



Presidential Broadcast Staff - Radio Television Malacañang

(Pampanguluhan Tauhan sa Brodkast – Radyo Telebisyon Malacañang)



CITIZEN'S CHARTER

2025 (1st 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. Maintain 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 stakeholders.

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EXTERNAL SERVICES

1. Online Video Request

Presidential or Non-Presidential video materials requested by requesting party/client.



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		
Online Video Request Form		From RTVM Website: www.rtv.gov.ph		
Approval from the Head of Agency				
External Hard Drive, USB flash drive and other portable storage (if necessary)		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall fill out the Online Video Request Form available at the 'Services' tab of RTVM Website	1. Video request form generated from the link is sent to the Archives section for evaluation before endorsing to the Executive Office for the approval of the Head of Agency: FRANZ GERARD IMPERIAL Undersecretary	None		Archives Staff Executive Office Staff
	2. Upon evaluation of the Head of Agency, the request may be: If APPROVED Approved requests are forwarded to the Archives Section for processing. If DISAPPROVED <i>For disapproved requests, a response is sent to the requesting party/client with the reason for disapproval.</i> <i>Reasons for disapproval:</i> - video not for release - video not available	None		Executive Office and Archives Section Staff

	3. Video is released to the requesting party/client.	None	15 Minutes – 24 working hours upon approval of Head of Agency (Depending on the number and file size of the requested video)	Archives Section Staff
2. Client receives video/s via: - Google Drive - Temporary Security Credentials to access - YouTube download - Storage device (USB flash drive, hard drive etc.)				
	4. Sends Client Satisfaction Measurement (CSM) Form for feedback	None		Archives Section Staff
3. Fill out Client Satisfaction Measurement (CSM) Form		None		
Total			15 Minutes – 24 working hours upon approval of Head of Agency (Depending on the number and file size of the requested video)	

2. Consent/Permission to Use

Presidential or Non-Presidential video materials downloaded from the Agency Official Website and Official Social Media Accounts for broadcast, streaming and personal use by requesting party/client.

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 of consent or Permission to Use			RTVM	
Approval from the Head of Agency				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall fill out the Online Video Request Form available at the 'Services' tab of RTVM Website	1. Video request form generated from the link is sent to the Archives Section for evaluation before endorsing to the Executive Office for the approval of the Head of Agency: FRANZ GERARD IMPERIAL Undersecretary	None		Executive Office Staff
	2. Upon evaluation of the Head of Agency, the request may be: If APPROVED A letter of approval with the signature of the Head of the Agency is sent to the requesting client/party. If DISAPPROVED A response is sent to the requesting client/party on the disapproval of the request. <i>Reasons for disapproval:</i> - video source not from the Agency's Official Accounts - Use of videos does not conform to permissible use.	None		Executive Office and Archives Section Staff

2. Receives Approved "Consent/Permission to Use" letter		None		
	3. Send link/form of "Client Satisfaction Measurement" (CSM) Form for feedback	None		Archives Section Staff
3. Fills-out feedback form.		None		
Total		None	15 Minutes – 24 working hours upon approval of the Head of Agency	

3. Request for News packages other edited materials via File Transfer Protocol (FTP)



Media and the public may download edited news packages and other requested video materials through access credentials provided by the Agency upon the approval of the Head of Agency.

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 the Head of Agency		From requesting party		
Approval from the Head of Agency		Executive Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits a letter of request addressed to the Head of Agency for the creation of a user account.</p> <p>Email: eo@rtvm.gov.ph</p> <p>Include the following information in the request letter: 1.1. Name of requesting party 1.2. Email address to where the credentials will be sent</p>	<p>1. Receives letter addressed to the Head of Agency:</p> <p>FRANZ GERARD IMPERIAL Undersecretary</p> <p>RTVM Building, Gate 7, J.P. Laurel St., Malacañang, Manila</p>	None		Executive Office Staff
	<p>2. The approved request is forwarded to the Information Technology (IT) Section for account creation.</p>	None		Executive Office Staff

	3. Credentials will be sent to the provided email address.	None		IT Section Staff
2. Requesting Party receives credential to access Agency FTP. Videos may then be downloaded from the FTP server		None	(Download speed depends on the content size and the internet connection)	N/A
Total		None	15 Minutes upon approval of the Head of Agency	

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 or employment with compensation of the employee and/or any other authorized requesting party.

