



PHILIPPINE INFORMATION AGENCY

CITIZEN'S CHARTER

(2nd Edition)



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I. MANDATE

The Philippine Information Agency (PIA) provides accurate, timely, and relevant information to enable citizens to participate in and benefit from government programs that would uplift their quality of life. It plans and implements communication and advocacy programs of national scope and assists other government agencies in the communication component of their programs through multimedia strategies.

II. VISION

An enlightened citizenry empowered to make informed decisions toward improved quality of life and to contribute to nation-building.

III. MISSION

The Philippine Information Agency is committed to provide a national mechanism for the free flow of timely, accurate and relevant information to:

- 1) Enhance people's capabilities in decision-making and identification of opportunities for growth and development; and
- 2) Promote people's participation in democratic process

IV. SERVICE PLEDGE

We, the officials and employees of the Philippine Information Agency, commit to:

- **Provide** all our internal and external customers with **timely, accurate and relevant information** that contributes to proactive citizenship, national progress, and a better quality of life for all Filipinos.
- **Train and empower our people** to consistently deliver effective and high quality products and services.
- **Continuously improve our work processes** to satisfy our customer's needs and meet their expectations at all times, complying with the PIA Charter and all other applicable laws, rules and regulations.



LIST OF SERVICES

I. Central Office

1. External Services

A. Production of Information Education Communication (IEC) materials	Page 5
B. Provision of Training Assistance	Page 7
C. Provision of Communication Support	Page 8
D. Communication Research	Page 9

2. Internal Services

A. Processing of Request for Special Order	Page 12
B. Processing of Request for Certification or Other Relevant Document	Page 13
C. In-House Training Implementation	Page 14
D. Request for Technical Support	Page 15
E. Preventive Maintenance	Page 16
F. News Monitoring	Page 17
G. Sending News Alerts	Page 18
H. Report Generation	Page 19
I. Production of IEC Materials	Page 20
J. Dissemination of IEC Materials – Physical Distribution	Page 21

II. Regional Offices

External Services

1. Production/Dissemination of IEC Materials – Online Distribution	Page 24
2. Advocacy and Media Relations	Page 25



Central Office

External Services

A. Production of Information Education Communication Materials



Offices or Division:	Creative and Production Services Division (CPSD)			
Classification:	G2G			
Type of Transaction:	Highly Technical			
Who may avail:	National Government Agencies (NGA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request		Creative and Production Services Division (CPSD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of letter-request	Receive project endorsement from concerned division/client	N/A	Within 2 minutes	CPSD Staff
	Process administrative / procurement requirements	N/A	10 – 12 days	CPSD Head/ Authorized Representative Production Unit Manager Production Assistant
	Present concept / prototype to client	N/A	1 – 5 hours	Creative Director Copywriter Account Manager
	Implement revisions and secure approval from client	N/A	5 – 10 days	Creative Director Copywriter Artist
	Pre-production meeting with the client	N/A	1 – 4 hours	Creative/Production Team Talents Account Manager
	Produce the IEC material	N/A	10 days - RC 20 days – TVC (M.M. shoot) 25 – 40 days - TVC (Outside M.M. shoot)	Creative/Production Team

			<p>20 – 40 days – AVP (M.M. shoot)</p> <p>40 – 50 days - AVP (Outside M.M. shoot)</p> <p>32 days – Comics (16 pages)</p> <p>25 days – Annual report book Design</p> <p>10 days – Brochure (12-16 pages, 6x9 in)</p> <p>5 days – poster (18x24 in), flyer (2 folds back to back)</p> <p>32 – 40 days – Puppet Production</p>	
	Present IEC material to Client for approval	N/A	1 – 3 hours	Creative/Production Team Account Manager
	Implement agreed-upon revisions	N/A	1 - 2 days	Creative/Production Team
	Submit approved IEC materials to concerned division/client	N/A	1 day	CPSD Head / Authorized Representative Production Unit Manager
TOTAL			19 – 50 days, 12 hours, 2 minutes	Depending on the IEC materials

B. Provision of Training Assistance



Offices or Division:	Human Resource Development Division (HRDD)			
Classification:	G2G			
Type of Transaction:	Highly Technical			
Who may avail:	National Government Agencies (NGA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request		Human Resource Development Division (HRDD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of letter-request	Receive formal letter-request and conduct initial discussion regarding training requirements from client.	N/A	1 day	HRDD Division Head Information Officer III, II, I
	Prepare and submit training proposal for concurrence of client	N/A	2 days	HRDD Division Head Information Officer III, II, I
	Implement the training program	N/A	Depending on the duration of training (usually 2 – 3 days)	HRDD Division Head Information Officer III, II, I
	Submission of Training Report and conduct of post-assessment meeting with the client	N/A	1 day	HRDD Division Head Information Officer III, II, I
TOTAL			6 – 7 days	

C. Provision of Communication Support



Offices or Division:		Institutional Development Program Division (IDPD)		
Classification:		G2G		
Type of Transaction:		Complex		
Who may avail:		National Government Agencies (NGAs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request		Institutional Development Program Division (IDPD)		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of letter-request	Receiving and logging of request	N/A	Within 2 minutes	IDPD (Information Officer (IO) / Administrative Assistant)
	Evaluation and approval of request	N/A	Within 3 days upon receipt of request	IDPD (IO 4 / IO 5) Concerned units ODG
	Delivery of approved communication support requests	N/A	Within the agreed timeframe depending on the type of communication support/output	IDPD Concerned units
	Preparation of terminal/completion report	N/A	Within 20 days upon project completion	IDPD
TOTAL			Within 25 days	



D. Communication Research

Offices or Division:	Policy and Communication Research Division (PCRD)			
Classification:	G2G			
Type of Transaction:	Highly Technical			
Who may avail:	National Government Agencies (NGAs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request		Policy and Communication Research Division (PCRD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of letter-request	Receive formal letter of request from client through the Office of Director General/ IDPD.	N/A	2 minutes	PCRD Staff
	Develop the research proposal.	N/A	10 days after necessary inputs from the client	PCRD Head, Staff PMD/PCRD, for nationwide study
	Review and seek client approval of the proposal.	N/A	10 days	PCRD Staff Assigned Regional Information Officer Assigned Regional Research Staff
	Brief involved staff.	N/A	1 day	PCRD Staff
	Prepare logistical requirements, if any.	N/A	3 days	Assigned Regional Data Encoder, for local study PCRD staff
	Conduct Data Gathering.	N/A	Within the timeframe approved by the client	Assigned Research Staff
	Encode and process the gathered data .	N/A	10 days	PCRD Head
	Write the research report.	N/A	5 days	PCRD Staff
	Approve the research report.	N/A	2 days	PCRD Head



	Submit the research report to the client.	N/A	According to the deadline approved by the client	IDPD
	TOTAL		Within 45 days	



Central Office

Internal Services



A. PROCESSING OF REQUEST FOR SPECIAL ORDER

Office or Division:	HUMAN RESOURCE DEVELOPMENT DIVISION			
Classification:	Simple			
Type of Transaction:	Employee to Division; G2G			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENT	PIA Special Order Request Form (HRDD-F-002 rev3) Approved Invitation or Travel Instruction	WHERE TO SECURE	Download thru DCS Organizer's invitation	
CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
Submit PIA Special Order Request Form with the attached approved invitation from the Organizer	<p>1. Accomplish and submit Special Order (SO) Request Form for recommending approval to</p> <p>a. Finance for funding approval, and/or</p> <p>b. Admin for service vehicle requirement</p> <p>Note: Requests for issuance of SO should be submitted at least 7 working days before the event, otherwise justification shall be attached.</p>	N.A.	15 minutes	<p>Concerned Division/Region Head</p> <p>Division Admin Coordinator</p>
Secure approval of Finance Head for appropriate funding	<p>2. Submit completed SO Request Form to Finance and Management Division (FMD) for recommending approval of funding.</p> <p>Note: Requests for issuance of SO should be submitted at least 7 working days before the event, otherwise justification shall be attached.</p>	N.A.	1 hour	<p>Division Admin Coordinator</p> <p>FMD Head</p>
Secure approval of Admin Head for approval of transport services	<p>3. Submit completed SO Request Form to Administrative Division for recommending approval of service vehicle requirement.</p> <p>Note: Requests for issuance of SO should be submitted at least 7 working days before the event, otherwise justification shall be attached.</p>	N.A.	1 hour	<p>Division Admin Coordinator</p> <p>Admin Head</p>
Submit SO Request Form to HRDD for drafting of Special Order	<p>4. Submit completed SO Request Form, duly recommended by FMD and/or ADMIN head to HRDD.</p> <p>Note: Requests for issuance of SO should be submitted at least 3 working days before the event, otherwise justification shall be attached.</p>	N.A.	5 minutes	<p>Division Admin Coordinator</p> <p>FMD/ADMIN</p>
	<p>5. Prepare requested document within the day for request received before 2pm and forward to SD-HRDD/Chief, Personnel Section for review/initial and to approving authority for signature.</p> <p>Prepare Special Order for review/initial of SD-HRDD/Chief, Personnel Section</p>	N.A.	Within the day for request received before 2pm	<p>HRDD Information Officer II</p> <p>HRDD Staff</p> <p>HRDD Head</p> <p>HRDD Administrative Officer V</p>



