

**CITIZEN CHARTER  
PUBLIC INFORMATION OFFICE**

**REQUESTS FOR INFORMATION/QUERIES**

The Public Information Office receives requests for information via phone call, email, social media (comments via Facebook, direct messages and tweets via Twitter), and walk-in clients.

<b>Office or Division:</b>	Public Information Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2P – Government to Public
<b>Who may avail:</b>	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• NONE</li> </ul>	N/A

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Send a request for information/query</p> <p><u>For walk-ins:</u></p> <p>Ask question/relay request for information to any PIO Receiving Officer</p> <p><u>For phone call:</u></p> <p>Ask question/relay request for information to any PIO Receiving Officer</p> <p><u>For email:</u></p> <p>Send via info@pasigcity.gov.ph</p> <p><u>For social media:</u></p> <p>Facebook: /PasigPIO</p>	1.1 Receive the request for information/query	None	5 minutes	<p>For Walk-ins and Phone Call:</p> <p>Receiving Officer</p> <p>Mary Ann Corado</p> <p>For emails:</p> <p>Information Officer</p> <p>Maria Krisna Parrera</p> <p>For social media:</p> <p>Social Media focal</p>

	<p>Twitter: /PasigInfo</p> <p><i>*All requests for LGU documents are forwarded to Ugnayan sa Pasig, as well as complaints against the LGU or establishments within Pasig (Ugnayan or PACD, whichever is applicable)</i></p>				Lichella Estudillo
		1.2. Respond to the request for information/query	None	5 minutes	<p>For Walk-ins: Receiving Officer or Social Media focal  Mary Ann Corado or Lichella Estudillo</p> <p>For emails: Information Officer  Maria Krisna Parrera</p> <p>For Social Media: Social media focals  Lichella Estudillo</p>
		1.3. If the query/request cannot be answered, coordinate with the implementing office	None	15 minutes	<p>For Walk-ins: Receiving Officer or Social Media focal  Mary Ann Corado or Lichella Estudillo</p> <p>For emails: Information Officer  Maria Krisna Parrera</p>

				For Social Media: Social media focals Lichella Estudillo
	1.4. Respond to the request for information/query	None	10 minutes  <i>(depending on the turnaround time from the implementing office)</i>	For Walk-ins: Receiving Officer or Social Media focal Mary Ann Corado or Lichella Estudillo  For emails: Information Officer Maria Krisna Parrera  For Social Media: Social media focals Lichella Estudillo
TOTAL:		None	Less than an hour	<i>Depending on volume of queries, especially for those received via social media</i>

## REQUESTS FOR INTERVIEWS AND SHOOTS

The Public Information Office handles the media and public relations of the City Government and receives requests for interviews with offices or permit to shoot within the City premises, especially for areas under the purview of the LGU.

<b>Office or Division:</b>	Public Information Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2P – Government to Public
<b>Who may avail:</b>	Media or General Public

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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<p>1. Request for interview or permit to shoot</p> <p>Must contain the following data:</p> <ul style="list-style-type: none"> <li>● Name of focal/representative from the requesting institution</li> <li>● Contact number/email address</li> <li>● Full details about the request (purpose, proposed date of interview/shoot, etc.)</li> <li>● Interview guide/interview questions</li> </ul>	<p>Requesting Party</p>
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#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Send a request with the complete information needed</p> <p><u>For walk-ins:</u></p> <p>Submit request to any PIO Receiving Officer</p> <p><u>For email:</u></p> <p>Send via info@pasigcity.gov.ph</p>	1.1 Receive request	None	5 minutes	<p>For Walk-ins:</p> <p>Receiving Officer</p> <p>Mary Ann Corado</p> <p>For emails:</p> <p>Information Officer</p> <p>Maria Krisna Parrera</p>
		1.2. Forward the request to the Approving Authority	None	5 minutes	<p>For Walk-ins:</p> <p>Receiving Officer</p> <p>Mary Ann Corado</p> <p>For emails:</p> <p>Information Officer</p> <p>Maria Krisna Parrera</p>

