



PEOPLE'S TELEVISION
P A R A S A B A Y A N

CITIZEN'S CHARTER
2020



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I. INTRODUCTION

In view of RA 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* and its Implementing Rules and Regulations and the Anti-Red Tape Agency (ARTA) Memorandum Circulars Nos. 2019-002 and 2019-002-A, the People's Television Network, Inc. establishes its revised Citizen's Charter.

PTNI's revised Citizen's Charter contains the Network's Mandate, Vision and Mission as well as the Network's internal and external services.

Under and the aforementioned Memorandum Circulars, government agencies are required to craft, post and publish their internal and external services. The rationale behind this is for the bureaucracy to simplify by streamlining to further improve the delivery of services.

The Citizen's Charter is an official document that communicates in simple terms, information on the services provided by the government to the citizens. It also describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that may be expected for that service.

Aside from the step-by-step procedure of the agency's top frontline services or most heavily utilized services, PTNI's Citizen's Charter also includes the employee/s responsible for each step, the maximum time to conclude the process, documents necessary for that service, amount of fees (if needed), and feedback mechanisms, among other information.

II. ABOUT PTNI

People's Television Network, Inc. (PTNI) is a government owned and controlled corporation created and existing by virtue of RA 7306, as amended by RA 10390.

PTNI carries the brand name PTV, which is the flagship government television network under the supervision of the Presidential Communications Operations Office (PCOO).

Its head office, studios and transmitter are located at Broadcast Complex, Visayas Avenue, Diliman, Quezon City.

III. MANDATE

Provide television network and other services nationwide in line with the “constitutional recognition of the vital role of communication and information in nation building and development.” (R.A. 10390)

IV. VISION

By 2022, the People's Television Network shall be in the forefront of news and public information in the country, inspiring the Filipino People to become active partners in nation building.

V. MISSION

To inform, inspire, and empower the Filipino people through relevant, credible, and world-class quality programming and services, and innovative partnerships with the global community.

VI. CORE VALUES

Professionalism, Integrity and Commitment
Teamwork, Innovation and Service Excellence
Value for God, Country and People

VII. SERVICE PLEDGE

We commit to:

- 1) Provide our internal and external clients with timely, quality service.
- 2) Entice clients from the private and public sectors to avail of the expertise of the men and women of the Network through the provision of superior products and services.
- 3) Empower our employees, especially those in the frontline for the prompt delivery of consistently high-quality products and services.

- 4) Constantly improve its internal and external processes in order to satisfy client needs at all times.

- 5) Furthermore, all applicants and/or requesting parties who are within the premises of the office/s concerned prior to the end of office hours and during lunch break shall be attended to.

LIST OF SERVICES

Head Office

External Services

Inquiry on Vacant Positions	7
Paid Online Livestreaming	8
Paid Online Livestreaming - Facebook Cross-Posting	10
Paid Posting of Promotional Materials on PTV Website	12
Program Proposals (Blocktime Only)	14
Proposal for the Production of Television Programs/Specials	16
Provision of Audio-Video Materials (Central Library)	19
Rental of PTV's Broadcast Equipment by External Clients	20
Request for Internship	24
Request for Issuance of Certification of Airing for Non-Paying Client	25
Request for the Issuance of Certificate of Employment (COE)	26
Request for the Issuance of Internship Certificate of Completion	28
Request from Client for the Production of Television Programs/Specials	29

Internal Services

Philhealth Form CF1 And Member Data Record (MDR) Request	34
Request for the Issuance of Certificate of Employment (COE)	35
Request for Issuance of Implementation Report	36
Request for Issuance of Tax Certifications	37

Provincial Office

External Services

Program Proposals (Blocktime Only)	39
Proposal for the Production of Television Programs/Specials	41
Request from Client for the Production of Television Programs/Specials	43

Feedback and Complaints Mechanism	46
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List of Offices	48
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Head Office

External Services

1. INQUIRY ON VACANT POSITIONS

From time to time, the Network has job vacancies, hence, queries from interested applicants are entertained. This process makes it possible for the Network to have a readily accessible pool of qualified prospective employees.

Office or Division:	Human Resource Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter and Resume/Curriculum Vitae/Transcript of Records/Diploma/CSC Certificate of Eligibility/PRC License copy		Applicant		
Accomplished PDS		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Interested applicant will call or email to inquire about vacancy	1) HR will check if opening is available	None	5 minutes	HR Assistant/OIC, HR
	2) HR will inform the client if there is hiring and process of how to submit application letter and other requirements	None	10 minutes	HR Assistant/OIC, HR
TOTAL:		None	15 minutes	

2. PAID ONLINE LIVESTREAMING

The Digital Media and Interactive Services Unit manages and administers all social media accounts of PTV including the website. The Network, from time to time, receives paid requests for livestreaming of events, usually from government offices, to highlight transparency in their endeavors. This can also be availed of by the private organizations who wish to promote their activities.

