



1. Receiving and Management of Incoming Communications				
Process of receiving, uploading and management of written communications, important documents addressed to the Provincial Governor, Provincial Administrator and other key officials of the Provincial Government of Bataan from the different departments, Local Government Units and National Government Agencies for information and necessary action.				
Office or Division:	Office of the Provincial Administrator			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government , G2C- Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written communication, documents like reports, requests, information, etc.		Clients (Internal: Provincial Government Departments, External: Other LGUs, NGAs, Citizens)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents incoming communication to the Frontdesk Officer	1. 1 Receives document and stamps the incoming communication received indicating the received date, time and his/her signature.	None	5 minutes	<i>Frontdesk Officer</i> Provincial Administrator's Office
	1.2 Scans the received incoming documents and uploads in the drive for uploading in the Constituents Relationship Management (CRM) System	None	5 minutes	<i>Frontdesk Officer</i> Provincial Administrator's Office
	1.3 Records and encodes the received incoming documents to the series of incoming communications (hand carried or delivered mail or emailed) to the Constituents Relationship Management (CRM) System	None	5 minutes	<i>Frontdesk Officer</i> Provincial Administrator's Office
	1.4 Comments in the system for his recommendation to where department / agency the letter will be forwarded	None	10 minutes	<i>Provincial Administrator</i> Provincial Administrator's Office
TOTAL:		None	25 minutes	