Citizen's Charter Handbook Template

Type of Service: External

## 2. Processing of Requests for:

- a)Publications
- b)Research projects c)Journals

Office or Division:	Sentro ng Wikang Filipino
<b>Classification:</b>	Highly Technical
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol> <li>Filled out manuscript submission form and author's form.</li> <li>Letter of Intent addressed to the Director.</li> <li>Bionote</li> <li>Manuscript</li> </ol>	Details on the submission can be found in our website, <a href="www.swfupdiliman.org">www.swfupdiliman.org</a> , along with manuscript submission form and the downloadable author's form. Other requirements are to be secured by the requesting party.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out manuscript submission form and author's form found in the website and submit complete with needed information and attachments through the submission portal.	<ol> <li>Received letter of request with complete attachments.</li> <li>Sending of acknowledgment email by the assigned staff of SWF, listing the files received.</li> <li>Track and record letter of request.</li> </ol>	None	1 Day	Managing editor 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	<i>Managing Editor</i> Office of Sentro ng Wikang Filipino
	5. Process of request.	None	20 Days	Managing Editor Office of Sentro ng Wikang Filipino
	6. Release of decision/relay action via email/online.	None	1 Day	Managing Editor Office of Sentro ng Wikang Filipino
	TOTAL:	None	23 Days	