



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

CITIZEN’S CHARTER

2022 (2nd 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 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.



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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.

Office or Division:	Research and Archives Division - Archives Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2B - Government to Businesses G2C - Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<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: archives@rtvm.gov.ph</p>	<p>1.1. Letter addressed to the RTVM Executive Director is received and reviewed for completeness.</p> <p>Assistant Secretary Dennis Wilfred P. Pabalan Acting Executive Director RTVM Building, Gate 7, J.P. Laurel St., Malacañang, Manila or Video Request Form ***</p> <p>DISAPPROVED - not for release - not available</p> <p><i>1.2. Reply Letter will be sent to requesting parties for all disapproved request</i></p>	None	5 Minutes	Executive Office Staff
2. Receives video via:	2. Video is released to	None		Archives Section



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



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.

Office or Division	Engineering Division - Information Technology (IT) Section			
Classification	Complex			
Type of Transaction	(G2G) Government to Government			
Who may avail	Office of the President (OP), Presidential Communications Operations Office (PCOO), and other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter to Executive Director		From requesting party		
Approved Request		Executive Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a letter of request addressed to the Executive Director for Facebook Video Live Streaming</p> <p>Email: eo@rtvm.gov.ph</p> <p>Include the following information in the request letter: - Name - Date/time of event - Venue/location - Contact Person of the event</p> <p>** May attach the Program of the event.</p>	<p>1. Letter addressed to the RTVM Executive Director</p> <p>Assistant Secretary Dennis Wilfred P. Pabalan Acting Executive Director</p> <p>RTVM Building, Gate 7, J.P. Laurel St., Malacañang, Manila ***</p> <p>DISAPPROVED <i>Contact Person will be notified thru the provided contact details.</i></p>	None	5 Minutes	Executive Office Staff
	<p>APPROVED</p> <p>2. The Executive Office will forward the approved request to the Information Technology (IT)</p>	None	5 Minutes	Executive Office Staff IT Section Head



	Section Head			
	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	None	15 minutes	IT Section Head or IT Specialist
2. Requesting party returns the <u>signed</u> 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 ** sends Conforme via e-mail: techsupport@rtvm.gov.ph			1 – 3 days (subject to the immediate response of the requesting party)	
	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



	6. IT Specialist informs and processes other requirements with regards to logistics	None	30 Minutes	- assigned IT Specialist - Cashier / Accounting Staff
	7. IT Specialist sends background materials for the drafting of caption for posting	None	30 Minutes	- assigned IT Specialist - News and Program Writers Personnel and Section Head
3. Assist RTVM coverage team during the event	8. COVERAGE proper	None	-30-minute call time - 1-hour minimum travel time (dependent on the distance of venue from the office) -2 hours (setup) - 30 minutes pack-up *** total minimum time to complete: 4 hours	Assigned coverage team
	9. Send Customer Feedback Forms	None	5 minutes	IT Specialist
4. Returns Customer Feedback Forms				
TOTAL		None	6 hours – 3 days (Estimated completion time subject to the immediate response of requesting party, the distance of venue from the office, and	



		duration of the actual requested event)	
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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.

Office or Division:	Engineering Division - Information Technology (IT) Section			
Classification:	Simple			
Type of Transaction:	(G2G) Government to Government (G2B) Government to Businesses (G2C) Government to Citizen			
Who may avail:	Accredited media, private and public individuals, organizations and groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter to Executive Director		From requesting parties		
Approved Letter of Request		Executive Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request addressed to the Executive Director for the creation of a user account Email: archives@rtvm.gov.ph Include the following information in the request letter: - Name of requesting party - Email address to where the credentials will be sent	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	None	10 Minutes	Executive Office Staff
	Approved request is forwarded to the Information Technology (IT) Section for account creation. Credentials will be sent to the provided email address.	None	5 Minutes	IT Section Staff
2. Videos may be downloaded from the FTP server		None	Download speed depends on	N/A



			the content size and the internet connection	
		Total	None	15 Minutes



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

Office or Division:	Research and Archives Division - Archives Section
Classification:	Simple
Type of Transaction:	(G2G) Government to Government
Who may avail:	Office of the President (OP), Presidential Communications Operations Office (PCOO) and its Attached Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form	Archives Section
Storage Device	To be provided by the requesting parties

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 DISAPPROVED - not for release - not available	None	5 -10 Minutes	Executive Office Staff
	"For Release" videos are retrieved and prepared for copying and sending to the client	None	15 Minutes to 24 Working Hours depending on the length of video material, number of requested materials and preparation requirement	Archives Section Staff
	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		None		



downloading 2.3. Storage Device (USB, Hard drive, etc.)				
	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	



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.

