

VISITORS' ASSISTANCE



Brief Description

As part of its information dissemination activities, PCC has designated the Knowledge Management Division (KMD), with its assigned Visitors' Assistance Officer (VAO), to take charge of the concerns of the visitors. The VAO's main function is to receive various sectors that visit the facilities of the agency. Orientation of the programs and services is being done through a 10-minute film showing, followed by a brief tour to the following areas to showcase the dairy buffalo value chain:



Service Standard

Information materials about the PCC's programs and services are prepared for the visitors/group of visitors whose visit is pre-arranged. Unexpected/walk-in visitors, however, are also being given appropriate assistance and/or necessary orientation. The whole orientation process, including the tour of facilities, lasts about 30 minutes.

Procedure

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Coordination to the guard on duty regarding the arrival of visitors, receive the guests for registration (walk-in & scheduled visits),	Approved Formal letter of request address to the OED	Requesting Party	5 minutes
2. Distribution of IEC materials & orientation about programs and services	IEC kits	PCC Visitors' Assistance Officer	5 minutes
3. Giving off appropriate tour for the guests around PCC facilities	Vehicle	PCC Visitors' Assistance Officer	20 minutes
Total			30 minutes