



PROVINCIAL INFORMATION AND COMMUNITY AFFAIRS DEPARTMENT



Documentation and Information Dissemination of Government Programs, Events and Activities

Office or Division:	Provincial Information and Community Affairs Department			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PGC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Written or emailed request or Duly accomplished Requisition Form 			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for documentation of programs/ events/ activities. - Observe health & safety protocols required by office - stay at the visitor's waiting area	1.1 Receive, review and approve/disapprove request (subject to resumption of normal activities) - Ensure client observes health & safety protocols - Ensure client fills out the Visitor's Logbook	none	15 minutes	Rosalio F. Rodriguez <i>Community Affairs Asst. I</i> Primitiva E. Pelle <i>Community Affairs Asst. I</i> Janice Del Mundo <i>Community Affairs Asst. I</i> Denesse S. Cajulis <i>Provincial Information Officer</i>
	1.2 Calendar the event and assign personnel to document the event, program or activity	none	10 minutes	Gina P. Pereña <i>Information Officer I</i> Evelyn M. Reyes <i>Information Officer II</i>
	1.3 Conduct actual documentation of event, program or activity thru photo and video coverage	none	Dependent on event duration	Victor Bibit <i>Administrative Aide III</i> Lloyd Pery <i>Administrative Aide III</i> Arnulfo D. Creencia <i>Assistant Information Officer</i> Leonel C. De Vega <i>Community Affairs Asst. I</i>
	1.4 Transfer and file the photos, render and file the video clips as reference for preparation of articles	none	Within 1 working day after the event	Janice Del Mundo <i>Community Affairs Asst. I</i> Beverly Mhel B. Manuel <i>Community Affairs Asst. I</i> Arnulfo D. Creencia <i>Assistant Information Officer</i>
	1.5 Gather data and prepare draft article or photo caption about the documented program, event or activity from respective office or agency.	none	Not more than three working days after the event	Gina P. Pereña <i>Information Officer I</i> Rebecca A. Patricio <i>Information Officer I</i> Janice D. Patulot <i>Community Affairs Asst. I</i>



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CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Written or emailed request or • Duly accomplished Requisition Form 			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review, edit and finalize the article/photo release	none	30 minutes	Evelyn M. Reyes <i>Information Officer II</i>
	1.7 Upload press/photo release to PICAD FB page, email to PGC website administrator and local & national newspapers	none	20 minutes	Gina P. Pereña <i>Information Officer I</i> Janice D. Patulot <i>Community Affairs Assistant</i>
	TOTAL	None	1 hour and 15 minutes + actual documentation time rendered	

Note: Documentation is subject to resumption of normal operation and activities of the PGC due to pandemic.



Preparation of Design Layout for Print Information Materials

Office or Division:	Provincial Information and Community Affairs Department			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PGC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Written or emailed request or Duly accomplished Requisition Form 			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for lay out of streamers, tarps, invitations, brochures and other collaterals - Observe health & safety protocols required by office - stay at the visitor's waiting area	1.1 Receive, review and approve/disapprove request - Ensure client observes health & safety protocols - Ensure client fills out the Visitor's Logbook	none	15 minutes	Rosalio F. Rodriguez <i>Community Affairs Asst. I</i> Primitiva E. Pelle <i>Community Affairs Asst. I</i> Janice Del Mundo <i>Community Affairs Asst. I</i> Denesse S. Cajulis <i>Information Officer II</i>
	1.2 Prepare draft layout of the requested collateral: • Streamer/tarpaulin • Brochures	none	2 hours to 1 day	Leonel C. De Vega <i>Community Affairs Asst. I</i> Harvey J. Villa <i>Administrative Aide III (Clerk I)</i>
	1.3 Check draft layout for content and text: • Streamer/tarpaulin • Brochures	none	10 minutes 30 minutes	Evelyn M. Reyes <i>Information Officer II</i> Gina P. Pereña <i>Information Officer I</i>
	1.4 Finalize the layout • Streamer/tarpaulin • Brochures	none	15 minutes 1 hour	Leonel C. De Vega <i>Community Affairs Asst. I</i> Harvey J. Villa <i>Administrative Aide III (Clerk I)</i>
1. Acknowledge receipt of final layout at the designated waiting area	2.1 Release approved final layout to requesting office	none	10 minutes	Leonel C. De Vega <i>Community Affairs Asst. I</i> Harvey J. Villa <i>Administrative Aide III (Clerk I)</i>
	TOTAL	None	2 hrs and 50 minutes to 9 hrs and 55 minutes	



