

IV. Handling Incoming and Outgoing Communications

This covers receiving and routing of incoming and outgoing records/documents in the delivery of S&T Services.				
Office or Division:	Office of the Regional Director, Office of Assistant Regional Director for Technical Services and Office of the Assistant Regional Director for Finance and Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C - for services whose client is the transacting public G2B - for services whose client is a business entity G2G - for services whose client is another government agency, government employee or official			
Who may avail:	Internal and external customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
A. Handling of Customer’s Inquiry (Internal/External Customers)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's inquiry thru - phone inquiry - walk in inquiry - email inquiry	Receiving and answering the inquiry	None	5 minutes 5 minutes 5 minutes	Administrative Assistant III (Secretary) Clerk
B. Receipt of Incoming Documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit incoming documents (Handed at the office, email and courier)	1. Receipt of incoming documents from external and internal customers	None	5 minutes	Administrative Assistant III (Secretary)
	2. Issuance of Certificate of Appearance, if requested			Clerk
	3. Review of/acting on documents		5 minutes	Regional Director Officer-in-Charge
	4. Endorsement of documents to Finance and Administrative Services (FAS) and/or Technical Services (TS)		2 minutes	Administrative Assistant III (Secretary) Clerk
	5. Receipt of acted documents		1 minute	Clerk for Finance and Administrative Services Clerk for Technical Services
C. Release of Outgoing documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for appropriate action	1. Receipt of documents from division/unit from Finance and Administrative Services and Technical Services	None	5 minutes	Administrative Assistant III (Secretary)/Clerk

	2. Sending of documents via email, courier or hand carry 2. Sending of documents via email, courier or hand carry			Administrative Assistant III (Secretary)/Clerk Clerk for Finance and Administrative Services Clerk for Technical Services