



OFFICE OF THE CITY INFORMATION OFFICER

CITIZEN'S CHARTER 2024

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OFFICE FUNCTION/BACKGROUND

The OCIO, led by the City Information Officer and operating under the guidance of the City Mayor is tasked with delivering efficient and effective communication services. Our responsibilities include:

1. Craft and execute tailored programs to communicate the City Mayor and Government's plans, achievements, and activities effectively to Cotabato City's citizens.
2. Establish and manage city-run communication channels, like local radio stations or online platforms, offering direct access to the City Mayor's messages and city updates.
3. Create a robust network of individuals, groups, and systems ensuring accurate and timely dissemination of information from the City Mayor and Government to Cotabato's populace.
4. Oversee and support city government departments in distributing information, ensuring consistency and efficiency across all channels.
5. Foster and maintain productive relationships with local, national, and international media to amplify Cotabato City's governmental communications.
6. Handle the city government's official online presence, including social media, ensuring up-to-date and engaging content.
7. Actively engage with the public and media, promoting the City Government's missions, values, and objectives, and highlighting their benefits to the community.
8. Clearly articulate how the city government's policies and programs directly impact Cotabato City residents, enhancing public understanding and support.
9. Assist Cotabateños in comprehending the intentions and actions of the City Government, encouraging informed participation in civic matters.

VISION

To be the forefront communication entity of Cotabato City Government, bridging the Executive and Legislative branches with the citizens and media. Our goal is to enhance public dialogue on governance matters, fostering a well-informed and engaged community in Cotabato City.

MISSION

To serve as the primary conduit for educating and mobilizing the public in support of the City Mayor's policies, programs, and initiatives. We strive to be the voice and ear of the administration, ensuring a two-way flow of information between the government and the Cotabateños.

SERVICE PLEDGE

The Office of the City Information Officer is an office whose staff is competent, professional, highly motivated, and courteous in delivering efficient and appropriate service emanating from an orderly, conductive, and customer-friendly environment. It is committed to provide efficient and quality services in its pursuit to provide the general public with accurate and timely information about the activities and affairs of the City Government.

DEFINITION OF TERMS:

1. Social Media – a digital platform where information is widely shared. The City Government of Cotabato mainly uses Facebook as its platform for posting all information and events that the public needs to be aware of.
2. Press Conference – a gathering of all accredited media personnel from Cotabato City wherein they can interview the officials and other concerned personnel of the local government unit.
3. Accredited Media – this includes media personnel who have legitimate outlets in Cotabato City and in other parts of the country.
4. Credentials – proof of legitimacy of media personnel.
5. Livestream – real time coverage and transmission of video over the internet.

Feedback – verified information about the public's reaction towards any program or personnel of the local government unit that will be used to their future improvement.

TYPE OF SERVICES RENDERED:

Services offered/ delivered	Processing time (under normal circumstances per transaction)	Fees	Responsible person
Request for coverage (photos, videos, and livestream)	1 day	None	City Information Officer

Requirement/s:

Letter request submitted to the office

Additional Information:

Events of significance and size, as well as worthwhile initiatives supported by the local government, receive extensive media coverage. These may then be posted on our official social media accounts and website so that the story can be taken up by other forms of media, such as television, newspapers, and radio.

Services offered/ delivered	Processing time (under normal circumstances per transaction)	Fees	Responsible person
Receive and relay request for assistance on information dissemination of materials (all forms)	1 day	None	City Information Officer/ Administrative Officer V

Requirement/s:

Letter submitted through email or to the office

Additional Information:

Government Agencies under the Executive and Legislative Branch that are in need of assistance on Information Dissemination regarding Government Programs and others, may request for the City Information Office's assistance on the matter. Said request may be coursed through the CIO and the office will readily relay the request/s for appropriate action and evaluation of the Communications Division.

Services offered/ delivered	Processing time (under normal circumstances per transaction)	Fees	Responsible person
Facilitate the conduct of Press Conference	1 hour and 30 minutes	None	City Information Officer

Requirement/s:

Original Company ID
Letter Assignment

Additional Information:

Interested media personnel are required to present valid credentials to cover the City Mayor's Press Conference. This is done to ensure that the events shall be exclusively covered by accredited media only.

Services offered/ delivered	Processing time (under normal circumstances per transaction)	Fees	Responsible person
Request for Speeches and/or Messages	1 day	None	City Information Officer

Requirement/s:

Letter submitted through email or to the office

Additional Information:

For departments or offices under Cotabato City's Executive and Legislative Branches requiring crafted speeches for various events and programs, requests can be directed to the City Information Office to promptly review and facilitate the creation of speeches that align with specific needs and objectives.

Services offered/ delivered	Processing time (under normal circumstances per transaction)	Fees	Responsible person
Processing of Complaints and Feedback	1 hour	None	City Information Officer

Requirement/s:

Complaint letter or request form
Letter sent through social media (Facebook)

Additional Information:

Feedback and complaints are welcome as it will help us improve the city's services. Citizens, institutions, and other clients may contact the office and provide us with complete details and recommended outcome or action.

Name of Office Head:

CHRISTINE BERNADETTE F. ALMOITE
City Information Officer

Contact Information:

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OFFICE PHOTOS:

