



PUBLIC INFORMATION SERVICES DIVISION
Office of the Governor
External Services



1. Coverage of PGOM Programs, Projects, and Activities (PPAs)

SERVICE INFORMATION: Photo/Video shooting of salient part of the activities for coverage worth for news release to public via PGOM FB page and BGSM radio/TV program.

SERVICE AVAILABILITY: Monday to Sunday (depending upon the availability of manpower)

Office or Division:	Public Information Services Division			
Classification:	Simple			
Type of Transaction:	G2C G2B G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written letter request (1 original copy) / Request Slip Form		Administrative Section		
2. Program Itinerary or Program of Activities		Requesting Party		
3. Feedback form & client satisfaction rating		Administrative Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with supporting documents addressed to the PISD head three days ahead of activity schedule	1. Receive letter and required documents and assess the nature of request.	None	3 minutes	Administrative Aide IV, PISD
	1.1 Forward Letters and documents to the PISD head	None	5 minutes	Administrative Officer V, PISD
	1.2 For approval of the PISD head for the go signal of	None	10 minutes	PISD Head



	coverage			
2. Receive update on the status of request.	2. Once approved contact and inform the requesting party for confirmation of coverage.	None	10 minutes	Administrative Aide IV, PISD
3.Fill-up feedback form and client satisfaction rating	3. Assist client in filling-up feedback and client satisfaction rating	None	5 minutes	Administrative Aide IV, PISD
	TOTAL:	NONE	33 Minutes	

2. Dissemination of PGOM/NGA's Programs/Activities announcement

Uploading of requested announcement to PGOM official FB page and inclusion in the PGOM BGSM Teleradio program

SERVICE AVAILABILITY: Monday to Friday, 8:00am to 5:00pm

Office or Division:	Public Information Services Division			
Classification:	Simple			
Type of Transaction:	G2C G2B G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written letter request (1 original copy)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request addressed to	1. Receive letter and assess required	None	3 minutes	Administrative Aide IV, Public Information



the PISD head at least three days to one week ahead of activity schedule	documents			Services Division (PISD)
	1.1. Assist the requesting party in filling-up information through logbook and request slip	None	3 minutes	Administrative Aide IV, PISD
	1.2. Forward to the PISD head	None	5 minutes	Administrative Aide IV, PISD
	1.3. Provide the assigned staff details of the announcement	None	30 minutes	PISD Head/ Administrative Officer V, PISD
	1.4. Draft and prepare the announcement	None	1 day	PISD Production staff: Audio Visual and Equipment Operator II
	1.5. Finalize and approve the output / announcement	None	1 hour	Administrative, Assistant 1 & II, Administrative Officer II, IV & V, PISD
	1.6. Air and post announcement	None	15 minutes	PISD Head Audio Visual and Equipment Operator II, PISD
Fill up feedback form and client satisfaction rating	2. Assist client in filling-up feedback and client satisfaction rating	None	5 minutes	Administrative Aide IV, PISD



	TOTAL:	NONE	1 Day, 2 Hours & 1 Minute	
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3. Organization of PGOM/ National Government Agencies (NGA) press conference/media assembly/media coverage

Facilitation of media invitation and press conference proper

SERVICE AVAILABILITY: As need arises

Office or Division:	Public Information Services Division			
Classification:	Simple			
Type of Transaction:	G2C G2B G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written letter request (1 original copy) / Request Slip Form		Administrative Section		
2. Program Itinerary and topics to be discussed.		Requesting Party		
3. Feedback form & client satisfaction rating		Administrative Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter request with supporting documents addressed to the PISD head three days ahead of activity schedule	1. Receive letter and required documents and assess the nature of request.	None	3 minutes	Administrative Aide IV, PISD
	1.1 Forward Letters and documents to the PISD head	None	5 minutes	Administrative Officer V, PISD
	1.2 For approval of the PISD head for the go signal of coverage	None	10 minutes	PISD Head
2. Receive update on the status of request.	2. Once approved contact and inform the requesting party for confirmation of the request.	None	10 minutes	Administrative Aide IV, PISD
3. Fill-up feedback form and client satisfaction rating	3. Assist client in filling-up feedback and client satisfaction rating	None	5 minutes	Administrative Aide IV, PISD
TOTAL:		NONE	33 Minutes	

4. Production of Audio Visual information materials/ special event teaser

Video/Photo documentation to be used in the national or regional presentation/competition or as reminder to the public

SERVICE AVAILABILITY: Monday to Sunday (depending upon the availability of manpower)



Office or Division:	Public Information Services Division			
Classification:	Simple			
Type of Transaction:	G2C G2B G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip Form		Administrative Section		
2. Details of Information Material		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Slip Form.	1. Assist the requesting party in filling-up information through logbook and request slip	None	3 minutes	Administrative Aide IV, PISD
	1.1 Inform and forward the request slip to the officer in charge of PISD	None	5 minutes	Administrative Aide IV, PISD
	1.2 Upon approval notify the designated staff re: the requested copy of files.	None	5 minutes	PISD Head
2. Provide the details of the requested information material.	2. Shoot (Photo/Video) of needed subject for the information materials.	None	1 day	Administrative Assistant II, PISD



	2.1 Edit the Gathered photos/video footages for production of information materials	None	1 day	AVEO II, PISD
	2.2 Approve and finalize the information material.	None	1 day	PISD Head
	2.3 Post the approved and finalized information material.	None	30 minutes	Administrative Assistant I Administrative Assistant II, PISD
3.Fill up feedback form and client satisfaction rating	3. Assist client in filling-up feedback and client satisfaction rating	None	5 minutes	Administrative Aide IV, PISD
	TOTAL:	NONE	3 Days & 48 Minutes	

5. Reproduction of Photos & Video Footages requested copy

Provision thru reproduction of photo/video office files

SERVICE AVAILABILITY: Monday to Friday, 8:00am to 5:00pm

Office or Division:	Public Information Services Division
Classification:	Complex
Type of Transaction:	G2C G2B G2G
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1 Original Request Slip form		Administrative Section		
Storage Device (Flash Drive, External Hard drive, etc.)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Slip Form.	1. Assist the requesting party in filling-up information through logbook and request slip	None	3 minutes	Administrative Aide IV, PISD
	1.1 Inform and forward the request slip to the officer in charge of PISD	None	5 minutes	Administrative Aide IV, PISD
	1.2 Upon approval notify the designated staff re: requested copy of files.	None	5 minutes	PISD Head/ Administrative Officer V, PISD
2. Provide Storage Device for the requested files	2. Transfer and copy the requested files by the designated staff.	None	1 hour	Administrative Officer IV & Audio Visual and Equipment Operator II, PISD
3. Fill up feedback form and client satisfaction rating	3. Assist client in filling-up feedback and client satisfaction rating	None	5 minutes	Administrative Aide IV, PISD
	TOTAL:	NONE	1 Hour & 18 Minutes	