



C I T I Z E N ' S
C H A R T E R



In compliance with Republic Act (RA) 9485 or the Anti-Red Tape Act of 2007 in order to improve efficiency in the delivery of government service to the public by reducing bureaucracy red tape, preventing graft and corruption, and providing penalties therefor.



ABOUT RTVM

The Presidential Broadcast Staff – Radio Television Malacañang (PBS-RTVM) was organized in 1986 following the peaceful EDSA revolt.

Before 1986, the organization that existed was Radio-Television-Movies, an adjunct of the National Media Production Center which was based in Malacañang.

On 25 July 1987, Executive Order No. 297 was signed and issued by President Corazon C. Aquino creating the Office of the Press Secretary, and cites under Section 14 (attached agencies) the creation of the Presidential Broadcast Staff – Radio Television Malacañang.

MANDATE

Executive Order No. 297 - 25 July 1987

The PBS-RTVM provides necessary media services to the incumbent President, and produces the fastest news updates on the engagements of the President and other pronouncements of the national leadership that are made available to the public with accurate and relevant information.



FUNCTIONS

- ◆ Provide audio and video documentation of the President's official functions and activities for dissemination to private networks and the viewing public;
- ◆ Provide coverage and broadcast production of events of national significance and special celebrations involving the Presidency;
- ◆ Produce broadcast materials in partnership with government agencies and civil organizations that highlight different programs and development projects
- ◆ Execute active coordination with members of the government and private broadcast networks for interaction between the President and the public
- ◆ Help strengthen public and private broadcast linkages thru agency-initiated projects like the activation of the Philippine Broadcast Pool during emergency broadcasts, and the coverage of foreign and local visits of the President.
- ◆ To create and manage an archiving unit for the proper storage of Presidential videos.



MISSION

RTVM's mission is to provide daily broadcast coverage on the activities of the President, and the Executive Branch, as well as the First Family whenever necessary, and provide the public the fastest news update and information with the farthest communication reach nationwide.

VISION

For the Filipino nation to have a better-informed citizenry with access to information regarding the movement of the national leadership - its initiatives, programs and projects for the advancement of the lives of the Filipinos, impacting the ASEAN Region, and the rest of the world.

The PBS-RTVM constantly aims for excellence and devotes itself in the service

of the nation and the Filipino people. The Agency aspires to evolve into an organization that shall enhance government communication efforts in the broadcast industry through an active and harmonious partnership with the public and private broadcast agencies.

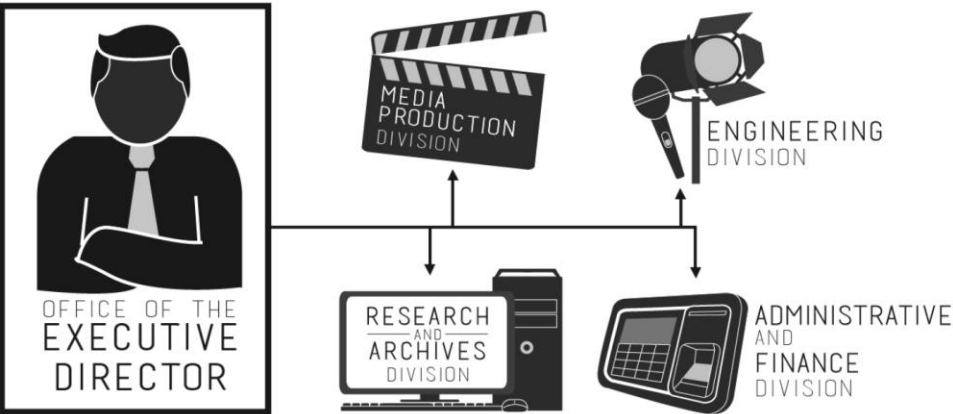
SERVICES

In its day-to-day operations, RTVM provides services and extends assistance in several ways:

- ◆ Provides copies of audio/video materials of the official activities of the President;
- ◆ Disseminates news package of Presidential engagements to media entities
- ◆ Provides transcripts of the President’s speeches;
- ◆ Facilitates/coordinates requests for the taping of official video messages of the President;
- ◆ Provides technical and manpower support to media entities and other government agencies for their broadcast needs.

Presidential events and activities may be viewed at RTVM’s official webpage: www.rtv.gov.ph.

ORGANIZATIONAL CHART



REPRODUCTION

1. VIA FILE TRANSFER PROTOCOL (FTP)

Videos generated from Presidential engagements are edited into news package and uploaded to File Transfer Protocol (FTP) server accessible by the media and the public.

| Application for Video Request | Forms and Document Requirement | Processing Time | Person/s-in-charge |
|--|--|--|------------------------|
| STEP 1 Submit letter of request addressed to the Executive Director for the creation of a user account. Include name of requester/requesting party and email address to where credentials will be sent to. | Letter addressed to the RTVM Executive Director. Executive Director Dennis Wilfred P. Pabalan Executive Director III RTVM Building, Gate 6, J.P. Laurel St. Malacañang, Laurel St. Malacañang, Manila 1005 Philippines | 10 Mins | Executive Office Staff |
| STEP 2 Once approved, request will be forwarded to the Information Technology (IT) Section for account creation. Credentials will be sent to the indicated email address. | Approved letter of request from the Office of the Executive Director | 15 Mins | IT Section |
| STEP 3 Videos can be downloaded from the FTP server. | N/A | Download speed depends on the content size and internet connection | N/A |

