

REQUEST FOR ASSISTANCE

DURATION:

40
minutes

A. WHO MAY AVAIL OF THE SERVICE?

- Any person who has a legitimate request for any form of assistance
- Counsel on record or representative of the party

B. WHAT ARE THE REQUIREMENTS?

- Letter Request/grievance letter or accomplished Request for Assistance (RAS) Form

The total processing time is 40 minutes for one (1) client being served at one (1) time. The time is extended when there are two (2) or more clients.

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	RESPONSE TIME	PERSON IN CHARGE	FEES	FORMS
1	a. Presents Visitor's Slip b. Fills out RAS Form	a. Greets requester b. Receives RAS Form c. Refers requester to appropriate Officer-of-the-Day.	10 minutes	Desk Officer (Public Assistance)	None	Visitor's Slip RAS Form
2.	a. Fills-out Feedback Form b. Gets Visitor's Slip for release of ID at the Lobby Guard	a. Interviews the requester b. Informs requester of the procedure c. Undertakes necessary action d. Accomplishes disposition portion of the RAS Form e. Reminds requester to drop Feedback Form in the designated box located at the Ground Floor Lobby f. Signs Visitor's Slip	30 minutes	Officer-of-the-Day (Public Assistance)	None	RAS Form Feedback Form Visitor's Slip
END OF TRANSACTION						