	6. Forward SO to ODG for approval.	N.A.	1 day	HRDD Administrative Assistant II HRDD Staff Approving Authority
	7. Forward approved SO to ADMIN - Records Section.	N.A.	Within the day upon signing	HRDD Administrative Assistant II/ Administrative Aide VI ODDG/ODG /OSEC staff
	8. Assign SO number and route to the concerned office/employee and thru email.	N.A.	Within the day upon receipt	ADMIN - Records Section
Secure copy of Special Order with Serial Number	9. Secure Copy of routed Special Order and keep copy for file.			
	TOTAL		1 ½ - 2 days	

B. PROCESSING OF REQUEST FOR CERTIFICATION OR OTHER RELEVANT DOCUMENTS

Office or Division:	HUMAN RESOURCE DEVELOPMENT DIVISION			
Classification:	Simple			
Type of Transaction:	Employee to Division; G2G			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENT	Written Request	WHERE TO SECURE	N.A.	
CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
Submit request or write in the Logbook for Requests	1. Accomplish request thru logbook.	N.A.	30 minutes	Concerned employee
	2. Prepare requested document.	N.A.	The following day for request received before 3pm	HR Staff
	3. Review and sign requested document.	N.A.	30 minutes	HRDD Administrative Officer HRDD Head



Secure copy of requested document	4. Issue requested document	N.A.	30 minutes	HR Staff Concerned employee
	TOTAL		4-8 hours	

C. IN-HOUSE TRAINING IMPLEMENTATION

Office or Division:	HUMAN RESOURCE DEVELOPMENT DIVISION			
Classification:	Highly Technical			
Type of Transaction:	Division to Division			
Who may avail:	All Divisions / Region			
CHECKLIST OF REQUIREMENT	Written Request Attendance Sheet Program Schedule Training Handouts Presentation Materials	WHERE TO SECURE		
CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
Submit written request to the Division	1. Meet with concerned division to discuss details of the training including training schedule.	N.A.	1 to 3 hrs.	HRDD Division Chief, HRDD Information Officer III
	2. Prepare the training proposal.	N.A.	1-2 days	HRDD Staff Director, HRDD Information Officer III
	3. Submit training proposal to concerned division for comment/s and concurrence, and to ODG for comment/s and approval.	N.A.	1-3 days	HRDD Staff Director HRDD Information Officer II / III
	4. Prepare/coordinate admin and logistics requirements, including training kit.	N.A.	2 weeks before the training schedule	HRDD Information Officer I/ II / III
	5. Conduct training.	N.A.	1-3 days	HRDD Information Officer I / II / III
	6. Administer training evaluation tools (pre and post assessment exam and post-training evaluation).	N.A.	5 minutes	HRDD Information Officer I / II / III
	7. Process results of the training evaluation, and the pre and post assessment exams.	N.A.	1 day	HRDD Information Officer I / II / III
	8. Prepare and submit training report to HRDD Staff Director within one (1) week after the training activity.	N.A.	5 days after the implementation of training	HRDD Information Officer I / II / III
	TOTAL		19 – 24 days	



