



PHILIPPINE INFORMATION AGENCY

CITIZEN'S CHARTER

(3rd Edition)

2021



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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.



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Central Office

External Services



A. Production of Information Education Communication Materials

Offices or Division:		Creative and Production Services Division (CPSD)		
Classification:		G2G – Government to Government		
Type of Transaction:		Highly Technical		
Who may avail:		National Government Agencies (NGAs)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request (1 original or photocopy, soft copy or hard copy)			Requesting Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter-request	1.1 Receive project endorsement from concerned division/client	None	1 minute	Admin Assistant II, <i>Creative and Production Services Division (CPSD)</i>
2. Submit inputs, suggestions, recommendations for reconsideration	2.1 Conceptualization/ scriptwriting and presentation to client	None	5 days	Staff Director Copywriter Project Officer, <i>Creative and Production Services Division (CPSD)</i>
None	2.2 Implement necessary revisions and secure approval from client	None	2 days	Staff Director Copywriter Artist <i>Creative and Production Services Division (CPSD)</i>
3. Attend meeting with CPSD and IDPD	3.1 Pre-production meeting with the client	None	2 hours	Staff Director Talents <i>Creative and Production Services Division (CPSD)</i>
None	3.2 Produce the IEC material RC TVC (M.M. Shoot)	None	5 days 10 days, 5 hours	Staff Director/ Division Head, Section Head, PUM, Director, Scriptwriter, Artist, Cameraman, Production Designer, AudioTech, Editor, Make-up Artist Talents, <i>Creative and Production Services Division (CPSD)</i>

	AVP (M.M. shoot)		10 days, 5 hours	
	Comics (16 pages)		11 days	
	Annual report book Design		10 days, 5 hours	
	Brochure (12-16 pages, 6x9 in)		10 days	
	Poster (18x24 in), flyer (2 folds back to back)		5 days	
	Puppet Production		10 days, 5 hours	
4. Comment/ approve the material produced	4.1 Submit IEC material to Client for approval	None	1 hour	Client <i>Requesting Party</i> Production Unit Manager/Section Head Project Officer, <i>Creative and Production Services Division (CPSD)</i>
None	4.2 Implement agreed-upon revisions	None	1 day	Staff Director/ Division Head, Section Head, PUM, Director, Scriptwriter, Artist, Cameraman, Production Designer, AudioTech, Editor, Make-up Artist Talents, <i>Creative and Production Services Division (CPSD)</i>



5. Acknowledge receipt of the produced materials	5.1 Submit approved IEC materials to concerned division/client	None	1 day	CPSD Head Production Unit Manager <i>Creative and Production Services Division (CPSD)</i>
<p style="text-align: center;">TOTAL</p> <p style="text-align: center;">RC</p> <p style="text-align: center;">TVC (M.M. Shoot) AVP (M.M. shoot)</p> <p style="text-align: center;">Comics (16 pages)</p> <p style="text-align: center;">Annual report book Design</p> <p style="text-align: center;">Brochure (12-16 pages, 6x9 in)</p> <p style="text-align: center;">poster (18x24 in), flyer (2 folds back to back)</p> <p style="text-align: center;">Puppet Play Production</p>			<p>14 days, 3 hours, 1 minute</p> <p>20 days</p> <p>19 days, 2 hours, 1 minute</p> <p>20 days</p> <p>19 days, 3 hours, 1 minute</p> <p>14 days, 2 hours, 3 minute</p> <p>20 days</p>	



B. Provision of Training Assistance

This procedure describes the process involved in the provision of training assistance for clients with Memorandum of Agreement/Understanding (MOA/MOU)

Offices or Division:	Office of the Director-General (ODG), Institutional Development Program Division (IDPD), Human Resource Development Division (HRDD)			
Classification:	G2G – Government to Government			
Type of Transaction:	Complex Transactions			
Who may avail:	National Government Agencies (NGA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request (1 original or photocopy, soft copy or hard copy)			From the client/requesting party	
2. Training proposal (1 original or photocopy, soft copy or hard copy)			Human Resource Development Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of letter-request	1. Receive formal letter-request with approval from the Head of Agency to proceed.	N/A	3 days	Director-General/Head of Agency Human Resource Development Division Administrative Assistant II Information Officer V
2. Receive response	2. Coordinate with the requesting agency for the schedule of a meeting	N/A	10 minutes	IDPD Information Officer III, II HRDD Information Officer III, II
3. Confirm attendance and attended the schedule date, time and place of the meeting	3.1 Conduct initial discussion regarding training requirements from client.	N/A	4 hours	Human Resource Development Division Information Officer V, IV, III IDPD Information Officer V, IV, III, II

	3.2 Prepare and submit training proposal for concurrence of client	N/A	3 days	HRDD Information Officer V, IV, III IDPD Information Officer V, IV, III
4. Approval of training proposal	4. Received client's concurrence on training proposal for implementation <i>*The duration of the implementation of a training activity depends on the training design, minimum of which is three (3) days</i>	N/A	30 minutes	HRDD Administrative Assistant II Information Officer IV, III
TOTAL			6 days, 4hrs and 40 mins.	



C. RECRUITMENT, SELECTION AND PLACEMENT

The procedure is guided with the provisions of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions (Revised 2018). It starts with the publication/posting of vacant position/s and ends with the assumption to office of the appointee.

