

## 2. Information and Assistance for the Clientele

The Public Order and Safety Office shall provide security, information and assistance for the clients while in the premises of the City Hall Building.

<b>Office or Division:</b>		PUBLIC ORDER AND SAFETY OFFICE		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to citizen		
<b>Who may avail:</b>		GENERAL PUBLIC		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
none		n/a		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Atrium/Information kiosk	<ul style="list-style-type: none"> <li>Offer Public Information and Assistance</li> <li>Receive inquiries</li> </ul>	None	2 minutes	POSO Security / staff
2. Inquire or seek assistance/directions/steps to be undertaken	<ul style="list-style-type: none"> <li>Provide the necessary assistance/</li> <li>advise the proper steps to be undertaken by the client/</li> <li>direct to the appropriate office within the city hall</li> </ul>	None	2 minutes	POSO security / staff

**END OF TRANSACTION; Transaction time: 4 minutes**