Office or Division:	Digital Media and Interactive Services Unit, Sales and Marketing, GM's Office, Legal, Finance			
Classification:	Complex			
Type of Transaction:	G2G, G2B			
Who may avail:	Government and private offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal letter or letter of request		If proposal, from Sales and Marketing; if letter request, from client		
Signed Broadcast Contract/Contract/MOA		Signed Broadcast Contract/Contract/MOA from Sales and Marketing		
Official receipt as proof of payment		Official receipt from Cashier or Billing and Collection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client submits letter request or conforms to letter proposal	1) Client coordinates with Sales and Marketing on details of livestreaming such as policy, fees and cross-posting, if required. (For cross-posting, see separate table of processes)	None	2 days	Account Executive/OIC, Sales & Marketing
2) Client signs and returns contract	2) If details are settled, contract to be prepared, signed and routed to DMIS and Finance	None	3 days	Sales & Marketing Administrative Assistant/OIC, Sales and Marketing/ Legal Officer/ GM's Office staff/HEA

3) Client pays corresponding fees	3) Finance will receive payment and issue official receipt.	Livestreaming fees + 12% VAT	1 hour	Cashier or Collector/OIC, Finance
	4) Details to be supplied by Sales and Marketing to DMIS including schedule and frequency of livestreaming for implementation and cross-posting to other social media accounts, if applicable and Finance for documentation and filing	None	3 hours	Account Executive /Sales & Marketing Administrative Assistant/OIC, Sales & Marketing/ Billing & Collection Assistant/Head of Finance
	5) DMIS plots schedule of livestreaming request	None	1 day	DMIS Head
	6) DMIS processes livestreaming request during the scheduled date/time of event	None	as stated in contract	DMIS IT Specialist/DMIS Head
4) Client requests for link and livestreaming analytics after event	7) Upon request of Client, DMIS can provide link and livestreaming analytics/feedback after the event	None	4 hours	DMIS IT Specialist/DMIS Head
TOTAL:		Livestreaming fees + 12% VAT	7 days	

3. PAID ONLINE LIVESTREAMING - FACEBOOK CROSS-POSTING

The Digital Media and Interactive Services Unit manages and administers all social media accounts of PTV including the website. The Network, from time to time, receives paid requests for livestreaming of events, usually from government offices, to highlight transparency in their endeavors. This can also be availed of by the private organizations who wish to promote their events.

Office or Division:	Digital Media and Interactive Services Unit, Sales and Marketing, GM's Office, Legal, Finance			
Classification:	Complex			
Type of Transaction:	G2G, G2B			
Who may avail:	Government and private offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal letter or letter of request		If proposal, from Sales and Marketing; if letter request, from client		
Signed Broadcast Contract/Contract/MOA		Signed Broadcast Contract/Contract/MOA from Sales and Marketing		
Official receipt as proof of payment		Official receipt from Cashier or Billing and Collection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client submits letter request or conforms to letter proposal	1) Client coordinates with Sales and Marketing on details of livestreaming such as policy, fees, and cross-posting.	None	2 days	Account Executive / OIC, Sales & Marketing
2) Client signs and returns contract	2) If details are settled, contract to be prepared, signed, and routed to DMIS and Finance	None	3 days	Sales & Marketing Administrative Assistant/ OIC, Sales and Marketing/Legal Officer/ GM's Office staff/HEA
3) Client pays corresponding fees	3) Finance will receive payment and issue official receipt.	Livestreaming fees + 12% VAT	1 hour	Cashier or Collector/OIC, Finance

	4) Details to be supplied by Sales and Marketing to DMIS for cross-posting to Facebook and to Finance for documentation and filing	None	3 hours	Account Executive/Sales & Marketing Administrative Assistant/OIC, Sales & Marketing/Billing & Collection Assistant/Head of Finance
4) Client will coordinate with DMIS for the crossposting details.	5) Upon receiving request from Sales, DMIS coordinates with social media manager of FB pages where the event is to be crossposted.	None	6 hours	DMIS IT Specialist/DMIS Head
	6) DMIS to guide the other party's social media manager regarding steps on how to facilitate granting PTV crossposting access on their respective FB pages.	None	3 hours	DMIS IT Specialist/DMIS Head
	7) DMIS accepts crossposting request.	None	3 hours	DMIS IT Specialist/DMIS Head
	8) During the event livestreaming, DMIS ensures that it selects the respective page(s) where the event needs to be livestreamed.	None	as stated in contract	DMIS IT Specialist/DMIS Head
TOTAL:		Livestreaming fees + 12% VAT	7 days	

4. PAID POSTING OF PROMOTIONAL MATERIALS ON PTV WEBSITE

One of the platforms being used by PTV is its social media accounts, including its website. As a means to augment its self-generated income, PTV has offered clients the opportunity to place advertorials, commercials, and promotional materials on its website for a Board-approved fee.

Office or Division:	Digital Media and Interactive Services Unit, Sales & Marketing			
Classification:	Highly Technical			
Type of Transaction:	G2G, G2B			
Who may avail:	Private and government organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal letter or letter of request		If proposal, from Sales and Marketing; if letter request, from client		
Signed Broadcast Contract/Contract/MOA		Signed Broadcast Contract/Contract/MOA from Sales and Marketing		
Official receipt as proof of payment		Official receipt from Cashier or Billing and Collection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client submits letter request or conforms to letter proposal.	1) Client coordinates with Sales and Marketing on details, policies and fees on web ad posting including type and size of material to be posted, duration of posting of promotional material on website and other details that may be required from client	None	3 days	Account Executive/OIC, Sales & Marketing
2) Client signs contract.	2) If details are settled, contract to be prepared, signed and routed to DMIS and Finance	None	3 days	Sales & Marketing Administrative Assistant/OIC, Sales and Marketing/ Legal Officer/ GM's Office staff/HEA