		1.3. Assess the request and forward to the Office Concerned	None	1 hour	Approving Authority (PIO Head) Ron Christian Angeles
		1.4. Provide response to PIO if the interview/shoot can be accommodated	None	<i>(not under the control of PIO)</i>	Concerned Office
		1.5. Relay to the requestor if their request is approved or declined.	None	5 minutes	For Walk-ins: Receiving Officer Mary Ann Corado For emails: Information Officer Maria Krisna Parrera
TOTAL:			None	Less than an hour	

## CLEARANCE OF PRESS RELEASES

The Public Information Office handles the engagement with the media/communications arms of organizations/institutions that enter into partnership with the City Government of Pasig for a specific program/project. These organizations/institutions normally prepare press releases, which should be cleared by PIO prior to its release, especially if there are sound bites from any City Government official quoted in the OR

<b>Office or Division:</b>	Public Information Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Partner institutions, normally from the private sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for interview or permit to shoot  Must contain the following data: <ul style="list-style-type: none"> <li>● Name of focal/representative from the requesting institution</li> <li>● Contact number/email address</li> <li>● Full details about the request (date needed, etc.)</li> <li>● Copy of the press release</li> </ul>	Requesting Party

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Send a request with the complete information needed  <u>For email:</u>  Send via publicinformation@pasigcity.gov.ph	1.1 Receive request	None	5 minutes	For emails:  Information Officer  Maria Krisna Parrera
		1.2. Forward the request to the Approving Authority	None	5 minutes	For emails:  Information Officer  Maria Krisna Parrera

		1.3. Assess the request and forward to Information Officer	None	1 hour	Approving Authority (PIO Head) Ron Christian Angeles
		1.4. Review the press release and forward to Approving Authority	None	3 hours	Information Officer Maria Krisna Parrera
		1.5. Review the revised press release and endorse to requesting organization	None	1 hour	Approving Authority (PIO Head) Ron Christian Angeles
TOTAL:			None	5 hours	

**PRODUCTION OF INFORMATION MATERIALS AND POSTING VIA PASIG CITY PUBLIC INFORMATION OFFICE FACEBOOK PAGE**

The Public Information Office produces information materials to raise the awareness of the general public on the local government unit's programs, projects, and activities. To reach a wider audience, especially with the increasing role of social media in promoting participatory governance for government instrumentalities to



engage the general public, the City Government of Pasig maximizes the use of Facebook for information dissemination and gathering feedback from its citizens. PIO handles the main Facebook Page of the City.

<b>Office or Division:</b>	Public Information Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All City Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Request for production (content, design/layout) and posting through the PIO Facebook Page.</p> <p>Must contain the following data:</p> <ul style="list-style-type: none"> <li>• Name of focal/representative from the requesting unit</li> <li>• Contact number/email address</li> <li>• Full details about the material request (what activity it will be used for, when it will be used, what are the pertinent information that should be included in the material)</li> </ul>	<p>Requesting Party</p> <p><i>(If requesting party does not have a formal letter, such office may fill out the pro-forma Request Form from the PIO)</i></p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Send a request with the complete information needed to produce the material for posting (may be walk-in or via email).</p> <p><u>For walk-ins:</u></p> <p>Submit request to any PIO Receiving Officer / Fill out the Request Form also available through the PIO Receiving Officer</p>	1.1. Receive the request	None	5 minutes	<p>For Walk-ins: Receiving Officer Mary Ann Corado</p> <p>For emails: Information Officer Maria Krisna Parrera</p>