Office or Division:	Research and Archives Division - Archives Section			
Classification:	Simple			
Type of Transaction:	(G2G) Government to Government (G2B) Government to Businesses (G2C) Government to Citizen			
Who may avail:	Accredited media, private and public individuals, organizations and groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<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"> - Name and Date of Event/Video Material - Purpose of Request <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>Assistant Secretary Dennis Wilfred P. Pabalan Acting Executive Director RTVM Building, Gate 7, J.P. Laurel St., Malacañang, Manila or Video Request Form</p> <p>***</p> <p>DISAPPROVED - not for release - not available</p> <p>A Reply Letter will be sent to requesting party or client for disapproved request</p>	None	5 Minutes	Executive Office Staff
	1.2. The Executive Office will forward the	None		Executive Office Staff



	approved request to the Archives Section.			
	1.3. 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	None	15 Minutes to 24 Working Hours depending on the length of video material and number of 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.

Office or Division:	Administrative and Finance Division (AFD) – Personnel Section (PS)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Permanent Employees in the RTVM	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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 AFD</i>
2. None	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.	None	5 Minutes	<i>Administrative 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.				
Total		None	50Minutes	



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.

Office or Division:	Administrative and Finance Division (AFD) – Personnel Section (PS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Permanent Employees in the RTVM
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
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> or <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;"><i>(Data Controller IV)</i></p> <p style="text-align: center;">PS</p>
<p>4. Receive the Service Record and acknowledge receipt.</p> <p>Sign in the Logbook and receive the Service Record.</p>				
Total		None	40 Minutes	



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

Allocation of Funds

Office or Division:	Administrative and Finance Division -- Budget Section
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	RTVM employees

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1.1. Receives the end-user request form from the requesting unit.	None	5 Minutes	Budget Section staff
	1.2. Verifies from the approved PPMP if the items requested were included therein. Approve and sign the document.		5 Minutes	Chief, Budget Section
	1.3. Records the end-user request to the logbook and assigns a control number		3 Minutes	Budget Section staff
	1.4. Transmits the prepared ABC for approval and signature of the Administrative and Finance Division Head.		3 Minutes	Budget Section staff
	1.5. Transmits the prepared ABC for approval and signature of the Head of Agency		Upon availability of signatories	Budget Section staff
	1.6. Forwards the duly signed ABC to the		3 Minutes	Budget Section staff



	Procurement Section			
	Total	None	16 Minutes – 8 Working hours	



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 AVAIL:	Commission on Audit and other Regulatory Agencies

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

CLIENT STEP	ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Transactions are analyzed and Journal Entry Voucher (JEV) is prepared	None	6 days	Accounting Personnel
	2. Journal entry is approved		1 day	Chief Accountant
	3. JEV is posted to journals and ledgers		1 day	Accounting Personnel
	4. General Ledger Accounts are reconciled with other external reports		2 days	Accounting Personnel
	5. Pre-Closing Trial Balance is prepared		2 days	Accounting Personnel
	6. Trial Balance is reviewed		2 days	Chief Accountant
	7. JEV is prepared and posted to correct or		1 day	Accounting Personnel



adjust entries 8. Financial Statements (FS) & Reports are prepared and submitted 9. Approve the Financial Statements; 10. Submit the Financial Statements to COA			
		1 day	Accounting Supervisor
		2 days	Chief Accountant
		1 day	Accounting Personnel
	TOTAL	None	19 days



5. Preparation of Obligation Requests and Status (ORS) and Certification of Availability of Allotment and Obligation Incurred

Budget Utilization

Office or Division:	Administrative and Finance Division -- Budget Section			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	RTVM employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Billings, SOA and Purchase Order (PO), payroll, and remittances of government shares			Procurement, Personnel and Accounting Section	
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)			To be prepared by the requesting unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit claims with supporting documents	1.1. ** Receives the supporting documents from requesting unit.	None	2 Minutes	Budget Section staff
** a. Billing Statements b. Statement of Accounts (SOA) c. Purchase Order d. Payroll e. Remittances of Government Shares	1.2. Checks the completeness of supporting documents. If incomplete, returns the same to the requesting unit for completion.	None	5 Minutes	Budget Section staff
	1.3. If complete, verifies the availability of allotment from the Status of Allotment, Obligations, and Balances (SAOB).	None	5 Minutes	Chief, Budget Section
	1.4. If the allotment is available, assigns a number to the ORS based on the control logbook maintained.	None	3 Minutes	Budget Section staff