3) Client pays corresponding fees	3) Finance will receive payment and issue official receipt.	Webposting fees + 12% VAT	1 hour	Cashier or Collector/OIC, Finance
	4) Sales and Marketing coordinates publication schedule, provide the Client's materials and forward copy of Client's contract to DMIS indicating the schedule of web posting.	None	1 day	Account Executive /Sales & Marketing Administrative Assistant/OIC, Sales & Marketing / Billing & Collection Assistant / OIC, Finance
4) Client coordinates with DMIS on the details of the artwork that will be created.	5) DMIS then processes web ad request. If needed, DMIS will create the necessary artwork for the post.	None	3 days	DMIS IT Specialist / DMIS Head
	6) DMIS creates post on the scheduled date ensuring that artwork is appropriate and landing page link is working properly.	None	1 hour	DMIS IT Specialist / DMIS Head
5) Client coordinates with DMIS on the proof of compliance.	7) DMIS provides Sales a screenshot of the web publication as a proof of compliance to the request.	None	1 hour	DMIS IT Specialist / DMIS Head
	8) At the end of the contract period, DMIS then removes the ad from the website	None	1 hour	DMIS IT Specialist / DMIS Head
TOTAL:		Webposting fees + 12% VAT	10 days and 4 hours	

5. PROGRAM PROPOSALS (BLOCKTIME ONLY)

PTV provides airtime to interested clients, whether private or government, for a fee. Certain editorial, on-air guidelines and other criteria have to be met by proponent when availing of airtime from the government television network. Because of stringent rules, study by concerned offices takes time.

Office or Division:	Programming, Sales and Marketing, Programming Committee, GM's Office			
Classification:	Highly Technical			
Type of Transaction:	G2G, G2B			
Who may avail:	Interested clients from the government and private sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of proposal		Proponent to submit required documents		
Sample episode		Proponent to submit required documents		
Company Profile		Proponent to submit required documents		
Business Permit		Proponent to submit required documents		
SEC Registration and other documents to establish legality of company		Proponent to submit required documents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client submits program proposal to PTV	1) PTV receives program proposal from client	None	1 hour	Programming Administrative Assistant/OIC, Programming
	2) Receiving unit forwards proposal to Sales & Marketing for costing of airtime and DMIS services, if needed.	None	1 day	Programming Administrative Assistant/OIC, Programming/Sales & Marketing Administrative Assistant or Account Executive/OIC, Sales & Marketing
	3) Sales and Marketing collects episode sample and other required documents from client/proponent.	None	3 days	Sales & Marketing Administrative Assistant or Account Executive/OIC, Sales & Marketing

	4) Programming Committee evaluates proposal, requests for additional documents and information, if warranted, and recommends action to be taken by the Network General Manager	None	3 days	Programming Committee
	5) Network General Manager studies recommendation and gives its decision on matter	None	5 days	GM's Office Staff/Network General Manager
2) Client accepts action of the Network on proposal.	6) Programming or Sales & Marketing informs client through a letter, if proposal is approved or disapproved	None	1 hour	OIC, Programming/OIC, Sales and Marketing
3) Client signs contract.	7) Contract is prepared, signed and routed.	None	5 days	Legal Assistant/Legal Officer/Sales and Marketing Administrative Assistant/OIC, Sales and Marketing
4) Client pays the corresponding fees.	8) Finance receives payment and issues official receipt	Contract price + 12%VAT	1 hour	Cashier/OIC, Finance
5) Client is in close coordination with Sales and Marketing and Programming on this	9) Sales and Marketing and Programming coordinates all final details with client before airing	None	2 days	Programming Administrative Assistant/OIC, Programming/Sales & Marketing Administrative Assistant or Account Executive/OIC, Sales & Marketing
TOTAL:		Contract price + 12%VAT	19 days and 3 hours	

6. PROPOSAL FOR THE PRODUCTION OF TELEVISION PROGRAMS/SPECIALS

PTV lends its expertise for a negotiated fee to interested government and private organizations for the conceptualization, pre-production, production and airing of television programs or specials.

Office or Division:	Sales and Marketing, Program Production Services, Public Affairs, Merchandising, Legal			
Classification:	Highly Technical			
Type of Transaction:	G2G, G2B			
Who may avail:	Government and Private Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of proposal from Sales and Marketing		Letter proposal		
Signed Contract		Sales and Marketing as unit in charge for all other documentary requirements		
Other documentary requirements listed in the Contract		As specified		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client receives letter proposal and conducts study for approval of offer	1) Sales and Marketing sends out letter proposals to prospective clients for study	None	5 days	Account Executive/OIC, Sales & Marketing
2) Client submits signed letter to PTV	2) After study by client, Sales and Marketing receives letter confirmation from client and farms out to concerned content group	None	1 day	Administrative Assistant/OIC, Sales & Marketing/ Production Assistant/OIC, Content Group
3) Client closely coordinates with Network's point persons for negotiation of contract terms, preparation of draft, and signing.	3) Contract terms negotiations, contract preparation and signing/payment of fees	Fees to be paid depending on contract terms + 12% VAT	14 days	Writer/Executive Producer/OIC, Content Group/ Billing and Collection/Cashier/OIC, Finance

