



PROVINCIAL INFORMATION OFFICE

CITIZEN'S CHARTER



STEP	PROCESS	PERSON/S IN-CHARGE	REQUIREMENTS	DURATION
SERVICES OFFERED: SCHEDULING OF PHOTO/VIDEO COVERAGE				
1	Receiving of Letter Request	Frontdesk	Letter of Request	30 minutes
2	Approval of Letter Request	Provincial Information Officer		
3	Designation of Photographer and Videographer	Provincial Information Officer		
SERVICES: REQUEST OF PHOTOS AND VIDEO CLIPS				
1	Fill-up Photo Request Form	Frontdesk	Storage devices such as external hard drive, flash drive(USB)	2 hours
2	Approval of Letter Request	Provincial Information Officer		
3	Transfer of data files from the computer to a storage device	Photographer/Video Grapher		
4	Releasing and receiving of photos and video clips	Frontdesk		
SERVICES: REQUEST FOR TARPULIN DESIGN				
1	Receiving of Letter Request.	Frontdesk	Letter request and details needed for the design	1 week
2	Approval of Letter Request	Provincial Information Officer		
3	Designing of Tarpaulin	Layout Artist		
4	Releasing of the Tarpaulin design	Frontdesk	Storage devices such as external hard drive, flash drive(USB)	
SERVICES: REQUEST FOR INFORMATION, EDUCATION AND COMMUNICATION (IEC DESIGN)				
1	Receiving of Letter Request	Frontdesk	Letter request and details needed for the design	1 week
2	Approval of Letter Request	Provincial Information Officer		
3	Designing of IEC materials	Layout Artist		
4	Releasing of IEC design	Frontdesk	Storage devices such as external hard drive, flash drive(USB)	
SERVICES: REQUEST FOR PROGRAMME DESIGN				
1	Receiving of Letter Request	Frontdesk	Letter request and details needed for the design	1 week
2	Approval of Letter Request	Provincial Information Officer		
3	Designing of Programme	Information Office III		
4	Releasing of Programme design	Frontdesk	Storage devices such as external hard drive, flash drive(USB)	
SERVICES: REQUEST FOR PUBLICATION OF ARTICLES				
1	Receiving of Letter Request	Frontdesk	Letter request and details needed for the Article	1 hour
2	Approval of Letter Request	Provincial Information Officer		
3	Editing of Articles	Information Officer III		
4	Approval of the edited Articles	Provincial Information Officer		
5	Publication of Articles	Public Relation Officer		
SERVICES: REQUEST FOR INFORMATION DISSIMINATION VIA 2-WAY RADIO				
1	Receiving of Letter Request	Frontdesk	Letter request and details needed for the Article	1 hour
2	Approval of Letter Request	Provincial Information Officer		
3	Checking of the information to be disseminated	Information Officer III		
4	Approval of the information to be disseminated	Provincial Information Officer		
5	Publication of Articles	Public Relation Officer		