



# **Presidential Broadcast Staff- Radio Television Malacañang**

(Pampanguluhan Tauhan sa Brodkast – Radyo Telebisyon Malacañang)

## **CITIZEN’S CHARTER**

**2021 (1<sup>st</sup> Edition)**





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## **I. Mandate:**

The Presidential Broadcast Staff-Radio Television Malacañang (PBS-RTVM) shall provide the necessary media services to the incumbent President, to document the engagements of the President and to make available to the public timely, accurate and relevant information on the activities, programs and pronouncements of the national leadership.

## **II. Vision:**

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

Shall constantly aspire to excellence and devotion to duty in the service of the nation and the people; to evolve into an organization that will enhance the government's information efforts in the broadcast sector in active and harmonious partnership with other public and private broadcast entities.

## **III. Mission:**

To provide daily broadcast coverage on the activities of the President, first and foremost, and the rest of the First Family whenever necessary, as well as movements of the Executive Branch in order to provide the public with adequate and up to date information on the Presidency and the development of the nation.



#### **IV. Service Pledge:**

We at the **Presidential Broadcast Staff – Radio Television Malacañang (PBS-RTVM)** profess our commitment to:

1. Provide audio and video documentation of the President's official functions and activities for dissemination to private media entities and the viewing public;
2. Provide coverage and broadcast production of events of national significance and special celebrations involving the Presidency;
3. Produce broadcast materials in partnership with government agencies and civil organizations that highlight different programs and development projects;
4. Engage in active coordination with the government and private media entities for interaction between the President and the public;
5. Strengthen public and private broadcast linkages thru agency-initiated projects like the activation of the Philippine Broadcast Pool during emergency broadcasts and coverages of the President's foreign and local visits;
6. Manage an archiving unit for the proper storage of Presidential videos.
7. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

We further commit to continually improve RTVM's system and its processes to satisfy the expectations and needs of our local and foreign clients.



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## **External Services**



# 1. Request for Archived Video Materials

Presidential or Non-Presidential video materials requested by requesting parties and RTVM's clients.

<b>Office or Division:</b>	Research and Archives Division - Archives Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Businesses G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter to Executive Director / Request or Permission to Use			From requesting parties	
External Hard Drive, USB and other portable storage (if necessary)			To be provided by the requesting parties	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Email letter of request / "Permission to Use" videos from SocMed.</p> <p>Include the following information in the request letter: - Name and Date of Event/Video Material - Purpose of Request</p> <p>Email: <a href="mailto:archives@rtvm.gov.ph">archives@rtvm.gov.ph</a></p>	<p>1.1. Letter addressed to the RTVM Executive Director is received and reviewed for completeness.</p> <p><b>Assistant Secretary Dennis Wilfred P. Pabalan</b> Acting Executive Director RTVM Building, Gate 7, J.P. Laurel St., Malacañang, Manila or Video Request Form</p> <p>***</p> <p><b>DISAPPROVED</b> - not for release - not available</p> <p>1.2. Reply Letter will be sent to requesting parties for all disapproved request</p>	None	5 Minutes	Executive Office Staff



<p>2. Receives video via:</p> <p>2.1. Online sending</p> <p>2.2. Online downloading</p> <p>2.3. Storage Device (USB, Hard drive, etc.)</p>	<p>2. Video is released to client or requesting party</p> <p>- For materials downloaded from <b>YouTube</b> and <b>Facebook</b>, the Agency will send an approved letter of "Permission to Use"</p>	<p>None</p>		<p>Archives Section Staff</p>
	<p>3. Send Customer Client Satisfaction Survey (CCSS) Form for feedback</p>			
<p>3. Fill-out Customer Client Satisfaction Survey (CCSS) Form</p>				
<p>Total</p>		<p>None</p>	<p>15 Minutes – 24 Working Hours</p>	





## 2. Via File Transfer Protocol (FTP)

Edited video news packages are uploaded to the File Transfer Protocol (FTP) server and may be accessed by the media and the public once they receive the credential.

