



# PHILIPPINE INFORMATION AGENCY

## CITIZEN'S CHARTER 2025 (4th 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 and Regional Office**

#### **1. External Services**

A. Production and Dissemination of Information Education Communication (IEC) Materials	Pages 06-09
B. Capability building - Provision of Training Support services	Pages 10-11
C. Provision of Communication Research	Pages 12-14
D. Provision of Communication Support	Pages 15-19

#### **2. Internal Services**

A. Processing of Request for Special Order	Pages 21-24
B. Request for Employee Records	Pages 25-26
C. Provision of ICT Support	Pages 27-28
D. Processing of Disbursement Vouchers	Pages 29-30
E. Procurement of Goods and Services	Pages 31-32

**Central Office**

**External Services**

## A. Production and Dissemination of Information Education Communication (IEC) Materials

This procedure describes the process of the entire production of different IEC materials (e.g. news and feature articles, video, radio, social media cards, puppet plays, comics, brochures and other print collaterals) from client/partner request to submission of the material/s requested.

<b>Offices or Division:</b>	Creative and Production Services Division (CPSD) / Regional Offices			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies (NGAs) / LGUs / SUCs / NGO			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter-request (1 original or photocopy or soft copy) Memorandum of Agreement (MOA) Memorandum of Understanding (MOU)			Requesting Agency	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive invitation for the schedule of preparatory meeting	1.1 Confirm with the requesting agency the schedule of preparatory meeting	None	1 hour	CPSD Division Chief / Concerned Section Chief/s and Administrative Assistant/ Regional Head/ ICM/ Regional Administrative Asst
2. Attend meeting with CPSD and PMD / Concerned Regional Office if necessary for inputs and additional information as requested.	2.1 Exploratory Meeting with client/partner /requesting party	None	3 hours	CPSD Division Chief / Assistant Division Chief / Concerned Section Chief/s / CPSD Copywriter  PMD Division Chief / Assistant Division Chief / Concerned PMD / Account Officer /

				Information Officer/ Regional Head
3. None	3.1 Produce the IEC material	Depending on the MOA / MOU	2 days	Division Chief / Asst. Division Chief Concerned Section Head, Copywriter, Lay-out Artist, Photographer (if required)
	News/Feature Articles/Press Releases			
	Social Media Card with photoshoot (if required), copywriting, layouting and vetting)	Depending on the MOA / MOU	5 days	Regional Office
	Brochure	Depending on the MOA / MOU	17 days	Division Chief / Asst. Division Chief Concerned Section Head, Copywriter, Lay-out Artist, Photographer (if required)
	Poster/ Flyer	Depending on the MOA / MOU	10 days	
	Comics	Depending on the MOA / MOU	21 days	
	Annual report book (Design and Lay out only)	Depending on the MOA / MOU	7 days	
	Video (Longform/ Shortform/Reels / Livestream)	Depending on the MOA / MOU	17 days	
			CPSD Chief, CPSD Section Head/ Director, Scriptwriter, Production Asst., Production Designer	

	Radio Commercial	Depending on the MOA / MOU	10 days	(PD), Artist, Cameramen, Make-up Artist, Audio Tech., Editor/Musical Scorer, talents
	Puppet play Production (Scriptwriting, Recording, Musical Scoring, Creation of Puppets and Props, Stage design)	Depending on the MOA / MOU	137 days	CPSD Chief, CPSD Section Head/ Director, Scriptwriter, Production Asst., Production Designer (PD), Artist, Audio Tech., Editor/Musical Scorer, Talents, Puppet-makers/ Puppeteers
	Puppet Performance of Existing Puppet Play ( Metro Manila only)		1 day	PIA Puppet Theater Section
4. Comment/ approve the submitted IEC material.	4.1 Seek client's feedback/ approval.	None	2 days	CPSD Chief CPSD Production Unit Manager/Section Head PMD Project Officer
	4.2 Implement agreed-upon revisions. If none, proceed to step 5.	Depending on the MOA / MOU	3 days	Division Chief / Asst. Division Chief Concerned Section Head, Copywriter, Lay-out Artist, Photographer (if required)
5. Acknowledge receipt of the produced materials	5.1 a. Submit approved IEC materials	None	1 day	CPSD Section Chief PMD Chief/ROD Head PMD Project Officer