<p>4) Client closely coordinates with Network's point persons for all the steps involved in the production of the program or special.</p>	<p>4) Conceptualization, presentation of concept to client, revision according to client specifications, final approval of concept by client</p>	<p>Fees to be paid depending on contract terms + 12% VAT</p>	<p>as stated in contract</p>	
	<p>5) Processing of all production, administrative and procurement requirements including MOA; preparation and securing of job orders for vehicles and facilities; cash advances for budgets; coordination for out of town shoots, if need be</p>	<p>Fees to be paid depending on contract terms + 12% VAT</p>	<p>as stated in contract</p>	<p>Sales and Marketing Assistant/OIC, Sales & Marketing/ Legal Officer/ Content Group Administrative Assistant/OIC, Content Group/ Finance Staff/OIC, Finance/Dispatcher/ OIC, General Services/ Broadcast Facilities Monitoring Officer/ Engineering Supervisors/ GM's Office Staff/HEA</p>
	<p>6) Pre-production meetings with clients, production, and technical staffs</p>	<p>Fees to be paid depending on contract terms + 12% VAT</p>	<p>as stated in contract</p>	<p>Content Group</p>
	<p>7) Production of television program: Includes actual date of live airing, taping for program, shoots for segments or other video requirements, out-of-town shoots; remote telecasts</p>	<p>Fees to be paid depending on contract terms + 12% VAT</p>	<p>as stated in contract</p>	<p>Content Group production staff; OIC, Content Group; Engineering staff; Engineering Supervisors</p>

	8) Post-production activities including such as editing, preview with client, curing/ reediting/final preview of taped program or segments as the case may be	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Content Group
	9) Airing/telecast (live or taped)	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Engineering staff/ Engineering Supervisors/Program ming Preview Officers/OIC, Programming /Traffic Assistant/ OIC, Traffic/Content Group production staff/OIC, Content Group
	10) Archiving/Post-Mortem	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	MIMS staff/ OIC, Programming/Conte nt Group Production Assistant/Content Group Production staff/OIC, Content Group
	11) Preparation and submission of produced content, financial and technical report both to the client and the Network management	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Content Group/MIMS staff/OIC, Programming/Accou nting staff/OIC, Finance/Engineering staff/Engineering Supervisors
	TOTAL:	Fees to be paid depending on contract terms + 12% VAT	20 days	

7. PROVISION OF AUDIO-VIDEO MATERIALS (CENTRAL LIBRARY)

Clients from the private and public sectors request copies of certain files in the PTV Library/Archive for commercial and research purposes. Note that the audio-video materials available at the PTV Library are considered Network assets and extra care is given to the release of the materials to avoid use for illegal purposes or for those other than what the request specifies.

Office or Division:	Central Library/Archives			
Classification:	Complex			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Students, Private and Public Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter of Request citing details of request including purpose		Requestor & GM's Office for approval		
Copy of MOA		Central Library/Archives		
Official Receipt as proof of payment for release of requested materials		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client submits letter request personally or by email.	1.) Evaluate completeness of the request and availability of requested materials	None	1 day	Library Assistant/ Chief Librarian
	2) Sends letter to the Head Executive Assistant for approval	None	1 day	Library Assistant/ Chief Librarian/GM's Office Staff/Head Executive Assistant
2) Client coordinates requirements with Library.	3) After receiving approved request, material/s requested is/are previewed by the requester to choose the material needed and is informed of the rates to be paid.	None	1 day	Library Assistant/ Chief Librarian

3) Client signs contract and receives copy hereof.	4) Contract preparation and signature	None	2 days	Library Assistant/ Chief Librarian/Legal Officer
4) Client pays the corresponding fees.	5) Finance receives payment and issues official receipt	Published rate + 12% VAT	1 hour	Cashier/Finance
	6) Library processes request accordingly	None	14 hours	Library Assistant/ Chief Librarian
5) Client receives requested materials.	7) Library releases request	None	1 hour	Library Assistant/ Chief Librarian
TOTAL:		Published rate + 12% VAT	7 days	

8. RENTAL OF PTV'S BROADCAST EQUIPMENT BY EXTERNAL CLIENTS

PTV accepts clients from the private and public sectors to rent equipment and facilities for their use. Rental fees are charged depending on the equipment, length and location of usage.

Office or Division:	Sales and Marketing, Broadcast Facilities Monitoring, Engineering, GM's Office, Security	
Classification:	Complex	
Type of Transaction:	G2B, G2G	
Who may avail:	Blocktimers, Clients from the private and public sectors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter request of client; NGM-signed MOA or Broadcast Contract (BC) with complete list of equipment to be used including frequency and duration of use		If letter request, from client
NGM-approved temporary contract or memo in the absence of signed MOA or BC		Requestor and Sales and Marketing for copy of MOA/BC/temporary contract or memo
Photocopy of official receipt issued by the Finance Division, if applicable		Cashier/Billing and Collection for official receipt

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client submits letter request or Sales and Marketing shows letter proposal submitted to client (usually for packaged offers).	1) Whenever facilities and equipment are included in the package, Sales and Marketing coordinates with Broadcast Facilities Monitoring Officer for the amount and the availability of the requested equipment/facility. For stand-alone rentals or those not packaged, same steps are undertaken.	None	1 day	Account Executive/ OIC, Sales & Marketing
2) Client reviews contract and signs in agreement.	2) Prepare Contract /MOA and have it signed by client and the network.	Total amount based on approved rates and 12% VAT	3 days	Sales & Marketing Admin Assistant/ Legal staff/ GM's Office staff/ Legal Officer
3) Client pays the required fees to the Cashier and present copy of Official Receipt to Sales and Marketing.	3) Provide client with copy of signed Contract/MOA and require payment	None	2 days	Sales & Marketing Admin Assistant/OIC, Sales & Marketing/ Cashier/OIC, Finance
4) Cashier may coordinate requirements if needed.	4) Coordinate with the Broadcast Facilities Monitoring Unit on requirements	None	2 hours	Account Executive/OIC, Sales & Marketing/ Broadcast Facilities Monitoring Officer
	5) Log in to BEM module as follows: a) fill out the Job Order Form of the needed equipment, b) secure required	None	10 minutes	Production Assistant or Administrative Assistant/OIC, Content Group

