Presidential Broadcast Staff-
Radio Television Malacañang
(Pampanguluhan Tauhan sa Brodkast – Radyo Telebisyon Malacañang)

CITIZEN’S CHARTER

2022 (2nd Edition)
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2022 (2nd Edition)
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 coverage 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.
List of Services

External Services

1. Request for Archived Video Materials
2. Request for Facebook Video Live Streaming from the OP, PCOO, and other Government Agencies
3. Via File Transfer Protocol (FTP)
4. Video Request from the OP, PCOO, and its Attached Agencies
5. Walk-In Request

Internal Services

1. Issuance of Certificate of Employment (COE) and/or Certificate of Employment with Compensation (COE with Compensation)
2. Issuance of Service Record
3. Preparation of Approved Budget for the Contract (ABC)
4. Preparation of Financial Statements and Reports
5. Preparation of Obligation Requests and Status (ORS) and Certification of Availability of Allotment and Obligation Incurred
6. Preparation and Submission of Budgetary Reports
7. Preparation of Disbursement Voucher for Payment of Salaries and Suppliers

Feedback and Complaints Mechanism

List of Offices
External Services
1. Request for Archived Video Materials
Presidential or Non-Presidential video materials requested by requesting parties and RTVM’s clients.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Research and Archives Division - Archives Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td></td>
<td>G2B - Government to Businesses</td>
</tr>
<tr>
<td></td>
<td>G2C - Government to Citizen</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Letter to Executive Director / Request or Permission to Use</th>
<th>From requesting parties</th>
</tr>
</thead>
<tbody>
<tr>
<td>External Hard Drive, USB and other portable storage (if necessary)</td>
<td>To be provided by the requesting parties</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

1. Email letter of request / “Permission to Use” videos from SocMed.

   Include the following information in the request letter:
   - Name and Date of Event/Video Material
   - Purpose of Request

   Email: archives@rtvm.gov.ph

2. Receives video via:

**AGENCY ACTIONS**

1.1. Letter addressed to the RTVM Executive Director is received and reviewed for completeness.

   **Assistant Secretary Dennis Wilfred P. Pabalan**
   Acting Executive Director
   RTVM Building, Gate 7, J.P. Laurel St., Malacañang, Manila
   or Video Request Form

   **DISAPPROVED**
   - not for release
   - not available

   1.2. Reply Letter will be sent to requesting parties for all disapproved request

2. Video is released to

**FEES TO BE PAID**

None

**PROCESSING TIME**

5 Minutes

**PERSON RESPONSIBLE**

Executive Office Staff

Archives Section
<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1. Online sending</td>
<td>client or requesting party</td>
<td></td>
<td>Staff</td>
</tr>
<tr>
<td>2.2. Online downloading</td>
<td>- For materials downloaded from YouTube and Facebook, the Agency will send an approved letter of “Permission to Use”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.3. Storage Device (USB, Hard drive, etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Fill-out Customer Client Satisfaction Survey (CCSS) Form</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Send Customer Client Satisfaction Survey (CCSS) Form for feedback</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>15 Minutes – 24 Working Hours</td>
</tr>
</tbody>
</table>
2. Request for Facebook Video Live Streaming from the OP, PCOO and other Government Agencies

RTVM may facilitate live streaming requests of non-Presidential events subject to approval from the Head of Agency and in conformance to the agreed terms in the facilitation of the request.

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Engineering Division - Information Technology (IT) Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>(G2G) Government to Government</td>
</tr>
<tr>
<td>Who may avail</td>
<td>Office of the President (OP), Presidential Communications Operations Office (PCOO), and other Government Agencies</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
<th>Letter to Executive Director</th>
<th>Approved Request</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>From requesting party</td>
<td>Executive Office</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTIONS</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Letter addressed to the RTVM Executive Director</td>
<td>None</td>
<td>5 Minutes</td>
<td>Executive Office Staff</td>
</tr>
<tr>
<td><strong>Assistant Secretary Dennis Wilfred P. Pabalan</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acting Executive Director</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RTVM Building, Gate 7, J.P. Laurel St., Malacañang, Manila ***</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DISAPPROVED</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact Person will be notified thru the provided contact details.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**APPROVED**

