



Provincial Information Office



1. Attending to Borrower's Request of Equipment

Facilitate Client's request of equipment by preparing borrower's form for proper monitoring.

Office or Division:	Provincial Information Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	PGLDN Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Respective Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request letter	1. Receives letter of request	None	2Minutes	Glenda B. Quiamco Administrative Aide IV
	1.1 Approves of request	None	5Minutes	Lyndon G. Calica Department Head Maria Alma Villame Senior Labor and Employment Officer
2. Receives video/audio equipment	2. Releases of equipment	None	2Minutes	Ronan L. Eslet Photographer II Glenda B. Quimco Administrative Aide IV
TOTAL:		None	9 Minutes	



2. Tarpaulin Printing

Receive Client's request for printing and coordinate to the person in-charge.

Office or Division:	Provincial Information Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	PGLDN Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Respective Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request letter (2 Days before the activity)	1. Receives letter of request	P30.00/square foot	3Minutes	Glenda B. Quimco Administrative Aide IV
	1.1 Approves of request		5 Minutes	Lyndon G. Calica Department Head Maria Alma Villame Senior Labor and Employment Officer
	1.2 Prints tarpaulin		3 Hours and 48 Minutes	Nill Johnson L. Cabahug Clerk II Richie B. Quiamco Electronic and Communication Equipment Technician II
2. Awaits for the call	2. Informs client to pick up the Tarpaulin		2 Minutes	Nill Johnson L. Cabahug Clerk II Richie B. Quiamco



				Electronic and Communication Equipment Technician II
3. Receives the Tarpaulin	3. Releases the Tarpaulin		2 Minutes	Nill Johnson L. Cabahug Clerk II Richie B. Quiamco Electronic and Communication Equipment Technician II
TOTAL:		P30.00/Square Foot	4 Hours	



3. Tarpaulin Lay-outing

Receive Client's request for lay-out.

Office or Division:	Provincial Information Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	PGLDN Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Respective Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request letter (5 Days before the activity)	1. Receives letter of request	None	3Minutes	Glenda B. Quimco Administrative Aide IV
	1.1 Approves of request	None	5Minutes	Lyndon G. Calica Department Head Maria Alma Villame Senior Labor and Employment Officer
	1.2 Does the Lay-outing	None	7Hours & 44Minutes	Nill Johnson L. Cabahug Clerk II Richie B. Quiamco Electronic and Communication Equipment Technician II
2. Awaits for the call	2. Informs client to pick up the Tarpaulin	None	3Minutes	Nill Johnson L. Cabahug Clerk II Richie B. Quiamco



				Electronic and Communication Equipment Technician II
3. Receives the layout designed	3. Releases the layout designed	None	5Minutes	Nill Johnson L. Cabahug Clerk II Richie B. Quiamco Electronic and Communication Equipment Technician II
TOTAL:		None	8 Hours	



4. Photo Documentation

Receive Client's letter of request for photo documentation and marking the date of the event on the calendar.

Office or Division:	Provincial Information Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	PGLDN Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (2 copies)			Respective Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request letter (5 Days before the activity)	1. Receives letter of request	None	3Minutes	Glenda B. Quimco Administrative Aide IV
	1.1 Approves of request	None	5Minutes	Lyndon G. Calica Department Head Maria Alma Villame Senior Labor and Employment Officer
2. Awaits for the call	2. Informs client for the confirmation of request	None	2Minutes	Glenda B. Quimco Administrative Aide IV
	2.1 Conducts documentation	None	7 Hours & 50Minutes	Noel Curay Electronic and Communication Equipment Technician II Ronan Eslet Photographer II Richie Quiamco



				Electronic and Communication Equipment Technician II Philip Castillo Information Officer II
TOTAL:		None	8 Hours	



5. Video Documentation

Receive Client's letter of request for video documentation and marking the date of the event on the calendar.

