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

Type of Service:External

Processing of Requests for: 1.

- Sponsorships a)
- Speakers b)
- c)
- Consignments
 Complimentary books d)
- Certificates e)
- Copyright permissions Internships f)
- g) h)
- 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 by the requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with complete attachments to swf.updiliman@up.edu.ph	 Receive letter of request with complete attachments via email/online. Acknowledge receipt of email. If found in order, process the request. Track and record letter of request. 	None	1 Day	Administrative Assistant V Office of Sentro ng Wikang Filipino
2. Wait for Office of Sentro ng Wikang Filipino's action/decision.	4.Evaluate request for action. (approval/disapproval)	None	1 Day	Administrative Assistant V Office of Sentro ng Wikang Filipino
	5.Release of decision/relay action via email/online.	None	1 Day	Administrative Assistant V Office of Sentro ng Wikang Filipino
TOTAL:			3 Days	