<p>| 2. The Executive Office will forward the approved request to the Information Technology (IT) | None | 5 Minutes | Executive Office Staff |
| IT Section Head                                                                 |       |           |                    |</p>
<table>
<thead>
<tr>
<th>Section Head</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. IT Specialist will coordinate with the requesting party on details of the request. A Conforme Agreement is sent to the requesting party indicating the terms/requirements for the conduct of the coverage</td>
</tr>
<tr>
<td>None</td>
</tr>
</tbody>
</table>
| 2. Requesting party returns the signed Conforme Agreement with the following terms and conditions:  
a. Provision of internet connection or data load card in case of unavailability of connection  
b. Provide updated Program Flow  
c. Provide background materials of the event  
d. Provide list of Facebook (FB) pages where the requesting party intends to crosspost the event |
<p>| ** sends Conforme via e-mail: <a href="mailto:techsupport@rtvm.gov.ph">techsupport@rtvm.gov.ph</a> |
| 4. IT specialist receives signed Conforme Agreement |
| None | 5 minutes | IT Specialist |
| 5. IT Section Head request for Coverage Assignment Schedule (CAS) |
| None | 30 Minutes | IT Section Head - other Section Heads involved in the CAS |</p>
<table>
<thead>
<tr>
<th></th>
<th>Task Description</th>
<th>Hours</th>
<th>Assignee(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.</td>
<td>IT Specialist informs and processes other requirements with regards to logistics</td>
<td>30</td>
<td>assigned IT Specialist, Cashier / Accounting Staff</td>
</tr>
<tr>
<td>7.</td>
<td>IT Specialist sends background materials for the drafting of caption for posting</td>
<td>30</td>
<td>assigned IT Specialist, News and Program Writers Personnel and Section Head</td>
</tr>
<tr>
<td>3.</td>
<td>Assist RTVM coverage team during the event</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>COVERAGE proper</td>
<td></td>
<td>Assigned coverage team</td>
</tr>
<tr>
<td>9.</td>
<td>Send Customer Feedback Forms</td>
<td>5</td>
<td>IT Specialist</td>
</tr>
<tr>
<td>4.</td>
<td>Returns Customer Feedback Forms</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td>6</td>
<td><strong>3 days</strong> (Estimated completion time subject to the immediate response of requesting party, the distance of venue from the office, and)</td>
</tr>
<tr>
<td></td>
<td>duration of the actual requested event</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3. 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Engineering Division - Information Technology (IT) Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>(G2G) Government to Government (G2B) Government to Businesses (G2C) Government to Citizen</td>
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<td>Who may avail:</td>
<td>Accredited media, private and public individuals, organizations and groups</td>
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<td>Letter to Executive Director</td>
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<tr>
<td>Approved Letter of Request</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTIONS</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit a letter of request addressed to the Executive Director for the creation of a user account</td>
<td>1. Letter addressed to the RTVM Executive Director Assistant Secretary Dennis Wilfred P. Pabalan Acting Executive Director RTVM Building, Gate 7, J.P. Laurel St., Malacañang, Manila</td>
<td>None</td>
<td>10 Minutes</td>
<td>Executive Office Staff</td>
</tr>
<tr>
<td>Email: <a href="mailto:archives@rtvm.gov.ph">archives@rtvm.gov.ph</a></td>
<td>Approved request is forwarded to the Information Technology (IT) Section for account creation. Credentials will be sent to the provided email address.</td>
<td>None</td>
<td>5 Minutes</td>
<td>IT Section Staff</td>
</tr>
<tr>
<td>2. Videos may be downloaded from the FTP server</td>
<td>None</td>
<td>Download speed depends on</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>the content size and the internet connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>
4. Video Request from the OP, PCOO, and its Attached Agencies

