

Corporate Communication and Social Marketing Office (CCMSO)

Frontline Service : Request for Anniversary Messages
 Client : ECs and Other Government and Non-Government Agencies
 Requirements : Letter-Request, Fact Sheets
 Schedule of Availability of Service : Monday - Friday (8AM - 5PM)
 Fees : None
 Total/Maximum Duration of Process : Three (3) days (with major revision/requires more intensive reaserch)
 How to Avail of the Service :

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Sends letter-request to NEA	Receipt of request for EC anniversary message from Records Unit	CCMSO Secretary	CCMSO, 3/F	2 days
2		Preparation of EC anniversary message	PR Chief/Sr. PRO/PR Officer		
3		Review of EC anniversary message	Department Manager		
4		Receipt of proposed EC anniversary message	Executive Assistant/OA Secretary	OA, 7/F	Time is dependent on the official's action in the department/office concerned. Duration of activities within this department/office is not included in the total duration of the process. (Maximum is ten days)
5		Review of proposed EC anniversary message	Administrator		
6		Approval and/or revision of EC anniversary message (either manual and/or electronic approval)			
7		Preparation of transmittal letter of approved anniversary message to the EC Sending of original copy of transmittal letter, approval message to the concerned EC and through Records Unit Sending of original copy of transmittal letter, approval message to the concerned EC and through fax/e-mail upon request	CCMSO Secretary	CCMSO, 3/F	1 day
8		Filing of second copy of transmittal letter, message and memo request from EC			
END					

LEGEND

CCMSO - Corporate Communication and Social Marketing Office
 PR - Public Relations
 PRO - Public Relations Officer
 OA - Office of the Administrator

ECs - Electric Cooperatives

Corporate Communication and Social Marketing Office (CCMSO)

Frontline Service	: Request for Anniversary Messages
Client	: ECs and Other Government and Non-Government Agencies
Requirements	: Letter-Request, Fact Sheets
Schedule of Availability of Service	: Monday - Friday (8AM - 5PM)
Fees	: None
Total/Maximum Duration of Process	: Three (3) days (approved with minor revisions)
How to Avail of the Service	:

No.	Client Step	Agency Action	Person Responsible	Office/ Location	Duration of Activity
1	Sends letter-request to NEA	Receipt of request for EC anniversary message from Records Unit	CCMSO Secretary	CCMSO, 3/F	2 days
2		Preparation of EC anniversary message	PR Chief/Sr. PRO/PR Officer		
3		Review of EC anniversary message	Department Manager		
4		Receipt of proposed EC anniversary message	Executive Assistant/OA Secretary	OA, 7/F	Time is dependent on the official's action in the department/office concerned. Duration of activities within this department/office is not included in the total duration of the process. (Maximum is ten days)
5		Review of proposed EC anniversary message	Administrator		
6		Approval and/or revision of EC anniversary message (either manual and/or electronic approval)			
7		Preparation of transmittal letter of approved anniversary message to the EC Sending of original copy of transmittal letter, approved message to the concerned EC and through Records Unit Sending of original copy of transmittal letter, approved message to the concerned EC and through fax/e-mail upon request	CCMSO Secretary	CCMSO, 3/F	1 day
8		Filing of second copy of transmittal letter, message and memo request from EC			
END					

LEGEND

CCMSO - Corporate Communication and Social Marketing Office

PR - Public Relations

PRO - Public Relations Officer

OA - Office of the Administrator

ECs - Electric Cooperatives