<b>Office or Division:</b>	Engineering Division - Information Technology (IT) Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2G) Government to Government (G2B) Government to Businesses (G2C) Government to Citizen			
<b>Who may avail:</b>	Accredited media, private and public individuals, organizations and groups			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter to Executive Director			From requesting parties	
Approved Letter of Request			Executive Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit a letter of request addressed to the Executive Director for the creation of a user account</p> <p>Email: <a href="mailto:archives@rtvm.gov.ph">archives@rtvm.gov.ph</a></p> <p>Include the following information in the request letter:</p> <ul style="list-style-type: none"> <li>- Name of requesting party</li> <li>- Email address to where the credentials will be sent</li> </ul>	<p>1. Letter addressed to the RTVM Executive Director</p> <p style="text-align: center;"><b>Assistant Secretary Dennis Wilfred P. Pabalan</b> Acting Executive Director RTVM Building, Gate 7, J.P. Laurel St., Malacañang, Manila</p>	None	10 Minutes	Executive Office Staff
	<p>Approved request is forwarded to the Information Technology (IT) Section for account creation.</p> <p>Credentials will be sent to the provided email address.</p>	None	5 Minutes	IT Section Staff



2. Videos may be downloaded from the FTP server		None	Download speed depends on the content size and the internet connection	N/A
Total		None	15 Minutes	

### 3. Video Request from the OP, PCOO and its Attached Agencies

<b>Office or Division:</b>	Research and Archives Division - Archives Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2G) Government to Government			
<b>Who may avail:</b>	Office of the President (OP), Presidential Communications Operations Office (PCOO) and its Attached Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Archives Section		
Storage Device		To be provided by the requesting parties		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Request Form from Archives Section	1. 1. "For Release" videos are recorded in the worksheet	None	5 Minutes	Archives Section Personnel
	"Not for Release" (NFR) videos will require the approval of the Executive Director  <b>DISAPPROVED</b> - not for release - not available	None	5 -10 Minutes	Executive Office Staff
	"For Release" videos are retrieved and prepared for copying and sending	None	15 Minutes to 24 Working Hours	Archives Section Staff



	to the client		depending on the length of video material, number of requested materials and preparation requirement	
	1.2 Transfer, sending and copying of video materials	None	15 Minutes to 24 Working Hours	Archives Section Staff
2. Receives video via: 2.1. Online sending 2.2. Online downloading 2.3. Storage Device (USB, Hard drive, etc.)		None		
	2. Send Customer Client Satisfaction Survey (CCSS) Form for feedback	None		Archives Section Staff
3. Fill-out Customer Client Satisfaction Survey (CCSS) Form		None		
	Total	None	15 Minutes to 24 Working Hours depending on the length of video material and number of requested materials	



## 4. Walk-In Request

Requesting Parties and Clients may opt to request for videos by going to the RTVM Office, subject to security and health protocols.

<b>Office or Division:</b>	Research and Archives Division - Archives Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2G) Government to Government (G2B) Government to Businesses (G2C) Government to Citizen			
<b>Who may avail:</b>	Accredited media, private and public individuals, organizations and groups			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter to Executive Director			From Requesting Parties	
Approved letter from the Executive Director			Executive Office	
External Hard Drive, USB and other portable storage			To be provided by the requesting parties	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit a letter of request addressed to the Executive Director.</p> <p>Include the following information in the request letter:</p> <ul style="list-style-type: none"> <li>- Name and Date of Event/Video Material</li> <li>- Purpose of Request</li> </ul> <p>or</p> <p>Requester may fill-out a Video Request Form from the Executive Office Staff</p>	<p>1. Letter addressed to the RTVM Executive Director</p> <p style="text-align: center;"><b>Assistant Secretary Dennis Wilfred P. Pabalan</b> Acting Executive Director RTVM Building, Gate 7, J.P. Laurel St., Malacañang, Manila</p> <p style="text-align: center;">or</p> <p style="text-align: center;">Video Request Form</p> <p style="text-align: center;">***</p> <p style="text-align: center;"><b>DISAPPROVED</b></p> <ul style="list-style-type: none"> <li>- not for release</li> <li>- not available</li> </ul> <p>A Reply Letter will be sent to requesting party or client for disapproved request</p>	None	5 Minutes	Executive Office Staff
	<p>1.2. The Executive Office will forward the approved request to the Archives Section.</p>	None		Executive Office Staff



