



PUBLIC INFORMATION OFFICE

EXTERNAL SERVICES



1. REQUEST FOR ASSISTANCE FOR COMPUTER AND INTERNET CONNECTIVITY REPAIRS

Broken-down City-owned computer/equipment will be serviced for repair or replacement as needed.

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All government offices/agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook.	1. Give the logbook to the client.	None	1 minute	<i>Officer of the day</i> (Public Information Office)
2. Provide the IT Specialist with the type of equipment and the nature of the supposed breakdown. Client can bring the equipment with them or, if it is not possible, the technician can go to the client's office.	2.1 Assess the equipment for repair. 2.2 Request for replacement parts if needed. 2.3 Complete repair of equipment. 2.4 Test equipment in the presence of requesting office personnel. 2.5 Have client sign the Accomplishment Logbook.	None	1 hour (Processing time may vary depending on the extent of problem and availability of replacement parts)	<i>IT Specialist</i> (Public Information Office)
TOTAL		None	1 Hour and 1 Minute	



2. REQUEST FOR DOCUMENTATION COVERAGE

Events of the city requiring official video graphic and photographic documentation.

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All government offices/agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter or Office Memo		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's Logbook.	1. Give the logbook to the client.	None	1 minute	<i>Officer of the day</i> (Public Information Office)
2. Submit the Invitation Letter or Office Memo.	2. Receive the Invitation Letter or Memo and check the details of the event. 2.1 Check office schedule if an event has already been scheduled for the same date and time. 2.2 If no event has been scheduled, schedule the new event. 2.3 If an event has already been scheduled with the same date and time, check office logistics and manpower, make new arrangements to accommodate to the requirements for covering the two events, then schedule the new event. 2.4 Confirm event has been scheduled with the client.	None	5 minutes	<i>Administrative Officer</i> (Public Information Office)
TOTAL		None	6 Minutes	



3. REQUEST FOR PICTURES AND/OR VIDEOS

Information about the City are available at the PIO.

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the City Administrator thru the Public Information Officer		Requesting office or client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook.	1. Give the logbook to the client.	None	1 minute	<i>Officer of the day</i> (Public Information Office)
2. Submit Request Letter. Client must provide the storage device for the soft copies of the pictures/videos.	2.1 Verify the details of the request. 2.2 If data is available, provide a copy to the client. 2.3 Have client sign the Accomplishment Logbook.	None	10 minutes	<i>Administrative Officer</i> (Public Information Office)
TOTAL		None	11 Minutes	



4. REQUEST FOR POSTING IN THE IRIGA CITY OFFICAL WEBSITE AND FACEBOOK PAGE

Information required to be disseminated for proper posting in City’s official website (www.iriga.gov.ph) or official Facebook (<https://www.facebook.com/irigacityofficial/>).

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All government offices/agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client’s Logbook.	1. Give the logbook to the client.	None	1 minute	<i>Officer of the day</i> (Public Information Office)
2. Provide the details of the event to be posted. If available, also provide soft copies of pictures or videos.	2.1 Verify the details of the event to be posted for accuracy. 2.2 Create documentation for posting. 2.3 If pictures are available, edit pictures using the Office template. 2.4 Post to the official website and/or Facebook page after proofreading.	None	10 minutes	<i>Administrative Officer</i> (Public Information Office)
TOTAL		None	11 minutes	