Office or Division:	Administrative and Finance Division (AFD) – Human Resources (HR) Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	1. RTVM Employees 2. Authorized Requesting Party /Representative of the RTVM Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For RTVM Employees</u> Duly accomplished Employee Request Form (ERF)		*Employee Request Form (ERF) can be accessed through: 1. RTVM Home Link; https://sites.google.com/rtvm.gov.ph/rtvmlin/k/home 2. SocMed (internal) Group Chat; Any HR Staff member		
<u>For Authorized Requesting Party</u> 1. Duly accomplished Employee Request Form (ERF) Please prepare to attach in the ERF: 1.1 Copy of any valid government-issued ID of concerned employee; 1.2 Copy of authorization letter from requesting concerned employee; and 1.3 Copy of any valid government-issued ID of representative *Except for Official Travel-related requests.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Employee Request Form (ERF) with complete details (only complete requests shall be processed).	1.1. Accept and check completeness of request • <u>IF DEFICIENT</u> – Inform employee/ requesting party of deficiency and enumerate the missing requirements and/or details	None	5 minutes	HR Action Officer

<p><i>*Request to be lodged through the Online Employee Request Form except for Official Business-related requests which may be done verbally or through other modes of social media communication, including but not limited to Viber and/or Telegram messages.</i></p> <p><i>*If through authorized representative, attach copies of IDs of concerned employee and of representative, and authorization letter.</i></p>	<p><u>IF COMPLETE</u> – Proceed to process</p>			
	<p>1.2. Process request (retrieve records, assign AF issuance number, draft COE/COE with Compensation and submit to the Approving Authority)</p>	<p>None</p>	<p>15 minutes</p>	<p>HR Action Officer</p>
	<p>1.3. Evaluate, validate and approve the draft COE/COE with Compensation.</p> <ul style="list-style-type: none"> • <u>IF DEFICIENT/ WITH CORRECTION</u> – Return to HR Action Officer for revision • <u>IF COMPLETE AND CORRECT</u> – Return to HR Action Officer for release 	<p>None</p>	<p>10 minutes</p>	<p>Approving Authority</p> <p><i>Principal:</i> Administrative Officer V (HRMO III)</p> <p><i>Alternate:</i> Chief Administrative Officer</p>

	1.4. Record engrossed or signed copy & arrange for release or collection	None	10 minutes	HR Action Officer
2. Receive the COE/ COE with Compensation	<p>2.1. Release to employee/ authorized requesting party, ensuring the same is acknowledged, meanwhile inviting to accomplish the online feedback/ Client Satisfaction Measurement form for service received.</p> <ul style="list-style-type: none"> • <u>EMPLOYEE REQUEST LOGBOOK</u> – Acknowledgment for Individual requests <p><u>OUTGOING CORRESPONDENCE LOGBOOK</u> – Acknowledgment for official travel-related purposes.</p>	None	10 minutes	Releasing Officer (HR Action Officer / Records Management Clerk)
TOTAL		None	<p>50 minutes per transaction</p> <p><i>*Extension may be allowed in accordance with Rule VII. Sec. 3(b) of JMC no. 2019-001 on the IRR of RA110032¹</i></p>	

¹ 1) Prior to the lapse of the processing time the applicant or requesting party is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the applicant or requesting party which can be in the form of electronic or scanned signature. 3) In the event that securing a written notification and acknowledgment from the application or requesting party is not feasible, other means of communication such as, but not limited to, email and/or shot message services (SMS) can be done to ensure that client is properly notified.

2. Issuance of Service Record (SR)

This is issued to certify the actual government services rendered by the employee in RTVM.



