

**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 (including media)

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><i>For walk-ins:</i></p> <p>Ask question/relay request for information to any PIO Receiving Officer</p> <p><i>For phone call:</i></p> <p>Ask question/relay request for information to any PIO Receiving Officer</p> <p><i>For email:</i></p> <p>Send via info@pasigcity.gov.ph</p> <p><i>For social media:</i></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/ Angelica Villarosa</p> <p>For social media:</p>

<p>Facebook: /PasigPIO Twitter: /PasigInfo</p>				<p>Social Media focal Lechella Malate</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>	<p>1.2. Respond to the request for information/query</p>	<p>None</p>	<p>5 minutes</p>	<p>For Walk-ins: Receiving Officer or Social Media focal Mary Ann Corado or Lichella Estudillo For emails: Information Officer Maria Krisna Parrera/ Angelica Villarosa  For Social Media: Social media focals Lechella Malate</p>
	<p>1.3. If the query/request cannot be answered, coordinate with the implementing office</p>	<p>None</p>	<p>15 minutes* *dependent on the turn-around time of the response of the implementing office</p>	<p>For Walk-ins: Receiving Officer or Social Media focal Mary Ann Corado or Lichella Estudillo For emails:</p>

				<p>Information Officer</p> <p>Maria Krisna Juangco/ Angelica Villarosa</p> <p>For Social Media:</p> <p>Social media focals</p> <p>Lechella Malate</p>
	1.4. Respond to the request for information/query	None	<p>10 minutes</p> <p><i>*Depending on the turnaround time from the implementing office.</i></p>	<p>For Walk-ins:</p> <p>Receiving Officer or Social Media focal</p> <p>Mary Ann Corado or Lichella Estudillo</p> <p>For emails:</p> <p>Information Officer</p> <p>Maria Krisna Juangco/ Angelica Villarosa</p> <p>For Social Media:</p> <p>Social media focals</p> <p>Lechella Malate</p>

TOTAL:	None	Less than an hour	<i>Depending on volume of queries, especially for those received via social media</i>
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## PREPARATION OF WRITTEN MESSAGES OF THE MAYOR

As one of its support to the Office of the City Government, the Public Information Office prepares the written messages of the City Mayor, in response to the various requests from stakeholders

<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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Request for written message, endorsed by the Office of the City Mayor</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 (what the written message request is for)</li> </ul>	Requesting Party

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Send a request with the complete information needed</p> <p><i>For walk-ins:</i></p> <p>Submit request to any PIO Receiving Officer</p> <p><i>For email:</i></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 Juangco /</p>

					Angelica Villarosa
		1.2. Draft written message	None	4 hours	Information Officer Maria Krisna Juangco / Angelica Villarosa
		1.3. Forward to the City Mayor for his approval/clearance	None	5 minutes	PIO OIC Maria Krisna Juangco
		1.4. Send approved written message to the requesting party via email	None	5 minutes	Information Officer Maria Krisna Juangco / Angelica Villarosa
TOTAL:			None	Less than five hours	

## REQUESTS FOR INTERVIEWS

The Public Information Office handles the media and public relations of the City Government, which include the release of Media Advisories/Press Releases and attending to requests for interviews with City Government Officials

<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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Request for interview  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 (purpose, proposed date of interview/shoot, etc.)</li> <li>● Interview guide/interview questions</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  <u>For email:</u>  Send via info@pasigcity.gov.ph	1.1 Receive request	None	5 minutes	For Walk-ins:  Receiving Officer  Mary Ann Corado  For emails:  Information Officer  Maria Krisna Juangco /

				<p>Angelica Villarosa</p> <p>For social media:</p> <p>Social Media Focal</p> <p>Lechella Malate</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>Angelica Villarosa</p> <p>Social Media Focal</p> <p>Lechella Malate</p>
	1.3. Assess the request and forward to the Office Concerned	None	1 hour	<p>Approving Authority (PIO OIC)</p> <p>Maria Krisna Juangco</p>
	1.4. Provide response to PIO if the interview 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 Juangco / Angelica Villarosa Social Media Focal Lechella Malate
TOTAL:			None	Less than an hour	

## PREPARATION OF MEDIA ADVISORIES/PRESS RELEASES

The Public Information Office handles the media and public relations of the City Government, which include the release of Media Advisories/Press Releases and attending to requests for interviews with City Government Officials

<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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Request for interview  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 (purpose, proposed date of interview/shoot, etc.)</li> <li>• Interview guide/interview questions</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  <u>For email:</u>  Send via info@pasigcity.gov.ph	1.1 Receive request	None	5 minutes	For Walk-ins:  Receiving Officer  Mary Ann Corado  For emails:  Information Officer  Maria Krisna Juangco /