D. REQUEST FOR TECHNICAL SUPPORT

Office or Division:	MANAGEMENT AND INFORMATION SYSTEMS DIVISION			
Classification:	Simple			
Type of Transaction:	Division to Division; G2G			
Who may avail:	All Divisions / Regions			
CHECKLIST OF REQUIREMENT	Request Form (MISD-F-002)	WHERE TO SECURE	Downloadable thru DCS	
CLIENT STEPS	DIVISION ACTION	FEEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
Submit Technical Support Request Form (MISD-F-002)	1. Receive the Technical Support Request from client.	N.A.	Within 4-hours without repair	MISD Staff
	2. Endorse the request form to dispatcher.	N.A.		MISD Staff
	3. Dispatch support staff.	N.A.		ISA II / CP III
	4. Provide technical assistance to client.	N.A.		Support Staff (ISA II / CP III / CP II / CMT III / CMT II / CMT I / J.O. / OJTs)
	5. Accomplish the form with findings, action taken and recommendations.	N.A.		Support Staff
	6. Seek signature from client for acknowledgement and information about the problem. Give the duplicate copy to client and return the original copy to the dispatcher.	N.A.		Support Staff Client
	7. File and log the accomplished Technical Support Request Form.	N.A.		CP III / CMT I

E. PREVENTIVE MAINTENANCE



Office or Division:	MANAGEMENT AND INFORMATION SYSTEMS DIVISION			
Classification:	Highly Technical			
Type of Transaction:	Division to Division			
Who may avail:	All Divisions			
CHECKLIST OF REQUIREMENT	Recent PM Report and PM Plan	WHERE TO SECURE	Division's Copy	
CLIENT STEPS	DIVISION ACTION	FEEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
Submit request with Previous year PM Report	1. Pre-assessment of previous Preventive Maintenance (PM) report.	N.A.	2 days	ISA II, CMT III, II, I
Present PM Plan	2. Scheduling of the PM based on the PM plan	N.A.		CMT I
	3. Issuance of memo	N.A.		SD/OIC
	4. Remind concerned division 2 weeks prior to their PM Schedule.	N.A.		CMT I
	5. Conduct PM. PM / Datacenter Checklist	N.A.	1 day	ISA II / CMT III / II / I
	6. Consolidation of PM results. Note: Every after scheduled division.	N.A.	2 days	CMT I
Secure PM Report	7. Preparation of PM summary report.	N.A.		CMT I
Secure post assessment PM Report	8. Post-assessment of PM report	N.A.		ISA II, CMT III, II, I
	TOTAL		5 days	

F. NEWS MONITORING



Office or Division:	POLICY AND COMMUNICATION RESEARCH DIVISION (PCRD)			
Classification:	Simple			
Type of Transaction:	Division to Division; G2G			
Who may avail:	All Divisions			
CHECKLIST OF REQUIREMENT	Written Request	WHERE TO SECURE	N.A.	
CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
Send written request to pmu@pia.gov.ph . Indicate topic/issue/government entity to be monitored.	1. Review request for approval. Give station assignments to PMU Central Desk Officer and/or Monitoring Officer.			PCRD Division Head/ PIA Monitoring Unit (PMU) Section Chief
	2. For broadcast: Open the television or radio and tune in to the assigned station for relevant news/stories. For print: Get the assigned newspaper and browse for relevant news/stories. For online, social media: Visit the assigned website and/or social media accounts and browse for relevant news/stories.		Real-time for broadcast and online; Within the day for print	PMU Central Desk Officer and/or Monitoring Officer
	3. Log in at Media Monitoring System (MMS) http://app.pia.gov.ph/mms4/ with your assigned Account Name and Password.			
	4. From the "Applications" tab, choose the "News" tab and then click the "Monitored" option. The "Monitored News Data" window will appear. Then, click the "Add New" button.			
	5. In the "Content" box, enter/type the news summary. Put your initials at the end. <i>E.g. The Department of Foreign Affairs raised alert level 2 over Egypt and the deployment of Filipino workers there was temporarily suspended due to escalation of tensions following the ouster of Islamist President Mohammed Morsi. This was issued after Monday's protests that resulted in a bloody encounter that left more than 50 demonstrators dead and more than 400 others wounded. [pia-xx] *xx = initials of Monitoring Officer*</i>			
	6. Fill out the following fields: <i>Category, Sub-Category, Government Offices, Broadcast Time, Slant, Type, Medium, station, Program, Anchor/Reporter.</i> In the <i>Remarks</i> box, add a note if needed. For online reports, add the web link.			
	7. Check all the data input before clicking the "Submit" button below.			
	TOTAL		Within the day	