Office or Division:	Provincial Information Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	PGLDN Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (2 copies)			Respective Offices	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request letter (5 Days before the activity)	1. Receives letter of request	None	3Minutes	Glenda B. Quimco Administrative Aide IV
	1.1 Approves of request	None	5Minutes	Lyndon G. Calica Department Head Maria Alma Villame Senior Labor and Employment Officer
2. Awaits for the call	2. Informs client for the confirmation of request	None	2Minutes	Glenda B. Quimco Administrative Aide IV
	2.1 Conducts documentation	None	7 Hours & 50Minutes	Richie Quiamco Electronic and Communication Equipment Technician II Philip Castillo Information Officer II Ronan Eslet



				Photographer II Richie Quiamco Electronic and Communication Equipment Technician II
TOTAL:		None	8 Hours	



6. ID Printing

Attend to Client's request for ID Printing.

Office or Division:	Provincial Information Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	PGLDN Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Client's Information Form (1 copy only)			Respective Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills-up Client's Information Form	1. Receives & Reviews Client's Information	None	5Minutes	Glenda B. Quimco Administrative Aide IV
	1.1 Conducts Photo Shoot	None	3Minutes	Richie Quiamco Electronic and Communication Equipment Technician II
2. Awaits for the receiving of IDs	2. Prepares ID	None	10Minutes	Richie Quiamco Electronic and Communication Equipment Technician II
3. Leaves the office (Say thank you)	3. Releases IDs	None	2Minutes	Richie Quiamco Electronic and Communication Equipment Technician II
TOTAL:		None	20 Minutes	



7. Preparation of Governor's Message

Prepare and proof read the Governor's message.

Office or Division:	Provincial Information Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	PGLDN Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (2 copies) 2. USB or Email Address			Respective Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request letter	1. Receives letter of request	None	3Minutes	Glenda B. Quimco Administrative Aide IV
	1.1 Approvs of request	None	5Minutes	Lyndon G. Calica Department Head Maria Alma Villame Senior Labor and Employment Officer
	1.2 Prepares the message	None	3Hours & 48Minutes	Philip Castillo Information Officer II
2. Awaits for the call	2. Informs client to pick up the governor graduation message	None	2Minutes	Philip Castillo Information Officer II
3. Receives the governor graduation message	3. Releases the governor graduation message	None	2Minutes	Philip Castillo Information Officer II
TOTAL:		None	4 Hours	



8. Preparation of Vouchers for the payment of PGLDN Media Affiliates

Facilitate preparation of vouchers and pertinent documents for payment of obligation to Media Affiliates.

Office or Division:	Provincial Information Office			
Classifications:	Simple			
Type of Transactions:	G2B – Government to Businesses			
Who may avail:	PGLDN Media Affiliates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Daily Accomplishment Report (1 copy only) 2. Daily Audio Recordings			Respective Radio Station	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits daily accomplishment report and daily audio recordings	1. Receives and reviews the daily accomplishment report and daily audio recordings	None	15Minutes	Glenda B. Quimco Administrative Aide IV
	1.1Prepares voucher	None	5Minutes	Glenda B. Quimco Administrative Aide IV
	1.2Signs voucher	None	5 Minutes	Lyndon Calica Department Head
	1.3Releases the voucher to the Budget Office	None	5Minutes	Glenda B. Quimco Administrative Aide IV
2. Awaits for the call	2. Advises the client to wait for the release of the cheque	None	3Minutes	Glenda B. Quimco Administrative Aide IV
TOTAL:		None	33 Minutes	



9. Attending to Clients:

a. Client Inquiries

Receive, facilitate and respond to client's request, inquiry, and other concern.

b. Client calls

Record, respond, and facilitate client's request, inquiry, and other concern.

Office or Division:	Provincial Information Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Lanao del Norte Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Specific concerns			PIO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.Client Inquiries	1. Entertains clientAnswers client's queries	None	10Minutes	PIO Staff
2.Client calls	2. Receives call answers client's queries	None	10Minutes	PIO Staff
TOTAL:		None	20 Minutes	