				Angelica Villarosa
	1.2. Forward the request to the Approving Authority	None	5 minutes	For Walk-ins: Receiving Officer Mary Ann Corado For emails: Information Officer Angelica Villarosa
	1.3. Assess the request and forward to the Office Concerned	None	1 hour	Approving Authority (PIO OIC) Maria Krisna Juangco
	1.4. Draft media release/media advisory and forward to concerned office for vetting	None	3 hours  <i>*Does not include vetting time of concerned office</i>	Information Officer Maria Krisna Juangco / Angelica Villarosa
	1.5. Once approved by requesting office/ Mayor (if with his sound bites), forward media advisory/release via the Media Group GC	None	5 minutes	Media Relations Officer/s  Maria Krisna Juangco/ Angelica Villarosa
TOTAL:		None	Less than five hours	

## 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  <i>For email:</i>  Send via publicinformation@pasigcity.gov.ph	1.1 Receive request	None	5 minutes	For emails: Information Officer Maria Krisna Juangco
		1.2. Forward the request to the Approving Authority	None	5 minutes	For emails: Information Officer

		1.3. Assess the request and forward to Information Officer	None	1 hour	Approving Authority (PIO OIC Maria Krisna Juangco
		1.4. Review the press release and forward to concerned office (if applicable) for vetting	None	3 hours	Information Officer Maria Krisna Juangco
		1.5. Review the revised press release and endorse to requesting organization	None	1 hour	Approving Authority (PIO OIC Maria Krisna Juangco
		1.5.1. If the press release contains sound bites from the Mayor, forward to Mayor for his clearance prior sending back to requesting organization	None	1 hour	Maria Krisna Juangco
TOTAL:			None	6 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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<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>

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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><i>For walk-ins:</i></p>	1.1. Receive the request	None	5 minutes	<p>For Walk-ins: Receiving Officer Mary Ann Corado</p> <p>For emails:</p>

<p>Submit request to any PIO Receiving Officer / Fill out the Request Form also available through the PIO Receiving Officer</p> <p><i>For email:</i></p> <p>Send via publicinformation@pasigcity.gov.ph</p>				<p>Information Officer</p> <p>Maria Krisna Juangco / Angelica Villarosa</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>Angelica Villarosa</p>
	1.3. Assess the request and forward to the personnel in charge of content creation/design	None	1 hour	<p>Approving Authority (PIO OIC)</p> <p>Maria Krisna Juangco</p>
	1.4. Prepare copy for the material, if needed, and forward content to Graphics and Layout Artist	None	Half day	<p>Information Officer</p> <p>Maria Krisna Juangco/ Angelica Villarosa</p>
	1.5. Design/layout the material for printing and submit to Approving Authority	None	1 day	<p>Graphics and Layout Artist</p> <p>Olin Joan Cruz/ Jeric Balatero (alternate)</p>
	1.6. Review the material and approve for posting	None	Half day	<p>Approving Authority (PIO OIC)</p>

					Maria Krisna Juangco
		1.7 Formulate caption and schedule the material for posting.	None	30 minutes	Information Officer Maria Krisna Juangco / Angelica Villarosa
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> Submit to the PIO Office.</p> <p><u>Soft copy</u> Submit through the PIO email address.</p>	2. Receive the FAQs and forward to the PIO personnel in charge of responding to comments/queries and creating content for social media	None	5 minutes	<p><i>Hard copy:</i> Receiving Officer Mary Anne Corado</p> <p><i>Soft copy:</i> Information Officer Maria Krisna Juangco / Angelica Villarosa</p> <p>Social Media focal Lechella Malate</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 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
<p>1. Request for production (content, design/layout) and tarpaulin printing 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, specifications/size of the request)</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 design and printing (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</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>

Request Form also available through the PIO Receiving Officer  <i>For email:</i>  Send via publicinformation@pasigcity.gov.ph				Information Officer  Maria Krisna Juangco/ Angelica Villarosa
	1.2. Forward the request to the Approving Authority	None	5 minutes	For Walk-ins:  Receiving Officer  Mary Ann Corado  For emails:  Information Officer  Angelica Villarosa
	1.3. Assess the request and forward to the personnel in charge of content creation/ design	None	1 hour	Approving Authority (PIO OIC)  Maria Krisna Juangco
	1.4. Prepare copy of the material, if needed, and forward content to Graphics and Layout Artist	None	Half day	Information Officer  Maria Krisna Juangco/ Angelica Villarosa
	1.5. Design/layout the material for printing and submit to Approving Authority	None	1 day	Graphics and Layout Artist  Olin Joan Cruz/ Jeric Balatero (alternate)
	1.6. Review the material and approve for printing	None	Half day	Approving Authority (PIO OIC))  Maria Krisna Juangco

		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  Must contain the following data: <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>	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 calendar the event (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 Juangco / Angelica Villarosa

		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 Juangco / Angelica Villarosa
		1.3. Assess the request and forward to the personnel in charge of the sound system	None	15 minutes	Approving Authority (PIO OIC Maria Krisna Juangco
		1.4. Coordinate with the requesting office to learn more details about the event, if needed	None	15 minutes	Sound System Personnel Raul Sexon Jeric Balatero (Alternate)
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 Raul Sexon Jeric Balatero (Alternate)
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. This likewise include coverage via Facebook Live.