	documents and attach to the form, and c) submit the form to the Executive Producer or designated Coordinator			
	6) Log in to BEM module to access Job Order Form, check and confirm details and submit to the Division Manager	None	5 minutes	Executive Producer/ Designated Coordinator/OIC, Content Group
	7) Log in to BEM module to access Job Order Form, review and approve details and submit to the Engineering or Technical Operations Supervisors	None	5 minutes	Engineering Supervisors
	8) Log in to BEM module to access Job Order Form, verify and check availability of equipment being requested and assign technical personnel who will operate the equipment and submit to Broadcast Facilities Monitoring Officer.	None	45 minutes	Engineering Operations Supervisor
	9) Log in to BEM module to access verified Job Order Form, evaluate, review accuracy of encoded information and verify/check validity of submitted	None	30 minutes	Broadcast Facilities Monitoring Officer

	documentary requirements (please refer to List of Requirements). Form with incomplete or incorrect entries will be returned to the Production Assistant for rework. Approved form will go to the designated Broadcast Equipment Pool and Engineering Supervisors and PTV Security Officer.			
	10) Log in to BEM module to access approved Job Order Form, prepare requested equipment, and issue or release them to designated users; encode time log of equipment use in the form and submit it back to the Broadcast Facilities Monitoring Unit.	None	2 hours	Engineering Operations Supervisor
	11) Log in to BEM module to access approved Job Order Form, allow equipment and designated users with approved JO to leave PTV premises for remote live or taping shoot and coverage; encode	None	20 minutes	Security Officer on Duty

	time log of equipment use in the form and submit it back to the Broadcast Facilities Monitoring Unit.			
TOTAL:		Total amount based on approved rates and 12% VAT	6 days, 5 hours, and 55 minutes	

9. REQUEST FOR INTERNSHIP

The Network believes in providing equal opportunity for on-the-job training/practicum to all eligible students for free. No testing is done because as a public institution, PTV does not discriminate. However, the first-come, first-served policy is enforced in the acceptance of practicumers.

Office or Division:	Human Resource Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	OJT Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume		Applicant		
Endorsement Letter from school (with letterhead, signed by the Practicum Professor/College Dean)		Applicant		
Medical Certificate		Applicant		
Accomplished Personal Data Sheet;		Applicant		
PTV Waiver		Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client will submit their application requirements	1) HR will receive and evaluate requirements	None	5 minutes	HR Assistants/OIC, HR

	2) HR will inform the client on the status of his/her application, either for: a. acceptance b. reservation	None	5 minutes	HR Assistants/OIC, HR
	3) Accepted applicants will be informed through text or call for the schedule application	None	1 day	HR Assistants/OIC, HR
	4) HR will screen and evaluate the submitted requirements of applicants/clients	None	1 day	HR Assistants/OIC, HR
	5) HR will orient the OJT/clients	None	3 hours	HR Assistants/OIC, HR
TOTAL:		None	2 days, 3 hours, and 10 minutes	

10. REQUEST FOR ISSUANCE OF CERTIFICATION OF AIRING FOR NON-PAYING CLIENT

As part of its mandate, PTV airs public service plugs, programs and specials of government agencies, pro-bono, to promote and support government programs and projects. Traffic is the unit in charge of scheduling and causing the airing of these plugs. It also prepares and issues out certificates of performance or certification of airing for requesting clients.

Office or Division:	Traffic, GM's Office	
Classification:	Simple	
Type of Transaction:	G2G	
Who may avail:	Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter request for issuance of certification of airing addressed to the Network General Manager		Letter to be prepared by the client for approval of the Network General Manager

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client submits letter request to the Network General Manager's Office for approval	1) GM's Office receives letter, approves, and routes to Traffic for preparation	None	2 days	GM's Office Staff/HEA
	2) Traffic receives letter and prepares certification	None	6 hours	OIC, Traffic
2) Client receives certification requested from Traffic	3) Traffic releases certification to client	None	5 minutes	Traffic Assistant/OIC, Traffic
TOTAL:		None	2 days, 6 hours, and 5 minutes	

11. REQUEST FOR THE ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)

The Certificate of Employment is a legitimate and official proof that the requestor is a current or previous bonafide employee of the Network. This certificate can only be used for the reason it was requested.

Office or Division:	Human Resource Section			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Current Employees and Previous Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out request form/formal email		Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client/employee will request either through:	1) HR will receive and evaluate the request	None	5 minutes	For permanent-Administrative Clerk/ For COS - HR

a. E-mail or letter for former employees b. Request form for current employees				Assistant/ OIC, HR
	2) HR will pullout/retrieve the record	None	10 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	3) HR will create the COE	None	5 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	4) Submission to the HR Head for signing	None	3 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	5) HR Head will evaluate and sign	None	3 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
2) Client will receive the COE	6) HR personnel will release the COE	None	5 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
TOTAL:		None	31 minutes	

12. REQUEST FOR THE ISSUANCE OF INTERNSHIP CERTIFICATE OF COMPLETION

The certificate is official proof that the intern underwent the required number of hours and disciplines of training.