	<p>*** If the allotment is unavailable, the documents are returned to the requesting unit for completion.</p> <p>1.5. Forwards the ORS to the requesting unit for signature (Box A)</p> <p>1.6. Forwards the ORS and SDs to the Chief, Budget Section.</p> <p>1.7. Review of ORS and SDs for approval and signature (Box B)</p> <p>1.8. Transmits the signed ORS and SDs to the Accounting/ Procurement office for processing. Retains a copy of ORS for recording in the RAO</p>	None	5 Minutes	Budget Section staff
		None	5 Minutes	Budget Section staff
		None	2 Minutes	Chief, Budget Section
		None	10 Minutes	Budget Section staff
	Total	None	37 Minutes – 8 Working hours	



6. Preparation and Submission of Budgetary Reports

Budget Accountability

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	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	None	3 days	Budget Section staff
	1.2. Forwards the BFARs to the Chief of Budget Section for review.		2 Minutes	Budget Section staff



	<p>1.3. Reviews the BFARs and forwards to the Budget staff for encoding in the DBM's Unified Reporting System.</p> <p>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)</p> <p>1.5. Submits the signed/ approved BFARs (system generated hard copy report) to DBM and COA</p> <p><i>Note: Transmits copies of signed/approved BFARs to the New Media Section for posting in the Transparency Seal of the RTVM website</i></p>		<p>1 Day</p> <p>3 Days</p> <p>1 Day</p>	<p>Chief, Budget Section</p> <p>Budget Section staff</p> <p>Budget Section staff</p>
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.

OFFICE/DIVISION:	Administrative and Finance Division -- Accounting Section
CLASSIFICATION:	Simple Transaction
TYPE OF TRANSACTION:	G2B - Government to Business
WHO MAY AVAIL:	RTVM Employees and Supplier of Goods and Services


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Obligation Request and Status (ORS)	Budget Section
2. Billing Invoice / Statement of Account	Supplier
3. Inspection and Acceptance Report	Property Section
4. Delivery Receipt or its equivalent	Supplier
5. Procurement documents (<i>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.</i>)	Procurement Section

CLIENT STEP	ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1. Receive documents 1.1 Validate and check the completeness of required documents submitted.	None	10 minutes	Accounting Personnel
	1.2 Prepare the Disbursement Vouchers and BIR Form 2307 if applicable.		3 minutes	
	1.3 Assign DV No. and record in logbook		2 minutes	
	1.4 Record the details of the DV in Index of payment		3 minutes	



	2. Certification of Requesting Office 2.1 Certify and sign the Box A of DV		5 minutes	Head/Chief of requesting unit/office
	2.2 Review and approve the DV		5 minutes	Chief Accountant
	2.3 Submit approved DV to the Executive Director for approval		2 minutes	Accounting Personnel
	3. Approved for Payment 3.1 Review DV and sign the Box C portion of the DV		5 minutes	Executive Director
	3.2 Record and forward approved DV to Cashier Unit		2 minutes	Executive Office Personnel
TOTAL		None	37 minutes	

Feedback and Complaints Mechanism

<p>How to send Customer Client Satisfaction Survey (CCSS) feedback?</p>	<ol style="list-style-type: none"> 1. Fill out the form available at the RTVM Lobby and place it in the drop box at the Public Assistance Desk or 2. Via e-mail at feedback@rtvm.gov.ph 4. Online by clicking the link: https://forms.gle/yDVnrGQyEQX1mFzS7 5. Scanning the QR Code: <div style="text-align: center;">  </div> <p>Contact info:</p> <p>Research and Archives Division Tel No.: +632 - 87345680 Email: research@rtvm.gov.ph</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: research@rtvm.gov.ph or feedback@rtvm.gov.ph</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;">webadmin@rtvm.gov.ph</p> <p style="text-align: center;">and providing the following details:</p> <ul style="list-style-type: none"> - Date of Complaint - Client Information - Nature of Complaint <p style="text-align: center;">or</p> <p>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: webadmin@rtvm.gov.ph</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: complaints@arta.gov.ph Website: http://arta.gov.ph/pages/complaintform.php</p> <p>Hotline: 8888 Email: pcc@malacanang.gov.ph Website: https://op-proper.gov.ph/presidential-actioncenter/</p> <p>Hotline: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) SMS: 0908-881-6565 Email: email@contactcenterngbayan.gov.ph Website: www.contactcenterngbayan.gov.ph</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: production@rtvm.gov.ph
Engineering Division	2 nd Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila	+632 – 87356171 Email: engineering@rtvm.gov.ph
Research and Archives Division	2 nd Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila	+632 - 87345680 Email: research@rtvm.gov.ph
Administrative and Finance Division	2 nd Floor, RTVM Building, J.P. Laurel St., Malacañang, Manila	+632 – 87356187 <i>Email:</i> AFD@rtvm.gov.ph

Approved by:


Assistant Secretary Dennis Wilfred P. Pabalan
 Acting Executive Director

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