Provision of Copies of Photos/Videos of Documented Events

Office or Division:	Provincial Information and Community Affairs Department			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PGC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Written or emailed request or Duly accomplished Requisition Form 			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for copies of photos/ videos of documented events - Observe health & safety protocols required by office - stay at the visitor's waiting area	Receive, review and approve/disapprove request - Ensure client observes health & safety protocols - Ensure client fills out the Visitor's Logbook	none	15 minutes	Rosalio F. Rodriguez <i>Community Affairs Asst. I</i> Primitiva E. Pelle <i>Community Affairs Asst. I</i> Janice Del Mundo <i>Community Affairs Asst. I</i> Evelyn M. Reyes <i>Information Officer II</i>
	Locate file of photo/video requested	none	15 minutes	Janice D. Patulot <i>Community Affairs Asst. I</i> Beverly Mhel B. Manuel <i>Community Affairs Asst. I</i> Arnulfo D. Creencia <i>Assistant Information Officer I</i>
Receive copy of the file requested at the designated waiting area or return as advised	Save copy of phot/video file • Photo • video	none	15 minutes 1 hour	Janice Del Mundo <i>Community Affairs Asst. I</i> Beverly Mhel B. Manuel <i>Community Affairs Asst. I</i> Arnulfo D. Creencia <i>Assistant Information Officer I</i>
	TOTAL	None	45 minutes to 1 hour 30 minutes	



PROOF OF POSTING

PROVINCIAL INFORMATION AND COMMUNITY AFFAIRS DEPARTMENT

Documentation and Information Dissemination of Government Programs, Events and Activities

Office or Division: Provincial Information and Community Affairs Department

Classification: Frontline

Type of Transaction: Internal

Who may avail: PGC

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Written or emailed request or - Duly accomplished Requisition Form			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Request for documentation of programs/ events/ activities: - Observe health & safety protocols required by office - stay at the visitor's waiting area	1.1 Receive, review and approve/disapprove request subject to resumption of normal activities; - Ensure client observes health & safety protocols - Ensure client fills out the Visitor's Logbook	none	10 minutes	Rosalio F. Rodriguez, Community Affairs Asst. I Primitiva L. Peña, Community Affairs Asst. I Janice Del Mundo, Community Affairs Asst. I Evelyn M. Reyes, Information Officer II
	1.2 Categorize the event and assign personnel to document the event, program or activity	none	10 minutes	Gina P. Perico, Information Officer I Bethel M. Reyes, Information Officer II
	1.3 Conduct actual documentation of event, program or activity thru photo and videography	none	Dependent on event duration	Alfonso Bat, Administrative Asst. III Lloyd Tracy, Administrative Asst. III Arnelito C. Cerecillo, Assistant Information Officer I Froniel C. De Vega, Community Affairs Asst. I
	1.4 Transfer and file the photos, render and file the videos as a reference for preparation of articles	none	Within 1 working day after the event	Janice Del Mundo, Community Affairs Asst. I Berney Moya B. Mansal, Community Affairs Asst. I Arnelito C. Cerecillo, Assistant Information Officer
	1.5 Gather data and prepare draft article or photo caption about the documented program, event or activities from respective office or agency	none	80% within 10 days after the event	Gina P. Perico, Information Officer I Rebecca A. Fabricio, Information Officer I Janice D. Pablot, Community Affairs Asst. I
	1.6 Review, edit and finalize the article/photo release	none	30 minutes	Felipe M. Ponce, Information Officer II
	1.7 Upload press photo release to PICAD FB page, email to PGC website administrator and local & national newspapers	none	20 minutes	Gina P. Perico, Information Officer I Janice D. Pablot, Community Affairs Asst. I
	TOTAL	none	1 to 1 hour 15 minutes + actual duration of time required	

Note: Documentation is subject to resumption of normal supervision and activities of the PGC due to pandemic.

Provision of Copies of Photos/Videos of Documented Events

Office or Division: Provincial Information and Community Affairs Department

Classification: Frontline

Type of Transaction: Internal

Who may avail: PGC

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Written or emailed request or - Duly accomplished Requisition Form			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Request for copies of photos/ videos of documented events: - Observe health & safety protocols required by office - stay at the visitor's waiting area	1.1 Receive, review and approve/disapprove request - Ensure client observes health & safety protocols - Ensure client fills out the Visitor's Logbook	none	15 minutes	Rosalio F. Rodriguez, Community Affairs Asst. I Primitiva L. Peña, Community Affairs Asst. I Janice Del Mundo, Community Affairs Asst. I Evelyn M. Reyes, Information Officer II
	1.2 Locate file of photo/video requested	none	15 minutes	Janice Del Mundo, Community Affairs Asst. I Berney Moya B. Mansal, Community Affairs Asst. I Arnelito C. Cerecillo, Assistant Information Officer
2. Receive copy of the file requested at the designated waiting area or return as advised	2.1 Save copy of photo/video file - Photo - Video	none	15 minutes to 1 hour	Janice Del Mundo, Community Affairs Asst. I Berney Moya B. Mansal, Community Affairs Asst. I Arnelito C. Cerecillo, Assistant Information Officer
	TOTAL	none	45 minutes to 1 hour and 30 minutes	