Office or Division:	HUMAN RESOURCE DEVELOPMENT DIVISION	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All interested applicants	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE
UPON APPLICATION		
1. Letter of Intent (1 original, soft copy/ hard copy)	Applicant	
2. Personal Data Sheet (CS Form No. 212, Revised 2017) and Work Experience Sheet (1 original, soft copy/ hard copy)	Civil Service Commission or CSC website: www.csc.gov.ph	
3. Performance rating in the last rating period, if applicable (1 original, soft copy/ hard copy)	Previous/current employer	
4. Certificate of CS eligibility/PRC license (1 original or photocopy, soft copy/ hard copy)	Civil Service Commission Office/ Professional Regulation Commission	
5. Transcript of Records	University/College/School graduated	
UPON APPOINTMENT (new hire)		
1. Personal Data Sheet (CS Form No. 212, Revised 2017) and Work Experience Sheet (1 original copy, hard copy)	Applicant	
2. CS Eligibility/PRC ID (1 authenticated copy, hard copy)	Civil Service Commission/ Professional Regulation Commission	
3. Transcript of Records (1 certified true copy, 1 original copy, hard copy)	University/College/ School graduated	
4. Diploma (1 certified true copy, hard copy)	University/College/ School graduated	
5. Medical Certificate (CS Form 211, revised 2018) (1 original copy, hard copy)	Human Resource Development Division (HRDD), Civil Service Institute (CSC)	
6. NBI Clearance (1 original copy, hard copy)	National Bureau of Investigation	
7. Birth Certificate (1 original copy, hard copy)	Philippine Statistic Authority	
8. Marriage Certificate (1 original copy, hard copy), if applicable	Philippine Statistic Authority	



ADDITIONAL REQUIREMENTS (Transfer)				
Approval of Transfer (1 original, hard copy)		Current government employer		
Letter-request for Transfer (1 certified true copy, hard copy)		Applicant/employee concerned		
Clearance Form (CS Form No. 7, Revised 2018) (1 original, hard copy)		Current government employer		
Service Record (1 original copy, hard copy))		Current government employer		
Certification of accumulated leave balance (1 original copy, hard copy)		Current government employer		
Certification by the Chief Accountant of last salary received (1 original copy, hard copy) and/or certified true copy of pre-audited disbursement voucher of last salary received from previous office		Current government employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Visit CSC Bulletin of Vacant Positions in the Government in the CSC website, PIA website, Facebook page, bulletin board for the list of job opening	1. Post job opening in 3 conspicuous places for at least 10 calendar days: CSC Bulletin of Vacant Positions in the Government in the CSC website, PIA website, PIA Facebook page, PIA bulletin boards	N.A.	10 days	Information Officer V, IV, II Administrative Officer V, <i>Human Resource Development Division (HRDD)</i> CPSD Information Officer V, III, II
2. Submit complete application requirements through walk in/e-mail at respective PIA office address	2.1 Acknowledge receipt application papers	N.A.	10 days	Administrative Officer IV, II Administrative Assistant II, <i>Human Resource Development Division (HRDD)</i>
NONE	2.2 Prepare Longlist of applicants <i>*(number of processing time/days dependent on the number of positions and applicants)</i>	N.A.	10 days	HRMPSB Secretariat



NONE	2.3 Conduct pre-assessment/ pre-screening/ shortlisting of applicants' qualifications <i>*(number of processing time/days dependent on the number of positions and applicants)</i>		10 days	HRMPSB, <i>Human Resource Merit Promotion and Selection Board (HRMPSB)</i>
NONE	2.4 Prepare/send notification letter to applicants for the schedule of trade testing Prepare/send notification letter to applicants who did not meet the required Qualification Standards <i>*(number of processing time/days dependent on the number of positions and applicants)</i>		10 days	HRMPSB Chairperson, Secretariat <i>Human Resource Merit Promotion and Selection Board (HRMPSB)</i>
NONE	2.5 Administer/conduct the trade test to shortlisted applicants		14 days	HRMPSB Secretariat, <i>Human Resource Merit Promotion and Selection Board (HRMPSB)</i>
NONE	2.6 Evaluate/check the trade test answers		7 days	HRMPSB CO & RO Information Officer V Chief Administrative Officer Panel of Writers
NONE	2.7 Prepare/send notification letter to applicants who passed the exam for the schedule of the Behavioral Event Interview Prepare/send notification letter to applicants who failed the exam		10 days	HRMPSB Chairperson, Secretariat, <i>Human Resource Merit Promotion and Selection Board (HRMPSB)</i>



NONE	2.8 Conduct Behavioral Event Interview to applicants <i>*(number of processing time/days dependent on the number of positions and applicants)</i>	N.A.	14 days	<i>Human Resource Merit Promotion and Selection Board (HRMPSB)</i>
NONE	2.9 Prepare/validate Comparative Assessment Result based on the PIA Merit Selection and Promotion Plan (MSPP)	N.A.	7 days	<i>Human Resource Merit Promotion and Selection Board (HRMPSB)</i>
NONE	2.10 Conduct Background Check/Investigation	N.A.	7 days	HRMPSB Secretariat, <i>Human Resource Merit Promotion and Selection Board (HRMPSB)</i>
NONE	2.11 Submit Comparative Assessment Result to the Appointing Officer/Authority	N.A.	1 day	<i>Human Resource Merit Promotion and Selection Board (HRMPSB)</i>
NONE	2.12 Select appointee to the vacant position	N.A.	14 days	Appointing Officer/ Authority, <i>Office of the Secretary</i>



NONE	2.13 Prepare notification letter to selected appointee to submit documentary requirements for appointment Prepare notification letter to applicant/s who were not selected for appointment	N.A.	7 days	Information Officer V Administrative Officer V, <i>Human Resource Development Division (HRDD)</i> HRMPSB Secretariat
3. Submit complete documentary requirements for appointment	3.1 Review completeness of documentary requirements	N.A.	5 days	HRDD Administrative Officer V, IV, <i>Human Resource Development Division (HRDD)</i>
NONE	3.2 Prepare appointment papers for signature of the Appointing Officer/Authority	N.A.	14 days	Appointing Officer/ Authority Information Officer V, II Administrative Officer V, <i>Human Resource Development Division (HRDD)</i>
NONE	3.3 Notify applicant of the signed appointment paper	N.A.	5 days	Administrative Officer V, IV



4. Appointee acknowledges receipt of appointment paper and assumes office within 30 days from the date of signing of appointment	4.1 Prepare Oath of Office and Certification of Assumption to Duty and conduct orientation	N.A.	30 days	Information Officer V, IV, III, II, I Administrative Officer V, IV, II Administrative Assistant III, <i>Human Resource Development Division (HRDD)</i>
TOTAL			178 days	