	to concerned division/client / partner		1 day	Concerned Information Officer / Concerned Information Center Manager / Social Media Handler/Chief
	b. Dissemination of approved IEC materials in appropriate digital platforms or traditional media division/client / partner			
<b>TOTAL</b>	<b>News/Feature Articles/Press Releases</b>	<b>None</b>	<b>8 days, 4 hours</b>	
	<b>Social Media Card</b>	<b>None</b>	<b>11 days, 4 hours</b>	
	<b>Brochure</b>	<b>None</b>	<b>23 days 4 hours</b>	
	<b>Poster/ flyer</b>	<b>None</b>	<b>16 days, 4 hours</b>	
	<b>Comics</b>	<b>None</b>	<b>27 days, 4 hours</b>	
	<b>Annual report book design</b>	<b>None</b>	<b>13 days, 4 hours</b>	
	<b>Radio Commercial</b>	<b>None</b>	<b>16 days, 4 hours</b>	
	<b>Video</b>	<b>None</b>	<b>23 days ,4 hours</b>	
	<b>Puppet play Production</b>	<b>None</b>	<b>143 days,4 hours</b>	
	<b>Puppet Performance</b>	<b>None</b>	<b>3 days, 4 hours</b>	

*\*Production and dissemination of IEC materials are qualified for multi-stage processing*

## B. Provision of Training Assistance

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

<b>Offices or Division:</b>	Office of the Director-General (ODG), Program Management Division (PMD), Human Resource Development Division (HRDD), Regional Offices			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies (NGA) with request for the provision of training assistance by PIA.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved Memorandum of Understanding (MOU)/Memorandum of Agreement (MOA).			From the client/requesting party through the Program Management Division (PMD)	
Training proposal (1 original or photocopy, soft copy or hard copy)			Human Resource Development Division (HRDD) - Central Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive invitation for the schedule of preparatory meeting	1.1 Confirm with the requesting agency the schedule of preparatory meeting	None	3 hours	Information Officer III, II Program Management Division (PMD)  Information Officer III, Human Resource Development Division (HRDD)  Concerned regional staff
2. Confirm attendance	2.1 Conduct initial discussion regarding training	None	4 hours	HRDD Information Officer V, IV, II, I PMD Information Officer V, IV, III, II

	requirements from client.			Concerned regional staff
	2.2 Prepare and submit training proposal for concurrence of client	None	3 days	HRDD Information Officer V, IV, III, II, I PMD Information Officer V, IV, III, II, I Concerned regional staff
3. Approval of training proposal	3.1 Receive 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>	None	1 hour	HRDD Information Officer V, IV, III, II, I PMD Information Officer V, IV, III, II, I Concerned regional staff
<b>TOTAL</b>		<b>None</b>	<b>3 days and 8 hours</b>	

## C. Provision of Communication Research

The Agency provides communication research services to requesting clients/partners, such as surveys, focus group discussions, news monitoring reports, and policy and legislative recommendation papers.

<b>Offices or Division:</b>	Planning and Communication Research Division (PCRD)			
<b>Classification:</b>	G2G – Government to Government			
<b>Type of Transaction:</b>	Highly Technical			
<b>Who may avail:</b>	National Government Agencies (NGAs) / LGUs / SUCs / NGOs / GOCCs / GFIs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request for communication research study or policy and legislative recommendation paper (1 original copy or 1 electronic copy)  2. For news monitoring, tracking and analysis request: PIA Monitoring Unit Service Request Form (1 original copy or 1 electronic copy)		Requesting Agency  PIA-QMS Document Control Repository <a href="https://qms.pia.gov.ph">https://qms.pia.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request or the PMU Service Request Form, whichever is applicable	1.1 Acknowledge, review, and approve the request.	None	1 day	PCRD Information Officer V  PCRD Assigned Information Officer/s  Regional Head / Assistant Regional Head
2. Submit additional information, if requested.	2.1 Prepare the requested communication research data/document.	None	17 days	PCRD Information Officer V  PCRD Assigned Information Officer/s

	<p>a. For communication research proposal</p> <p>b. For news monitoring report b.1 news summary b.2 news tracking and analysis</p> <p>c. For policy and legislative recommendation paper</p>		<p>1 day</p> <p>17 days</p> <p>17 days</p>	<p>Regional Head / Assistant Regional Head / Regional Research Focals</p>
3. Receive the requested communication research data/document	3.1 Submit requested communication research data/document, for clients/partners information/approval	None	1 day	<p><i>Division Chief</i> PCRD</p> <p><i>Assigned Information Officer/s</i> PCRD</p> <p>Regional Head / Assistant Regional Head / Regional Research Focals</p>
<b>TOTAL</b>	<b>a. For communication research proposal</b>	<b>None</b>	<b>19 days</b>	
	<b>b. For news monitoring report</b>  <b>b.1 News summary</b>	<b>None</b>	<b>3 days</b>	

	<b>b.2 News tracking and analysis</b>		<b>19 days</b>	
	<b>c. For Policy and legislative recommendation paper</b>	<b>None</b>	<b>19 days</b>	

## D. Provision of Communication Support

This procedure describes the process of receipt and coordination of communication support services requested by clients/partners.