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<thead>
<tr>
<th>Office or Division:</th>
<th>Research and Archives Division - Archives Section</th>
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<td>Classification:</td>
<td>Simple</td>
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<td>Type of Transaction:</td>
<td>(G2G) Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Office of the President (OP), Presidential Communications Operations Office (PCOO) and its Attached Agencies</td>
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</tbody>
</table>

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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Archives Section</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Request Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage Device</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTIONS</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Secure Request Form from Archives Section</td>
<td>1. 1. “For Release” videos are recorded in the worksheet</td>
<td>None</td>
<td>5 Minutes</td>
<td>Archives Section Personnel</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>“Not for Release” (NFR) videos will require the approval of the Executive Director</td>
<td>None</td>
<td>5 -10 Minutes</td>
<td>Executive Office Staff</td>
</tr>
<tr>
<td></td>
<td><strong>DISAPPROVED</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- not for release</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- not available</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>“For Release” videos are retrieved and prepared for copying and sending to the client</td>
<td>None</td>
<td>15 Minutes to 24 Working Hours depending on the length of video material, number of requested materials and preparation requirement</td>
<td>Archives Section Staff</td>
</tr>
<tr>
<td></td>
<td>1.2 Transfer, sending and copying of video materials</td>
<td>None</td>
<td>15 Minutes to 24 Working Hours</td>
<td>Archives Section Staff</td>
</tr>
<tr>
<td>2. Receives video via:</td>
<td>2.1. Online sending</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.2. Online</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th><strong>download</strong></th>
<th><strong>2.3. Storage Device (USB, Hard drive, etc.)</strong></th>
<th><strong>2. Send Customer Client Satisfaction Survey (CCSS) Form for feedback</strong></th>
<th><strong>None</strong></th>
<th><strong>Archives Section Staff</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3. Fill-out Customer Client Satisfaction Survey (CCSS) Form</strong></td>
<td></td>
<td></td>
<td><strong>None</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>None</strong></td>
<td><strong>15 Minutes to 24 Working Hours depending on the length of video material and number of requested materials</strong></td>
</tr>
</tbody>
</table>
5. 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.

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Research and Archives Division - Archives Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>(G2G) Government to Government</td>
</tr>
<tr>
<td></td>
<td>(G2B) Government to Businesses</td>
</tr>
<tr>
<td></td>
<td>(G2C) Government to Citizen</td>
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<tr>
<td>Who may avail</td>
<td>Accredited media, private and public individuals, organizations and groups</td>
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</tbody>
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**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter to Executive Director</td>
</tr>
<tr>
<td>Approved letter from the Executive Director</td>
</tr>
<tr>
<td>External Hard Drive, USB and other portable storage</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTIONS</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit a letter of request addressed to the Executive Director.</td>
<td>1. Letter addressed to the RTVM Executive Director</td>
<td>None</td>
<td>5 Minutes</td>
</tr>
<tr>
<td>Include the following information in the request letter:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Name and Date of Event/Video Material</td>
<td>Assistant Secretary Dennis Wilfred P. Pabalan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Purpose of Request or Requester may fill-out a Video Request Form from the Executive Office Staff</td>
<td>Acting Executive Director</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RTVM Building, Gate 7, J.P. Laurel St., Malacañang, Manila or Video Request Form</td>
<td>***</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DISAPPROVED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- not for release</td>
<td>A Reply Letter will be sent to requesting party or client for disapproved request</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- not available</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PERSON RESPONSIBLE**

<table>
<thead>
<tr>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Office Staff</td>
</tr>
</tbody>
</table>

