and heritage areas that may become their possible research topic	Provides info materials, orients clients	1 hour to 4 hours	Ana Clariza G. Alcantara <b>Tourism Officer</b>	GF Municipal Hall	Formal Letter of Introduction or Letter of Intent  Identification Card
4	Inquires about group tour	Provides information about rates, accommodation and itineraries	30 mins. to 1 hour	Ana Clariza G. Alcantara <b>Tourism Officer</b>	GF Municipal Hall	Identification Card