Note: Services is covered by the special laws under Civil Service Commission's 2017 Omnibus Rules on Appointments and other Human Resources Actions (ORA OHRA), revised 2018

D. Provision of Communication Support

Offices or Division:		Institutional Development Program Division (IDPD)		
Classification:		G2G – Government to Government		
Type of Transaction:		Complex		
Who may avail:		National Government Agencies (NGAs)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request (1 original or photocopy softcopy or hardcopy)			Requesting Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter-request to IDPD through handcarry or e-mail at pmd@pia.gov.ph	1.1 Receiving and logging of request	N/A	2 minutes	Information Officer I, Administrative Assistant III, <i>Institutional Development Program Division (IDPD)</i>



None	1.2 Evaluation and approval of request upon receipt of the request	N/A	3 days	Information Officer IV/ IV, <i>Institutional Development Program Division (IDPD)</i> Director General, Deputy Director General, Chief-of-Staff, <i>Office of the Director General</i>
2. Acceptance of the requested output	2.1. Delivery of approved communication support requests	N/A	1 day	Information Officer V, IV, III, <i>Institutional Development Program Division (IDPD)</i>
	2.2 Preparation of terminal/ completion report	N/A	3 days	Information Officer V, IV, III, <i>Institutional Development Program Division (IDPD)</i>
TOTAL			7 days	



E. Communication Research

Offices or Division:	Policy and Communication Research Division (PCRD)			
Classification:	G2G – Government to Government			
Type of Transaction:	Highly Technical			
Who may avail:	National Government Agencies (NGAs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request (1 original copy softcopy or hard copy)			Requesting Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter-request	1. Receive formal letter of request from client through the Office of Director General/ IDPD.	None	1 day	Information Officer I, Administrative Assistant, <i>Policy and Communication Research Division (PCRD)</i>
2. Coordination & brainstorming with PCRD with regard to the	2.1 Develop the research proposal and instrument.	None	3 days	Officer-In-Charge, Information Officer V, PCRD Staff Information Officer IV, III,II, <i>Policy and Communication Research Division (PCRD)</i>
3. Review and approval	3.1 Review and seek client approval of the proposal and instrument.	None	2 days	Information Officer V/ IV/ III, <i>Policy and Communication Research Division (PCRD)</i> Regional Information Officer, Regional Research Staff, Technical Assistant, <i>Regional Office</i>
None	3.2 Brief involved staff	None	1 day	Information Officer V, IV, III, Technical Assistant, <i>Policy and Communication Research Division (PCRD)</i>
None	3.3 Prepare logistical requirements, if any.	None	1 day	Information Officer I, II Regional Data Encoder, for local study, <i>Regional Office</i> Information Officer I,II,III <i>Policy and Communication Research Division (PCRD)</i>



None	3.4 Conduct Data Gathering.	None	5 days	Information Officer V, III, II Technical Assistant, <i>Policy and Communication Research Division (PCRD)</i>
None	3.5 Encode and process the gathered data.	None	2 days	Information Officer III, II, Technical Assistant, Regional Encoder, <i>Policy and Communication Research Division (PCRD)</i>
None	3.6 Write the research report.	None	3 days	Information Officer IV, III,II,I, <i>Policy and Communication Research Division (PCRD)</i>
None	3.7 Review and approve the research report.	None	1 day	Information Officer V / Officer-in-Charge, <i>Policy and Communication Research Division (PCRD)</i> Director General <i>Office of the Director General (ODG)</i>
4. Acceptance of the research report	4.1 Submit the research report to the client.	None	1 day	PCRD Information Officer V/ Officer-In-Charge, <i>Policy and Communication Research Division (PCRD)</i> Information Officer V/ Officer-In-Charge, <i>Institutional Development Program Division</i>
TOTAL			20 days	



Central Office
Internal Services



A. IN-HOUSE TRAINING IMPLEMENTATION

This procedure describes the process involve in conducting in-house training.

Office or Division:	HUMAN RESOURCE DEVELOPMENT DIVISION			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Divisions / Regions			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1.Written Request (1 original or photocopy, softcopy or hard copy)		Requesting Division/Region		
2.Training Proposal (1 original or photocopy, softcopy or hard copy)		Human Resource Development Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Submit list of proposed trainings to be indicated in the WFP	1.Consolidate and assess priority trainings for approval by the Head of Agency	N.A.	10 days	Director-General/Head of Agency, ODG Administrative Assistant II Information Officer V, HRDD
NONE	2. Prepare and submit training proposal for approval of the Head of Agency	N/A	2 days	Director-General/Head of Agency, ODG Information Officer V, IV, III, HRDD



3. Submit list of participants to HRDD	3. Prepare Memorandum to concerned Division/Regions for submission of names of participants for issuance of SO purposes	N.A	3 days	Requesting Division/ Regional Heads Information Officer V, IV, III, HRDD
NONE	4. Processing of budgetary requirements to be approved by Finance Head and Head of Agency	N/A	2 days	Director-General, ODG Budget Officer, Chief Admin Officer, FMD Information Officer V, IV, III, HRDD
NONE	5. Prepare Memorandum and Advisory to concerned participants regarding schedule and administrative requirements. <i>*The duration of the implementation of a training activity depends on the training design, minimum of which is three (3) days</i>	N/A	1 hour	HRDD Information Officer V, IV, III
			17 days and 1 hour	



B. PROCESSING OF REQUEST FOR SPECIAL ORDER

The procedure describes the steps in the preparation and issuance of special order for attendance to meetings, seminar, fora, workshop, trainings and overtime services and other HR related activities that may require issuance of an SO.