<b>Offices or Division:</b>	Program Management Division (PMD) / Regional Offices			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies (NGAs) / LGUs / SUCs / NGOs / GOCCs / GFIs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter-request (1 original or photocopy softcopy or hardcopy)			Requesting Agency	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of letter-request to PMD / PIA Regional Offices	1.1 Receipt of request	None	5 minutes	PMD Receiving Officer, Administrative Assistant III  Concerned regional staff
2. None	2.1 Evaluation of request	None	2 days	PMD Information Officer V/ IV,  Assigned supervising member of the executive directorate  Regional Head / Assistant Regional Head
	2.2 Coordination with concerned units: - PIA units / provincial information center / Client/s	None	3 days	Assigned PMD Information Officer/s  Assigned regional staff

3. Submit additional information, (if requested)	3.1 Coordination with concerned units/provincial information center to finalize preparations for the requested service.	None	2 days	PMD Information Officer/s  ODG, ODDG, OADG, CPSD, PCRD, HRDD  Assigned regional/provincial staff  For central office, % PMD
	a. Conduct of Press Conference (proceed to step number 4)			
	b. Production of IEC materials (% CPSD for central office)	Depending on the MOA / MOU None		For central office, % CPSD personnel  Assigned regional/provincial staff
	b.1 News/Feature Articles/Press Releases		7 days, 4 hrs	
	b.2 Social Media Card		10 days, 4hrs	
	b.3 Brochure		22 days, 4hrs	
	b.4 Poster/ flyer		15 days, 4hrs	
	b.5 Comics		26 days, 4hrs	
	b.6 Annual report book design		12 days, 4hrs	
	b.7 Radio Commercial		15 days, 4hrs	
	b.8 Video		22 days, 4hrs	
b.9 Puppet play production	142 days, 4hrs			
b.10 Puppet Performance	2 days, 4hrs			



	c. Provision for Training Assistance (% HRDD for central office)		2 days, 8 hrs	For central office, % HRDD  Assigned regional/provincial staff
	<i>d. Provision of Communication Research (% PCRD for central office)</i>  d.1 Communication research proposal  d.2 News monitoring report:  d.2.1 News summary  d.2.2 News tracking and analysis  d.3 Policy and Legislative recommendation paper		18 days   2 days  18 days  18 days	For central office, % PCRD  Assigned regional/provincial staff
4. Acceptance of the requested output	4.1 Delivery of approved communication support requests / Submission of final product to requesting agency.	None	1 day	PMD Information Officer/s  Assigned regional/provincial staff
5. Acceptance of accomplishment report	5.1 Production of terminal/ completion report (if needed / requested)	None	5 days	PMD Information Officer V, IV, III, II  Assigned regional/provincial staff

6. Accomplishment of Client Satisfaction Measurement (CSM) survey form	6.1 Collate/file CSM responses (based on PCRD PAWIM)	None	5 minutes	Assigned division/regional/provincial staff
<b>TOTAL</b>	<b>a. Conduct of Press Conference</b>	<b>None</b>	<b>13 Days, 10 minutes</b>	
	<b>b. Production of IEC materials</b>	<b>None</b>		
	<b>b.1 News/Feature Articles/Press Releases</b>		<b>20 days, 4 hours, 10 minutes</b>	
	<b>b.2 Social Media Card</b>	<b>None</b>	<b>23 days, 4 hours, 10 minutes</b>	
	<b>b.3 Brochure</b>	<b>None</b>	<b>35 days, 4 hours, 10 minutes</b>	
	<b>b.4 Poster/ flyer</b>	<b>None</b>	<b>28 days, 4 hours, 10 minutes</b>	
	<b>b.5 Comics</b>	<b>None</b>	<b>39 days, 4 hours, 10 minutes</b>	
	<b>b.6 Annual report book design</b>	<b>None</b>	<b>25 days, 4 hours, 10 minutes</b>	
	<b>b.7 Radio Commercial</b>	<b>None</b>	<b>28 days, 4 hours, 10 minutes</b>	
	<b>b.8 Video</b>	<b>None</b>	<b>35 days, 4 hours, 10 minutes</b>	
<b>b.9 Puppet play production</b>	<b>None</b>	<b>155 days, 4 hours, 10 minutes</b>		