<p><u>For email:</u></p> <p>Send via publicinformation@pasigcity.gov.ph</p>	<p>1.2. Forward the request to the Approving Authority</p>	<p>None</p>	<p>5 minutes</p>	<p>For Walk-ins: Receiving Officer Mary Ann Corado</p> <p>For emails: Information Officer Maria Krisna Parrera</p>
	<p>1.3. Assess the request and forward to the personnel in charge of content creation/design</p>	<p>None</p>	<p>1 hour</p>	<p>Approving Authority (PIO Head) Ron Christian Angeles</p>
	<p>1.4. Prepare copy for the material, if needed, and forward content to Graphics and Layout Artist</p>	<p>None</p>	<p>Half day</p>	<p>Information Officer Maria Krisna Parrera</p>
	<p>1.5. Design/layout the material for printing and submit to Approving Authority</p>	<p>None</p>	<p>1 day</p>	<p>Graphics and Layout Artist Olin Joan Cruz</p>
	<p>1.6. Review the material and approve for posting</p>	<p>None</p>	<p>Half day</p>	<p>Approving Authority (PIO Head) Ron Christian Angeles</p>
	<p>1.7 Formulate caption and schedule the material for posting.</p>	<p>None</p>	<p>30 minutes</p>	<p>Information Officer Maria Krisna Parrera</p>

2	<p>Monitor the social media posting and prepare Frequently Asked Questions (FAQs) for submission to PIO. The FAQs will be used by PIO personnel in responding to comments/queries on the post.</p> <p><u>Hard copy</u></p> <p>Submit to the PIO Office.</p> <p><u>Soft copy</u></p> <p>Submit through the PIO email address.</p>	<p>2. Receive the FAQs and forward to the PIO personnel in charge of responding to comments/queries and creating content for social media</p>	None	5 minutes	<p><i>Hard copy:</i></p> <p>Receiving Officer</p> <p>Mary Anne Corado</p> <p><i>Soft copy:</i></p> <p>Information Officer</p> <p>Maria Krisna Parrera</p>
TOTAL:			None	3 days	

**PRODUCTION OF INFORMATION MATERIALS AND TARPAULIN/STICKER PRINTING**

As the communications arm of the City Government of Pasig, the Public Information Office produces information materials to promote and raise the awareness of the general public on the local government unit’s programs, projects, and activities. To save cost for printing services, the City Government recently procured a printing machine lodged under the Public Information Office, which can be used for printing in tarpaulins and sticker papers.

<b>Office or Division:</b>	Public Information Office
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	City Government Offices who have allocated budget for advertisement expenses in their respective PPMPs.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for production (content, design/layout) and tarpaulin printing Must contain the following data: <ul style="list-style-type: none"> <li>• Name of focal/representative from the requesting unit</li> <li>• Contact number/email address</li> <li>• Full details about the material request (what activity it will be used for, when it will be used, what are the pertinent information that should be included in the material, specifications/size of the request)</li> </ul>	Requesting Party  <i>(If requesting party does not have a formal letter, such office may fill out the pro-forma Request Form from the PIO)</i>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Send a request with the complete information needed to produce the material for design and printing (may be walk-in or via email).  <u>For walk-ins:</u>  Submit request to any PIO Receiving Officer / Fill out the Request Form also available through the PIO Receiving Officer  <u>For email:</u>  Send via publicinformation@pasigcity.gov.ph	1.1 Receive the request	None	5 minutes	For Walk-ins:  Receiving Officer  Mary Ann Corado  For emails:  Information Officer  Maria Krisna Parrera
		1.2. Forward the request to the Approving Authority	None	5 minutes	For Walk-ins:  Receiving Officer  Mary Ann Corado

				For emails: Information Officer Maria Krisna Parrera
	1.3. Assess the request and forward to the personnel in charge of content creation/ design	None	1 hour	Approving Authority (PIO Head) Ron Christian Angeles
	1.4. Prepare copy of the material, if needed, and forward content to Graphics and Layout Artist	None	Half day	Information Officer Maria Krisna Parrera
	1.5. Design/layout the material for printing and submit to Approving Authority	None	1 day	Graphics and Layout Artist Olin Joan Cruz
	1.6. Review the material and approve for printing	None	Half day	Approving Authority (PIO Head) Ron Christian Angeles
	1.7 Print the material (sticker or tarpaulin)	None	1 day  <i>(can be more, depending on the quantity and specifications)</i>	Printing Officer Eric Evangelista
	1.8. Inform requesting party that the printed material is ready for pick up	None	5 minutes	Receiving Officer Mary Ann Corado