Office or Division:	Human Resource Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Practicumer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTR		Practicumer		
Accomplished Evaluation		Practicumer		
Filled out request form/formal email		Practicumer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client/OJT will present his/her DTR, accomplished evaluation, and filled out request form.	1) HR will receive and evaluate the DTR and accomplished evaluation	None	5 minutes	HR Assistant/OIC, HR
	2) Creation of Certificate of Completion	None	10 minutes	HR Assistant/OIC, HR
	3) Submission to the HR Head for signing	None	5 minutes	HR Assistant/OIC, HR
	4) HR Head will evaluate and sign	None	3 minutes	HR Assistant/OIC, HR
2) Client will receive the Certificate from HR Assistant	5) HR personnel will release the Certificate of Completion	None	3 minutes	HR Assistant/OIC, HR
TOTAL:		None	2 days and 9 minutes	

13. REQUEST FROM CLIENT FOR THE PRODUCTION OF TELEVISION PROGRAMS/SPECIALS

PTV lends its expertise for a negotiated fee to interested government and private organizations for the conceptualization, pre-production, production and airing of television programs or specials.

Office or Division:	Sales and Marketing, Program Production Services, Public Affairs, Merchandising, Legal			
Classification:	Highly Technical			
Type of Transaction:	G2G, G2B			
Who may avail:	Government and Private Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent from client		Client if letter of intent;		
Signed contract		Sales and Marketing as unit in charge for all other documentary requirements		
All other documentary requirements listed in the contract		As specified		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client submits letter of intent	1) Sales and Marketing receives letter of intent from the client	None	1 day	Sales and Marketing Assistant or Sales and Marketing Account Executive/OIC, Sales & Marketing
	2) Sales and Marketing routes letter to GM's Office for approval	None	1 day	Sales and Marketing Assistant or Sales and Marketing Account Executive/OIC, Sales & Marketing
	3) GM's Office evaluates letter and approves in principle	None	3 days	Executive Assistant/HEA
	4) GM's Office sends back letter to Sales and Marketing and Sales and Marketing farms out to concerned Content Group	None	1 day	GM's Office staff/HEA/Sales and Marketing Assistant/OIC, Sales & Marketing

<p>2) Client closely coordinates with Network's point persons for negotiation of contract terms, preparation of draft and signing.</p>	<p>5) Contract terms negotiations, contract preparation and signing/Payment of fees</p>	<p>Fees to be paid depending on contract terms + 12% VAT</p>	<p>14 days</p>	<p>Writer/Executive Producer/OIC, Content Group/Billing and Collection/Cashier/OIC, Finance</p>
<p>3) Client closely coordinates with Network's point persons for all the steps involved in the production of the program or special.</p>	<p>6) Conceptualization, presentation of concept to client, revision according to client specifications, final approval of concept by client</p>	<p>Fees to be paid depending on contract terms + 12% VAT</p>	<p>as stated in contract</p>	<p>Sales and Marketing Assistant/OIC, Sales & Marketing/Legal Officer/ Content Group Administrative Assistant/OIC, Content Group/Finance Staff/OIC, Finance/Dispatcher/OIC, General Services/Broadcast Facilities Monitoring Officer/Engineering Supervisors/GM's Office Staff/HEA</p>
	<p>7) Processing of all production, administrative and procurement requirements including MOA; preparation and securing of job orders for vehicles and facilities; cash advances for budgets; coordination for out of town shoots, if need be</p>	<p>Fees to be paid depending on contract terms + 12% VAT</p>	<p>as stated in contract</p>	<p>Sales and Marketing Assistant/OIC, Sales & Marketing/Legal Officer/ Content Group Administrative Assistant/OIC, Content Group/Finance Staff/OIC, Finance/Dispatcher/OIC, General Services/Broadcast Facilities Monitoring Officer/Engineering Supervisors/GM's Office Staff/HEA</p>

	8) Pre-production meetings with clients, production, and technical staffs	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Content Group
	9) Production of television program: Includes actual date of live airing, taping for program, shoots for segments or other video requirements, out-of-town shoots; remote telecasts	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Content Group production staff; OIC, Content Group; Engineering staff; Engineering Supervisors
	10) Post-production activities including such as editing, preview with client, curing/re-editing/final preview of taped program or segments as the case may be	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Content Group
	11) Airing/telecast (live or taped)	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Engineering staff/ Engineering Supervisors/ Programming Preview Officers/ OIC, Programming/ Traffic Assistant/OIC, Traffic/Content Group production staff/OIC, Content Group
	12) Archiving/Post-Mortem	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	MIMS staff/OIC, Programming/ Content Group Production Assistant/ Content Group Production staff/ OIC, Content Group
	13) Preparation and submission of produced content,	Fees to be paid depending	as stated in contract	Content Group/ MIMS staff/OIC, Programming/

	financial and technical report both to the client and the Network management	on contract terms + 12% VAT		Accounting staff/ OIC, Finance/ Engineering staff/Engineering Supervisors
		Fees to be paid depending on contract terms + 12% VAT	20 days	
	TOTAL:			

Head Office Internal Services

1. PHILHEALTH FORM CF1 AND MEMBER DATA RECORD (MDR) REQUEST

This is a service requested by employee-members directly from the Human Resource Section in order for the employee or beneficiary to be able to claim Philhealth benefits when hospitalized or in the event of any accredited out-patient procedure.