1.2. The Executive Office will forward the FW
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Time Frame</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3</td>
<td>Approved 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</td>
<td>None</td>
<td>15 Minutes to 24 Working Hours depending on the length of video material and number of requested materials</td>
</tr>
<tr>
<td>2</td>
<td>Receives video via:</td>
<td>None</td>
<td>15 Minutes to 24 Working Hours depending on the length of video material and number of requested materials</td>
</tr>
<tr>
<td>2.1</td>
<td>Storage Device (USB, Hard drive, etc.) or Online sending</td>
<td>None</td>
<td>15 Minutes to 24 Working Hours depending on the length of video material and number of requested materials</td>
</tr>
<tr>
<td>2.2</td>
<td>Online downloading</td>
<td>None</td>
<td>15 Minutes to 24 Working Hours depending on the length of video material and number of requested materials</td>
</tr>
<tr>
<td>2.3</td>
<td>Signing in the worksheet for documentation purposes</td>
<td>None</td>
<td>15 Minutes to 24 Working Hours depending on the length of video material and number of requested materials</td>
</tr>
<tr>
<td>2.</td>
<td>Send Customer Client Satisfaction Survey (CCSS) Form for feedback</td>
<td>None</td>
<td>15 Minutes to 24 Working Hours depending on the length of video material and number of requested materials</td>
</tr>
<tr>
<td>3</td>
<td>Fill-out Customer Client Satisfaction Survey (CCSS) Form</td>
<td>None</td>
<td>15 Minutes to 24 Working Hours depending on the length of video material and number of requested materials</td>
</tr>
<tr>
<td>Total</td>
<td>None</td>
<td>15 Minutes – 24 Working Hours</td>
<td>Archives Section Staff</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Administrative and Finance Division (AFD) – Personnel Section (PS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Permanent Employees in the RTVM</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTIONS</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>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.</td>
<td>None</td>
<td>15 Minutes</td>
<td>Administrative Assistant II or (Administrative Assistant V / Data Controller IV) PS</td>
</tr>
<tr>
<td>1.1. None</td>
<td>1.1. Review the COE/COE with Compensation and submit to the Chief Administrative Officer.</td>
<td>None</td>
<td>10 Minutes</td>
<td>Administrative Officer V PS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>1.2. None</td>
<td>1.2. Review the COE/COE with Compensation, affix signature and forward the same to the Administrative Assistant II / Administrative Assistant V for releasing.</td>
</tr>
<tr>
<td>2. None</td>
<td>2. Ensure that the COE/COE with Compensation is issued with an RTVM AF Issuance No. and logged into the AFD Issuance Monitoring Sheet prior to release.</td>
</tr>
<tr>
<td>3. None</td>
<td>3. Release the COE/COE with Compensation, take the file copy and other attachments (if any) and file in the employee’s 201 record.</td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>None</td>
</tr>
</tbody>
</table>
**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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Administrative and Finance Division (AFD) – Personnel Section (PS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Permanent Employees in the RTVM</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| None | None |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTIONS</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>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.</td>
<td>None</td>
<td>15 Minutes</td>
<td>Administrative Assistant V or (Data Controller IV) PS</td>
</tr>
<tr>
<td>1.1. None</td>
<td>1.1. Review the Service Record, affix signature and forward the same to the Administrative Assistant V / Data Controller IV for releasing.</td>
<td>None</td>
<td>10 Minutes</td>
<td>Administrative Officer V PS</td>
</tr>
<tr>
<td>2. None</td>
<td>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.</td>
<td>None</td>
<td>5 Minutes</td>
<td>Administrative Assistant V / Data Controller IV PS</td>
</tr>
<tr>
<td>3. None</td>
<td>3. Release the Service Record.</td>
<td>None</td>
<td>10 Minutes</td>
<td>Administrative Assistant V</td>
</tr>
</tbody>
</table>
4. Receive the Service Record and acknowledge receipt.

