



Republic of the Philippines
Province of Agusan del Sur
Municipality of San Francisco
Office of the Municipal Tourism Officer



CITIZEN'S CHARTER

Municipal Tourism Office

Vision:

San Francisco is a Unique, Progressive Agro-Eco-Urban Safe Haven that provides Enriching and Diverse Experience along with Empowered Communities anchored on Effective and Inclusive Governance.

Mission:

To establish strong partnership and uphold sustainable tourism development towards upscaling tourism industry in the municipality.

Frontline Services and Divisions

Division	Service	Client	Requirements	Processing Time	Person In-Charge / Support Staff
Regulations and Accreditation Division	Collection of monthly tourism reports from accommodation establishments and quarterly submission to the Provincial Tourism Office	Owners/Managers of Accommodation Establishments	Monthly statistics from establishments	Monthly collection / Quarterly submission	In-Charge: Ms. Eunice M. Luarez Support: Mr. Erwin Abao, Mr. Andrei Torero
	Issuance of Certificate of Completion (for Business Permit Application or Renewal)	Primary Tourism-Related Enterprises (TREs)	Complete submission of monthly tourism reports	1 Day (includes inspection and issuance of certificate)	In-Charge: Mr. Erwin Abao Support: Ms. Germaine Pagas
Tourism Planning Division	Planning of tourism programs, projects, and activities	LGU, Public & Private Stakeholders	N/A	As scheduled	In-Charge: Ms. Camila Kate M. Gildo Support: Mr. Erwin Abao
Tourism Promotion Division	Implementation of tourism promotion and marketing strategies (events, media, campaigns)	General Public, Tourists, Visitors	N/A	Based on schedule of activities	In-Charge: Ms. Eunice Luarez Support: Ms. Camila Kate M. Gildo, Mr. Erwin Abao
Administrative Division	General administrative and logistical support to all tourism operations	Internal LGU Offices, Tourism Division Staff	N/A	Daily Operations	Admin Officer: Ms. Camila Kate M. Gildo Support: Ms. Germaine Pagas Messenger: Mr. Danilo Ladera Support: Mr. Andrei Torero

FEEDBACK AND COMPLAINT MECHANISM

How to send feedback:

Submit suggestion/feedback forms available in the office lobby

Email: sftourismoffice22@gmail.com

Call: 09660691081

Prepared by:

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OIC - Municipal Tourism Officer