CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



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OFFICE OF THE CITY INFORMATION OFFICER

Internal Services

1. Request for Lay-out/ Photo Coverage/ Copyediting of Messages

The Office of the City Information Officer (CIO) provides internal services that include print layout and design for tarpaulins and posters, editing of communication materials, photo coverage, publication of announcements and advisories, and preparation of speeches, audio-visual presentations, and other promotional materials for the plans and projects of various city government departments.

Office	Office of the City Information Officer (CIO)			
Classification	Simple/ Complex			
Type of Transaction	G2G Government to Government/ G2C Government to Client			
Who may avail	Departments in the City Government			
Checklist of Requirements		**Where to Secure**		
Request Slip		CIO		
Sample Material/Concept, if any		To be provided by the requesting party		
Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
A. Printed Programs, Certificates, Invitations and LED layouts for Events 1. Submit a duly accomplished request slip along with a sample material or concept.	1.1 Receives the filled-out request slip, clarifies requirements and other details with the requesting party, and forwards it to the layout artist.	None	10 minutes	Administrative Aide III Community Affairs Off. IV Officer-In-Charge Office of the City Information Officer (CIO)
	1.2.1 For simple materials: Drafts layout based on existing template and forwards it to the Department Head for approval, as indicated on the marginal notation.	None	2 hours	Administrative Asst. V Community Affairs Officer II (CIO)
	1.2.2 For complex materials: Prepares a draft layout and forwards it to the Department Head for approval, as indicated	None	2 days	Administrative Asst. V Community Affairs Officer II (CIO)

	on the marginal notation. 1.3.1 For simple materials: Forwards the approved draft layout to the City Administrator's Office (CAO) for review and approval. If further revisions are needed, the material may undergo steps 1.2–1.4 again until approved by the City Administrator. 1.3.2 For complex materials: Forwards the approved draft layout to the City Administrator's Office for review and approval. If further revisions are needed, the material may undergo steps 1.2–1.3 again until approved by the City Administrator. 1.4 Secures the Mayor's approval or signature, as necessary.	None None	1day 3 days	Administrative Aide I Administrative Aide III (CIO) Administrative Aide I Administrative Aide III (CIO)
	TOTAL	**None**	**For simple: 1 day, 2 hours & 10 minutes** **For complex: 5 days, 2 hours & 10 minutes**	

B. For Tarpaulin: 1. Submit a duly accomplished request slip along with a sample material or concept. 2. Receive the approved and printed tarpaulin.	**For tarpaulin:** 1.1 Receives the filled-out request slip. 1.2 Prepares the draft layou approval. The Department City Administrator for reviev Mayor's Office for final appı 1.3 Forwards the approved tarpaulin layout to the Mayor's Office for approval of printing.	None None None	3 minutes 1 day 2 days	Administrative Aide III CIO Administrative Asst. V Community Affairs Officer II CIO Administrative Asst. V CIO
	TOTAL	**None**	**3 days & 3 minutes**	
C. Copy Editing of Materials: 1. Submit a duly accomplished request slip along with the sample material or concept.	1.1 Receives the request and forwards it to the City Information Office (CIO) Head. 1.2 Edits the material and forwards it to the Office of the City Administrator for review and approval. Any	None None	5 minutes 2 hours	Community Affairs Off. IV Administrative Aide III Officer-In-Charge, CIO

2.Receive the edited and approved material.	comments or additional edits are noted on the marginal section of the final draft for appropriate action by the CIO Head. 1.3 Informs the client once the request is ready for pickup or email delivery.		5 minutes	Community Affairs Off. IV Community Affairs Officer II CIO
	TOTAL	**None**	**2 hours & 10 minutes**	
D. Speech/ Messages/ Scripts				
1.Submit a written request.	1.1 Forwards the request to the City Information Office (CIO) Head for approval. 1.2 Assigns a writer to coordinate and interview the concerned staff or officer. 1.3 Writer drafts the speech, greeting, or script. 1.4 Conducts fact-checking of the content with concerned Department Heads and/or the Mayor, and revises to produce the final draft. 1.5 Finalizes and informs the client once	None None None None	3 minutes 15 minutes 1 day 1 day 5 minutes	Community Affairs Off. IV OIC, CIO OIC, CIO Community Affairs Officer II OIC, CIO