Office or Division:	HUMAN RESOURCE DEVELOPMENT DIVISION (HRDD)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	All employees	
	CHECKLIST OF REQUIREMENT	WHERE TO SECURE
	1. PIA Special Order Request Form (HRDD-F-002 rev3) (1 original or photocopy, softcopy or hard copy)	Document Control System; Philippine Information Agency (pia.gov.ph)
	2. Approved Invitation or Travel Instruction (1 original or photocopy, softcopy or hard copy)	Organizer's invitation
	3. Justification (in case request is late or urgent) (1 original or photocopy, softcopy or hard copy)	Requesting Division/Region



CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Accomplish and submit Special Order (SO) Request Form with the attached approved invitation from the Organizer, if any. for recommending approval by requirement	None	None	15 minutes	Requesting Division/ Region
2. Secure approval of Finance Head and Admin Head a. Finance for funding approval, and/or b. Admin for provision of service vehicle	2. Receive and recommend approval of Request	None	1 hour	Requesting Division/ Region Budget Officer, Chief Admin Officer, <i>Finance and Management Division (FMD)</i> Chief Admin Officer, <i>Admin Division</i>



3. Submit SO Request Form to HRDD for approval as to	3.1 Prepare requested document within the day for request received before 2pm and forward to HRDD Chief, Personnel Section for review/initial and to approving authority for signature.	None	30 Minutes	Information Officer II, IV, V, Admin Officer V, <i>HRDD</i>
	3.2 Submit SO to Head of Agency/ODG for approval	None	1 day	Information Officer IV, II, Admin Officer V, Admin Assistant II, <i>HRDD</i> Director-General, <i>ODG</i>
TOTAL			1 day, 1 hour and 45 minutes	

C. REQUEST FOR EMPLOYEE RECORDS

The procedure describes the preparation and issuance of Certified True Copy of 201 Records, Service Record, Certification and other HR-related Documents.

Office or Division:	HUMAN RESOURCE DEVELOPMENT DIVISION
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All PIA Employees



CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Logbook for Request (1 original hard copy)		Human Resource Development Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. File request through HRDD Logbook for Requests	1.1 Prepare requested document and/or retrieve the requested record from 201 file/HR file for certified true copy	N.A.	1 day	Requesting Employee HRDD Admin Officer IV, II Information Officer II Admin Assistant III
NONE	1.2 Print or photocopy the record and stamp with certified true copy	N.A.	1 day	Admin Officer IV, II Information Officer II Admin Assistant III, <i>HRDD</i>
NONE	1.3 Review and certify requested document	N.A.	1 hour	Admin Officer V, <i>HRDD</i>
2. Employee claims the requested document	2. Release the requested document	N.A.	30 minutes	Admin Officer IV, II Information Officer II Admin Assistant III, <i>HRDD</i>
TOTAL			2 days 1 hour 30 minutes	



D. APPLICATION FOR LEAVE

The procedure describes the filing and processing of leave application (*Vacation Leave, Mandatory/Forced Leave, Sick Leave, Maternity Leave, Paternity Leave, Special Privilege Leave, Solo Parent leave, Study Leave, 10-Day VAWC Leave, Rehabilitation Leave, Special Leave Benefits for Women, Special Emergency (Calamity) Leave, Adoption Leave, Monetization of Leave Credits, Terminal Leave*)

Office or Division:	HUMAN RESOURCE DEVELOPMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PIA Employees			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application for Leave (CS Form No. 6, Revised 2020)		Human Resource Development Division (HRDD), Civil Service Commission (CSC)		
2. Notice of Allocation of Maternity Leave Credits (CS Form No. 6a)		Human Resource Development Division (HRDD), Civil Service Commission (CSC)		
3. Clearance Form (CS Form No. 7, Revised 2018)		Human Resource Development Division (HRDD), Civil Service Commission (CSC)		
4. Medical Certificate		Hospital/Clinic		
5. Birth Certificate, Marriage Certificate for Paternity Leave		Philippine Statistic Authority (PSA)		
6. Solo Parent ID for Solo Parent Leave		Department of Social Welfare and Development (DSWD)		
CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Filing of application <u>Manual</u> Submit to HRDD the duly accomplished leave form and documentary requirements, if applicable	1.1 Receive and record in the logbook the submitted documents	N.A.	15 minutes	Requesting Employee HRDD Administrative Assistant II



<u>Personnel Management Information System (PMIS)</u> File leave application through the system				
None	1.2 Review completeness of the application for leave and documentary requirements	N.A.	1 hour	HRDD Administrative Officer II
None	1.3 Review leave ledger and indicate and certify leave credits balance on the application	N.A.	1 day	HRDD Administrative Officer V, II
None	1.4 Approval/Disapproval of 2 nd level authorized official	N.A.	1 day	Director-General Director IV HRDD Information Officer V
None	1.5 Record/post corresponding leave deduction	N.A.	4 hours	HRDD Administrative Officer II
		TOTAL	2 days 5 hours and 15 minutes	



E. PROCESSING OF PAYROLL

The procedure describes the processing of bi-monthly salary payroll of Central Office PIA employees.

Office or Division:	HUMAN RESOURCE DEVELOPMENT DIVISION, FINANCE AND MANAGEMENT DIVISION, ADMINISTRATIVE DIVISION, LANDBANK OF THE PHILIPPINES			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PIA Employees			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Daily Time Record (CS Form 48) (2 original copy , hard copy)		Human Resource Development Division (HRDD) ; Civil Service Commission (CSC)		
2. Personnel Pass (2 original copy , hard copy)		Human Resource Development Division (HRDD)		
3. Special Order (1 certified true copy, hard copy)		Records Section, Administrative Division		
4. Foreign Travel Order/Authority (1 certified true copy, hard copy)		Records Section, Administrative Division		
CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Submit DTR to HRDD 1 st week of the succeeding month	1.1 Receive and record in the logbook the submitted documents	None	15 minutes	All Divisions Admin Assistant II, HRDD
None	1.2 Review the submitted documents	None	1 day	Admin Officer II, HRDD
None	1.3 Prepare general payroll	None	1 day	Admin Officer V, II, HRDD
None	1.4 Forward general payroll to FMD – Budget Section for accomplishment of Obligation Request and Status (ORS)	None	1 hour	Admin Assistant II, HRDD Admin Officer V, IV, FMD