	1.3. <b>Approved</b> request is forwarded to the Archives Section for retrieval of the video material and copying to the requesting party or client's storage device or by sending the said video material online	None	15 Minutes to 24 Working Hours depending on the length of video material and number requested materials	Archives Section Staff
2. Receives video via: 2.1. Storage Device (USB, Hard drive, etc.) or 2.2. Online sending 2.3. Online downloading  Signing in the worksheet for documentation purposes		None	15 Minutes to 24 Working Hours depending on the length of video material and number of requested materials	Archives Section Staff
	2. Send Customer Client Satisfaction Survey (CCSS) Form for feedback			
3. Fill-out Customer Client Satisfaction Survey (CCSS) Form		None		
	Total	None	15 Minutes – 24 Working Hours	



## Internal Services



## 1. Issuance of Certificate of Employment (COE) and/or Certificate of Employment with Compensation (COE with Compensation)

This certification is issued to authenticate the employment and compensation of the employee. Issued no later than three (3) days upon request.

<b>Office or Division:</b>	Administrative and Finance Division (AFD) – Personnel Section (PS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Permanent Employees in the RTVM
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for COE and/or COE with Compensation and provide the necessary information (e.g. purpose of request). Request may be done verbally or through other modes of communication, including but not limited to Viber messages. Request will be logged in the PS logbook.	1. Request is checked for completeness. Retrieve the employee's service card (and copy of payroll, for COE with Compensation). COE/COE with Compensation is drafted and submitted to the Section Chief for review.	None	15 Minutes	<i>Administrative Assistant II</i>  <i>or</i> <i>(Administrative Assistant V / Data Controller IV)</i> PS
1.1. None	1.1. Review the COE/COE with Compensation and submit to the Chief Administrative Officer.	None	10 Minutes	<i>Administrative Officer V</i> PS
1.2. None	1.2. Review the COE/COE with Compensation, affix signature and forward the same to the Administrative Assistant II / Administrative Assistant V for releasing.	None	10 Minutes	<i>Chief Administrative Officer</i> AFD
2. None	2. Ensure that the COE/COE	None	5 Minutes	<i>Administrative</i>



	with Compensation is issued with an RTVM AF Issuance No. and logged into the AFD Issuance Monitoring Sheet prior to release.			<i>Assistant II</i>  <i>or</i>  <i>(Administrative Assistant V / Data Controller IV)</i> <i>PS</i>
3. None	3. Release the COE/COE with Compensation, take the file copy and other attachments (if any) and file in the employee's 201 record.	None	10 Minutes	<i>Administrative Assistant II</i>  <i>or</i>  <i>(Administrative Assistant V / Data Controller IV)</i> <i>PS</i>
4. Receive COE/COE with Compensation and affix signature on the File Copy as proof of receipt. Acknowledgement will be logged in the PS logbook.				
<b>Total</b>		<b>None</b>	<b>50 Minutes</b>	





## 2. Issuance of Service Record

This is issued to certify the actual services rendered by the employee in government service. Issued no later than three (3) days upon request.

<b>Office or Division:</b>	Administrative and Finance Division (AFD) – Personnel Section (PS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Permanent Employees in the RTVM
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee / Authorized staff of the Official requests for Service Record. Request may be done verbally or through other modes of communication, including but not limited to Viber messages. Request will be logged in the PS logbook.	1. Request is checked for completeness. Retrieve the employee's/official's service card. Service Record is prepared, printed and submitted to the Section Chief for review.	None	15 Minutes	<i>Administrative Assistant V</i>  <i>or</i> <i>(Data Controller IV)</i> PS
1.1. None	1.1. Review the Service Record, affix signature and forward the same to the Administrative Assistant V / Data Controller IV for releasing.	None	10 Minutes	<i>Administrative Officer V</i> PS
2. None	2. Ensure that the Service Record is issued with an RTVM AF Issuance No. and logged into the AFD Issuance Monitoring Sheet prior to release.	None	5 Minutes	<i>Administrative Assistant V / Data Controller IV</i> PS
3. None	3. Release the Service Record.	None	10 Minutes	<i>Administrative Assistant V</i>



