



12. PROVISION OF REQUESTED DATA AND INFORMATION

This service entails the provision of data and information based on requests of stakeholders received thru the different communication platforms of the Agency such as its primary email (fpacentral77@gmail.com), social media accounts, the FOI portal and hardcopy documents.

Division	PLANNING, MANAGEMENT AND INFORMATION DIVISION (PMID)
Classification	Simple
Type of transaction	G2C/B/G - Government to Citizen/Business/Government
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter/Query (1 original/email)	Person/office/company who would like to avail of this service

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Responsible Person
1. Email query/request for info	1. Acknowledge receipt, print the query and record in the tracking list	None	30 minutes	Information Officer II 3/F, PMID, FPA Building
2. Wait for reply	1.1 Evaluate the query if falls under:		30 minutes	
	(a) simple - info/data requested is available at PMID		10 minutes (not included in the total)	
	(b) complex - Info/data requested shall be provided by other divisions			
	(c) highly technical - Info/data requested is technical which will be evaluated and provided by the regulatory division(s)			
	1.2 Forward (b) and (c) to concerned division		2 days	Information Officer III 3/F, PMID, FPA Building
1.3 Prepare the reply for (a)	1 hour			
1.4 Review the reply for (a)				
2. Receive reply	2. Send the reply for (a)		30 minutes	Information Officer II 3/F, PMID, FPA Building
	Note: Frontline services for (b) and (c) shall be completed by the concerned division(s) where the query was forwarded.			
TOTAL		None	2 days and 2.5 hours	