<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 activity/event coverage  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 activity/event (what the event is about, schedule and venue of the event, requirements of the office)</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 about the activity/event and requirement of the office (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>	1.1. Receive the request	None	5 minutes	For Walk-ins:  Receiving Officer  Mary Ann Corado  For emails:  Information Officer  Maria Krisna Juangco / Angelica Villarosa

	Send via publicinformation@pasigcity.gov.ph	1.2. Forward the request to the Approving Authority	None	5 minutes	For Walk-ins: Receiving Officer Mary Ann Corado For emails: Information Officer Angelica Villarosa
		1.3. Assess the request and forward to the personnel in charge of photo/video coverage, whichever is applicable	None	15 minutes	Approving Authority (PIO OIC) Maria Krisna Juangco
		1.4. Coordinate with the requesting office to learn more details about the event, if needed	None	15 minutes	Photographer/ Videographer Efren Se/ Jeric Balatero
		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/ Jeric Balatero
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/ Jeric Balatero

TOTAL:	None	Less than an hour	
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## 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><i>For walk-ins:</i></p> <p>Submit request to any PIO Receiving Officer / Fill out the Request Form also available through the PIO Receiving Officer</p> <p><i>For email:</i></p> <p>Send via publicinformation@pasigcity.gov.ph</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 Juangco/ Angelica Villarosa</p>

	1.2. Forward the request to the Approving Authority	None	5 minutes	For Walk-ins: Receiving Officer Mary Ann Corado For emails: Information Officer Angelica Villarosa
	1.3. Assess the request and forward to Graphics and Layout Artist	None	30 minutes	Approving Authority (PIO OIC) Maria Krisna Juangco
	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 / Jeric Balatero (alternate)
	1.5. Review the layout and endorse to requesting office	None	1 hour	Approving Authority (PIO OIC) Maria Krisna Juangco
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 Juangco / Angelica Villarosa

	1.2. Forward the request to the Approving Authority	None	5 minutes	For Walk-ins: Receiving Officer Mary Ann Corado For emails: Information Officer Angelica Villarosa
	1.3. Assess the request and forward to the Information Officer/Graphics and Layout Artist	None	1 hour	Approving Authority (PIO OIC) Maria Krisna Juangco
	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 Juangco / Angelica Villarosa
	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>	Graphics and Layout Artist Olin Joan Cruz/ Jeric Balatero (alternate)

			1-10 pages – 3 days maximum 11 pages to 50 pages – 1 week 60 pages above – 2 weeks above	
		1.6. Review the laid out material and endorse to the requesting office	None	Half day  Approving Authority (PIO OIC)  Maria Krisna Juangco
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 Juangco / Angelica Villarosa

	1.2. Forward the request to the Approving Authority	None	5 minutes	For Walk-ins: Receiving Officer Mary Ann Corado For emails: Information Officer Angelica Villarosa
	1.3. Assess the request and forward to the Information Officer/Videographer	None	1 hour	Approving Authority (PIO Head) Maria Krisna Juangco
	1.4. Prepare script, if needed	None	1 day	Information Officer Maria Krisna Juangco / Angelica Villarosa
	1.5. Shoot for the video, if needed	None	2 days	Videographer Jeric Balatero/ Olin Joan Cruz (alternate)
	1.6. Video editing and forward to the Approving Authority	None	3 days	Videographer Jeric Balatero Olin Joan Cruz (alternate)
	1.7. Review the video and endorse to requesting office	None	Half day	Approving Authority (PIO OIC) Maria Krisna Juangco

TOTAL:	None	6 days	Applicable for less than 6-minuter videos
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## 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 information, education, and communication (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 messages that should be highlighted, requirements, 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  <i>For walk-ins:</i>  Submit request to any PIO Receiving Officer / Fill out the Request Form also available through the PIO Receiving Officer  <i>For email:</i>  Send via <a href="mailto:publicinformation@pasigcity.gov.ph">publicinformation@pasigcity.gov.ph</a>	1.1. Receive the request	None	5 minutes	For Walk-ins:  Receiving Officer  Mary Ann Corado  For emails:  Information Officer  Maria Krisna Juangco/

				Angelica Villarosa
	1.2. Forward the request to the Approving Authority	None	5 minutes	For Walk-ins: Receiving Officer Mary Ann Corado For emails: Information Officer Angelica Villarosa
	1.3. Assess the request and forward team	None	1 hour	Approving Authority (PIO OIC) Maria Krisna Juangco
	1.4. Meet with the requesting office	None	1 day	PIO Team Maria Krisna Juangco Angelica Villa Rosa Olin Joan Cruz Jeric Balatero
	1.5. Formulate the communication plan	None	3 days	PIO Team Maria Krisna Juangco Angelica Villa Rosa Olin Joan Cruz Jeric Balatero
	1.6. Review the communication plan and send to the requesting office for	None	1 day	Approving Authority (PIO OIC)

		approval prior to implementation			Maria Krisna Juangco
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 1621.
How feedback is processed	<p>The Information Officer verifies the nature of the queries and feedback.</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 1621</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>- Evidence</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 1211-1213</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</p>

	<p>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>
<b>Contact Information</b>	<p><b>Public Information Office</b></p> <p>8643 1111 loc. 1621</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. 1211 - 1213</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>