

2. Request for Information (PRs, Media Advisory or Official Statement from the City Government or Officials)

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 indicating the purpose of request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Request for information, press release, media advisory or official statement from the city government or officials	1.) Receipt of request and acceptance of request if information is outright available, denial of request if information is not for public sharing, should the personnel not know if information is available pending answer from another department, then the PID personnel shall inform the requestor that request for information will be forwarded or endorsed to concerned office or official within 24 hours and requestor will then be updated or may follow up after 24 hours has elapsed. In	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

	all requests and inquiries, PID Personnel shall inform the requestor that information about the City Government may be available at the City Government Website and other social media.			
	2.) PID Personnel shall then process the request by securing or drafting the information, press release, media advisory or official statement from the city government or officials	None	10 minutes if information is outright available 24 hours for request endorsement to another office or concerned official	PID Personnel
2.) Receipt of information	Release / Distribution of information if available, Endorsement to concerned office if information is under process by another office and will be released by said office, denial of request if deemed not for public consumption by concerned office or official	None	5 minutes (if requestor is at the PID office) and information is outright available 5 minutes via email or electronic communication 10 minutes if done via telephone	PID Personnel

END OF TRANSACTION