<b>TOTAL</b>	<b>b.10 Puppet Performance</b>	<b>None</b>	<b>15 days, 4 hours, 10 minutes</b>	
	<b>c. Provision of Training Assistance</b>	<b>None</b>	<b>16 days, 8 hours, 10 minutes</b>	
	<b>d. Provision of Communication Research:</b>			
	<b>d.1 Communication research proposal</b>	<b>None</b>	<b>31 days, 10 minutes</b>	
	<b>d.2 News monitoring report:</b>			
	<b>d.2.1 News summary</b>	<b>None</b>	<b>15 days, 10 mins</b>	
	<b>d.2.2 News tracking and analysis</b>	<b>None</b>	<b>31 days, 10 minutes</b>	
	<b>d.3 Policy and Legislative recommendation paper</b>	<b>None</b>	<b>31 days, 10 minutes</b>	

**Central Office**

**Internal Services**

## A. PROCESSING OF REQUEST FOR SPECIAL ORDER

The procedures describe the steps in the preparation and issuance of special order for attendance to meetings, seminar, fora, workshop, regional visits, training and overtime services including other HR-related activities that may require issuance of an SO.

<b>Office or Division:</b>	HUMAN RESOURCE DEVELOPMENT DIVISION (HRDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All employees			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. PIA Special Order Request Form (1 original or photocopy, softcopy or hard copy)		PIA-QMS Document Control Repository <a href="https://qms.pia.gov.ph">https://qms.pia.gov.ph</a>		
2. Approved Invitation or Travel Instruction (1 original or photocopy, softcopy or hard copy)		Organizer's invitation		
3. Client Satisfaction Measurement Survey (Google Survey Form)		PIA-QMS Document Control Repository <a href="https://qms.pia.gov.ph">https://qms.pia.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish and submit Special Order (SO) Request Form with the attached approved invitation from the Organizer, if any, to recommending offices	None	None	15 minutes	Requesting Division/ Region

<p>2. Secure recommending approval of Finance Head and Admin Head</p> <p>a. <b>Finance</b> for fund source and availability and compliance with COA Rules and Policies only</p> <p>b. <b>Admin</b> for provision of service vehicle</p>	<p>2.2 Receive and recommend approval of Request</p>	<p>None</p>	<p>1 hour</p>	<p>Requesting Division/ Region</p> <p>Finance and Management Division (FMD) Budget Officer, Chief Administrative Officer</p> <p>Admin Division Chief Administrative Officer</p>
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<p>3. Submit duly accomplished SO Request Form to <b>HRDD</b> for recommending approval as to compliance with CSC and PIA Office Rules and Policies only.</p>	<p>3.1a (if through email) Prepare and review the requested document within the day for request received before 2pm</p> <p>3.2a (if hard copy) Prepare requested document within the day for request received before 2pm and forward to HRDD Personnel Section Head for review and initial, and HRDD Head for recommending approval</p>	<p>None</p>	<p>30 Minutes</p>	<p>Human Resource Development Division (HRDD)</p> <p>Information Officer V, IV, II Administrative Officer V</p>
	<p>3.2 Submit SO to Head of Agency/ODG for approval, copy furnished the requesting office for survey form/survey link</p>	<p>None</p>	<p>1 day</p>	<p>HRDD Information Officer II, Administrative Officer V, Administrative Assistant II</p> <p>Head of Agency, Office of the Director-General</p>

4. Accomplish HRDD CSM Survey (or google format) and send to HRDD	4.1 Monitor/collate/file CSM responses	None	5 Minutes	HRDD Requesting Division/Region Information Officer IV, II, Administrative Officer V, Administrative Assistant II
<b>TOTAL</b>		<b>None</b>	<b>1 day, 1 hour and 50 minutes</b>	



## B. REQUEST FOR EMPLOYEE RECORDS

The procedure describes the preparation and issuance of 201 Records, Service Record, certification and other HR-related documents.

<b>Office or Division:</b>	HUMAN RESOURCE DEVELOPMENT DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All PIA Employees			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Logbook for Request (1 original hard copy) or email request		Human Resource Development Division		
2. Client Satisfaction Measurement (CSM) Survey		PIA-QMS Document Control Repository <a href="https://qms.pia.gov.ph">https://qms.pia.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File request through HRDD Logbook/email	1.1 Prepare requested document and/or retrieve the requested record from 201 file/HR file	None	1 day	Requesting Employee  HRDD Administrative Officer V, II Information Officer II Administrative Assistant III
None	1.2 Print/scan or photocopy the record and stamp accordingly	None	1 day	HRDD Administrative Officer V, II Information Officer II Administrative Assistant III
None	1.3 Review and certify requested document	None	1 hour	HRDD Administrative Officer V, IV

2. Employee claims the requested document	2. Release the requested document	None	30 minutes	HRDD Administrative Officer II, Administrative Assistant III
3. Employee accomplishes CSM Survey	3. Monitor/collate/file CSM responses	None	5 minutes	Requesting Employee  HRDD Administrative Officer V, II, Administrative Assistant III
<b>TOTAL</b>		<b>None</b>	<b>2 days 1 hour 35 minutes</b>	

## C. Provision of ICT Technical Support

This procedure establishes the controls for ICT technical support in providing technical assistance to users of information and communication technology (ICT) systems and devices. ICT technical support can be provided in on-site or remote support.

