

CGPP Citizens' Charter

Table 13. Office of the City Information Officer


SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Furnishing of Audio-Visual Information Materials	1. Fill-up the Request Form/Submit letter of Request	1. Give blank copy of Request Form/Receive letter of request	1. Filled-up Request Form	None	2 minutes	Elmer Guinto, Amie Bonales, Ricky Obligar
		2. Approve the request	2. Letter of Request		2 minutes	CIO Alroben J. Goh, Connie T. Aban
		3. Print the visual material from the computer			5 minutes	Elmer Guinto, Amy Bonales, Kris Romasanta
		4. Record the AV materials on file/burn CD Copy from file			10 minutes to 1 hour (depending on the length of AV materials)	Kris Romasanta
	2. Sign in the receiving book	5. Give copy to the requesting person			2 minutes	Elmer Guinto, Amie Bonales, Kris Romasanta
2. Documentation of activities of the city/bgys.	1. Fill-up the Request Form/Submit request letter	1. Provide blank request form/Receive letter of Request	1. Filled-up Request Form	None	2 minutes	Elmer Guinto, Amie Bonales, Ricky Obligar
		2. Approve the request	2. Letter of Request		3 minutes	CIO Alroben J. Goh, Connie T. Aban
	2. Confirm the status of the request	3. Schedule documentation activity for the confirmation of the request.	3. Program/ Invitation		3 minutes	Jojo Remo Jr., WPSED Cameramen.

CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
3. Distribution of Press Releases	1. Verbal inquiry of the press release needed 2. Receive the requested copy and sign in the logbook	1. Scan on file for a copy/Reprinting from copy on file	None	None	3 minutes	Maya Estiandan Ricky Obligar

Approved by:


ALROBEN J. GOH
 City Information Officer II