Office or Division:	Human Resource Section			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Current Employees and Previous Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CF1		Human Resource Section		
MDR, Certificate of Contribution		Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client/employee will request CF1 and MDR	1) HR will receive and evaluate the request.	None	5 minutes	Administrative Clerk/OIC, HR
	2) HR will provide CF1 form and MDR to employee.	None	5 minutes	Administrative Clerk /OIC, HR
	3) HR will retrieve the records.	None	5 minutes	Administrative Clerk /OIC, HR
	4) HR will print the contribution of the employee (MDR) and attach it to the CF1 form.	None	5 minutes	Administrative Clerk /OIC, HR
	5) HR will submit to the HR Head for signing.	None	5 minutes	Administrative Clerk /OIC, HR
	6) HR Head will evaluate and sign.	None	5 minutes	Administrative Clerk /OIC, HR
2) Client will receive requested document	7) HR personnel will release the Philhealth CF1.	None	5 minutes	Administrative Clerk /OIC, HR
TOTAL:		None	35 minutes	

2. REQUEST FOR THE ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)

The Certificate of Employment is a legitimate and official proof that the requestor is a current or previous bonafide employee of the Network. This certificate can only be used for the reason it was requested.

Office or Division:	Human Resource Section			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Current Employees and Previous Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out request form/formal email		Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client/employee will request either through: a. E-mail or letter for former employees b. Request form for current employees	1) HR will receive and evaluate the request	None	5 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	2) HR will pullout/retrieve the record	None	10 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	3) HR will create the COE	None	5 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	4) Submission to the HR Head for signing	None	3 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR

	5) HR Head will evaluate and sign	None	3 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
2) Client will receive the COE	6) HR personnel will release the COE	None	5 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
TOTAL:		None	31 minutes	

3. REQUEST FOR ISSUANCE OF IMPLEMENTATION REPORT

Content and production units of PTV, from time to time, request for implementation reports as proof that their materials (programs, plugs, interstitials, shorts, infomercials, etc.) have been aired.

Office or Division:	Traffic, Content Groups			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	PTV Content Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Simple phone call, e-mail, or verbal request		Person requesting		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Content group will inform Traffic of the needed implementation report	1) Traffic notes request and prepares implementation report	None	1 day	OIC, Traffic
2) Requestor will receive report from Traffic	2) Traffic releases report to requesting party	None	5 minutes	Traffic Assistant/OIC, Traffic
TOTAL:		None	1 day, 5 minutes	

4. REQUEST FOR ISSUANCE OF TAX CERTIFICATIONS

Tax certifications are issued as proof that the appropriate amount of withholding taxes have been deducted from employees. Employees may request for this for the settlement of taxes and as proof when applying for credit cards, loans, and the like.

Office or Division:	Finance			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All PTV employees regardless of employment status			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from employee		Finance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Employee requests for release of tax certification	1) Finance accepts request for release of tax certification	None	1 hour	Accounting staff/OIC, Finance
	2) Finance prepares Tax Certification 2316 for permanent and contractual employees and Tax Certification 2307 for COS	None	2 days	Accounting staff/OIC, Finance
2) Requestor will receive tax certification	3) Release signed Tax Certification to requesting employee	None	1 hour	Accounting staff/OIC, Finance
TOTAL:		None	2 days and 2 hours	

Provincial Office External Services

1. PROGRAM PROPOSALS (BLOCKTIME ONLY)

PTV provides airtime to interested clients, whether private or government, for a fee. Certain editorial, on-air guidelines and other criteria have to be met by proponent when availing of airtime from the government television network. Because of stringent rules, study by concerned offices takes time.

Office or Division:	PTV Regional/Provincial Station			
Classification:	Highly Technical			
Type of Transaction:	G2G, G2B			
Who may avail:	Interested clients from the government and private sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of proposal		Proponent to submit required documents		
Sample episode		Proponent to submit required documents		
Company Profile		Proponent to submit required documents		
Business Permit		Proponent to submit required documents		
SEC Registration and other documents to establish legality of company		Proponent to submit required documents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client submits program proposal to PTV Station Manager	1) PTV Regional Station receives program proposal from client	None	1 hour	Administrative Assistant/PTV Provincial Station Manager
	2) PTV Regional Station Manager evaluates proposal in coordination with the Provincial Network Division	None	5 days	PTV Provincial Station Manager/OIC, Provincial Network Division
2) Client submits episode sample and required documents	3) PTV Regional Station Manager collects episode sample and other required documents from client/proponent.	None	2 days	Administrative Assistant/PTV Provincial Station Manager

3) Client accepts action of the Network on proposal.	4) PTV Regional Station informs client of decision; Provincial Network Division is also informed of decision.	None	2 days	Administrative Assistant/PTV Provincial Station Manager/ Administrative Assistant/OIC, Provincial Network Division
4) Client signs contract.	5) Contract is prepared, signed and routed.	None	5 days	Administrative Assistant/PTV Provincial Station Manager/ Administrative Assistant/OIC, Provincial Network Division
5) Client pays the corresponding fees.	6) Payment is made through bank transfer or check payment for shipping to Manila	contract price + 12%VAT	3 days	Administrative Assistant/PTV Provincial Station Manager/ Administrative Assistant/OIC, Provincial Network Division
6) Client closely coordinates with PTV Station Manager	7) All other details are settled and finalized before telecast	none	1 day	Administrative Assistant/PTV Provincial Station Manager
TOTAL:		Contract price + 12%VAT	18 days and 1 hour	

2. PROPOSAL FOR THE PRODUCTION OF TELEVISION PROGRAMS/SPECIALS

PTV lends its expertise for a negotiated fee to interested government and private organizations for the conceptualization, pre-production, production and airing of television programs or specials.