None	1.5 Forward signed ORS with attached Payroll to Accounting Section for processing.	None	10 minutes	Accountant III Admin Officer IV, <i>FMD</i>
None	1.7 Process the Payroll through certifying the cash availability and completeness of supporting documents. Box C of the Disbursement Voucher – Accountant III or Authorized Representative	None	1 day	Accountant III, <i>FMD</i>
None	1.8 Forward to the Office of the Director-General or Authorized Representative for the approval of the Disbursement Voucher and Payroll. Box D – Director-General/ Director IV	None	1 day	Director General / Director IV, <i>ODG</i>
None	1.9 Forward documents to Administrative Division – Cash Section		15 minutes	Admin Assistant, <i>ODG</i>
	1.10 Prepare LDDAP-ADA, Payroll Register and ACIC	None	1 day	Admin Officer V, <i>Cash Section</i>
None	1.11 Forward to respective signatories: LDDAP – ADA – Accountant III, Administrative V, Director-General ACIC – Chief Administrative Officer, Administrative Officer V	None	1 day	Chief Admin Officer, <i>Admin</i> Admin Officer V, <i>Cash Section</i> Director-General, <i>ODG</i>



None	1.12 Forward to Landbank of the Philippines	None	1 hour	Admin Officer V, Admin Assistant III V, <i>Cash Section</i>
None	1.13 Credit to bank account of employee	N.A.	1 day	LBP Account Officer, <i>LBP</i>
TOTAL			6 days 2 hours 40 minutes	

F. REQUEST FOR TECHNICAL SUPPORT

Office or Division:	MANAGEMENT AND INFORMATION SYSTEMS DIVISION (MISD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PIA Offices			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Fill out Request Form (MISD-F-002) (1 original or photocopy, softcopy or hard copy)		Document Control System; <u>Philippine Information Agency (pia.gov.ph)</u>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Submit Technical Support Request Form (MISD-F-002)	1. Receive the Technical Support Request from client (hard copy / online copy).	None	15 minutes	Information Officer I, <i>MISD</i>
None	1.1. Endorse the request form to dispatcher.	None	1 hour	Information Officer I, Computer Maintenance Technologist II, <i>MISD</i>



None	1.2. Dispatch support staff.	None	30 minutes	Computer Maintenance Technologist II, MISD
None	1.3. Provide technical assistance to client.	None	4 hours	Information System Analyst II/ Computer Programmer III/ II/ Computer Maintenance Technologist II/ I, MISD
None	1.4. Accomplish the form with findings, action taken and recommendations.	None	15 minutes	Information System Analyst II/ Computer Programmer III/ II/ Computer Maintenance Technologist II/ I, MISD
2. Acknowledge the service report from the MISD	2.1. 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.	None	15 minutes	Information System Analyst II/ Computer Programmer III/ II/ Computer Maintenance Technologist II/ I, MISD
None	2.2 File and log the accomplished Technical Support Request Form.	None	15 minutes	Information Officer I, MISD
TOTAL		None	6 hours 30 minutes	



G. PREVENTIVE MAINTENANCE

Office or Division:	MANAGEMENT AND INFORMATION SYSTEMS DIVISION			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PIA Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Letter Request (1 original copy, softcopy or hard copy)			Requesting Office	
2. Recent PM Report and PM Plan (1 photocopy, softcopy or hard copy)			Division's Copy	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Submit request with Previous year PM Report	1.1 Pre-assessment of previous Preventive Maintenance (PM) report.	N.A.	1 day	Information System Analyst II/ Computer Programmer III/ II/ Computer Maintenance Technologist II/ I, <i>MISD</i>
2. Present PM Plan	2.1 Scheduling of the PM based on the PM plan	N.A.	1 day	Information Officer IV, Information System Analyst II/ Computer Programmer III/ II/ Computer Maintenance Technologist II, <i>MISD</i>
None	2.2 Issuance of memo one month before the actual PM schedule	N.A.	3 days	Information Officer V, IV <i>MISD</i>
None	2.3 Remind concerned division 2 weeks prior to their PM Schedule.	N.A.	1 day	Computer Maintenance Technologist I, <i>MISD</i>



	2.4 Conduct PM. PM / Datacenter Checklist	N.A.	3 days	Computer Maintenance Technologist III, Computer Programmer <i>MISD</i>
	2.5 Consolidation of PM results. Note: Every after scheduled division.	N.A.	1 day	Computer Maintenance Technologist, Information Officer IV, <i>MISD</i>
3. Secure PM Report	3. Preparation of PM summary report.	N.A.	1 day	Computer Maintenance Technologist, Information Officer IV, <i>MISD</i>
4. Secure post assessment PM Report	4.1 Post-assessment of PM report	N.A.	1 day	Computer Maintenance Technologist, Information Officer IV, <i>MISD</i>
	TOTAL		12 days	



H. NEWS MONITORING

Office or Division:	POLICY AND COMMUNICATION RESEARCH DIVISION (PCRD)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All PIA Offices			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter Request (1 original or photocopy, softcopy or hard copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
NEWS MONITORING				
1. 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.	None	1 day	Information Officer V, <i>PCRD</i> And Information Officer III, PIA Monitoring Unit (PMU) Section Chief
None	1.1. 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.	None	1 day	PMU Central Desk Officer and/or Monitoring Officer, Information Officer II/I, <i>PIA Monitoring Unit</i>
None	1.2 Log in at Media Monitoring System (MMS) http://app.pia.gov.ph/mms4/ with your assigned Account Name and Password.	None	5 minutes	PMU Central Desk Officer and/or Monitoring Officer, Information Officer II/I, <i>PIA Monitoring Unit</i>



None	<p>1.3 From the “Applications” tab, choose the “News” tab and then click the “Monitored” option.</p> <p>The “Monitored News Data” window will appear. Then, click the “Add New” button.</p>	None	5 minutes	PMU Central Desk Officer and/or Monitoring Officer, Information Officer II/I, PIA Monitoring Unit
None	<p>1.4 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></p>	None	5 hours	PMU Central Desk Officer and/or Monitoring Officer, Information Officer II/I, PIA Monitoring Unit
None	<p>1.5 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.</p>	None	2 hours	PMU Central Desk Officer and/or Monitoring Officer, Information Officer II/I, PIA Monitoring Unit
None	<p>1.6 Check all the data input before clicking the “Submit” button below.</p>	None	50 minutes	Information Officer IV, III, PCRD and PMU Central Desk Officer and/or Monitoring Officer, Information Officer II/I, PIA Monitoring Unit
	TOTAL		3 days	