G. SENDING NEWS ALERT



Office or Division:	POLICY AND COMMUNICATION RESEARCH DIVISION (PCRD)			
Classification:	Simple			
Type of Transaction:	Division to Division; G2G			
Who may avail:	All Divisions			
CHECKLIST OF REQUIREMENT	Written Request	WHERE TO SECURE	N.A.	
CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
	SENDING OF NEWS ALERTS			
Send written request to pmu@pia.gov.ph . Indicate topic/issue of news alerts you want to receive. Provide your e-mail address and Viber number.	1. Review request for approval. Assign to a PMU Central Desk Officer to add recipient to selected News Alerts group in Viber.			PCRD Division Head/PMU Section Chief
	2. Log in at Media Monitoring System (MMS) http://app.pia.gov.ph/mms4/ with your assigned Account Name and Password.		Real time for breaking news; Within the day for other news	PMU Central Desk Officer
	3. From the "Applications" tab, choose the "News" tab and then click the "Archived" option. The "Archives Data" window will appear.			
	4. From the "Filtered Data" tab below, click the News ID of the latest item archived and copy the edited report.			
	5. Open the Viber for Desktop app and go to the message thread of the concerned news alert group. Paste the copied edited report at the "Type a message" box. For online news, add the web link or address if necessary.			
	6. Check accuracy of report then click the arrow icon to send it to recipients.			
	TOTAL		Within the day	

H. REPORT GENERATION



Office or Division:	PLANNING AND COMMUNICATION RESEARCH DIVISION			
Classification:	Simple			
Type of Transaction:	Division to Division; G2G			
Who may avail:	All Divisions			
CHECKLIST OF REQUIREMENT	Written Request	WHERE TO SECURE	N.A.	
CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
Submit request or Log in at Media Monitoring System (MMS) http://app.pia.gov.ph/mms4/ with your assigned Account Name and Password.	1. Log in at Media Monitoring System (MMS) http://app.pia.gov.ph/mms4/ with your assigned Account Name and Password.	N.A.	30 minutes to 1 hour for daily reports Within 24 hours for weekly reports Within 48 hours for monthly reports	PIA Monitoring Unit (PMU) Central Desk Officer
MMS Archives Data print screen/screenshot	2. From the “Applications” tab, choose the “News” tab and then click the “Archived” option. The “Archives Data” window will appear.	N.A.		
	3. From the “Custom Filter” pane, choose from the drop-down menu, depending on the reports you need: A. Date Range B. Category C. Sub-Category D. Department E. Slant F. Type G. Medium H. Station I. Program J. Reporter You can also do keyword search by typing it in the “Search Text” box.	N.A.		
	4. Click the “Query” button and wait for the generated reports to appear in the “Filtered Data” pane. Then, choose “Show All” entries.	N.A.		
Saved PMU generated report in Excel or Word file Sent items in PMU e-mail account: pmu@pia.gov.ph	5. Select the type of file by clicking the PDF or Excel button at the “Filtered Data” pane. The file will automatically download. If you want to directly print the generated reports from the system, you can click the “Print” button.	N.A.		
	TOTAL		30 min. to 2 days	

I. PRODUCTION OF IEC MATERIALS



Office or Division:	CREATIVE PRODUCTION AND SERVICES DIVISION			
Classification:	Highly Technical			
Type of Transaction:	Division to Division; G2G			
Who may avail:	All Divisions			
CHECKLIST OF REQUIREMENT	Job Order Form	WHERE TO SECURE	DCS – PIA website	
CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
Send Viber message / E-mail / Job order	1. Receive a request through email, viber message, or via job order (JO) from internal clients	N.A.		Administrative Officer
Signed Job Order/copy of E-mail/Viber Message	2. Review request for appropriate action	N.A.	Within 24 hours upon receipt of request	Division Chief/ Authorized Alternate Signatory
Assignment Slip/ Minutes of the meeting (if meeting was held)	3. Assign personnel (writer/ graphic artist/editor)/May conduct a meeting first. May decide on the following: a. Concept b. If social media card, would it be a simple advisory or text card, gif, quote card or infographics c. If RC, would it be a 30-second or 45 second d. If video, would it be 30 second or 45 second or 1 minuter or more.	N.A.	Within 8 hours upon approval of request	Division Chief/Assistant Division Chief/Section Chief/Production Unit Manager/ Headwriter/Audio Technician/ Musical scorer
Content materials/research	4. Examine the available materials provided. Write Script/Copies. Research additional content if needed.	N.A.	Within 2-3 working days upon assignment of personnel	Writer/researcher
Script/Copies	5. Approve Script	N.A.	Within 8 hours upon submission	Division Chief/Assistant Division Chief/Section Chiefs
Scripts/Copies/Edited material/Recorded material/Print materials	6. Creation of IEC material	N.A.	If Social Media Card within 8 hours upon approval of script If RC, within 2 weeks upon approval of script If video, within 1 week upon approval of script (animation and pure editing only)	PUM/Writers/Editors/graphic designer/Audio Technician