2	Pick up the printed materials and sign the Acknowledgement Receipt Form	2. Turn over the printed material and have the office representative sign the acknowledge receipt	None	5 minutes	Receiving Officer Mary Ann Corado
TOTAL:			None	3 days	

**PROVISION OF SOUND SYSTEM FOR LGU EVENTS AND ACTIVITIES**

The Public Information Office handles the sound system equipment (speakers, microphones) of the LGU and has dedicated personnel to operate the equipment, which can be used during events and activities of the City Government of Pasig.

<b>Office or Division:</b>	Public Information Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All City Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for sound system	Requesting Party

<p>Must contain the following data:</p> <ul style="list-style-type: none"> <li>● Name of focal/representative from the requesting unit</li> <li>● Contact number</li> <li>● Full details about the activity/event (what and how many equipment are needed, date and time of the event)</li> </ul>	<p><i>(If requesting party does not have a formal letter, such office may fill out the pro-forma Request Form from the PIO)</i></p>
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#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Send a request with the complete information needed to calendar the event (may be walk-in or via email).</p> <p><u><i>For walk-ins:</i></u></p> <p>Submit request to any PIO Receiving Officer / Fill out the Request Form also available through the PIO Receiving Officer</p> <p><u><i>For email:</i></u></p> <p>Send via <a href="mailto:publicinformation@pasigcity.gov.ph">publicinformation@pasigcity.gov.ph</a></p>	1.1. Receive the request	None	5 minutes	<p>For Walk-ins:</p> <p>Receiving Officer</p> <p>Mary Ann Corado</p> <p>For emails:</p> <p>Information Officer</p> <p>Maria Krisna Parrera</p>
		1.2. Forward the request to the Approving Authority	None	5 minutes	<p>For Walk-ins:</p> <p>Receiving Officer</p> <p>Mary Ann Corado</p> <p>For emails:</p> <p>Information Officer</p> <p>Maria Krisna Parrera</p>
		1.3. Assess the request and forward to the personnel in	None	15 minutes	<p>Approving Authority (PIO Head)</p>

		charge of the sound system			Ron Christian Angeles
		1.4. Coordinate with the requesting office to learn more details about the event, if needed	None	15 minutes	Sound System Personnel Paquito Edem Raul Sexon Ariel Arnel Santos
2	Return the sound system equipment to PIO Office. <i>[If the office only requested for sound system equipment- w/o staff complement from PIO]</i>	2. Receive and safekeep the sound system equipment	None	5 minutes	Sound System Personnel Paquito Edem Raul Sexon Ariel Arnel Santos
TOTAL:			None	Less than an hour	



## COVERAGE OF CITY EVENTS AND ACTIVITIES

The Public Information Office houses the official photographer/s and videographer/s of the City Government, who can cover LGU events and activities. Photos/videos taken from activities/events may be used as materials for social media posts and as part of office reports.

<b>Office or Division:</b>	Public Information Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All City Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Request for activity/event coverage</p> <p>Must contain the following data:</p> <ul style="list-style-type: none"> <li>● Name of focal/representative from the requesting unit</li> <li>● Contact number/email address</li> <li>● Full details about the activity/event (what the event is about, schedule and venue of the event, requirements of the office)</li> </ul>	<p>Requesting Party</p> <p><i>(If requesting party does not have a formal letter, such office may fill out the pro-forma Request Form from the PIO)</i></p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Send a request with the complete information about the activity/event and requirement of the office (may be walk-in or via email).</p> <p><u>For walk-ins:</u></p> <p>Submit request to any PIO Receiving Officer / Fill out the Request Form also available through the PIO Receiving Officer</p> <p><u>For email:</u></p> <p>Send via <a href="mailto:publicinformation@pasigcity.gov.ph">publicinformation@pasigcity.gov.ph</a></p>	1.1. Receive the request	None	5 minutes	<p>For Walk-ins:</p> <p>Receiving Officer</p> <p>Mary Ann Corado</p> <p>For emails:</p> <p>Information Officer</p> <p>Maria Krisna Parrera</p>
		1.2. Forward the request to the Approving Authority	None	5 minutes	<p>For Walk-ins:</p> <p>Receiving Officer</p> <p>Mary Ann Corado</p> <p>For emails:</p> <p>Information Officer</p> <p>Maria Krisna Parrera</p>
		1.3. Assess the request and forward to the personnel in charge of photo/video coverage, whichever is applicable	None	15 minutes	<p>Approving Authority (PIO Head)</p> <p>Ron Christian Angeles</p>
		1.4. Coordinate with the requesting office to learn more details about the event, if needed	None	15 minutes	<p>Photographer/ Videographer</p> <p>Efren Se/ Mark Lavien Inocencio</p>

