

12. Public Assistance (email/social media)

Due to the COVID-19 pandemic, schools started to accommodate queries and complaints through their official email address and social media account/s.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complete information			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate details of concern via school's official email address or social media account	1.1 Record the communication via online tracker/logbook, download attachment (if any).	None	15 minutes	AO/ICT Coordinator/ Teacher in-charge
2. Take note of information received	2.1 For simple concerns – provide immediate reply.	None	20 minutes	AO/ICT Coordinator/ Teacher in-charge
	For complex concerns – advise client of next steps. CC the concerned office/agency (if applicable) and request them to acknowledge email to the client directly, CC the school.	None	40 minutes	AO/ICT Coordinator/ Teacher in-charge
TOTAL			1 hour, 15 minutes	

*If the resolution owner is internal, processing time would depend on type of concerns as guided by the 3-7-20 rule of RA 11032 and/or applicable laws.