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| **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)  Clerk |
|  | 2. Issuance of Certificate of Appearance, if requested |
|  | 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 |