		1.5. After the activity/event, select photos for posting via social media and send to Approving Authority	None	1 hour	Photographer/ Videographer Efren Se/ Mark Lavien Inocencio
2	Bring a flash drive or provide email address to secure a copy of the activity/event coverage (photo/video) <i>[If the office would like to have a copy of the coverage]</i>	2. Copy or send coverage files to requestor	None	15 minutes  (depending on file size and requirement of office)	Photographer/ Videographer Efren Se/ Mark Lavien Inocencio
TOTAL:			None	Less than an hour	

## DESIGN OF COLLATERALS BEARING CITY BRANDING

The City Government procures various collaterals, which require the proper placement of city branding and other design elements, among others (i.e., uniforms, vehicles, letter heads, receipts, etc).

<b>Office or Division:</b>	Public Information Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All City Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>2. Request for review of or design/layout for collateral</p> <p>Must contain the following data:</p> <ul style="list-style-type: none"> <li>• Name of focal/representative from the requesting unit</li> <li>• Contact number/email address</li> <li>• Full details about the collateral being procured (proposed design, if available, specifications, date needed, etc.)</li> </ul>	<p>Requesting Party</p> <p><i>(If requesting party does not have a formal letter, such office may fill out the pro-forma Request Form from the PIO)</i></p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Send a request with the complete information about the collateral to be designed/laid out (may be walk-in or via email).</p> <p><u>For walk-ins:</u></p> <p>Submit request to any PIO Receiving Officer / Fill out the Request Form also available through the PIO Receiving Officer</p> <p><u>For email:</u></p> <p>Send via <a href="mailto:publicinformation@pasigcity.gov.ph">publicinformation@pasigcity.gov.ph</a></p>	1.1. Receive the request	None	5 minutes	<p>For Walk-ins:</p> <p>Receiving Officer</p> <p>Mary Ann Corado</p> <p>For emails:</p> <p>Information Officer</p> <p>Maria Krisna Parrera</p>
		1.2. Forward the request to the	None	5 minutes	For Walk-ins:

		Approving Authority			Receiving Officer Mary Ann Corado For emails: Information Officer Maria Krisna Parrera
		1.3. Assess the request and forward to Graphics and Layout Artist	None	30 minutes	Approving Authority (PIO Head) Ron Christian Angeles
		1.4. Layout the collateral material (prepare at least two studies, if applicable) and forward to approving authority	None	2 days	Graphics and Layout Artist Olin Joan Cruz
		1.5. Review the layout and endorse to requesting office	None	1 hour	Approving Authority (PIO Head) Ron Christian Angeles
TOTAL:			None	2 days	

**REVIEW AND LAYOUT OF PRINTED MATERIALS**

The Public Information Office caters to requests for review and layout of printed materials that bear the branding of the City, such as publications, fliers, brochures, etc.

