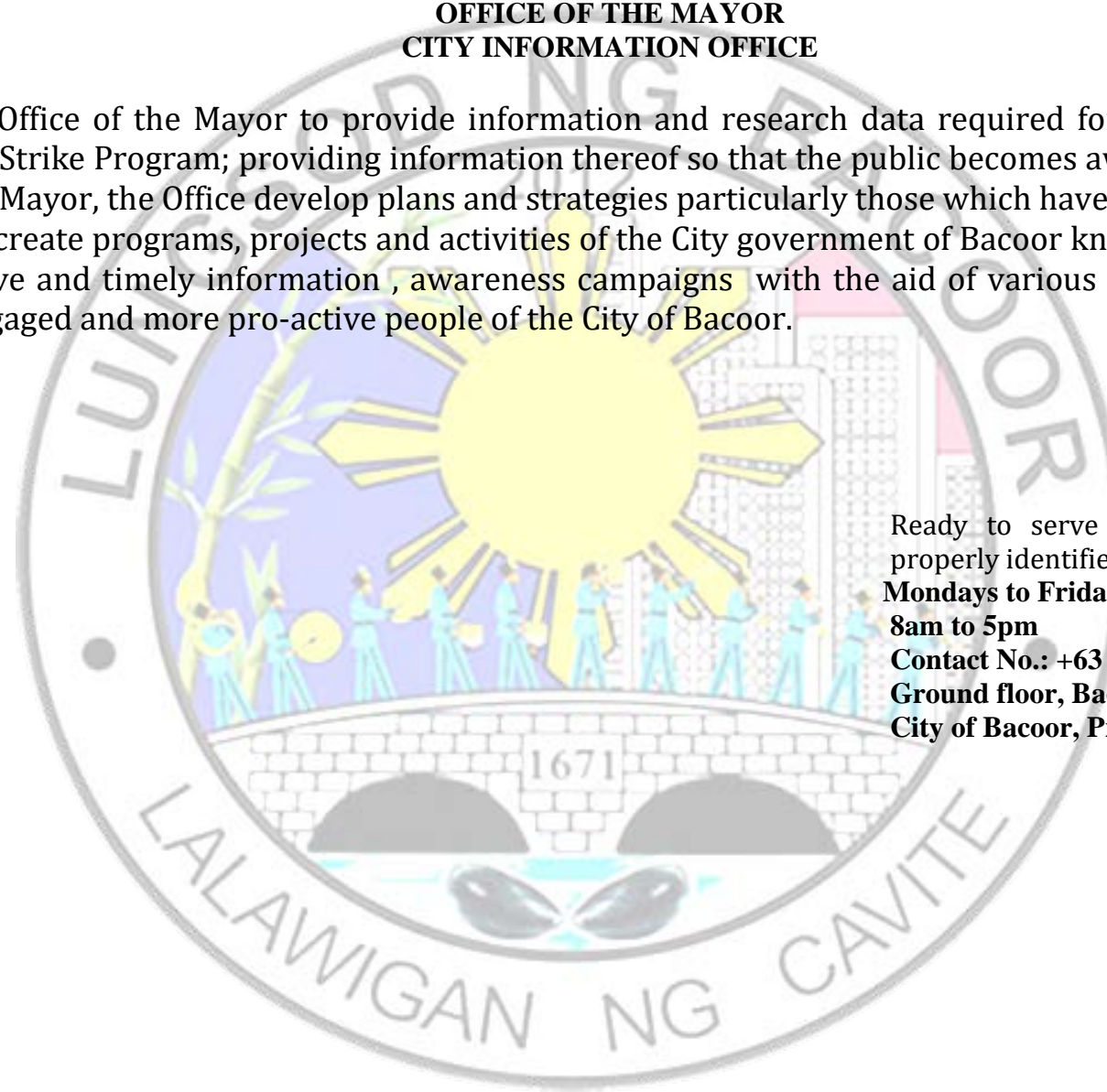


**OFFICE OF THE MAYOR  
CITY INFORMATION OFFICE**

The office was created under the Office of the Mayor to provide information and research data required for the delivery of basic services of the city government anchored on Six Point Strike Program; providing information thereof so that the public becomes aware of said services and may fully avail of. Moreover, with the approval of the Mayor, the Office develop plans and strategies particularly those which have to do with public information.

