

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.

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





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.

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



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.

Office or Division:	Public Affairs and Information Office			
Classification:	Simple			
Type of	G2G – Government to Government			
Transaction:				
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
1. Request Slip (1 C	riginal Copy)	Public Affai	rs and Information	on Office, 2/F
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	
	TOTAL:	None	9 Minutes	



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.

Office or	Dublic Affairs and Ir	oformation Of	ffico	
Division:	Public Affairs and Information Office			
	0: 1			
Classification:	Simple			
Type of	G2G – Government to Government			
Transaction:				
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
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 LED Billboard	None	2 minutes	Office Staff PAIO
	3.1 Post materials to the LED Billboard	None	5 minutes	Office Staff PAIO
	TOTAL:	None	9 Minutes	





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.

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



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.

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



7. Tarpaulin Printing and/or Installation

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

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



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.

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





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.

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