<b>Office or Division:</b>	MANAGEMENT AND INFORMATION SYSTEMS DIVISION (MISD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All PIA Offices			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Technical Support Request		PIA-QMS Document Control Repository <a href="https://qms.pia.gov.ph">https://qms.pia.gov.ph</a>		
2. Client Satisfaction Measurement (CSM) Survey		PIA-QMS Document Control Repository <a href="https://qms.pia.gov.ph">https://qms.pia.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit technical requests.	1. Receive the request from the user.	None	2 minutes	MISD
None	2. Triage the request to determine the severity of the issue.  2.1 Resolve the issue to the user with instructions to fix the problem, or it may require the technical support staff to	None	5 minutes	MISD

	<p>make changes to the user's computer.</p> <p>2.2 If the issue cannot be resolved by the technical support staff, it may need to be escalated to the next level of support.</p>			
None	3. Resolve the issue by providing the user with instructions on how to fix the problem, or it may require the technical support staff to make changes to the user's computer.	None	2 hours	<p>Software Development Team(MISD)</p> <p>Network Management Team(MISD)</p>
Accomplish and submit the feedback form.	4. Administer the Client Satisfaction Measurement (CSM) survey and document the issue.	None	20 minutes	CMT III
<b>TOTAL</b>		<b>None</b>	<b>2 hours 27 minutes</b>	

## D. PROCESSING OF DISBURSEMENT VOUCHERS

This procedure covers the receipt of disbursement vouchers to be funded by the Budget Section and verification of completeness of supporting documents by the Accounting Section on all requests in relation to payment of goods and services.

<b>Offices or Division:</b>	FINANCE AND MANAGEMENT DIVISION (FMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All Divisions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Obligation Request and Status (ORS) or Budget Utilization Request and Status (BURS) as applicable</li> <li>Disbursement Vouchers (DVs)</li> <li>Corresponding supporting documents in compliance with COA Circular 2012-001 dated June 14, 2012</li> </ol>		<ol style="list-style-type: none"> <li>All forms are downloadable thru the PIA-QMS Document Control Repository <a href="https://qms.pia.gov.ph">https://qms.pia.gov.ph</a></li> <li>Other supporting documents will be provided by the payee suppliers or individual as applicable</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Requests with the corresponding DVs and ORS/ BURS and its supporting documents.	1.1 The FMD designated staff checks the signatures and number of copies of ORS/ BURS which must be downloaded from the Repository, accomplished and signed in three original copies.	None	10 minutes	FMD Receiving Staff
None	2. The FMD-Budget staff verifies the availability of allotment based on the Registry of Allotments and whether the activity is part of the approved Work and Financial Plan for the year. If no	None	1 hour and 20 minutes	FMD - Budget Section Staff and Budget Unit Head or authorized representative

	allotment is available, return the documents to the office/personnel concerned.			
None	3. The FMD-Accounting staff checks the completeness of supporting documents as prescribed in COA Circular No. 2012-001 dated June 14, 2012	None	4 days	Designated Accounting Staff and FMD-Accounting Unit Head or authorized representative
None	4. Record in the logbook the date of release of Copies 1-3 of DV, originals of supporting documents and retain one copy of ORS for file and forwards the same to the Cash Section for Check or List of Due and Demandable Accounts Payable - Automatic Debit Account (LDDAP-ADA) preparation.	None	5 minutes	FMD Releasing Staff
<b>TOTAL</b>		<b>None</b>	<b>4 days and 1 hour 35 minutes</b>	

## E. PROCUREMENT OF GOODS AND SERVICES, INFRASTRUCTURE PROJECTS AND CONSULTING SERVICES

Processing of Purchase Requests of Goods and/or Service shall be in compliance with Government Procurement Reform Act and its Implementing Rules and regulations, as well as relevant provision of the Government Accounting Manual.