Office or Division:	Administrative and Finance Division (AFD) – Personnel Section (PS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	1. RTVM Employees 2. Authorized Requesting Party /Representative of the RTVM Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>For RTVM Employees</u> Duly accomplished Employee Request Form (ERF)</p> <p><u>For Authorized Requesting Party</u> 1. Duly accomplished Employee Request Form (ERF)</p> <p>Please prepare to attach in the ERF:</p> <ol style="list-style-type: none"> 1.1 Copy of any valid government-issued ID of concerned employee; 1.2 Copy of authorization letter from requesting concerned employee; and 1.3 Copy of any valid government-issued ID of representative <p>*Except for Official Travel-related requests.</p>		<p>*Employee Request Form (ERF) can be accessed through:</p> <ol style="list-style-type: none"> 1. RTVM Home Link; https://sites.google.com/rtvm.gov.ph/rtvmli nk/home 2. SocMed (internal) Group Chat; Any HR Staff member 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Service Record by accomplishing the Employee Request Form (ERF). (only requests with complete details/requirements shall be processed).	<p>1.1. Accept and check completeness of request</p> <ul style="list-style-type: none"> • <u>IF DEFICIENT</u> – Inform employee/ requesting party of deficiency and enumerate the missing requirements and/or details <u>IF COMPLETE</u> – Proceed to process 	None	5 minutes	HR Action Officer

	1.2. Process request (retrieve records, assign AF issuance number, draft Service Record and submit to the Approving Authority)	None	15 minutes	HR Action Officer
	1.3. Evaluate, validate and approve the draft Service Record. • <u>IF DEFICIENT/ WITH CORRECTION</u> – Return to HR Action Officer for revision • <u>IF COMPLETE AND CORRECT</u> – Return to HR Action Officer for release	None	10 minutes	Approving Authority <i>Principal:</i> Administrative Officer V (HRMO III) <i>Alternate:</i> Chief Administrative Officer
	1.4. Record engrossed or signed copy & arrange for release or collection	None	10 minutes	HR Action Officer
2. Receive the COE/ COE with Compensation	2.1. Release to employee/ authorized requesting party, ensuring the same is acknowledged, meanwhile inviting to accomplish the online feedback / Client Satisfaction Measurement form for service received. • <u>EMPLOYEE REQUEST LOGBOOK</u> – Acknowledgment for Individual requests <u>OUTGOING CORRESPONDENCE LOGBOOK</u> – Acknowledgment for official travel-related purposes.	None	10 minutes	Releasing Officer (HR Action Officer / Records Management Clerk)

TOTAL	None	50 minutes per transaction <i>*Extension may be allowed in accordance with Rule VII. Sec. 3(b) of JMC no. 2019-001 on the IRR of RA11003²</i>	
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² 1) Prior to the lapse of the processing time the applicant or requesting party is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the applicant or requesting party which can be in the form of electronic or scanned signature. 3) In the event that securing a written notification and acknowledgment from the application or requesting party is not feasible, other means of communication such as, but not limited to, email and/or shot message services (SMS) can be done to ensure that client is properly notified.

FEEDBACK AND COMPLAINT MECHANISM

How to send feedback?

1. Survey Form link can be accessed by:

1. **External Services**

1.1. scanning the QR Code or



1.2. via the link below

<https://forms.gle/YnMHbWKBVPX5GLgb6>

Other concerns may be coursed through Research and Archives Division
Email: research@rtvm.gov.ph

	<p>1. <u>Internal Services</u></p> <p>1.1. scanning the QR Code or</p>  <p>1.1. via link below</p> <p><i>https://forms.gle/RHgJSQTaDbhQcyJG9</i></p> <p>Other concerns may be coursed through Human Resources Section Email: personnel@rtvm.gov.ph</p>
<p>How is feedback processed?</p>	<p>Feedback responses are monitored and read every Monday. The results are collated in a 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 Research and Archives Division Email: research@rtvm.gov.ph</p>