2. Received the approved material	the request is ready for pickup or email delivery.			
	TOTAL	**None**	**2 days & 23 minutes**	
F. Photo Requests and Event Photo Coverage:				
1. Submit a written request at least one (1) day before the event.	1.1 Assigns a photographer and/or livestreaming team for event coverage, or designates staff to provide available stock photos.	None	10 minutes	Officer-In- Charge, CIO
	1.2 Photographer or support staff searches for the requested stock photos in the archive and releases them to the client.	None	1 hour	Photographer
	1.3 Photographer and/or livestreaming team covers the event as scheduled.	None	4 hours	Community Affairs Officer II Photographer CIO
	1.4 Photographer selects and prepares photos for release to the client.	None	2 hours	Photographer CIO
2.Receive the requested photo files online, via USB, or through downloads of			10 minutes	Administrative Aide III Community Affairs Off. IV CIO

livestreamed content from official social media accounts.				
	TOTAL	**None**	Photo request: **1 hour & 10 mins.** Photo coverage / Live Streaming Coverage: **6 hours & 10 minutes**	
G. Audio-Visual Presentation (AVP) Productions				
1. Submit a written request at least six (6) weeks before the scheduled presentation.	1.1 Forwards the request to the CIO Head for approval.	None	3 minutes	Administrative Aide III Community Affairs Officer II CIO
	1.2 Assigns a writer to coordinate with the requesting client for content development, including stock photo and video research, fact-checking, and preparation of the final working draft.		2 weeks	Officer-In-Charge, CIO Community Affairs Officer II Aide III Photographer CIO
	11.3 Prepares for the shoot by breaking down the script, coordinating with featured personalities, agencies, departments, or groups, and securing necessary permits and schedules.		2 weeks	Officer-In-Charge, CIO Community Affairs Officer IV Community Affairs Officer II
	1.4 Conducts the video shoot and proceeds with editing, including narration, motion graphics, music scoring, and final fact-checking.		2 weeks	Officer-In-Charge, CIO Community Affairs Officer II Photographer CIO
	1.5 Submits the completed video output to the Department Head, City Administrator, and/or		2 days	Officer-In-Charge, CIO

	Mayor for review, approval, and any required revisions.			
	1.6 Informs the client once the final video is approved and ready for pickup, or assists with presentation setup as needed.		1 hour	Community Affairs Officer II Administrative Aide III
	TOTAL	**None**	**6 wks., 2 days, 1 hr. & 3 mins.**	

2. Request for Video Advocacy Messages by the City Mayor for Online Platforms

CIO produces video advocacy messages featuring the City Mayor for dissemination through various online platforms.

Office	Office of the City Information Officer (CIO)
Classification	Highly Technical
Type of Transaction	G2G Government to Government/ G2C Government to Client
Who may avail	Departments in the City Government

Checklist of Requirements	**Where to Secure**
Request Slip / Written request	CIO
Sample Material/Concept, if any	To be provided by the requesting party

Client Steps	**Agency Action**	**Fees to be paid**	**Processing Time**	**Person Responsible**
1.Send a formal request letter via email to **cicro@meycauayan.gov.ph**. **If walk-in:** Sign in the visitor's logbook and submit either an e-copy or hard copy of the required documents.	1.1 Prints out the emailed request or receives the walk-in request letter and forwards it to the Mayor's Office for approval. 1.2 Upon approval, drafts the script for the video or online message, conducts fact-checking, and secures the Mayor's inputs and approval of the final script.	None	3 minutes Simple: 3 days Complex: 10 days	Community Affairs Officer IV Community Affairs Officer II Administrative Aide III CIO Officer-In-Charge, CIO Community Affairs Officer II

2. Wait for the approved video message to be produced and sent via email, download link, or for pick-up.	1.3 Conducts the video shoot for the Mayor's message. 1.4 Edits the video and prepares it for review. 1.5 Seeks final approval from the City Mayor and/or City Administrator. 1.6 If further revisions are required, performs another round of editing and submits the revised version for approval. 2.1 Notifies the client through email once the approved final video message is ready for release via email, shared link, or pick-up.		3 days 3 hours 6 hours 6 hours 5 mins.	Officer-In-Charge, CIO Community Affairs Officer II Photographer CIO City Administrator Office of the City Administrator Officer-In-Charge, CIO Officer-In-Charge, CIO
	TOTAL	**None**	**For simple: 3 day, 15 hours & 8 minutes** **For coplex: 13 days, 15 hours & 8 minutes**	