I. NEWS ALERTS SERVICE

Office or Division:	POLICY AND COMMUNICATION RESEARCH DIVISION (PCRD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PIA Division			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Written Request (1 original softcopy)		Requesting Party		
CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCES-ING TIME	UNIT/ PERSON RESPONSIBL E
1. Send written request to pmu@pia.gov.ph . Indicate topic/issue of news alerts you want to receive. Provide e-mail address and Viber number of recipients.	1.1 Review request for approval. Assign to a PMU Central Desk Officer to add recipient to selected News Alerts group in Viber.	None	2 hours	Information Officer V, IV, <i>PCRD</i> Section Chief, <i>PMU</i>
None	1.2 Log in at Media Monitoring System (MMS) http://app.pia.gov.ph/mms4/ with your assigned Account Name and Password.	None	15 minutes	PMU Central Desk Officer, Information Officer II, Technical Assistant , <i>PMU</i>
None	1.3 From the “Applications” tab, choose the “News” tab and then click the “Archived” option. The “Archives Data” window will appear.	None	10 minutes	PMU Central Desk Officer, Information Officer II, Technical Assistant , <i>PMU</i>
None	1.4 From the “Filtered Data” tab below, click the News ID of the latest item archived and copy the edited report.	None	15 minutes	PMU Central Desk Officer, Information Officer II, Technical Assistant , <i>PMU</i>



None	1.5 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.	None	30 minutes	PMU Central Desk Officer, Information Officer II, Technical Assistant, PMU
2. Receive the requested report	2. Check accuracy of report then click the arrow icon to send it to recipients.	None	2 hour	Information Officer V, IV, PCRD Section Chief, PMU
TOTAL			5 hours 10 minutes	

J. REPORT GENERATION

Office or Division:	PLANNING AND COMMUNICATION RESEARCH DIVISION			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Divisions			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Written Request (1 original or photocopy softcopy or hardcopy)		Requesting party		
CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. 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.	None		Central Desk Officer, PMU
	Daily reports		1 hour	Information Officer III,II, PCRD
	Weekly reports		1 day	
	Monthly reports		2 days	



<p>2. MMS Archives Data print screen/screenshot</p>	<p>2.1 From the “Applications” tab, choose the “News” tab and then click the “Archived” option.</p> <p>The “Archives Data” window will appear.</p>	<p>None</p>	<p>5 minutes</p>	<p>Central Desk Officer, <i>PMU</i></p> <p>Information Officer III,II, <i>PCRD</i></p>
<p>None</p>	<p>2.2 From the “Custom Filter” pane, choose from the drop-down menu, depending on the reports you need:</p> <ul style="list-style-type: none"> A. Date Range B. Category C. Sub-Category D. Department E. Slant F. Type G. Medium H. Station I. Program J. Reporter <p>You can also do keyword search by typing it in the “Search Text” box.</p>	<p>None</p>	<p>5 minutes</p>	<p>Central Desk Officer, <i>PMU</i></p> <p>Information Officer III,II, <i>PCRD</i></p>
<p>None</p>	<p>2.3 Click the “Query” button and wait for the generated reports to appear in the “Filtered Data” pane. Then, choose “Show All” entries.</p>	<p>None</p>	<p>30 minutes</p>	<p>Central Desk Officer, <i>PMU</i></p> <p>Information Officer III,II, <i>PCRD</i></p>
<p>Saved PMU generated report in Excel or Word file</p> <p>Sent items in PMU e-mail account: pmu@pia.gov.ph</p>	<p>2.4 Select the type of file by clicking the PDF or Excel button at the “Filtered Data” pane. The file will automatically download.</p>	<p>None</p>	<p>30 minutes</p>	<p>Central Desk Officer, <i>PMU</i></p>



	If you want to directly print the generated reports from the system, you can click the "Print" button.			Information Officer III,II, <i>PCRD</i>
	TOTAL			
	Daily Report	None	2 hours 10 minutes	
	Weekly Report		1 day 1 hour 30 minutes	
	Monthly Report		2 days 1 hour 30 minutes	

K. PRODUCTION OF IEC MATERIALS

Office or Division:	CREATIVE PRODUCTION AND SERVICES DIVISION			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Divisions			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Job Order Form (1 original, soft copy or hardcopy)		Downloadable at Document Control System; Philippine Information Agency (pia.gov.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Fill out Job Order form downloadable at PIA DCS and submit to CPSD through email, viber message	1.1 Receive a request through email, viber message	None	5 minutes	Information Officer II/I Admin Assistant, <i>CPSD</i>
None	1.2. Review the request for appropriate action	None	2 hours	Information Officer V/ IV, <i>CPSD</i>



None	<p>1.3. Assign personnel (writer/graphic artist/editor)/May conduct a meeting first.</p> <p>May decide on the following:</p> <p>a. Concept</p> <p>b. If social media card, would it be a simple advisory or text card, gif, quote card or info graphics</p> <p>c. If RC, would it be a 30-second or 45 second</p> <p>d. If video, would it be 30 second or 45 second or 1 minuter or more.</p>	None	<p>30 minutes</p> <p>1 day</p> <p>2 days</p>	<p>Information Officer V, IV, III, Section Chief</p> <p>Section Chief/ Production Unit Manager/ Headwriter/ Audio Technician/ Musical scorer, <i>CPSD</i></p>
None	<p>1.4. Examine the available materials provided. Write Script/Copies. Research additional content if needed</p> <p>If Social Media Card</p> <p>If RC,</p> <p>If video (pure editing)</p> <p>If video requiring shooting/taping</p>	None	<p>30 minutes</p> <p>1 day</p> <p>1 day</p> <p>3 days</p>	<p>Information Officer V, IV, III, Section Chief</p> <p>Section Chief/ Production Unit Manager/ Headwriter/ Audio Technician/ Musical scorer, <i>CPSD</i></p>
None	<p>1.5. Approve Script after being examined</p> <p>If Social Media Card</p> <p>If RC,</p> <p>If video (pure editing)</p> <p>If video requiring shooting/taping</p>	None	<p>None</p> <p>1 day</p> <p>1 day</p> <p>1 day</p>	<p>Division Chief/ Assistant Division Chief/ Section Chiefs, <i>CPSD</i></p>



