



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.



A B O U T R T V M

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

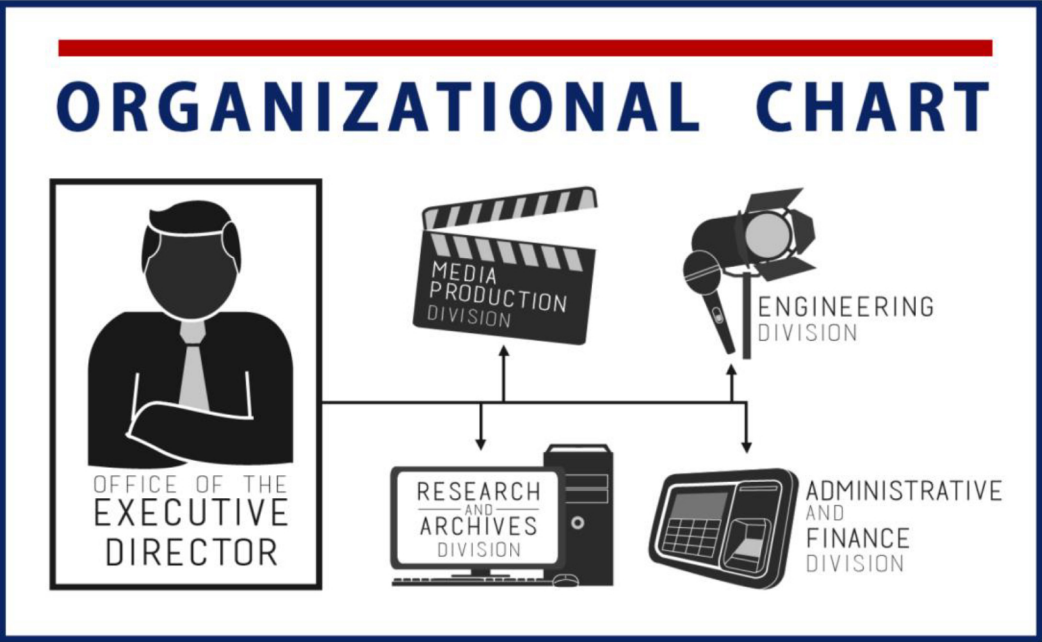
of the nation and the Filipino people. The Agency aspires to evolve into an organization that shall enhance government communication efforts in the broadcast industry through an active and harmonious partnership with the public and private broadcast agencies.

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.



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 a letter of request addressed to the Executive Director for the creation of a user account. Include the following information in the request letter: - Name of requester/ requesting party and email address to where the credentials will be sent to.	Letter addressed to the RTVM Executive Director. Letter addressed to the RTVM Executive Director Asec. Dennis Wilfred P. Pabalan Acting Executive Director RTVM Building, Gate 7, J.P. Laurel St. Malacañang, Manila	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 provided email address.	Approved letter of request from the office of the Executive Director	5 Mins	IT Section
STEP 3 Videos may be downloaded from the FTP server	N/A	Download speeds 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 Email letter of request addressed to the Executive Director thru Executive Office Staff (EOS) Include the following information in the request letter: - Title of Event - Date of Event - Purpose of Request or Requester may fill-up a video Request form from the EOS	LETTER ADDRESSED TO THE RTVM EXECUTIVE DIRECTOR Asec. Dennis Wilfred P. Pabalan Acting Executive Director RTVM Building, Gate 7, 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 The request is forwarded to the Archives Section for retrieval, downloading and copying.	• Approved "Letter of Request" or Video Request Form. The Archives section staff will record the approved video request in the Video Request log sheet and MAMS Online Video Request Worksheet • External Hard Drive, USB Flash Drive or other portable storage devices	5 Mins	Archives Section
STEP 3 Release requested video to the requesting party/s storage device. or upon the request/ approval of requester, may be sent thru email	Storage Device or Email address of the requesting party Upon release of the requested video, clients shall be requested to sign in the Video Request Log Sheet and will be provided with a Customer Client Satisfaction Survey (CCSS) Form or will be sent with a CCSS link.	15 mins to 24 hours depending on the length and number of requested materials.	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 - Purpose of Request	LETTER ADDRESSED TO THE RTVM EXECUTIVE DIRECTOR Asec. Dennis Wilfred P. Pabalan Acting Executive Director RTVM Building, Gate 7, 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 Requests	5 Mins	Executive Office Staff
STEP 2 The Executive Office will forward the approved email request to the Archives Section Head	APPROVED 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
STEP 3 Email requested video to the client. Or client may download the material from the specified online platform	Accomplish the Video Request 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 the Archives Section Head will be sent through e-mail The Archives Section Staff will email a Customer Satisfaction Survey (CCSS) Form to the client.	News Materials 5-30 Mins (depending on the length of the video news material requested) Archived Video Materials 15 mins-24 hours (depending on the length and number of requested materials.	Media Production Archives Section Staff

PRESIDENTIAL BROADCAST STAFF – RADIO TELEVISION MALACAÑANG

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DENNIS WILFRED P. PABALAN

Executive Director

DIVISIONS

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Phone: (632) 7356187

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.

**Presidential Broadcast Staff-Radio Television Malacañang**
(Pagpapalaganap ng Lungsod ng Maynila - Radyo Telebisyon Malacañang)
RTVM Building Gate 7, J. P. Laurel St., Malacañang, Manila

RTVM-QMS-SP-06-F1

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 ☐ Prefer not to say
Contact Details: _____ Contact Person: _____

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

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

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

	Very Satisfied (5)	Satisfied (4)	Neither satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)
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.

FOR ONLINE CLIENTS



Presidential Broadcast Staff-Radio Television Malacañang
(Pampagalingan Taškan sa Broadcast – Radyo Telebisyon Malacañang)
RTVM Building Gate 7, J. P. Laurel St., Malacañang, Manila

RTVM Customer Satisfaction Survey

* Required

RTVM-QMS-SP-06-F1

Date *

Date
mm/dd/yyyy

Name: *

Your answer

Gender: *

- ☐ Female
☐ Male
☐ LGBTQ
☐ Prefer not to say

Company/ Organization/ Agency/ Bureau: *

- ☐ Government
☐ Business/Organization
☐ Other: _____

Name of Office:

Your answer

Purpose *

- ☐ Video Request
☐ Audio Request
☐ Speech Transcript
☐ Technical Support
☐ Other: _____

Service Requested Thru *

- ☐ E-mail
☐ Walk-in
☐ Phone
☐ Via Social Media Accounts
☐ Other: _____

Contact Person: *

Your answer

Service Quality *

	5 Very Satisfied	4 Satisfied	3 Neither satisfied nor dissatisfied	2 Dissatisfied	1 Very Dissatisfied
Responsiveness/Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability/Accuracy of Request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access and Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication/Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integrity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assurance /Ability to Answer Inquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Product/Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments/Suggestions/Remarks (Optional) *

Your answer

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☐ Send me a copy of my responses.

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