The Mission of the Office is to create programs, projects and activities of the City government of Bacoor known and disseminated to the 73 barangays primarily through relevant, effective and timely information , awareness campaigns with the aid of various tools of communication. The Office has its Vision of a well-informed ,more engaged and more pro-active people of the City of Bacoor.

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Ready to serve and transact with you as authorized and properly identified personnel from:

**Mondays to Fridays**

**8am to 5pm**

**Contact No.: +63 46 481 4144**

**Ground floor, Bacoor Government Center**

**City of Bacoor, Province of Cavite**

CITIZENS' CHARTTER SERVICES

Department/Unit/Office : Public Information Office, City Information Office  
 Service Description: Uploading of photos, video clips, write-up, press releases and statements and other materials at Public Information Office-Bacoor and City Government of Bacoor Official Facebook Page  
 Clients: Constituents of Bacoor and other interested parties  
 Duration of Process: 55 minutes

How to avail of service:

Step	Action/Process to be Taken	Office/Person Responsible	Time to Complete	Fees	Form/s
1	Gathering of Confirmed schedules, occasions and notices, memoranda, advertisements from the Office of the Mayor and other departments and Units	Reena Angeli Alejar Shayne Marie Javier Arman Albesa	5 minutes	none	
2	Forward details to photographer and /or videographer	Reena Angeli Alejar Shayne Marie Javier Analyn Prodigalidad Jay Peregrino	5 minutes	none	
3	Event coverage by photographer and videographer	Analyn Prodigalidad Jay Peregrino	10 minutes	none	
4	Forward materials (Photos and Video Clips) to PIO and stored in database	Analyn Prodigalidad Jay Peregrino Rhay Borja Ehm Validisimo	10 minutes	none	

5	Clarifies event details; write up photo release Selection of best photos (average 5 photos per event), saves in folder indicating event details (name, date and venue)	Ray Borja Alelyn R. Miclat	10 minutes	none	
6	Forward photos, write-up/photo release, video clips to Management information System for uploading on www.bacoor.gov.ph	Reena Angeli Alejar Alelyn R. Miclat	10 minutes	none	
7	Monitors website upload by MIS	Reena Angeli Alejar Ray Borja Alelyn R. Miclat	5 minutes	none	

Service Description: Publication of news releases on local and national publications  
 Clients: Constituents of Bacoor and other interested parties  
 Duration of Process: 35 minutes

How to avail of service:

Step	Action/Process to be Taken	Office/Person Responsible	Time to Complete	Fees	Form/s
1	Selection of photos and prepares captions	Ray Borja Analyn Prodigalidad	5 minutes	none	
2	Forward materials/news releases via email to publications/media (national and local contacts	Reena Angeli Alejar Gel Garciano Eileen Fojas	5 minutes	none	
3	Monitors published materials in national and local publications	Eileen Fojas Gel Garciano	5 minutes	none	
4	Files published materials in national and local publications	Eileen Fojas Gel Garciano	5 minutes	none	

5	Logs published materials and prepares summary	Eileen Fojas Gel Garciano	5 minutes	none	
6	Compiled clippings (published materials) then sent for binding on a monthly basis	Ehm Valdisimo Cecil Brazil Arlene Monton	5 minutes	none	
7	Submit bookbound clippings to the Office of the Mayor	Cecil Brazil Arlene Monton	5 minutes	none	

Service Description: Barker/ Public Announcement  
 Clients: Constituents of Bacoor and other interested parties  
 Duration of Process: 1 hour 25 minutes

How to avail of service:

