

13. Receiving and Releasing of Communications and other documents

The procedure for proper receiving and releasing of communications

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. Letter/official communication addressed to the School Head		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of letter/official communication	1.1 Check communication received and forward to the principal/school head	None	10 minutes	AO/ICT Coordinator / Teacher in-charge
	1.2 Review and provide instructions for further processing	None	1.5 hours	School Head
	1.3 Route to the concerned office/personnel	None	10 minutes	AO/ICT Coordinator / Teacher in-charge
	1.4 Act on the concern/request and forward to the school head for checking	None	2 days*	Concerned office/ personnel
	1.5 Check the action provided	None	20 minutes	School Head
2. Receive resolution to request (document/verbal advice)	2.1 Release document/ communicate resolution from concerned office	None	15 minutes	AO/ICT Coordinator / Teacher in-charge
TOTAL			2 days, 2 hours, 25 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.