   Sign in the Logbook and receive the Service Record.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>None</strong></td>
<td><strong>40 Minutes</strong></td>
</tr>
</tbody>
</table>

or

\(\text{Data Controller IV}\)

PS
3. Preparation of Approved Budget for the Contract (ABC)

Allocation of Funds

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Administrative and Finance Division -- Budget Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple Transaction</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>RTVM employees</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accomplished End-User Request Form duly approved by the Division Head of requesting unit or Division</td>
<td>From requesting Division -- Administrative and Finance, Media Production, Research and Archives, and Engineering Divisions</td>
</tr>
<tr>
<td>2. Approved Project Procurement Management Plan (PPMP)</td>
<td>To be prepared by the requesting unit; from the Division PPMP Consolidator</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTIONS</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Secure end-user request form from the Property Section and submit the accomplished form together with a copy of the approved PPMP to the Budget Section</td>
<td>1.1. Receives the end-user request form from the requesting unit.</td>
<td>None</td>
<td>5 Minutes</td>
<td>Budget Section staff</td>
</tr>
<tr>
<td></td>
<td>1.2. Verifies from the approved PPMP if the items requested were included therein. Approve and sign the document.</td>
<td></td>
<td>5 Minutes</td>
<td>Chief, Budget Section</td>
</tr>
<tr>
<td></td>
<td>1.3. Records the end-user request to the logbook and assigns a control number</td>
<td></td>
<td>3 Minutes</td>
<td>Budget Section staff</td>
</tr>
<tr>
<td></td>
<td>1.4. Transmits the prepared ABC for approval and signature of the Administrative and Finance Division Head.</td>
<td></td>
<td>3 Minutes</td>
<td>Budget Section staff</td>
</tr>
<tr>
<td></td>
<td>1.5. Transmits the prepared ABC for approval and signature of the Head of Agency</td>
<td>Upon availability of signatories</td>
<td>3 Minutes</td>
<td>Budget Section staff</td>
</tr>
<tr>
<td></td>
<td>1.6. Forwards the duly signed ABC to the</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Procurement Section</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>---</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>None</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>16 Minutes – 8 Working hours</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4. Preparation of Financial Statements and Reports
Annual Financial Reports submitted to Resident Auditor

OFFICE/DIVISION: Administrative and Finance Division -- Accounting Section
CLASSIFICATION: Highly Technical Transaction
TYPE OF TRANSACTION: G2G - Government to Government
WHO MAY AVAL: Commission on Audit and other Regulatory Agencies

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Report of Collections and Deposits (RCD)</td>
<td>Cashier Section</td>
</tr>
<tr>
<td>2. Notice of Cash Allocation</td>
<td>Budget Section</td>
</tr>
<tr>
<td>3. Report of Checks Issued (RCI)</td>
<td>Cashier Section</td>
</tr>
<tr>
<td>4. Report of Advice to Debit Account Issued (RADAI)</td>
<td>Cashier Section</td>
</tr>
<tr>
<td>5. Report on Physical Count of PPE (RPCPPE)</td>
<td>Property Section</td>
</tr>
<tr>
<td>6. Liquidations of Cash Advances</td>
<td>Accountable Employee</td>
</tr>
<tr>
<td>7. Report on Unliquidated Petty Cash Funds</td>
<td>Accountable Employee</td>
</tr>
<tr>
<td>8. Report of Supplies and Materials Issued</td>
<td>Property Section</td>
</tr>
<tr>
<td>9. Inventory and Inspection Report of Unserviceable Property</td>
<td>Property Section</td>
</tr>
<tr>
<td>10. Bank Statements</td>
<td>Landbank of the Philippines</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEP</th>
<th>ACTIONS</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>1. Transactions are analyzed and Journal Entry Voucher (JEV) is prepared</td>
<td>None</td>
<td>6 days</td>
<td>Accounting Personnel</td>
</tr>
<tr>
<td></td>
<td>2. Journal entry is approved</td>
<td></td>
<td>1 day</td>
<td>Chief Accountant</td>
</tr>
<tr>
<td></td>
<td>3. JEV is posted to journals and ledgers</td>
<td></td>
<td>1 day</td>
<td>Accounting Personnel</td>
</tr>
<tr>
<td></td>
<td>4. General Ledger Accounts are reconciled with other external reports</td>
<td></td>
<td>2 days</td>
<td>Accounting Personnel</td>
</tr>
<tr>
<td></td>
<td>5. Pre-Closing Trial Balance is prepared</td>
<td></td>
<td>2 days</td>
<td>Accounting Personnel</td>
</tr>
<tr>
<td></td>
<td>6. Trial Balance is reviewed</td>
<td></td>
<td>2 days</td>
<td>Chief Accountant</td>
</tr>
<tr>
<td></td>
<td>7. JEV is prepared and posted to correct or</td>
<td></td>
<td>1 day</td>
<td>Accounting Personnel</td>
</tr>
<tr>
<td>Task Description</td>
<td>Time</td>
<td>Responsible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------</td>
<td>-------</td>
<td>------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adjust entries</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Financial Statements (FS) &amp; Reports are prepared and submitted</td>
<td>1 day</td>
<td>Accounting Supervisor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Approve the Financial Statements;</td>
<td>2 days</td>
<td>Chief Accountant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Submit the Financial Statements to COA</td>
<td>1 day</td>
<td>Accounting Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>None</td>
<td>19 days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Preparation of Obligation Requests and Status (ORS) and Certification of Availability of Allotment and Obligation Incurred