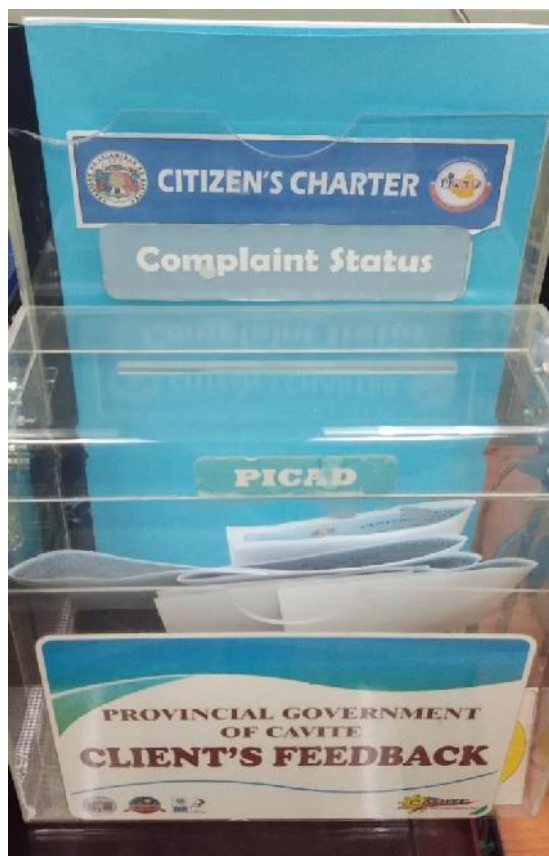


PROVINCIAL INFORMATION AND COMMUNITY AFFAIRS DEPARTMENT

Preparation of Design Layout for Print Information Materials

Office or Division: Provincial Information and Community Affairs Department	
Classification: Frontline	
Type of Transaction: Internal	
Who may avail: PGC	
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> Written or e-mail request or Duly accomplished Requisition Form 	
WHERE TO SECURE	
Client:	
CLIENT STEPS	AGENCY ACTIONS
1. Request for layout of streamers, signs, illustrations, brochures and other materials - Observe health & safety protocols required by office - stay at the visitors waiting area	1.1 Receive, review and approve/disapprove request - Ensure client observes health & safety protocols - Ensure client fills out the Visitor's Logbook
	1.2 Prepare draft layout of the requested material - Streamer/brochure - Brochure
	1.3 Check and finalize the design and text - Streamer/brochure - Brochure
	1.4 Finalize the layout - Streamer/brochure - Brochure
2. Acknowledge receipt of final layout at the designated waiting area	2.1 Release approved final layout to requesting office
	FINAL
FEES TO BE PAID	PROCES- SING TIME
none	15 minutes
none	2 hours to 1 day
none	10 minutes to 30 minutes
none	15 minutes to 1 hour
none	10 minutes
none	2 hours and up to 1 day to 3 hours and 55 minutes
PERSON RESPONSIBLE	
Rosario T. Bordegas, I Community Affairs Coord. Primitiva F. -Flo, I Community Affairs Asst. I Janice De Munico, Community Affairs Asst. I Evelyn M. Reyes, Information Officer II	
Leonel C. De Vega, Community Affairs Asst. I	
Evelyn M. Reyes, Information Officer II Gracia P. Perez, Information Officer I	
Leonel C. De Vega, Community Affairs Asst. I	
Leonel C. De Vega, Community Affairs Coord. I	

PICAD Citizen's Charter Posted at the Office Visitor's Waiting Area.



PICAD Citizen's Charter filed and displayed at the Front Desk



COMMUNICATION PLAN

The Provincial Information and Community Affairs Department's thrust to provide reliable information to the general public thru prompt, efficient and courteous delivery of its frontline services is reflected in its Citizen's Charter. Services included in the Citizen's Charter are the following: (1) Documentation and Information Dissemination of Government Programs, Events and Activities; (2) Preparation of Design Layout for Print Information Materials, and (3) Provision of Copies of Photos/Videos of Documented Events. These frontline services cater mostly to internal clients coming from the different offices of the Provincial Government of Cavite and some national government agencies stationed in the province. The processes under frontline services 1 and 2 stipulated in the Citizen's Charter can also be followed easily through the printed flowchart of PICAD's Quality Management System registered processes.

Adapting to the "New Normal" status of operations where face-to-face interactions are limited due to the COVID-19 pandemic, the office has made modifications in the delivery of these frontline services by including the observance of basic health and safety protocols as a requirement in availing frontline services onsite. It also included facilitating client requests sent via email in order to limit physical contact with people while guaranteeing that services are still delivered. In order to ensure that these updates are communicated to clients, the Citizen's Charter is also posted at PICAD office visitor's waiting area and at the front desk to guide the clients in availing the frontlines services offered by the office.

CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Provincial Information and Community Affairs Department	2 nd Floor, Provincial Capitol Building, San Agustin, Trece Martires City, Cavite	Telephone (046) 419- 1919 loc. 119 Email Address picadcavite1@gmail.com