



## **CITY INFORMATION OFFICE**



## EXTERNAL SERVICES

### 1. Request for News Articles

Service Description: Provision of Information Materials, Monthly Newsletter, and Publication to Private Sectors, Government agencies, Non-Government organization, student and the academe.

<b>Office or Division:</b>	<b>City Information Office</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Submission of letter request or fill-up request form Valid Identification card/ Letter request		City Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Undergo interview and Validation of submitted request.	1. Verify and Validate recording of request to logbook.	none	5 -10 Minutes	<i>City Information Officer—Designate Administrative Aide III</i>
	2. Endorsement of letter request to OIC for approval.	none	3-5 Minutes	<i>City Information Officer—Designate Administrative Aide III</i>
2. Receive requested information materials.	3. Releasing/ issuance of information & materials, pamphlet, community paper and database.	None	3-5 Minutes	<i>City Information Officer—Designate Administrative Aide III</i>



## 2. Provision of Video Footages

Service Description: Any person may request for a copy of video footages for their personal copy or legal purposes.

<b>Office or Division:</b>	<b>City Information Office</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification card/ Letter request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of letter request or fill-up request form indicating the purpose of the request	1. Evaluation of documents submitted	None	3 minutes	<i>City Information Officer—Designate Administrative Aide III</i>
	2. Endorsement of letter request to OIC for approval.	none	5 minutes	<i>City Information Officer—Designate Administrative Aide III</i>
2. Received copy of video footage as requested.	1. Copying Releasing Issuance of USB flash drive or CD/DVD upon approved	none	5 -10 Minutes	<i>City Information Officer—Designate Administrative Aide III</i>



### 3. Provision of Digital Photography/Copying

Service Description: The CIO should provide Digital Photograph or copying of photographs for legal purposes.

<b>Office or Division:</b>	<b>City Information Office</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Submission of letter request or fill-up request form indicating the purpose of the request.		City Mayor's Office		
Valid Identification card/ Letter request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Undergo Interview/signing at the logbook	1. Validation of request	None	3-5 Minutes	<i>City Information Officer—Designate Administrative Aide III</i>
	2. Endorsement of letter request to OIC for approval	None	3 minutes	<i>City Information Officer—Designate Administrative Aide III</i>
2. Receive the requested digital photograph	1. Copying/ Releasing/ Issuance of USB flash drive/ photo paper CD/DVD upon approved	none	5-10 minutes	<i>City Information Officer—Designate Administrative Aide III</i>