Budget Utilization

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Administrative and Finance Division -- Budget Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple Transaction</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>RTVM employees</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Billings, SOA and Purchase Order (PO), payroll, and remittances of government shares</td>
<td>Procurement, Personnel and Accounting Section</td>
</tr>
<tr>
<td>2. Original and/or certified true copy of supporting documents depending on the nature of transactions as per COA Circular 2012-001 (Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions)</td>
<td>To be prepared by the requesting unit</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Agency Actions</th>
<th>Fees to be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Submit claims with supporting documents</td>
<td>** 1.1. ** Receives the supporting documents from requesting unit.</td>
<td>None</td>
<td>2 Minutes</td>
<td>Budget Section staff</td>
</tr>
<tr>
<td></td>
<td>** a. Billing Statements</td>
<td>** 1.2. Checks the completeness of supporting documents. If incomplete, returns the same to the requesting unit for completion.</td>
<td>None</td>
<td>5 Minutes</td>
<td>Budget Section staff</td>
</tr>
<tr>
<td></td>
<td>b. Statement of Accounts (SOA)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Purchase Order</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>d. Payroll</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>e. Remittances of Government Shares</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>** 1.3. ** If complete, verifies the availability of allotment from the Status of Allotment, Obligations, and Balances (SAOB).</td>
<td></td>
<td>None</td>
<td>5 Minutes</td>
<td>Chief, Budget Section</td>
</tr>
<tr>
<td></td>
<td>** 1.4. ** If the allotment is available, assigns a number to the ORS based on the control logbook maintained.</td>
<td></td>
<td>None</td>
<td>3 Minutes</td>
<td>Budget Section staff</td>
</tr>
</tbody>
</table>
*** If the allotment is unavailable, the documents are returned to the requesting unit for completion.

<table>
<thead>
<tr>
<th>Step</th>
<th>Time</th>
<th>Receiving Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5</td>
<td>None</td>
<td>5 Minutes Budget Section staff</td>
</tr>
<tr>
<td>1.6</td>
<td>None</td>
<td>5 Minutes Budget Section staff</td>
</tr>
<tr>
<td>1.7</td>
<td>None</td>
<td>2 Minutes Chief, Budget Section</td>
</tr>
<tr>
<td>1.8</td>
<td>None</td>
<td>10 Minutes Budget Section staff</td>
</tr>
<tr>
<td>Total</td>
<td>None</td>
<td>37 Minutes – 8 Working hours</td>
</tr>
</tbody>
</table>
### 6. Preparation and Submission of Budgetary Reports

**Budget Accountability**

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Administrative and Finance Division -- Budget Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical Transactions</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. RTVM Management particularly the Head of Agency</td>
</tr>
<tr>
<td></td>
<td>2. Regulatory/Oversight Government Agencies (DBM, COA)</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| 1. Duplicate copies of ORS | WHERE TO SECURE |
| 2. Budget Registries (RAO) | Maintained and updated by the Budget Section |

