

B. Response to Queries on Employment (Internal and External Customers)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for assistance by phone	Get personal data from client	None	5 minutes	Human Resource Management Assistant
2. Request for assistance by email	Reply through email		15 minutes	
3. Request for assistance by walk-in	Assist		10 minutes	