

Sending General Inquiries

Client Step	Agency Action	Purpose of Step	Policy Basis	Office / Person Responsible	Maximum Duration	Fee (If Any)	Documents Required	Documents Generated
Send an inquiry	Acknowledge receipt	Initiate Process		Public Information and Assistance Division (PIAD)	30 minutes			
	Record the details in the online database and assign reference number			PIAD	60 minutes			
	If simple, draft answers to the inquiry, then proceed to last step. If complex, convert request to Inquiry Summary Form (ISF)			PIAD	60 minutes		Inquiry Summary Form and Routing Slip	
	Evaluate the ISF	Evaluation for proper assignment		PIAD Chief	1-2 wds		Inquiry Summary Form and Routing Slip	
	Refer or endorse queries to appropriate office			PIAD	1wd		Inquiry Summary Form and Routing Slip	
Receive update on the status of his/her inquiry	Inform the client to what office his/her inquiry has been referred			PIAD	30 minutes			
	Assign staff to draft answers			Assigned Office	1wd		Inquiry Summary Form and Routing Slip	
	Draft answers to the inquiry			Assigned Office	5wds		Inquiry Summary Form and Routing Slip	Response
	Review drafted answer			Assigned Office	2wds		Inquiry Summary Form and Routing Slip	
	Approve drafted answer			Assigned Office	1wd		Inquiry Summary Form and Routing Slip	
	Forward approved response to PIAD			Assigned Office	30 minutes		Inquiry Summary Form and Routing Slip	Response
Receive response	Release response to the inquirer			PIAD	30 minutes			Response