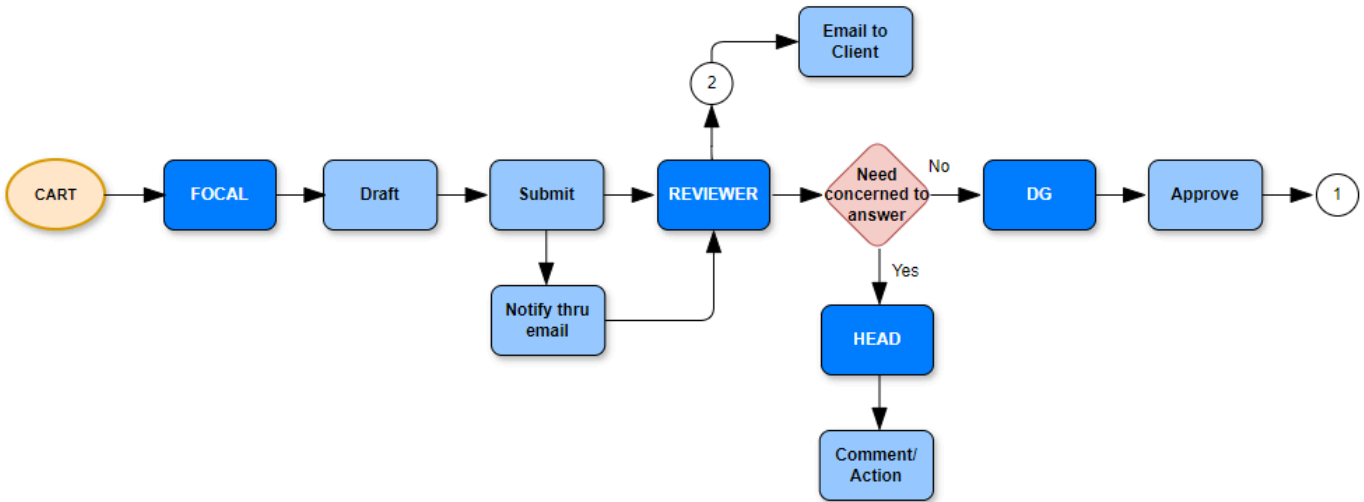
The procedure provided herein covers the processing and approval of all procurement requests.

<b>Offices or Division:</b>	Procurement Section – Bids and Awards Committee Secretariat			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	End-user units of the Agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Procurement Due Diligence Checklist		PIA-QMS Document Control Repository <a href="https://qms.pia.gov.ph">https://qms.pia.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit three (3) copies of duly accomplished Purchase Request to BAC Secretariat Input number of required copies (original, soft, hard)	1.1 Receive PR Check completeness of data and if included in the APP. Incomplete form and/or non-inclusion in the APP, return to end-user unit	None	30 minutes	BAC Secretariat Administrative Assistant III Administrative Assistant V
None	1.2 Provide PR number after verification of the PR	None	5 minutes	BAC Secretariat Administrative Assistant III Administrative Assistant V

None	1.3 Issue Certificate of Availability of Funds	None	1 day	Budget Officer
None	1.4 Approval / Disapproval of PR	None	3 days	Head of Procuring Entity
<b>TOTAL</b>		<b>None</b>	<b>4 days and 35 minutes</b>	



## FEEDBACK AND COMPLAINTS MECHANISMS



*Figure 1: PACD System Flow*

<b>How to send feedback?</b>	<p>PIA conducts and administers Client Satisfaction Measurement (CSM) survey 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 the specific office that provided the service.</p> <p>For walk-ins: customers can directly visit the Public Assistance Complaints Desk (PACD) in the foyer area of the PIA Building. The suggestion box is also available in the area.</p> <p>For external complaints and feedback, customers may contact us at [8772-7628] or send an email to <a href="mailto:feedback@pia.gov.ph">feedback@pia.gov.ph</a>.</p> <p>PIA Public Assistance Complaints Desk (PACD) Information: 8772-7628</p> <p>PIA Committee on Anti-Red Tape (CART) : 8772-7683</p>
<b>How is feedback processed?</b>	<p>For walk-ins: The PACD focal compiles and records all feedback submitted. For feedback requiring answers are forwarded to the relevant personnel/office for appropriate actions.</p> <p>For emails/calls: The PACD focal verifies the nature of the feedback/complaint and shall endorse to the concerned personnel/office and/or the PIA Committee on Anti-Red Tape (CART). Upon receiving the reply from the concerned personnel/office, the client shall be informed via email or phone call.</p>
<b>How are complaints processed?</b>	<p>All complaints received against the agency will be reviewed by the PIA CART Committee for appropriate action. They are required to answer within three (3) days from the receipt of the feedback/complaint.</p>