			If video that requires shooting, within 2 weeks upon approval of script	
IEC material/ Comments	7. Vet/Approve material	N.A.	Within 24 hours upon submission of material	Division Chief/Assistant Division Chief/Section Chiefs
IEC material	8. Apply revisions (if needed)	N.A.	Within 2 days upon receipt of comments	Graphic Artists/Editor/s/ Audio Technician
IEC Material/Comments	9. Send to requesting party for approval	N.A.	Within 8 hours upon approval of CPSD DC and Section Chiefs	Division Chief/Assistant Division Chief/Section Chiefs/PUM
Revised IEC material	10. Apply revisions, if needed	N.A.	Within 2 days upon receipt of comments	PUM/Graphic Artists/Editor/s/ Audio Technician
Final IEC material	Send final material to requesting party	N.A.	Within 8 hours upon application of revisions	Division Chief/Section Chief/PUM

J. DISSEMINATION OF IEC MATERIALS – Physical Distribution

Office or Division:	REGIONAL OPERATIONS DIVISION			
Classification:	Simple			
Type of Transaction:	Division to Division			
Who may avail:	All Divisions			
CHECKLIST OF REQUIREMENT	Package Distribution List (ROD-F-005) Dissemination Plan Acknowledgement -Feedback Receipt (ROD-F-001)	Downloadable thru DCS WHERE TO SECURE		
CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
Submit Request	1. Receive Dissemination Plan and IEC materials from requesting party.	N.A.	1 to 3 minutes	ROD Administrative Assistant
	2. Prepare Package Distribution List (ROD-F-005) for the regions based on the Dissemination Plan.	N.A.	15 to 30 minutes	ROD Coordinator/ ROD Administrative Assistant
	3. Prepare Acknowledgement-Feedback Receipt (ROD-F-001) and Purchase Request.	N.A.	30 to 45 minutes	ROD Coordinator/ ROD Administrative Assistant



	4. Approve Purchase Request.	N.A.	1 to 3 minutes	ROD and Admin Staff Directors
	5. Pack IEC materials.	N.A.	Varies per volume of IEC material For regular number of IEC material – 2 to 3 hours	ROD Administrative Assistant
	6. Send IEC materials thru courier to the regional offices. Note: Personally deliver the materials to NCR & Region 4-B offices.	N.A.	1 to 2 hours	ROD Administrative Assistant
	7. Receive IEC materials from ROD.	N.A.	1 to 5 minutes	Regional Office
	8. Accomplish Package Distribution List (ROD-F-005).	N.A.	10 to 15 minutes	Regional Office Admin Assistant
	9. Repack IEC Materials.		Varies per volume of IEC material For regular number of IEC material – 2 to 3 hours	Regional Office Admin Assistant
	10. Send IEC materials thru courier to the Infocens. <i>Note: Regional Office, including NCR, to deliver materials to recipients within the regional center based on the distribution plan</i>	N.A.	1 to 2 hours	Regional Office Admin Assistant
Secure Official Receipt and /Or Acknowledgment Receipt	11. Forward acknowledgment receipt to the regional office	N.A.	5 to 10 minutes	Provincial Information Center
	TOTAL		6 – 8 hours	



Regional Offices

External Services

1. Production/Dissemination of IEC Materials – Online Distribution



Offices or Division:		Regional Offices		
Classification:		G2C; G2G		
Type of Transaction:		Highly Technical		
Who may avail:		National Government Agencies (NGAs); General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request		Regional Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Gather information/facts or government programs/projects/pronouncements/policies/accomplishments from press conference/briefings, inter-agency council/committee meetings, official websites, press releases, and events hosted by NGAs, LGUs, POs and NGOs	N/A	2 – 3 hours	Assistant Regional Head Information Center Manager Regional Information Officer
	Write news/feature articles/photo releases based on PIA Style book and submit to regional news editor; Produce broadcast/socmed cards/ infographics	N/A	2 – 4 hours	Assistant Regional Head Information Center Manager
	Edit submitted news/feature articles/photo caption/broadcast releases/socmed cards/infographics	N/A	30 minutes per story	Regional News Editor/ Assistant Alternate Editor
	Distribute/upload/	N/A	10 -30 minutes	Regional Information

	post news/ features/ photos/ broadcast releases/ socmed cards/ infographics to local publications/ website/ social media platforms			Officer Regional News Editor/Assistant
TOTAL			5 hours – 2 days	

