

1. Request for copy/ies of Makabagong San Juan Magazine

Service Information

Office or Division:	Public Information Department			
Classification:				
Type of Transaction:				
Who may avail:	General Public, primarily citizens of San Juan, multi-media practitioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Client's Property		
Acknowledgment Receipt / Letter / Email		PID Office		
Properly filled out request form (where the purpose of such request is indicated)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Request for copies (maybe done through verbal request, formal letter request, emails, and other form of communication)	1.) Receipt of request and acceptance of request if copy is available, denial of request if no more copies are available but the PID personnel shall then inform the requestor that information about the City Government may be available at the City Government Website	None	5 minutes if request was done thru personal appearance at the PID Office or through phone call 24 hours if done via email	PID Personnel
	2.) PID Personnel shall then process the request by securing the number of copies requested, if readily available	None	10 minutes	PID Personnel
2.) Receipt of copies	Release / Distribution of copies	None	5 minutes (if requestor is at the PID office),	PID Personnel

			3 days if requestor is not in the PID office	
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END OF TRANSACTION