**CLIENT STEPS**

1. The Budget Section is mandated to automatically initiate the preparation of the Budget and Financial Accountability Reports (BFARs), as part of the statutory requirements

**AGENCY ACTIONS**

1.1. After the end of each quarter, prepares the following Budget and Financial Accountability Reports (BFAR’s) based on the Budget Registries

   - a. Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances (SAAODB) – FAR No. 1
   - b. Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances by Object of Expenditures (SAAODB-OE) – FAR No. 1-A
   - c. List of Allotments and Sub-Allotments (LASA) – FAR 1-B

1.2. Forwards the BFARs to the Chief of Budget Section for review.

**FEES TO BE PAID**

None

**PROCESSING TIME**

3 days

2 Minutes

**PERSON RESPONSIBLE**

Budget Section staff

Budget Section staff
1.3. Reviews the BFARs and forwards to the Budget staff for encoding in the DBM’s Unified Reporting System.

1.4. Encodes and submits in the URS and download the system generated report for the signature of approving officials (Budget Officer, Accountant, Head of Administrative and Finance Division, and Head of Agency).

1.5. Submits the signed/approved BFARs (system generated hard copy report) to DBM and COA.

*Note: Transmits copies of signed/approved BFARs to the New Media Section for posting in the Transparency Seal of the RTVM website.*

<table>
<thead>
<tr>
<th>Step</th>
<th>Duration</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3</td>
<td>1 Day</td>
<td>Chief, Budget Section</td>
</tr>
<tr>
<td>1.4</td>
<td>3 Days</td>
<td>Budget Section staff</td>
</tr>
<tr>
<td>1.5</td>
<td>1 Day</td>
<td>Budget Section staff</td>
</tr>
</tbody>
</table>

Total: None, 8 Working Days
7. Preparation of Disbursement Voucher for Payment of Salaries and Suppliers

Preparation of Disbursement Vouchers for payments of salaries, benefits and other allowances of PBS-RTVM employees and personnel, account payables to suppliers and creditors for fixed expenses.

<table>
<thead>
<tr>
<th>OFFICE/DIVISION:</th>
<th>Administrative and Finance Division -- Accounting Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLASSIFICATION:</td>
<td>Simple Transaction</td>
</tr>
<tr>
<td>TYPE OF TRANSACTION:</td>
<td>G2B - Government to Business</td>
</tr>
<tr>
<td>WHO MAY AVAIL:</td>
<td>RTVM Employees and Supplier of Goods and Services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obligation Request and Status (ORS)</td>
<td>Budget Section</td>
</tr>
<tr>
<td>2. Billing Invoice / Statement of Account</td>
<td>Supplier</td>
</tr>
<tr>
<td>3. Inspection and Acceptance Report</td>
<td>Property Section</td>
</tr>
<tr>
<td>4. Delivery Receipt or its equivalent</td>
<td>Supplier</td>
</tr>
<tr>
<td>5. Procurement documents <em>(Purchase Orders, BAC Resolutions awarding of contract, BAC Resolution on ABC, Bid documents, market analysis, supplier’s quotations, PhilGeps Registration, Certificate of PhilGeps Posting, Purchase Request (PR) etc.</em></td>
<td>Procurement Section</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEP</th>
<th>ACTIONS</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit the required documents. | 1. Receive documents  
1.1 Validate and check the completeness of required documents submitted.  
1.2 Prepare the Disbursement Vouchers and BIR Form 2307 if applicable.  
1.3 Assign DV No. and record in logbook  
1.4 Record the details of the DV in Index of payment | None | 10 minutes | Accounting Personnel |