<p>How to file a complaint?</p>	<p>To file a complaint, provide the following details</p> <p>via email:</p> <ul style="list-style-type: none">- Full name and Contact Information of the Complainant- Sex (Male or Female)- Evidence- Name of the person/office being complained <p>You may send all complaints to webadmin@rtvm.gov.ph</p> <p>or</p> <p>by filling out the Customer Complaint Form (RTVM-QMS SP-07-F1)</p> <p>Or you may course them through:</p> <p>Contact Information of National Feedback and Complaints Centers:</p> <p>Anti-Red Tape Authority (ARTA) Hotline: 1-ARTA (2782) Email: complaints@arta.gov.ph Website: http://arta.gov.ph/pages/complaintform.php</p> <p>Presidential Complaints Center (PCC) Hotline: 8888 or 82498310 loc 8175 or 8182 Tel. Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621 Email: pcc@malacanang.gov.ph</p> <p>Contact Center ng Bayan (CCB) Hotline: 0908-881-6565 Email: email@contactcenterngbayan.gov.ph</p>
<p>How are complaints being processed?</p>	<p>The Web Administrator shall monitor its email for possible complaints and shall forward the complaint to the Office of the Head of Agency for appropriate action.</p> <p>Complaints regarding video requests shall be resolved in accordance with the ISO Systems Procedures.</p> <p>Other concerns shall be forwarded to the concerned Division 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 on their concerns at: Email: webadmin@rtvm.gov.ph</p>

LIST OF OFFICE

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

Divisions


Media Production Division	RTVM Building, J.P. Laurel St., Malacañang, Manila	Email: production@rtvm.gov.ph
Engineering Division	RTVM Building, J.P. Laurel St., Malacañang, Manila	Email: engineering@rtvm.gov.ph
Research and Archives Division	RTVM Building, J.P. Laurel St., Malacañang, Manila	Email: research@rtvm.gov.ph
Administrative and Finance Division	RTVM Building, J.P. Laurel St., Malacañang, Manila	+632 - 87356187 Email: AFD@rtvm.gov.ph
- <i>Property and Procurement</i>		+632 - 87345681

Approved by:


USEC. FRANZ GERARD R. IMPERIAL
 Head of Agency

PBS-RTVM FORMS:

1. Complaint Form

PRESIDENTIAL BROADCAST STAFF RADIO TELEVISION MALACAÑANG		
		RTVM-QMS-SP-07-F1
CUSTOMER COMPLAINT		
<u>Customer Name/ Organization:</u>	<u>Date complaint received:</u>	
<u>Statement of complaint</u>		
Noted by: _____ Date: _____		
<u>Cause of Complaint</u>		
Valid <input type="radio"/> Invalid <input type="radio"/>		
Noted by: _____ Date: _____		
<u>Response sent to customer:</u>		
By: _____ Date: _____		

Rev. 0

2. Acknowledgment Letter to Customer Feedback Complaint

PRESIDENTIAL BROADCAST STAFF
RADIO TELEVISION MALACAÑANG



RTMV-QMS-SP-07-A1

[Letter Date]

[Recipients Name]

[Address line]
[State, ZIP Code]

Subject: Acknowledgement letter to Customer Feedback/Complaint [Optional]

Dear [Recipients Name],

We have received the letter you have sent us regarding the (name the issue at hand here). Rest assured that your complaint is being taken very seriously and that you will be informed [Timeline for completion of corrective action shall be relayed] as soon as the necessary steps have been adopted to resolve the issue at hand.

Thank you for bringing this issue to our attention. Your feedback is important to us and rest assured that we will use your complaint to make the necessary improvements on our part.

Sincerely,

[Senders Name]
[Senders Title] - Optional -
[Enclosures: number] - Optional -

BAGONG PILIPINAS

cc: [Name of copy recipient] - Optional -

📍 Gate 7, J.P. Laurel Street
Malacañang, Manila

🌐 www.rtv.gov.ph

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