

## Template and Guide for the Citizen's Charter

### 19. Processing of Letter or Indorsement on Queries and Requests

This service involves the processing of letter and indorsement on queries and request.

<b>Office or Division:</b>	Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	SDO Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication Letter		SDO Employees		
Indorsement		Schools/ Other Government Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to the Records Section/ SDO Email	1.1 Receiving of documents via email or personally handed	None	2 hour	Records Section
	1.2 Answering queries and requests in the form of letter or indorsement	None	1 day	Personnel Section
	1.3 Reviewing of prepared communication	None	1 day	
	1.4 Signing of letter or indorsement	None	4 hours	Schools Division Superintendent
	1.5 Releasing of documents to the Records Section	None	2 hour	Personnel Section
	<b>TOTAL:</b>	<b>NONE</b>	<b>3 days</b>	