



Office of Public Affairs

External/Internal Services



1. Coverage of University Activities

The service allows the production of photos and videos of university activities and events. The output also serves as material for articles and layout design to be published on the TSU website, TSU Bulletin, TSU Annual Report and social media platforms.

Office or Division:	Office of Public Affairs			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form Coverage of Events or Activities <i>TSU-PAI-SF-09</i>		Office of Public Affairs		
Details of event, Program flow (if any)		Concerned office/college/organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form	1. Director and/or staff shall plot the request	None	1 minute	<i>Technical Staff OPA</i>
2. Provide program flow (if any)	2.1 Director and staff shall attend the activity or event	None	Depends on duration of event	<i>Technical Staff and/or Director OPA</i>
	2.2 Staff shall upload the photos/videos to available storage for safekeeping	None	1 hr	<i>Technical Staff OPA</i>
TOTAL:		None	1 day to 1 week 15 minutes	

2. Publication of Online News

The service allows clients to get information on the programs, projects, activities in the university via TSU website and social media platforms.

Office or Division:	Office of Public Affairs			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details of event, Program flow (if any) or news article		Concerned office/college/organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit information or news article to OPA	1.1 Staff shall proofread the received file for write-up or revision 1.1.1 Staff shall be deployed to cover the event/activity and shall write an article afterwards	None	3 days	<i>Technical Staff</i> OPA
	1.2 Final checking of output shall be done by Director	None	2 hours	<i>Director</i> OPA
	1.3 Staff shall upload the article to TSU website and social media platform.	None	10 minutes	<i>Technical Staff</i> OPA
TOTAL:		None	3 days, 2 hours, 10 minutes	

3. Publication and Distribution of TSU Bulletin

The service allows to publish and distribute the university publication to stakeholders every month for information dissemination.

Office or Division:	Office of Public Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details of event, Program flow (if any) or news article		Concerned office/college/organization		
TSU Bulletin Receiving Log <i>TSU-PAI-SF-02 Rev 01</i>		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting office must submit information/news article and details to OPA for write-up or proofreading	1. Staff shall proofread the received file for write-up or revision 1.1.1 Staff shall be deployed to cover the event/activity and shall write an article afterwards	None	3 days	<i>Technical Staff</i> OPA



	1.2. Checking of article/s shall be done by the Publications Unit Head and Director	None	2 hours	<i>Director OPA</i>
	1.3 Staff shall forward the final layout of the TSU Bulletin to BAASO for printing	None	5 days	<i>Technical Staff OPA</i>
	1.4 Final inspection of printed TSU Bulletin copies	None	1 day	<i>Director and Technical Staff OPA</i>
	1.5 Distribution of TSU Bulletin	None	1 day	<i>Technical Staff OPA</i>
TOTAL:		None	10 days & 2 hours	

4. Production of University Information Materials

The service allows the agency to prepare, publish and distribute the university annual report and produce the university audio visual presentation highlighting the important accomplishments of the university for the past calendar year.

Office or Division:	Office of Public Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information and data about the university		Concerned office/college/organization		
Outgoing Documents Log <i>TSU-PAI-SF-1</i>		Office of Public Affairs		
Request for Electronic Copy of Photos, Videos or Files Log <i>TSU-PAI-SF-08</i>		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. OPPME shall gather information and data to be forwarded to OPA	None	5 days	<i>Director and Staff OPPME</i>
	2. Review of documents for layout	None	3 days	<i>Director OPA</i>
	3. Staff shall produce a book-type report/audio visual presentation on the reviewed documents	None	4 weeks	<i>Technical Staff OPA</i>



	4. Review of final output and content for publication	None	3 days	<i>Director and Technical Staff OPA</i>
	5. Production 5.1 Printing of TSU Annual Report shall be forwarded to BAASO 5.2. Rendering of output for the audio-visual presentation	None	5 days 2 days	<i>Technical Staff OPA</i>
1. Fill out the log sheet to receive a copy of requested file/material (also available online)	1.1 Distribution 1.1.1 Annual Report distribution to different offices 1.1.2 Upload, store and publish the University AVP.	None	5 days 1 day	<i>Technical Staff OPA</i>
TOTAL:		None	46 days	

5. Approval of Posting of Information, Education and Communication (IEC) Materials

The service allows the review of approval of posters, tarpaulins and other information and communication materials to be posted within the university premises.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Materials to be approved		Concerned office/college/organization		
Posting of Print/Social Media/TSU Website Materials Log <i>TSU-PAI-SF-06 Rev 01</i>		Office of Public Affairs		
Posting of Tarpaulins Log <i>TSU-PAI-SF-07 Rev 01</i>		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present material subject to approval; Submit request	1.1 Review submitted material/s	None	4 minutes	<i>Technical Staff OPA</i>



letter with attachments, if any	1.2 If there are no inputs necessary, the material may be approved. 1.2.1 Otherwise, incorporate inputs then submit again for review.	None	1 minute 1 day	<i>Technical Staff</i> OPA
TOTAL:		None	1 day & 5 minutes	

6. Addressing Client's Concerns via Email

The service allows the review of approval of posters, tarpaulins and other information and communication materials to be posted within the university premises.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Concerns/Requests		Concerned office/college/organization External Client		
File Attachment		Concerned office/college/organization External clients		
Reviewing of Email		Office of Public Affairs		
Acknowledgement/Action		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send concerns or requests to agency. Attach file/s if there are any	1.1 Review the content of email and attachments if there are any	None	5 minutes	<i>Technical Staff</i> OPA
	1.2 Acknowledge the receipt of email or take appropriate action on concern.	None	3 minutes	<i>Technical Staff</i> OPA
TOTAL:		None	8 minutes	



7. Print/Social Media/TSU Website Materials for Posting

The service allows the posting of print/social media/TSU website materials.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Posting of Print/Social Media/TSU Website Materials Log <i>TSU-PAI-SF-06</i>		Office of Public Affairs		
Material for Posting		Concerned office/college/organization External clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send materials for posting by filling up the necessary form (<i>TSU-PAI-SF-06</i>)	1.1 Review the content of material/s for posting	None	5 minutes	<i>Technical Staff OPA</i>
	1.2 <i>If the material/s for posting is approved</i> , it will be posted through the preferred platform (bulletin boards, social media, TSU website, or can be both) 1.2 <i>If the material/s for posting is subject to revision</i> , client will be notified to revise the content	None	10 minutes	<i>Technical Staff OPA</i>
	1.3 Notify the client if material/s is already posted	None	3 minutes	<i>Technical Staff OPA</i>
TOTAL:		None	18 minutes	

8. Requesting of Electronic Copy of Photos, Videos or Files

The service allows the requesting of electronic copy of photos, videos or files used in university materials, projects, and such.

Office or Division:	Office of Public Affairs
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Electronic Copy of Photos/Videos or Files <i>TSU-PAI-SF-08</i>		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for photos/videos or files through online or logbook (<i>TSU-PAI-SF-08</i>)	1.1 Review the form submitted	None	5 minutes	<i>Technical Staff OPA</i>
	1.2 <i>If the request is approved</i> , the staff will send the file/s through email or MS Teams 1.2 <i>If the request is disapproved</i> , the staff will inform the requestor via email or MS Teams on the reason/s for the disapproval	None	10 minutes	<i>Technical Staff OPA</i>
	1.3 For follow up, client will be notified once the posting is finished	None	3 minutes	<i>Technical Staff OPA</i>
TOTAL:		None	18 minutes	