32
<table>
<thead>
<tr>
<th>Process Description</th>
<th>Time</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Certification of Requesting Office</td>
<td>5 min</td>
<td>Head/Chief of requesting unit/office</td>
</tr>
<tr>
<td>2.1 Certify and sign the Box A of DV</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.2 Review and approve the DV</td>
<td>5 min</td>
<td>Chief Accountant</td>
</tr>
<tr>
<td>2.3 Submit approved DV to the Executive Director for approval</td>
<td>2 min</td>
<td>Accounting Personnel</td>
</tr>
<tr>
<td>3. Approved for Payment</td>
<td>5 min</td>
<td>Executive Director</td>
</tr>
<tr>
<td>3.1 Review DV and sign the Box C portion of the DV</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2 Record and forward approved DV to Cashier Unit</td>
<td>2 min</td>
<td>Executive Office Personnel</td>
</tr>
<tr>
<td>TOTAL</td>
<td>None</td>
<td>37 min</td>
</tr>
</tbody>
</table>
# Feedback and Complaints Mechanism

## How to send Customer Client Satisfaction Survey (CCSS) feedback?

1. Fill out the form available at the RTVM Lobby and place it in the drop box at the Public Assistance Desk or via e-mail at feedback@rtvm.gov.ph
2. Via e-mail at feedback@rtvm.gov.ph
4. Online by clicking the link: https://forms.gle/yDVnrGQyEQX1mFzS7
5. Scanning the QR Code:

![QR Code](image)

### Contact info:

Research and Archives Division  
Tel No.: +632 - 87345680  
Email: research@rtvm.gov.ph

## How CCSS feedbacks are processed?

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.

PBS-RTVM conducts Management Committee meetings every quarter or when the need arises to discuss and resolve the feedback from clients.

For inquiries and follow-ups, clients may contact the following telephone number:

Research and Archives Division  
Tel No.: +632 - 87345680  
Email: research@rtvm.gov.ph or feedback@rtvm.gov.ph
### How to file a complaint?

Complainants may file their complaint against PBS-RTVM by sending an email to

```
webadmin@rtvm.gov.ph
```

and providing the following details:

- Date of Complaint
- Client Information
- Nature of Complaint

or

by filling out the Customer Complaint Form (RTVM-QMS-SP-07-F1)

### How complaints are processed?

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.

A letter shall be sent to the client explaining the result of the investigation and the actions undertaken by the agency.

Clients/Complainants may follow up their concerns at:

- **Tel No.**: +632-8-733-37-13
- **Email**: webadmin@rtvm.gov.ph

### Contact Information of National Feedback and Complaints Centers:

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Anti-Red Tape Authority (ARTA)</strong></td>
<td>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></td>
</tr>
<tr>
<td><strong>Presidential Complaints Center (PCC)</strong></td>
<td>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></td>
</tr>
<tr>
<td><strong>Contact Center ng Bayan (CCB)</strong></td>
<td>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></td>
</tr>
</tbody>
</table>
# List of Offices

<table>
<thead>
<tr>
<th>Office</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the Executive Director</td>
<td>Ground Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila</td>
<td>+632 - 87333713&lt;br&gt; +632 - 87356186&lt;br&gt; Email: <a href="mailto:eo@rtvm.gov.ph">eo@rtvm.gov.ph</a></td>
</tr>
</tbody>
</table>

### DIVISIONS

<table>
<thead>
<tr>
<th>Division</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media Production Division</td>
<td>Ground Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila</td>
<td>Email: <a href="mailto:production@rtvm.gov.ph">production@rtvm.gov.ph</a></td>
</tr>
<tr>
<td>Engineering Division</td>
<td>2nd Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila</td>
<td>+632 – 87356171&lt;br&gt; Email: <a href="mailto:engineering@rtvm.gov.ph">engineering@rtvm.gov.ph</a></td>
</tr>
<tr>
<td>Research and Archives Division</td>
<td>2nd Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila</td>
<td>+632 - 87345680&lt;br&gt; Email: <a href="mailto:research@rtvm.gov.ph">research@rtvm.gov.ph</a></td>
</tr>
<tr>
<td>Administrative and Finance Division</td>
<td>2nd Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila</td>
<td>+632 – 87356187&lt;br&gt; Email: <a href="mailto:AFD@rtvm.gov.ph">AFD@rtvm.gov.ph</a></td>
</tr>
</tbody>
</table>

Approved by:

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

* * *