<u>Citizen's Charter Handbook Template</u>

Type of Service: External

9. Receiving and Processing of Requests for:

- a) Meetings
- b) Interviews
- c) Event participations
- d) Tie-ups and Partnerships

Office or Division:	Sentro ng Wikang Filipino
Classification:	Simple
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request signed by the requesting party.	To be secured from the requesting party.
	FFFO TO DECOMES DEPOCH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
Submit letter of request with complete attachments.	 Received letter of request with complete attachments. If found in order, stamp the copy of Office of Sentro ng Wikang Filipino for receipt. Track and record letter of request. 	None	1 Day	Receiving Personnel Office of Sentro ng Wikang Filipino
2. Wait for Office of Sentro ng Wikang Filipino's action/decision.	4. Evaluate request for action.	None	5 Days	Personnel In- Charge Office of Sentro ng Wikang Filipino
	5. Release decision/relay action.	None	1 Day	Releasing Personnel Office of Sentro ng Wikang Filipino
	TOTAL:	None	7 Days	