<p>2. Collaborate and suggest to the CSPD Team</p>	<p>2. Creation of IEC material upon approval of the script If Social Media Card If RC, If video (pure editing) If video requiring shooting/taping</p>	<p>None</p>	<p>4 hours 10 days 5days 9 days</p>	<p>Production Unit Manager/ Writers/ Editors/ Graphic Designer/ Audio Technician, <i>CPSD</i></p>
<p>3. Review and discuss envisioned result with</p>	<p>3 Vet/Approve material If Social Media Card If RC, If video (pure editing) If video requiring shooting/taping</p>	<p>None</p>	<p>15 minutes 4 hours 4 hours 4 hours</p>	<p>Information Officer V/ IV/ Division Chief/ Assistant Division Chief/ Section Chiefs, <i>CPSD</i></p>
<p>None</p>	<p>3.1 Apply revisions (if needed) If Social Media Card If RC, If video (pure editing) If video requiring shooting/taping</p>	<p>None</p>	<p>30 minutes 1 day 2 days 2 days</p>	<p>Graphic Artists/ Editors/ Audio Technician, <i>CPSD</i></p>
<p>4. Evaluate and for approval of the output</p>	<p>4.1 Send to requesting party for approval If Social Media Card If RC, If video (pure editing) If video requiring shooting/taping</p>	<p>None</p>	<p>15 minutes 1 day 1 day 1 day</p>	<p>Division Chief/ Assistant Division Chief/ Section Chiefs/ Production Unit Manager, <i>CPSD</i></p>
<p>None</p>	<p>4.2 Apply revisions, if needed If Social Media Card If RC,</p>	<p>None</p>	<p>15 minutes</p>	<p>Production Unit Manager /Graphic Artists</p>



	If video (pure editing)		1 day	/Editors, Audio Technician, <i>CPSD</i>
	If video requiring shooting/taping		1 day	
5. Acknowledge the output/ material	5. Send final material to requesting party	None	30 minutes	Division Chief/ Information Officer V, Section Chief, <i>CPSD</i>
	If Social Media Card		1 day 50 minutes	
	If RC		16 days 6 hours 35 minutes	
	If video (pure editing)		12 days 6 hours 35 minutes	
	If video requiring shooting/taping		19 days 6 hours 35 minutes	

L. DISSEMINATION OF IEC MATERIALS – Physical Distribution

Office or Division:	REGIONAL OPERATIONS DIVISION		
Classification:	Simple		
Type of Transaction:	G2G-Government to Government		
Who may avail:	All Central Offices		
	CHECKLIST OF REQUIREMENT	WHERE TO SECURE	
	1. Written Request (1 original copy hardcopy or softcopy)	Requesting Party	
	2. Dissemination Plan	Requesting Party	
	3. Package Distribution List (ROD-F-005) (1 original copy hardcopy or softcopy)	Downloadable at Document Control System; <u>Philippine Information Agency (pia.gov.ph)</u>	
	4. Acknowledgement -Feedback Receipt (ROD-F-001) (1 original copy hardcopy or softcopy)	Downloadable at Document Control System; <u>Philippine Information Agency (pia.gov.ph)</u>	



CLIENT STEPS	DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Submit the Request together with the other requirements	1.1 Receive Dissemination Plan and IEC materials from requesting party.	None	3 minutes	Admin Assistant, <i>ROD</i>
None	1.2 Prepare Package Distribution List (ROD-F-005) for the regions based on the Dissemination Plan.	None	30 minutes	Information Officer III/II/I, Coordinator, <i>ROD</i>
None	1.3. Prepare Acknowledgement-Feedback Receipt (ROD-F-001) and Purchase Request.	None	45 minutes	Information Officer III/II/I, Coordinator, <i>ROD</i>
None	1.4 Approve Purchase Request.	None	1 day	Information Officer III/II/I, Coordinator, <i>ROD</i> Director General <i>Office of the Director General</i>
None	1.5 Pack IEC materials. (For regular number of IEC material) Note: Varies per volume of IEC material	None	2 hours 30 minutes	Information Officer III/II/I, Coordinator, <i>ROD</i>
None	1.6 Send IEC materials thru courier to the regional offices. Note: Personally deliver the materials to NCR & Region 4-B offices.	None	1 hour 30 minutes	Information Officer III/II/I, Coordinator, <i>ROD</i>
None	1.7 Receive IEC materials from ROD.	None	5 minutes	Recipient Office, <i>Regional Office</i>
None	1.8 Accomplish Package Distribution List (ROD-F-005).	None	15 minutes	Admin Assistant/ Information Officer I Regional Office
None	1.9 Repack IEC Materials. (For regular number of IEC material)	None	2 hours 30 minutes	Admin Assistant/



	Note: Varies per volume of IEC material			Information Officer I <i>Regional Office</i>
	1.10 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>	None	2 hours	Admin Assistant/ Information Officer I <i>Regional Office</i>
Secure Official Receipt and /Or Acknowledgment Receipt	1.11. Forward acknowledgment receipt to the regional office	None	10 minutes	Provincial Information Center, <i>Regional Office</i>
	TOTAL		2 days 2 hours 18 minutes	