<b>Office or Division:</b>	Public Information Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All City Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for review and layout of printed material  Must contain the following data: <ul style="list-style-type: none"> <li>● Name of focal/representative from the requesting institution</li> <li>● Contact number/email address</li> <li>● Full details about the request (date needed, specifications, etc)</li> </ul>	Requesting Party

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Send a request with the complete information needed  <u>For walk-ins:</u>  Submit request to any PIO Receiving Officer / Fill out the Request Form also available through the PIO Receiving Officer  <u>For email:</u>  Send via publicinformation@pasigcity.gov.ph	1.1. Receive the request	None	5 minutes	For Walk-ins:  Receiving Officer  Mary Ann Corado  For emails:  Information Officer  Maria Krisna Parrera
		1.2. Forward the request to the Approving Authority	None	5 minutes	For Walk-ins:  Receiving Officer

				Mary Ann Corado For emails: Information Officer Maria Krisna Parrera
	1.3. Assess the request and forward to the Information Officer/Graphics and Layout Artist	None	1 hour	Approving Authority (PIO Head) Ron Christian Angeles
	1.4. Review the printed material and forward to the Graphics and Layout Artist	None	<i>Dependent on the number of pages</i> 1-10 pages – 3 days maximum 11 pages to 50 pages – 1 week 60 pages above – 2 weeks above	Information Officer Maria Krisna Parrera
	1.5. Layout the reviewed material and forward to the Approving Authority	None	<i>Dependent on the number of pages and complexity of the needed layout</i> 1-10 pages – 3 days maximum 11 pages to 50 pages – 1 week 60 pages above – 2 weeks above	Graphics and Layout Artist Olin Joan Cruz

		1.6. Review the laid out material and endorse to the requesting office	None	Half day	Approving Authority (PIO Head) Ron Christian Angeles
TOTAL:			None	<i>Dependent on the volume of printed material</i>	

## VIDEO PRODUCTION

The Public Information Office produces information, education, and communication materials, audio visual presentations, included.

<b>Office or Division:</b>	Public Information Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All City Government Offices



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for production of an AVP  Must contain the following data: <ul style="list-style-type: none"> <li>• Name of focal/representative from the requesting office</li> <li>• Contact number/email address</li> <li>• Full details about the request (date needed, specifications, content/script, photos or video clippings, etc)</li> </ul>	Requesting Party

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Send a request with the complete information needed  <u>For walk-ins:</u>  Submit request to any PIO Receiving Officer / Fill out the Request Form also available through the PIO Receiving Officer  <u>For email:</u>  Send via publicinformation@pasigcity.gov.ph	1.1. Receive the request	None	5 minutes	For Walk-ins:  Receiving Officer  Mary Ann Corado  For emails:  Information Officer  Maria Krisna Parrera
		1.2. Forward the request to the Approving Authority	None	5 minutes	For Walk-ins:  Receiving Officer  Mary Ann Corado  For emails:  Information Officer  Maria Krisna Parrera

		1.3. Assess the request and forward to the Information Officer/Videographer	None	1 hour	Approving Authority (PIO Head) Ron Christian Angeles
		1.4. Prepare script, if needed	None	1 day	Information Officer Maria Krisna Parrera
		1.5. Shoot for the video, if needed	None	2 days	Videographer Mark Lavien Inocencio
		1.6. Video editing and forward to the Approving Authority	None	3 days	Videographer Mark Lavien Inocencio
		1.7. Review the video and endorse to requesting office	None	Half day	Approving Authority (PIO Head) Ron Christian Angeles
TOTAL:			None	6 days	Applicable for less than 6-minuter videos

## FORMULATION OF COMMUNICATION PLAN FOR LGU PROGRAMS AND PROJECTS

As the communications arm of the City Government of Pasig, PIO formulates and implements communication plans for the local government unit's various programs and projects. This part will cover the formulation of communication plans, which contain specific messaging, type of IEC materials to be produced, frequency of posting/release.