1	Forward letter of request addressed to Mayor Lani M. Revilla, through Motorpool Head, for use of barker.	Shayne Javier	5 minutes	none	
2	Upon approval, coordinates with Motorpool for schedule	Jhen Gonzaga	5 minutes	none	
3	Prepares route (within the city's 2 districts), spiel and tarpaulin/streamer to be used	Jhen Gonzaga Marzon Figueras	10 minutes	none	
4	Actual barker/public announcement	Eva San Buenaventura Arman Albasa	1 hours	none	
5	Reports feedback, including untoward incidents (if any) for post-activity discussion	Arman Albasa Eva San Buenaventura	5 minutes	none	

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Service Description: Calendar of activities (tarpaulins, letters/posters)  
 Clients: Department/Unit Offices of the city government  
 Duration of Process: 1 hour 40 minutes

How to avail of service:

1	Prepares communication (noted by Mayor Lani M. Revilla other department/unit offices to provide PIO their monthly calendar of events	Jhen Gonzaga	5 minutes	none	
2	Distribution of letter to department/unit offices	Arman Albesa Cecil Brazil Arlene Monton	5 minutes	none	
3	Reminds other officers regarding the request letter 2 days prior to submission date of their monthly calendar of events	Arman Albesa	5 minutes	none	
4	Collection of calendar of events from other offices	Arman Albesa Shayne Javier	5 minutes	none	
5	Compilation of calendar of events	Arman Albesa Shayne Javier	10 minutes	none	
6	Preparation of artwork/layout of calendar of events (for tarpaulin/streamer,poster,brochure/flyer,website posting)	Ray Borja Alelyn R. Miclat Jay Peregrino	20 minutes	none	
7	Proofreading and editing of artwork./layout	Ray Borja Alelyn R. Miclat Jay Peregrino Marzon Figueras	10 minutes	none	
8	Finalizes artwork/layout	Ray Borja			

		Jay Peregrino Reena Angeli Alejar	10 minutes	none	
9	Prepares copy for printing (tarpaulin/streamer, poster, brochure/flyer) ; for posting ( strategic locations ) and distributions ( within city hall, public market, extension offices, health centers, business establishments, schools and barangay halls)	Ray Borja Reena Angeli Alejar Kiel Mercado Arman Albesa Marzon Figueras	10 minutes	none	
10	Coordinates with City Engineering Offices the schedule of installation of tarpaulin/streamer	Ray Borja	5 minutes	none	
11	Actual printing of tarpaulin/streamer, posters, flyer/brochure	Reena Angeli Alejar Ray Borja	5 minutes	none	
12	Installation of tarpaulin and streamer ; distribution of posters, flyer/brochure	Arman Albesa Ray Borja	5 minutes	none	
13	Monitoring of posted tarpaulin/streamer and distributed posters, flyer/brochure	Marzon Figueras Ray Borja	5 minutes	none	

Service Description:

Regular Flag Raising Ceremony

Clients:

Department/unit offices, city officials, employees and guests

Duration of Process:

1 hour 7 minutes

How to avail of service:

1	Confirmation of assigned host department/unit office a week before schedule flag raising event	Reena Angeli Alejar Kiel Mercado	5 minutes	none	
2	Coordinates with host department/unit office for program	Kiel Mercado Arman Albesa	5 minutes	none	
3	Host department/unit office provides PIO with initial copy of program	Kiel Mercado Arman Albesa	5 minutes	none	

4	Incorporates any other activities coordinated with the host department/unit in relation to the flag raising ceremony	Kiel Mercado Arman Albesa	5 minutes	none	
5	Host department/unit finalizes program ; provides guests (including public officials ), copies of the invite 1 or 2 working days prior to actual flag raising ceremony	Kiel Mercado Reena Angeli Alejar	5 minutes	none	
6	Coordinates instructions to host department/unit (upon advise) last minute (a day- before or right before) activities to be included in the program	Kiel Mercado	5 minutes	none	
7	Brief host department/unit designated emcee on program flow or any changes	Kiel Mercado	5 minutes	none	
8	Photographer and videographer documents entire activity on actual flag raising ceremony	Analyn Prodigalidad Marzon Figueras Alelyn R. Miclat Arman Albesa	2 minutes	none	
9	Post event analysis; preparation for next flag-raising ceremony	Reena Angeli Alejar Kiel mercado	5 minutes	none	