2. WALK-IN VIDEO REQUEST

| Application for Video Request | Forms and Document Requirement | Processing Time | Person/s-in-charge |
|--|--|--|------------------------|
| STEP 1 Submit letter of request addressed to the Executive Director thru the Public Relations Assistant (PRA). Included in the letter are: Title of Event; Date of Event; and Purpose of Request. Or may fill up a Video Request Form from the PRA. | Letter addressed to the RTVM Executive Director. Executive Director Dennis Wilfred P. Pabalan Executive Director III RTVM Building, Gate 6, J.P. Laurel St. Malacañang, Manila Or * Video Request Form *** DISAPPROVED •If the video is not for release •If the video is not available | 5 Mins | Executive Office Staff |
| STEP 2 Once approved, the request will be forwarded to the Archives Section for retrieval and downloading/copying | 1) Approved Letter of Request or Video Request Form. Archives Staff will record the approved Video Request Log Sheet and MAMS Online Video Request Worksheet. 2) External Hard Drive, USB Flash Drive | 5 Mins | Archives Section Staff |
| STEP 3 Release of requested video to the requesting party's storage media. Or may opt to be sent thru email if no storage media available. | Storage media provided by requesting client (External Hard Drive, USB Flash Drive). Or maybe sent thru email. Client shall acknowledge the release of request through Video Request and Receipt Log Sheet. Archives Staff shall accomplish video request in the online "Video Request" worksheet. Archives Staff will email to the client a Customer Satisfaction Survey Form or may fill up survey form available from PRA. | 15-30 minutes (depending on the length of the video) | Archives Section Staff |

3. ONLINE VIDEO REQUEST

| Application for Video Request | Forms and Document Requirement | Processing Time | Person/s-in-charge |
|--|---|--|------------------------|
| STEP 1 Email letter of request addressed to the Executive Director. Include the following information in the request letter: Title of Event, Date of Event and Purpose of Request | Letter addressed to the RTVM Executive Director. Executive Director Dennis Wilfred P. Pabalan Executive Director III RTVM Building, Gate 6, J.P. Laurel St. Malacañang, Manila Or * Video Request Form *** DISAPPROVED •If the video is not for release •If the video is not available *Archives Section Head will email Letter of Reply for Disapproved Request. | 5 Mins | Executive Office Staff |
| STEP 2 The Executive Office will forward the approved email request to the Archives Section Head. | Approved Letter of Request. The Archives Section Staff will record the approved video request in the Video Request Log Sheet and MAMS Online Video Request Worksheet. | 5 Mins | Archives Section Staff |
| STEP 3 Email requested video to the client. Or client may download the materials from online environment (i.e. Youtube) | Accomplish the Video Request and Receipt Log Sheet and update the MAMS Online Video Request Worksheet. For clients who will download the materials from Youtube, a Letter of Permission to Use signed by the Executive Director and Archives Section Head will be sent through email. The Archives Section Staff will email a Customer Satisfaction Survey Form to the client. | 15-30 minutes (depending on the length of the video) | Archives Section Staff |

PRESIDENTIAL BROADCAST STAFF – RADIO TELEVISION MALACAÑANG

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DENNIS WILFRED P. PABALAN

Executive Director

DIVISIONS

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FEEDBACK

We would like to hear from you. Please provide us feedback by accomplishing the form below.

- Please fill-out the forms available at the RTVM lobby and place it in the drop box located near the front desk officer.
- You may also send your feedback through our e-mail: webadmin@rtvm.gov.ph

Thank you for helping us to continuously serve you better.

RTVM-QMS-SP-06-F1

**Presidential Broadcast Staff-Radio Television Malacañang**
(Panganguluhan Taunhan sa Brodkast – Radyo Telebisyon Malacanang)
RTVM Building Gate 7, J. P. Laurel St., Malacanang, Manila

CITIZEN/CLIENT SATISFACTION FORM

We would like to hear from you, please answer the form and help us improve our services.

Name : _____ Date: _____

Agency/Company: _____ Gender: ☐ Male ☐ Female ☐ LGBTQ

Contact Details: _____ Contact Person: _____

Purpose: ☐ Video Request(s) ☐ Audio Request(s) ☐ Others
☐ Speech Transcript ☐ Technical Support _____
(Please specify)

Service Requested thru: ☐ E-mail ☐ Walk-in ☐ Others:
☐ Social Media ☐ Phone _____
(Please specify)

How satisfied are you with our service? Please check the box applicable.

| | Very Satisfied (1) | Satisfied (2) | Neither satisfied nor dissatisfied (3) | Dissatisfied (4) | Very Dissatisfied (5) |
|--|-----------------------|------------------|--|---------------------|-----------------------------|
| Responsiveness / Timeliness | | | | | |
| Reliability / Accuracy of Request | | | | | |
| Access and Facilities | | | | | |
| Communication / Courtesy | | | | | |
| Integrity | | | | | |
| Assurance / Ability to Answer Inquiries | | | | | |
| Quality of Product / Service Outcome | | | | | |

Recommendation(s)/Suggestion(s)/Desired Action from our Office:

PRIVACY NOTICE

RTVM values and protects your personal information as provided under the Data Privacy Act of 2012 (RA10173). The information you will provide herein is for reference purposes only on how to better improve our services. All pieces of information are kept for one and the summary of the collected data and comments will be included in the agency's annual report. By submitting this form, it is understood that you are aware of and agree with our privacy policy.

Should you have questions on this form please contact our data privacy officer at +63287345682.

THANK YOU.