CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



Brgy. Saluysoy, City of Meycauayan, Bulacan
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OFFICE OF THE
CITY INFORMATION OFFICER
(Tourism and Cultural Affairs Division)

External Services

1. Request for Research / Photo or Video Documentation / Tour

"The Office of the City Information Officer (CIO) - Tourism and Cultural Affairs Division offers external services, including assistance with research, guided tours, and photo/video documentation at the Museo ng Pamanang Meycaueño.

Office	Office of the City Information Officer (Tourism and Cultural Affairs Division)
Classification	Simple/Complex
Type of Transaction	G2C Government to Client
Who may avail	Departments in the City Government

Checklist of Requirements	**Where to Secure**
Letter of Request	N/A

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
A. Research Request: 1. Submits Letter of Request to CIO – Tourism and Cultural Affairs Division	1.1 Receives the Letter of Request and forwards it to the department head for approval. 1.2 Contacts the client to inform of the approval of the request. 1.3 Provides the requested materials.	None None None	10 minutes 1 day 3 days	Supervising Tourism Operations Officer (CIO)
	TOTAL	**None**	**4 days & 10 minutes**	
B. Photo and/or Video Documentation at Museo ng Pamanang Meycaueño: 1. Submits Letter of Request to CIO – Tourism and Cultural Affairs Division	1.1 Receives the Letter of Request and forwards it to the department head for approval. 1.2 Contacts the client to inform of the approval of the	None None	10 minutes 1 day	Supervising Tourism Operations Officer (CIO)

2. Conducts Photo or Video Documentation	requested schedule of the Photo and/or Video Documentation. 2.1 Facilitates and monitors the Photo and/or Video Documentation	None	1 day	Supervising Tourism Operations Officer (CIO)
	TOTAL	**None**	**2 days & 10 minutes**	
C. Tour Request: 1. Inquires availability of tour services 2. Submits Letter of Request to CIO – Tourism and Cultural Affairs Division 3. Tour Proper	1.1 Requests client to submit a letter addressed to the City Mayor. 2.1 Receives the Letter of Request and forwards it to the Office of the City Mayor for approval. 2.2 Contacts the client to inform of the approval and confirmation of the requested date and time of the tour. 2.3. Complex: Coordinates the tour with other departments and/or stakeholders included in the tour, as requested by the client. 3.1 Simple: Conducts and facilitates the tour. 3.2 Complex: Conducts and facilitates the tour (with departments and/or stakeholders included).	None None None None None None	5 minutes 2 days 10 minutes 2 days 1 day 1 day	Supervising Tourism Operations Officer (CIO)
	TOTAL	**None**	**Simple: 3 days & 15 minutes** **Complex: 5 days & 15 minutes**	