



## 1. Receiving & Releasing Documents

Receiving and releasing document/s and/or correspondence/s from/to other agencies

<b>Office or Division:</b>	Bataan Human Settlement Office/ Administrative Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business; G2G - Government to Government; G2C - Government to Citizen
<b>Who may avail:</b>	- Local Government Unit/ Other Department/s within PGB - Private Sector - Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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If for endorsement - Letter request with supporting documents; if necessary

Requester/ Requesting Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Presents the document and/or correspondence to be received	<p><b>1.1 For documents and/or correspondences handed in-person or at the office or thru the Provincial Governor's Office:</b></p> <p>1.1.1 Stamp receiving copy/ies with "Received" indicating the date, time, control number, and signature of the receiver;</p> <p>1.1.2 Record file on the internal tracking system;</p> <p>1.1.3 Attach internal routing slip;</p> <p>1.1.4 Forward file to the Department Head;</p> <p>1.1.5 Department Head to instruct concerned division for the appropriate action;</p> <p>1.1.6 Record status of the file on the internal tracking system;</p> <p>1.1.7 Assigned division to undertake appropriate action;</p>	None	10 minutes	<i>Administrative Officer II/ Administrative Officer I</i> Administrative Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPON-SIBLE
	<p><b>1.2 For e-mailed documents and/or correspondences:</b></p> <p>1.2.1 Acknowledge receipt of the email;</p> <p>Acknowledge receipt of the email;</p> <p>1.2.2 Print the email/thread and/or attachment/s;</p> <p>1.2.3 Stamp receiving copy/ies with "Received" indicating the date, time, control number, and signature of the receiver;</p> <p>1.2.4 Record file on the internal tracking system;</p> <p>1.2.5 Attach internal routing slip;</p> <p>1.2.6 Forward file to the Department Head;</p> <p>1.2.7 Department Head to instruct concerned division for the appropriate action;</p> <p>1.2.8 Record status of the file on the internal tracking system;</p> <p>1.2.9 Assigned division to undertake appropriate action;</p>	None	12 minutes	<p><i>Administrative Officer II/ Administrative Officer I</i></p> <p>Administrative Division</p>
	<p><b>1.3 Undertaking the Appropriate Action:</b></p> <p>1.3.1 Assigned division to receive the Department Head's instruction/directives;</p> <p>1.3.2 Assigned division to update the status on the internal tracking system;</p> <p>1.3.3 Assigned division to prepare the necessary document/s and/or correspondence/s in response/compliance to the Department Head's instruction/directives;</p> <p>1.3.4 Assigned division to print (if necessary) and/or forward the document/s and/or correspondence/s to the Department Head for review/revision/approval;</p> <p>1.3.5 Department Head to review/revise/approve the document/s and/or correspondence/s. If for revision, document/s and/or correspondence/s will be returned to the assigned division for application of the necessary revisions. Assigned division shall then undertake the succeeding steps from 1.3.1;</p> <p>1.3.6 Approved/Signed document/s and/or correspondence/s shall then be forwarded to the Administrative Division for proper releasing;</p> <p>1.3.7 Assigned division shall then update the status on the internal tracking system.</p>	None	60 minutes (cumulative)	<p>Assigned Division</p> <p><i>Housing and Home-site Regulation Officer II/ Project Development Officer II/ Architect I</i></p> <p>Technical Planning and Development Division</p> <p>Community Affairs Officer II/ Administrative Aide VI</p> <p>Community Affairs and Development Division</p> <p>Estate Management Division</p>



2. Receive the signed/ approved relative document/s and/or correspondence/s	<p><b>2.1 For document/s and/or correspondence/s to be released in-person:</b></p> <p>2.1.1 Assigned division to prepare/print the relative document/s and/or correspondence/s;</p> <p>2.1.2 Assigned division to forward the relative document/s and/or correspondence/s to Administrative Division for releasing processes;</p> <p>2.1.3 Administrative Division to prepare receiving copy/ies of the document/s and/or correspondences to be released.</p> <p>2.1.4 Administrative Division to stamp "Released" on the document/s and/or correspondence/s indicating date, time, signature of the releasing staff, and control number;</p> <p>2.1.5 Recipient to sign the receiving copy/ies.</p> <p>2.1.6 Recipient to received the original copy of the document/s and/or correspondence/s;</p> <p>2.1.7 Administrative Division to update the internal tracking system of the file status.</p>	None	10 minutes	Administrative Division
	<p><b>2.2. For document/s and/or correspondence/s that will be sent thru email:</b></p> <p>2.2.1 Follow steps 2.1.1 to 2.1.4;</p> <p>2.2.2 Scan the document/s and/or correspondence/s with stamped released;</p> <p>2.2.3 Send the document/s and/or correspondence/s to the recipient's email address;</p> <p>2.2.4 Administrative Division to update the internal tracking system of the file status;</p> <p>2.2.5 Recipient to acknowledge the email.</p>	None	12 minutes	Administrative Officer II/ Administrative Officer I Administrative Division
None	3. Keep the document/s and/or correspondence/s in the appropriate folder/s.	None	3 minutes	Administrative Officer II/ Administrative Officer I Administrative Division
<b>TOTAL</b>		None	<b>1 hour, 47 minutes</b>	