	<p>The PIA CART Committee reviews, evaluates, and coordinates with the concerned office to answer the complaint and conduct investigation, if necessary. The PIA CART Chairperson recommends to the Office of the Director General for appropriate action.</p> <p>The PIA CART Chairperson shall send feedback/response to the clients via email.</p> <p>For follow-ups or queries, the contact information are as follows:</p> <p>PIA Public Assistance Complaints Desk (PACD) Information: 8772-7628 PIA Committee on Anti-Red Tape (CART) : 8772-7683</p>
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<b>Contact Information</b>	FOI, contact Ms. Liberty Aragonés Contact No: 8920-0805 Email address: <a href="mailto:liberty.aragones@pia.gov.ph">liberty.aragones@pia.gov.ph</a>
	Administrative Division Contact No: 8920-4345 Email: <a href="mailto:julius.deperalta@pia.gov.ph">julius.deperalta@pia.gov.ph</a>
	Creative and Production Services Division Contact No: 8920-4329 Email: <a href="mailto:bradley.deleon@pia.gov.ph">bradley.deleon@pia.gov.ph</a>
	Finance Management Division Contact No: 8920-4385 Email: <a href="mailto:cierylyn.sallo@pia.gov.ph">cierylyn.sallo@pia.gov.ph</a>
	Human Resource Development Division Contact No: 8920-4339 Email: <a href="mailto:eleanor.martin@pia.gov.ph">eleanor.martin@pia.gov.ph</a>
	Management Information Systems Division Contact No: 8772-7681 Email: <a href="mailto:gary.penuliar@pia.gov.ph">gary.penuliar@pia.gov.ph</a>
	Planning and Communication Research Division Contact No: 8920-3955 Email: <a href="mailto:annlorraine.badillos@pia.gov.ph">annlorraine.badillos@pia.gov.ph</a>
	Program Management Division Contact No: 8772-7602 Email: <a href="mailto:darrel.torres@pia.gov.ph">darrel.torres@pia.gov.ph</a>
	Regional Operations Division Contact No: 8920-4387 Email: <a href="mailto:francesmae.macapagat@pia.gov.ph">francesmae.macapagat@pia.gov.ph</a>
Contact Information of Anti-Red Tape Authority (ARTA)	Hotline: 1-ARTA (1-2782) Contact No.: (02) 8246-7940 Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Web: <a href="http://arta.gov.ph/pages/complaintform.php">http://arta.gov.ph/pages/complaintform.php</a>
Contact Information of Presidential	Hotline: 8888 Contact No. (02) 8736 8621, 8736 8645, 8736 8603, 8736 8629, 8736 8621

Complaint Center (PCC)	Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> Web: <a href="https://op-proper.gov.ph/presidential-action-center/">https://op-proper.gov.ph/presidential-action-center/</a>
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: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Web: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a>

### List of Offices

Office	Address	Contact Information
Administrative Division	2 <sup>nd</sup> Floor, PIA Building, Visayas Avenue, Quezon City	Contact No: 8920-4345 Email: <a href="mailto:adm@pia.gov.ph">adm@pia.gov.ph</a>
Creative and Production Services Division	3 <sup>rd</sup> Floor, PIA Building, Visayas Avenue, Quezon City	Contact No: 8920-4329 Email: <a href="mailto:cpsd@pia.gov.ph">cpsd@pia.gov.ph</a>
Finance Management Division	3 <sup>rd</sup> Floor, PIA Building, Visayas Avenue, Quezon City	Contact No: 8920-4329 Email: <a href="mailto:fmd@pia.gov.ph">fmd@pia.gov.ph</a>
Human Resource Development Division	3 <sup>rd</sup> Floor, PIA Building, Visayas Avenue, Quezon City	Contact No: 8920-4339 Email: <a href="mailto:hrdd@pia.gov.ph">hrdd@pia.gov.ph</a>
Management Information Systems Division	3 <sup>rd</sup> Floor, PIA Building, Visayas Avenue, Quezon City	Contact No: 8772-7682 Email: <a href="mailto:misd@pia.gov.ph">misd@pia.gov.ph</a>
Planning and Communication Research Division	3 <sup>rd</sup> Floor, PIA Building, Visayas Avenue, Quezon City	Contact No: 8920-3955 Email: <a href="mailto:pcrd@pia.gov.ph">pcrd@pia.gov.ph</a>
Program Management Division	2 <sup>nd</sup> Floor, PIA Building, Visayas Avenue, Quezon City	Contact No: 8920-4348 Email: <a href="mailto:pmd@pia.gov.ph">pmd@pia.gov.ph</a>
Regional Operations Division	3 <sup>rd</sup> Floor, PIA Building, Visayas Avenue, Quezon City	Contact No: 8920-4396 Email: <a href="mailto:rod@pia.gov.ph">rod@pia.gov.ph</a>
Regional Office NCR	3 <sup>rd</sup> Floor, PIA Building, Visayas Avenue, Quezon City	Contact No: 920-2062 Mr. Emver P. Cortez Email: <a href="mailto:ncr@pia.gov.ph">ncr@pia.gov.ph</a>
Regional Office I	Grd. Flr, Old Florentino Bldg., Gen. Luna St.,	Contact No: (072) 607-9240 / (072) 607-8414 Ms. Jennilyne C. Role