Service Description:

Events Organization

Clients:

City Government Offices (department and unit offices)

Duration of Process:

1 hour 30 minutes

How to avail of service:

1	Meeting with concerned office/s are set-up a month prior to event date or as soon the event is confirmed	Reena Angeli Alejar Marzon Figuera Jhen Gonzaga Gel garciano	5 minutes	none	
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2	Confirmed events details, tasks are delegated per office	Reena Angeli Alejar Jhen Gonzaga Arman Albesa	10 minutes	none	
3	Initial information dissemination using various tools of communication	Reena Angeli Alejar Ray Borja Alelyn Miclat Marzon Figuera Eileen Fojas	10 minutes	none	
4	Schedule another meeting to discuss other details, finalize program flow and updates	Reena Angeli Alejar Jhen Gonzaga Kiel Mercado	10 minutes	none	
5	Continuation of information dissemination using various tools of communication	Reena Angeli Alejar Ray Borja Alelyn Miclat Marzon Figueras Eileen Fojas	5 minutes	none	
6	Distribution of copies of invites/programs	Arman Albesa Eva San Buenaventura	5 minutes	none	
7	Coordination to concerned on last minute changes (a day before or right before the program)	Reena Angeli Alejar Jhen Gonzaga Shayne Javier	5 minutes	none	
8	Post event analysis	Analyn Prodigalidad Ray Borja Marzon Figueras	30 minutes	none	
9	Store materials (photos and videos) in database(s)	Ray Borja MM Valdisimo Shayne Javier	10 minutes	none	



Service Description:

Text Brigade/Blast

Clients:

City Government Offices, constituents of Bacoor/ interested parties

Duration of Process:

40 minutes

How to avail of service:

1	Weekly confirmation of calendar of events/activities	Shayne Javier	5 minutes	none	
2	Double-check facts and details with implementing/concerned office	Arman Albesa Kiel Mercado Shayne Javier	5 minutes	none	
3	Coordinate with MIS, if feasible, to launch text blast/brigade using their system (more than 10,000 contacts); if not; PIO resources are used (3,000 contacts of different sectors)	Ray Borja Arman Albesa Marzon Figueras	5 minutes	none	
4	Prepares copy for launch; proof read/edit	Reena Angeli Alejar Alelyn Miclat Marzon Figueras	10 minutes	none	
5	Actual text blast/brigade	Marzon Figueras	10 minutes	none	
6	Monitor feedback; respond to queries, if any	Reena Angeli Alejar Ray Borja	5 minutes	none	

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Service Description: Uploading of materials on LED (Bacoor Boulevard interesections, Globaltronics and community channel of cable companies)

Clients: City government offices (department and unit offices)

Duration of Process: 40 minutes

How to avail of service:

1	Coordination with MIS on specifications of materials for uploading on LED and community channels	Ray Borja Alelyn Miclat	5 minutes	none	
2	Prepares layout/artwork based on requirements	Ray Borja Alelyn Miclat Marzon Figueras	5 minutes	none	
3	Seek approval for layout/artwork	Reena Angeli Alejar Ray Borja Alelyn Miclat	10 minutes	none	
4	Update layout/artwork on revisions, if any exist	Ray Borja Alelyn Miclat	10 minutes	none	
5	Send final copy to Globaltronics and cable companies	Ray Borja Alelyn Miclat	5 minutes	none	
6	Monitoring of display of materials on LED and cable companies	Ray Borja Marzon Figueras Alelyn Miclat	5 minutes	none	