				<p style="text-align: center;"><i>or</i></p> <p style="text-align: center;">(Data Controller IV) PS</p>
<p>4. Receive the Service Record and acknowledge receipt.</p> <p>Sign in the Logbook and receive the Service Record.</p>				
<b>Total</b>		<b>None</b>	<b>40 Minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<p>How to send Customer Client Satisfaction Survey (CCSS) feedback?</p>	<ol style="list-style-type: none"> <li>1. Fill out the form available at the RTVM Lobby and place it in the drop box at the Public Assistance Desk or</li> <li>2. Via e-mail at <a href="mailto:feedback@rtvm.gov.ph">feedback@rtvm.gov.ph</a></li> <li>3. Online by clicking the link: <a href="https://forms.gle/yDVnrGQyEQX1mFzS7">https://forms.gle/yDVnrGQyEQX1mFzS7</a></li> </ol> <p>Contact info:</p> <p>Research and Archives Division Tel No.: +632 - 87345680 Email: <a href="mailto:research@rtvm.gov.ph">research@rtvm.gov.ph</a></p>
<p>How CCSS feedbacks are processed?</p>	<p>CCSS Feedback forms from the drop box and received via email are collected and read every Monday. Results are collated in MS Excel spreadsheet and a quarterly analysis report is prepared.</p> <p>PBS-RTVM conducts Management Committee meetings every quarter or when the need arises to discuss and resolve the feedback from clients.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>Research and Archives Division Tel No.: +632 - 87345680 Email: <a href="mailto:research@rtvm.gov.ph">research@rtvm.gov.ph</a> or <a href="mailto:feedback@rtvm.gov.ph">feedback@rtvm.gov.ph</a></p>
<p>How to file a complaint?</p>	<p>Complainants may file their complaint against PBS-RTVM by sending an email to</p> <p style="text-align: center;"><a href="mailto:webadmin@rtvm.gov.ph">webadmin@rtvm.gov.ph</a></p> <p>and providing the following details:</p> <ul style="list-style-type: none"> <li>- Date of Complaint</li> </ul>



	<ul style="list-style-type: none"> <li>- Client Information</li> <li>- Nature of Complaint</li> </ul> <p style="text-align: center;">or</p> <p style="text-align: center;">by filling out the Customer Complaint Form (RTVM-QMS-SP-07-F1)</p>
<p>How complaints are processed?</p>	<p>The Web Administrator shall monitor its email for possible complaints and shall forward the complaint to the Office of the Executive Director for appropriate action.</p> <p>A letter shall be sent to the client explaining the result of the investigation and the actions undertaken by the agency.</p> <p>Clients/Complainants may follow up their concerns at:          Tel No.: +632-8-733-37-13          Email: <a href="mailto:webadmin@rtvm.gov.ph">webadmin@rtvm.gov.ph</a></p>
<p>Contact Information of National Feedback and Complaints Centers:</p> <p>Anti-Red Tape Authority (ARTA)</p> <p>Presidential Complaints Center (PCC)</p> <p>Contact Center ng Bayan (CCB)</p>	<p>Hotline: 1-ARTA (2782)          Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          Website:  <a href="http://arta.gov.ph/pages/complaintform.php">http://arta.gov.ph/pages/complaintform.php</a></p> <p>Hotline: 8888          Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>          Website:  <a href="https://op-proper.gov.ph/presidential-actioncenter/">https://op-proper.gov.ph/presidential-actioncenter/</a></p> <p>Hotline: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines)          SMS: 0908-881-6565          Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Website: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a></p>



## LIST OF OFFICES

Office	Address	Contact Information
Office of the Executive Director	Ground Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila	+632 - 87333713 +632 - 87356186 Email: eo@rtvm.gov.ph

## DIVISIONS

Media Production Division	Ground Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila	Email: <a href="mailto:production@rtvm.gov.ph">production@rtvm.gov.ph</a>
Engineering Division	2 <sup>nd</sup> Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila	+632 – 87356171 Email: <a href="mailto:engineering@rtvm.gov.ph">engineering@rtvm.gov.ph</a>
Research and Archives Division	2 <sup>nd</sup> Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila	+632 - 87345680 Email: <a href="mailto:research@rtvm.gov.ph">research@rtvm.gov.ph</a>
Administrative and Finance Division	2 <sup>nd</sup> Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila	+632 – 87356187 Email: <a href="mailto:AFD@rtvm.gov.ph">AFD@rtvm.gov.ph</a>

Approved by:

**Assistant Secretary Dennis Wilfred P. Pabalan**  
Acting Executive Director

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