Regional Offices

External Services



A. Production/ Dissemination of IEC Materials – Online Distribution

Offices or Division:		Regional Offices		
Classification:		G2C-Government to Citizen; G2G-Government to Government		
Type of Transaction:		Simple		
Who may avail:		National Government Agencies (NGAs); General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request (1 original copy soft copy or hardcopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request to the regional office concerned through courier, hand carry or e-mail	1.1 Receive the letter request from the requesting party and review the request for appropriate action	None	30 minutes	Admin Assistant, Information Officer, <i>Regional Office</i>
None	1.2 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	None	4 hours	Assistant Regional Head Information Center Manager Regional Information Officer



None	1.3 Write news/ feature articles/ photo releases based on PIA Style book and submit to regional news editor; Produce broadcast/socmed cards/ info graphics	None	6 hours	Assistant Regional Head Information Center Manager
None	1.4 Edit submitted news/ feature articles/photo caption/broadcast releases/socmed cards/infographics per story	None	30 minutes	Regional News Editor/ Assistant Alternate Editor
None	1.5 Distribute/upload/ post news/ features/ photos/ broadcast releases/ socmed cards/ infographics to local publications/ website/ social media platforms	None	30 minutes	Regional Information Officer Regional News Editor/Assistant
TOTAL			1day 3 hours 30 minutes	

B. Advocacy and Media Relations

Offices or Division:	Regional Offices			
Classification:	G2G- Government to Government			
Type of Transaction:	Highly Technical			
Who may avail:	National Government Agencies (NGAs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request (1 Original or photocopy softcopy or hardcopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ UNIT RESPONSIBLE
	Pre-Activity:			
1. Submit the Letter request to Philippine Information Agency through courier, hand carry, e-mail	1.1 Receive the Letter Request for appropriate action	None	5 minutes	Admin Assistant, Information Officer <i>Regional Office</i>
None	1.2 Prepare activity design and budgetary requirement upon receipt of memo from ROD	None	3 days	Information Officer V/ Regional Head/ Information Officer/ Administrative Officer, <i>Regional Office</i>
None	1.3 Send proposed budgetary requirement for approval of IDPD through ROD	None	1 day	Information Officer/ Regional Director, Information Officer IV, Admin Officer IV, <i>Regional Office</i>
None	1.4 Upon approval, post PhilGeps/ canvass for the venue, meals and accommodation requirements of the activity	None	7 days	Information Officer/ Regional Director, Information Officer IV, Admin Officer IV, <i>Regional Office</i>
None	1.5 Mobilize participants	None	2 days	Information Officer V/ Regional Director, Information Officer IV, Admin Officer IV, Admin Aide VI <i>Regional Office</i>

	Actual Event:			
2. Coordinate with the PIA Regional Office Information Officers with regard to the logistics of the request	2.1 Conduct the advocacy activities <i>*As specified in the project requirements</i>	None	3 days	Information Officer V/ Regional Director, Information Officer IV, Admin Officer IV, <i>Regional Office</i>
None	2.1 Do audio/video, photo documentation of the proceedings <i>*Within the duration of the activities</i>	None		Audio-Visual Aids Technician, <i>Regional Office</i>
None	2.1 Send SMS and social media posts	None		Information Officer III, II, I, <i>Regional Office</i>
	Post-Activity:			
None	2.2 Produce news/photo release	None	1 day	Information Officer III, II, I, <i>Regional Office</i>
None	2.3 Prepare and submit terminal report to PMD	None	3 days	Information Officer V/ Regional Director, Information Officer III,II,I, <i>Regional Office</i>
	TOTAL		20 days	
None	2.4 Prepare and submit financial report to Central Office within 10 th day of ensuing month	None	10 days	Information Officer IV/ Assistant Regional Director Information Officer Administrative Officer Disbursing Officer, <i>Regional Office</i>
	TOTAL		10 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. Form is sent by specific office of provided the service.</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>PIA Office of the Director General: 8-920-1224</p> <p>PIA ARTA Committee Contact Information: 8-772-7687</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>To file a complaint against the PIA, provide the following details via e-mail or courier;</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences, if any. - Name of the person/office being complained <p>Send complaints against PIA to ceo@pia.gov.ph</p> <p>For follow-ups or queries, the complainant may call 8-772-7687 or 8-920-4339</p>
<p>How complaints are processed?</p>	<p>All complaints received against the agency will be reviewed by the Office of the Director General and endorses to PIA ARTA Committee for appropriate action</p> <p>The PIA ARTA Committee review, evaluates, and coordinates with concerned office to answer the complaint and conduct investigation, if necessary. The PIA ARTA recommends to the Office of the Director General for appropriate action.</p>



	<p>The PIA ARTA shall send feedback to the clients via email.</p> <p>For follow-ups or queries, the contact information are as follows: 8-772-7687</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.
Contact Information	For FOI, contact Ms. Liberty Aragones Contact No: 8928-6917 Email address: liberty.aragones@pia.gov.ph
	For Administrative Division Contact No: 8920-4345 Email: emver.cortez@pia.gov.ph
	For Creative/Production Services Division Contact No: 8920-4329 Email: bradley.deleon@pia.gov.ph
	For Finance Management Division Contact No: 8920-4385 Email: loveliza.peralta@pia.gov.ph
	For Human Resource Development Division Contact No: 8920-4339 Email: eleanor.martin@pia.gov.ph
	For Management Information Systems Division Contact No: 8-924-1942 Email: emver.cortez@pia.gov.ph
	For Institutional Development and Program Division Contact No: 8-920-4348 Email: joselito.reyes@pia.gov.ph
	For Policy and Communication Research Division Contact No: 8920-3955 Email: ancel.abrenica@pia.gov.ph



	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

List of Offices

Office	Address	Contact Information
Creative and Production Services Division	3 rd Floor, PIA Building, Visayas Avenue, Quezon City	Contact No: 8920-4329 Email: cpsd@pia.gov.ph
Human Resource Development Division	3 rd Floor, PIA Building, Visayas Avenue, Quezon City	Contact No: 8920-4339 Email: hrdd@pia.gov.ph
Institutional Development Program Division	3 rd Floor, PIA Building, Visayas Avenue, Quezon City	Contact No: 8920-4348 Email: pmd@pia.gov.ph
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