



Republic of the Philippines
 Province of oriental Mindoro
MUNICIPALITY OF PUERTO GALERA
 TOURISM OFFICE

CITIZEN'S CHARTER

FOLLOW THESE STEPS	CITIZEN'S CHARTER	
		PLEASE APPROACH
1. Administrative and Governance	5-15 mins. (Simple)	PAULITA AILEEN N. BARENG
	1 day (Complex)	Senior Tourism Operations Officer
2. Promotions and Marketing	5-15 mins. (Simple)	ENGR.MARK ANTHONY ARAGO
	1 day (Complex)	Tourism Personnel
3. Institutional Development	5-15 mins. (Simple)	DARYL JOHN CORONA
	1-2 days (Complex)	Tourism Personnel
		NATHANIEL ALVAREZ
		Tourism Personnel
4. Research and Development	5-15 mins. (Simple)	GILBERT JOE MANONGSONG
	1-5 days (Complex)	Tourism Personnel
5. Handling of Complaints and Resolution	5-15 mins.(Simple)	PAULITA AILEEN N.BARENG
	1-2 days (Complex)	ENGR.MARK ANTHONY ARAGO
6. Tourist Information Center	5-15 mins.	JO'AI APOSTOL
		Tourism Personnel
VISION:		MISSION:
A progressive, globally-competitive tourism municipality that upholds the rights of the people to a balanced ecology; enriches culture; maintains peace and order; and preserves the well-being of God-centered citizenry.		The Municipal Government of Puerto Galera, in active partnership with the people, shall ensure the delivery of integrated services and provision of facilities, shall intensify agricultural production, and shall develop eco-Tourism potential through a competent and dedicated workforce.
GENERAL FUNCTION: A Tourism management which aims		SERVICES VISION: A Tourism Management that will
to be globally competitive while taking care of the environment, enhance & empower stakeholders and ensuring a satisfied guests & visitors through delivery of quality services.		provide basic services & facilities, promotes economic development and sustain a world class tourism industry, promotes safe and healthy environment, preserves the comfort and convenience of inhabitants and visitors, enhance human