<b>Office or Division:</b>	Public Information Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All City Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for formulation of communication plan  Must contain the following data: <ul style="list-style-type: none"> <li>● Name of focal/representative from the requesting office</li> <li>● Contact number/email address</li> <li>● Full details about the request (program/project briefer, key</li> </ul>	Requesting Party

messages that should be highlighted, requirements, etc)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Send a request with the complete information needed</p> <p><u>For walk-ins:</u></p> <p>Submit request to any PIO Receiving Officer / Fill out the Request Form also available through the PIO Receiving Officer</p> <p><u>For email:</u></p> <p>Send via <a href="mailto:publicinformation@pasigcity.gov.ph">publicinformation@pasigcity.gov.ph</a></p>	1.1. Receive the request	None	5 minutes	<p>For Walk-ins:</p> <p>Receiving Officer</p> <p>Mary Ann Corado</p> <p>For emails:</p> <p>Information Officer</p> <p>Maria Krisna Parrera</p>
		1.2. Forward the request to the Approving Authority	None	5 minutes	<p>For Walk-ins:</p> <p>Receiving Officer</p> <p>Mary Ann Corado</p> <p>For emails:</p> <p>Information Officer</p> <p>Maria Krisna Parrera</p>
		1.3. Assess the request and forward team	None	1 hour	<p>Approving Authority (PIO Head)</p> <p>Ron Christian Angeles</p>
		1.4. Meet with the requesting office	None	1 day	<p>PIO Team</p> <p>Ron Christian Angeles</p>

					Maria Krisna Parrera Olin Joan Cruz Mark Lavien Inocencio
		1.5. Formulate the communication plan	None	3 days	PIO Team Ron Christian Angeles Maria Krisna Parrera Olin Joan Cruz Mark Lavien Inocencio
		1.6. Review the communication plan and send to the requesting office for approval prior to implementation	None	1 day	Approving Authority (PIO Head) Ron Christian Angeles
TOTAL:			None	5 days	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send an email to <a href="mailto:info@pasigcity.gov.ph">info@pasigcity.gov.ph</a> or call 8643 111 local 420.
How feedback is processed	<p>The Information Officer verifies the nature of the queries and feedback within one (1) working day.</p> <p>The same will be referred to the concerned Office via e-mail/phone call.</p> <p>Upon receiving the reply from the concerned office, the citizen or client will be informed via email/phone call</p> <p>For follow ups and queries, PIO's contact information are as follows:</p> <p><a href="mailto:info@pasigcity.gov.ph">info@pasigcity.gov.ph</a></p> <p>8643 1111 local 420</p>
How to file a complaint	<p>To file a complaint against a PIO personnel, provide the following details:</p> <ul style="list-style-type: none"><li>- Full name and contact information of the complainant</li><li>- Narrative of the complaint</li><li>- Evidences</li><li>- Name of the personnel concerned</li></ul>

	<p>Send all complaints to <a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a> or through Ugnayan sa Pasig's Official Facebook Page: /UgnayanSaPasig</p> <p>For follow ups and queries, the contact information of Ugnayan sa Pasig are as follows:</p> <p>Landline: 8643 1111 local 550</p> <p>Facebook Page: /UgnayanSaPasig</p>
How complaints are processed	<p>All complaints received against PIO will be processed by the Ugnayan sa Pasig (USAP) or the Public Assistance and Complaints Desk (PACD), whichever is applicable.</p> <p>USAP/PACD assesses and evaluates the nature of the complaints and will coordinate with the concerned office, in this case, PIO, for them to investigate the incident and respond to the complaint.</p> <p>Upon receiving response from the concerned office, USAP/PACD will give the feedback to the complainant via email.</p>
Contact Information	<p><b>Public Information Office</b></p> <p>8643 1111 loc. 420</p> <p><a href="mailto:info@pasigcity.gov.ph">info@pasigcity.gov.ph</a></p> <p>Fb: /PasigPIO</p> <p><b>Ugnayan sa Pasig</b></p> <p>8643 1111 loc. 550</p> <p><a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a></p> <p>Fb: /UgnayanSaPasig</p> <p><b>Public Assistance and Complaints Desk</b></p> <p>pacdpasig2011@gmail.com</p>

**CA's Notes:**

Ok with me.