2. Advocacy and Media Relations

Offices or Division:		Regional Offices		
Classification:		G2G		
Type of Transaction:		Highly Technical		
Who may avail:		National Government Agencies (NGAs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request		Regional Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Pre-Activity:			
	Prepare activity design and budgetary requirement upon receipt of memo from ROD	N/A	3 days	Regional Head/ Regional Information Officer/ Regional Administrative Officer
	Send proposed budgetary requirement for approval of IDPD through ROD	N/A	1 day	Regional Head Assistant Regional Head
	Upon approval, post PhilGeps/ canvass for the venue, meals and accommodation requirements of the activity	N/A	7 days	Regional Head Regional Administrative Officer
	Mobilize participants	N/A	7 days	Assistant Regional Head

				Regional Information Officer
	Actual Event:			
	Conduct the advocacy activities	N/A	As specified in the project requirements	Regional Head Assistant Regional Head Regional Information Officer Regional Administrative Officer
	Do audio/video, photo documentation of the proceedings	N/A	Within the duration of the activities	Regional Audio-Visual Aids Technician
	Send SMS and social media posts	N/A	During the activity	Regional Information Officer
	Post-Activity:			
	Produce news/photo release	N/A	Within 1 day	Regional Information Officer
	Prepare and submit terminal report to PMD within 15 days after the event	N/A	Within 15 days after the activity	Regional Head
	Prepare and submit financial report to Central Office 1 month after the event	N/A	Within 20 days after the activity	Assistant Regional Head Regional Information Officer Regional Administrative Officer Disbursing Officer
	TOTAL		Within 58 days	



FEEDBACK AND COMPLAINTS MECHANISMS

<p>How to send a feedback?</p>	<p>PIA conducts and administers Customer Satisfaction feedback form to measure and solicit customer satisfaction or customer feedback from external and internal customers after rendering service or delivery of product.</p> <p>Moreover, internal quality audit (IQA) is conducted semi-annually to monitor and check as well as institute improvements in PIA processes and procedures. The IQA is conducted through interviews, observations and record trail.</p>
<p>How feedback is processed?</p>	<p>The results of the customer satisfaction feedback as well as internal audit findings are collected, tabulated and analyzed. Any non-conformances identified are issued with Corrective and Preventive Action report (CPAR) to determine the root cause of the problem and to come up with appropriate corrective and preventive actions.</p>
<p>How to file complaints?</p>	<p>Clients as well as other stakeholders can get and fill out the nonconforming product/ service using the attached Nonconforming Product/ Service Report (IQA-F-004)</p>
<p>How complaints are processed?</p>	<p>Report the nonconforming product/service using the Nonconforming Product/ Service Report (IQA-F-004). The following are the steps:</p> <ul style="list-style-type: none"> ● Submit the NCPR to IQA Team Leader. ● IQA will assign NCPR Number then forward to concerned division/region. ● Client / process owners will accomplish the disposition portion of the NCPR and submit to approving body. ● Agency Head will approve the disposition portion of the nonconforming product/ service ● Process Owners will Implement approved disposition and submit form to IQA Team Leader. ● IQA will issue Corrective and Preventive Action Report (IQA-F-003) to Process Owner. ● IQA will verify if disposition was carried out and keep the record of the actions taken and the results.



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	For Regional Operations Division Contact No: 8-920-4396 Email: girlie.bangunan@pia.gov.ph
Contact Information of Anti-Red Tape Authority (ARTA)	Hotline: 1-ARTA (1-2782) Contact No.: (02) 8478-5093 Email: complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php
Contact Information of Presidential Complaint Center (PCC)	Hotline: 8888 Contact No. (02) 8736 8621, 8736 8645, 8736 8603, 8736 8629, 8736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/
Contact Information of Contact Center ng Bayan (CCB)	SMS: 0908-881-6565 Call: 1-6565 (Ph 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: www.contactcenterngbayan.gov.ph



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