



## **Public Affairs and Information Office**

### **Internal Services**



## 1. News Coverage

The Public Affairs and Information Office provides news coverage of programs, projects and events of the City, whether it be spearheaded by the Mayor's office and other departments which will be published in the official newsletter of the City "Ang Susi" and official social media accounts of the City.

<b>Office or Division:</b>		Public Affairs and Information Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present received request letter to PAIO	1. Check and verify if request letter has been approved by the City Mayor	None	1 minute	<i>Office Staff</i> PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	<i>Office Staff</i> PAIO
3. Advise where and when the event will take place	3. Discuss with client details of event	None	5 minutes	<i>Office Staff</i> PAIO
	3.1 Assign staff who will be in charge	None	2 minutes	<i>Head</i> PAIO
<b>TOTAL:</b>		<b>None</b>	<b>9 Minutes</b>	



## 2. Photo and Video Coverage

The Public Affairs and Information Office provides photo and video coverage to the of events, projects, and program of the City, whether it be spearheaded by the Mayor's office and other departments.

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present received request letter to PAIO	1. Check and verify if request letter has been approved by the City Mayor	None	1 minute	<i>Office Staff</i> PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	<i>Office Staff</i> PAIO
3. Advise where and when the event will take place	3. Discuss with client details of event	None	5 minutes	<i>Office Staff</i> PAIO
	3.1 Assign staff who will be in charge	None	2 minutes	<i>Head</i> PAIO
<b>TOTAL:</b>		<b>None</b>	<b>9 Minutes</b>	



### 3. Uploading of Materials to Website and Social Media Accounts

Projects, programs, announcements and events of the City are posted on the official social media accounts and official website of the City for strengthened information dissemination.

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office, 2/F		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present received request letter to PAIO	1. Check and verify if request letter has been approved by the City Mayor	None	1 minute	Office Staff PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	Office Staff PAIO
3. Wait for materials to be uploaded	3. Process materials to be uploaded to the official website and social media accounts	None	2 minutes	Office Staff PAIO
	2.1 Post materials to the official website and social media accounts		5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>9 Minutes</b>	



#### 4. Uploading of Materials to LED Billboard

Events programs, projects, and announcements of the government are posted on the LED Billboards around the City, for strengthened information dissemination.

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present received request letter to PAIO	1. Check and verify if request letter has been approved by the City Mayor	None	1 minute	<i>Office Staff PAIO</i>
2. Secure and fill-out request form	2. Release request form to client.	None	1 minute	<i>Office Staff PAIO</i>
3. Wait for materials to be uploaded	3. Process materials to be uploaded to the LED Billboard	None	2 minutes	<i>Office Staff PAIO</i>
	3.1 Post materials to the LED Billboard	None	5 minutes	<i>Office Staff PAIO</i>
	<b>TOTAL:</b>	<b>None</b>	<b>9 Minutes</b>	



## 5. Sound System Set-Up

Events programs, projects, and announcements of the government are posted on the LED Billboards around the City, for strengthened information dissemination.

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
2. Received request letter (1 Original Copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present received request letter to PAIO	1. Check and verify if request letter has been approved by the City Mayor	None	1 minute	<i>Office Staff</i> PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	<i>Office Staff</i> PAIO
	2.1 Endorse client to personnel-in-charge	None	1 minute	<i>Office Staff</i> PAIO
3. Advise where and when the event will take place	3. Discuss with client details of event	None	5 minutes	<i>Office Staff</i> PAIO
	3.1 Schedule event	None	2 minutes	<i>Office Staff</i> PAIO
	<b>TOTAL:</b>	<b>None</b>	<b>10 Minutes</b>	



## 6. Stage/Official Events Set-Up

The Public Affairs and Information Office of the City of San Pedro has artists and other personnel that are trained to assist and stage and venues for official events.

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
2. Received request letter (1 Original Copy)		Requesting Client		
3. Sketch of Physical layout of event (1 Original Copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present submitted request letter and layout to PAIO for verification	1. Review and validate request if already approved by the City Mayor	None	2 minutes	<i>Office Staff</i> PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	<i>Office Staff</i> PAIO
3. Advise where and when the event will take place	3. Discuss with client details of event	None	5 minutes	<i>Office Staff</i> PAIO
	3.1 Assign staff who will be in charge of the set-up	None	2 minutes	<i>Head</i> PAIO
	<b>TOTAL:</b>	<b>None</b>	<b>10 Minutes</b>	



## 7. Tarpaulin Printing and/or Installation

The Public Affairs and Information Office provides tarpaulin printing and installation services to support public information dissemination.

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
2. Received request letter (1 Original Copy)		Requesting Client		
3. Layout of graphics (1 Original Copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present received request letter to PAIO.	1. Check and verify if request letter has been approved by the City Mayor.	None	2 minutes	<i>Office Staff</i> PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	<i>Office Staff</i> PAIO
	2.1 Endorse client to any available graphic artist.	None	1 minute	<i>Head</i> PAIO
3. Advise where and when the event will take place	3. Receive layout.	None	1 minute	<i>Graphic Artist</i> PAIO
	3.1 Print layout.	None	5 minutes	<i>Reproduction Machine Operator</i> PAIO
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	





## **Public Affairs and Information Office**

### **External Services**



## 1. Graphics Layout

The Public Affairs and Information Office offers layout of graphics, to be used in information dissemination materials, such as tarpaulins, brochures, pamphlets, among others.

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
2. Received request letter (1 Original Copy)		Requesting Client		
3. Layout of graphics (1 Original Copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present received request letter to PAIO	1. Check and verify if request letter has been approved by the City Mayor	None	1 minute	<i>Office Staff</i> PAIO
2. Secure and fill-out request form	2. Release request form to client	None	1 minute	<i>Office Staff</i> PAIO
	2.1 Endorse client to any available graphic artist	None	1 minute	<i>Head</i> PAIO
3. Provide layout to graphic artist	3. Receive layout	None	1 minute	<i>Graphic Artist</i> PAIO
4. Wait for advice from graphic artist when the materials are ready to be picked up	4. Advise client when materials are ready to be picked up	None	1 minute	<i>Graphic Artist</i> PAIO
<b>TOTAL:</b>		<b>None</b>	<b>5 Minutes</b>	



## 2. Resolution on USaP-Related Complaints

The Public Affairs and Information Office manages service complaints regarding Ugnayan sa San Pedro (USaP) through the USaP Unit.

<b>Office or Division:</b>	Public Affairs and Information Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip (1 Original Copy)		Public Affairs and Information Office		
2. Received request letter (1 Original Copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill-out request form with submitted documents.	1. Document stamp received, recorded and forwarded to the Department Head for appropriate action.	None	5 minutes	Office Staff PAIO
	1.1 Issue acknowledge receipt.	None	5 days	Office Staff PAIO
	1.2 Verify complaint, gather evidence and information.	None	1 day	Office Staff PAIO
	1.3 Prepare recommendation and forward to LCE for appropriate action.	None	10 minutes	Office Staff PAIO
	1.4 Contact client feedback.	None	10 minutes	Office Staff PAIO
2. Receive feedback.	2. Record and receive recommendation/resolution	None	10 minutes	Office Staff PAIO
	<b>TOTAL:</b>	<b>None</b>	<b>6 Days &amp; 30 Minutes</b>	