	San Fernando City, 2500 La Union	Email: <a href="mailto:r1@pia.gov.ph">r1@pia.gov.ph</a>
Regional Office CAR	PIA Bldg. Blk. 4 Lot 1, DPS Compound, Brgy. DPS (Area), 2600 Baguio City	Contact No: (074) 620-4527 OIC Juliet D. Pilotin Email: <a href="mailto:car@pia.gov.ph">car@pia.gov.ph</a>
Regional Office II	Dalan na Pappabalo, Regional Government Center, Tuguegarao City, 3500 Cagayan	Tel. No.: (078) 844-7561 / (078) 844-3979 Ms. Angely L. Mercado Email: <a href="mailto:r2@pia.gov.ph">r2@pia.gov.ph</a>
Regional Office III	2nd Flr, Hyatt Garden Bldg., Dolores Intersection, San Fernando City, 2000 Pampanga	Tel. No.: (045) 963-2175 / (045) 624-2828 Mr. William L. Beltran Email: <a href="mailto:r3@pia.gov.ph">r3@pia.gov.ph</a>
Regional Office IVA	G/Flr, Grande Bldg., National Highway, Brgy. Bucal, Calamba City, 4027 Laguna	Contact No: (049) 508-3654 / (049) 306-2416 Ms. Ma. Cristina C. Arzadon Email: <a href="mailto:r4a@pia.gov.ph">r4a@pia.gov.ph</a>
Mimaropa	2nd Flr, George Teng Bldg., J.P Rizal St., Brgy. Camilmil, Calapan City, Oriental Mindoro	Tel. No.: (043) 288-6216 Ms. Jemin B. Guillermo Email: <a href="mailto:r4b@pia.gov.ph">r4b@pia.gov.ph</a>
Regional Office V	2nd Flr, Ely Yu Bldg., Circumferential Road, Brgy. 36-Kapantawan, Legazpi City, 4500 Albay	Tel. No.: (052) 742-2561 OIC Ana-liza S. Macatangay Email: <a href="mailto:r5@pia.gov.ph">r5@pia.gov.ph</a>
Regional Office VI	2/F RC Building, Rizal St., Iloilo City, Iloilo 5000	Tel. No.: (033) 337-8719 / (033) 337-7301 Ms. Cheryl B. Amor Email: <a href="mailto:R06@pia.gov.ph">R06@pia.gov.ph</a>
Regional Office VII	Rm 304, 3rd Flr Machay Bldg., Gorordo Avenue, Brgy. 36-A Kamputhaw, Cebu City, 6000 Cebu	Tel. No.: (032) 341-1811 / (032) 341-1008 Ms. Fayette C. Riñen Email: <a href="mailto:r7@pia.gov.ph">r7@pia.gov.ph</a>
Regional Office VIII	G/Flr F. Mendoza Commercial Complex, Unit 102 & 103, Brgy. 28, Sto. Nino St., 6500 Tacloban City	Tel. No.: (053) 523-0837 Mr. Reyan L. Arinto Email: <a href="mailto:r8@pia.gov.ph">r8@pia.gov.ph</a>
Regional Office IX	4th Floor C3 Bldg., Rizal Avenue Santiago District, Pagadian City,	Viber: 0917 305 1762 Ms. Noemi B. Edaga Email: <a href="mailto:r9@pia.gov.ph">r9@pia.gov.ph</a>

	7016 Zamboanga del Sur	
Regional Office X	Door 10-12 Cahulogan Square, Masterson Ave., Brgy. Upper Balulang, 9000 Cagayan de Oro City	Tel. No.: (088) 858-5955 Mr. Franklin P. Gumapon Email: <a href="mailto:r10@pia.gov.ph">r10@pia.gov.ph</a>
Regional Office XI	2/F Kanto Motors Bldg., Quimpo Blvd., Brgy. 76-A Bucana, New Matina, 8000 Davao City	Tel. No.: (082) 297-0991 Mr. Rene V. Carbayas Email: <a href="mailto:R11@pia.gov.ph">R11@pia.gov.ph</a>
Regional Office XII	SPDA Compound Alunan Avenue, Brgy. Zone 3, Koronadal City, 9506 South Cotabato	Tel. No.: (083) 228-9736 / (083) 878-8798 Mr. Fryan E. Abkilan Email: <a href="mailto:R12@pia.gov.ph">R12@pia.gov.ph</a>
Regional Office XIII	J. Rosales Ave., Brgy. Bayanihan, 8600 Butuan City	Telefax: (085) 815-1991 Ms. Venus L. Garcia Email: <a href="mailto:R13@pia.gov.ph">R13@pia.gov.ph</a>