Office or Division:	PTV Regional/Provincial Station			
Classification:	Highly Technical			
Type of Transaction:	G2G, G2B			
Who may avail:	Government and Private Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of proposal from PTV Station Manager		PTV Provincial Station		
Signed Contract		PTV Provincial Station		
Other documentary requirements listed in the Contract		As specified		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client receives letter proposal and conducts study for approval of offer	1) PTV Regional Station sends out letter proposals to prospective clients for study	None	5 days	Administrative Assistant/PTV Station Manager
2) Client submits signed letter to PTV	2) After study by client, PTV Regional Station receives letter confirmation from client and farms out to concerned content group	None	1 day	Administrative Assistant/PTV Station Manager/OIC, Provincial Network Division
3) Client closely coordinates with Network's point persons for negotiation of contract terms, preparation of draft and signing.	3) Contract terms negotiations, contract preparation and signing/payment of fees	Fees to be paid depending on contract terms + 12% VAT	14 days	Administrative Assistant/PTV Station Manager/OIC, Provincial Network Division

4) Client closely coordinates with Network's point persons for all the steps involved in the production of the program or special.	4) Conceptualization, presentation of concept to client, revision according to client specifications, final approval of concept by client	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Administrative Assistant/PTV Station Manager
	5) Processing of all production, administrative and procurement requirements including MOA; preparation and securing of job orders for vehicles and facilities; cash advances for budgets; coordination for out of town shoots, if need be	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Administrative Assistant/PTV Station Manager
	6) Pre-production meetings with clients, production, and technical staffs	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Production Team/PTV Station Manager
	7) Production of television program: Includes actual date of live airing, taping for program, shoots for segments or other video requirements, out-of-town shoots; remote telecasts	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Production Team/PTV Station Manager
	8) Post-production activities including such as editing, preview with client, curing/re-editing/final preview of taped program or segments as the case may be	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Production Team/PTV Station Manager

	9) Airing/telecast (live or taped)	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Engineering staff/Production Team/PTV Station Manager
	10) Preparation and submission of produced content, financial and technical report both to the client and the Network management	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Administrative Assistant/PTV Station Manager
TOTAL:		Fees to be paid depending on contract terms + 12% VAT	20 days	

3. REQUEST FROM CLIENT FOR THE PRODUCTION OF TELEVISION PROGRAMS/SPECIALS

PTV lends its expertise for a negotiated fee to interested government and private organizations for the conceptualization, pre-production, production and airing of television programs or specials.

Office or Division:	PTV Regional/Provincial Station		
Classification:	Highly Technical		
Type of Transaction:	G2G, G2B		
Who may avail:	Government and Private Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of intent from client		Client if letter of intent	
Signed Contract		Provincial Station Manager	
All other documentary requirements listed in the contract		As specified	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Client submits letter of intent	1) Provincial Station receives letter of intent from the client	None	1 day	Administrative Assistant/PTV Station Manager
	2) Station Manager evaluates proposal/letter of intent and consults with Provincial Network Manager in Central Office	None	5 days	Administrative Assistant/PTV Station Manager/OIC, Provincial Network Division
2) Client closely coordinates with Network's point persons for negotiation of contract terms, preparation of draft and signing.	3) Contract terms negotiations, contract preparation and signing and payment of fees required	Fees to be paid depending on contract terms + 12% VAT	14 days	Administrative Assistant/PTV Station Manager/OIC, Provincial Network Division
3) Client closely coordinates with Network's point persons for all the steps involved in the production of the program or special.	4) Conceptualization, presentation of concept to client, revision according to client specifications, final approval of concept by client	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Administrative Assistant/PTV Station Manager
4) Client must make themselves available for any other requirements	5) Processing of all production, administrative and procurement requirements including MOA; preparation and securing of job orders for vehicles and facilities; cash advances for budgets; coordination for out of town shoots, if need be	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Administrative Assistant/PTV Station Manager

5) Client to attend meetings	6) Pre-production meetings with clients, production, and technical staffs	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Production Team/PTV Station Manager
6) Client to closely coordinate with PTV	7) Production of television program: Includes actual date of live airing, taping for program, shoots for segments or other video requirements, out-of-town shoots; remote telecasts	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Production Team/PTV Station Manager
7) Client to closely coordinate with PTV at this stage	8) Post-production activities including such as editing, preview with client, curing/re-editing/final preview of taped program or segments as the case may be	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Production Team/PTV Station Manager
8) Client to monitor airing/telecast.	9) Airing/telecast (live or taped)	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Engineering staff/Production Team/PTV Station Manager
9) Client coordinates with PTV and receives requirement.	10) Preparation and submission of produced content, financial and technical report both to the client and the Network management	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Administrative Assistant/PTV Station Manager
TOTAL:		Fees to be paid depending on contract terms + 12% VAT	20 days	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<ol style="list-style-type: none"> 1) Walk-in clients may accomplish the Client Feedback Form at the Corporate Planning Office. <i>(Due to quarantine restrictions as of March 2021, physical copies of Client Feedback Forms shall be unavailable. For everyone's health, safety, and convenience, feedbacks shall be submitted via option No. 2.)</i> 2) Feedback may also be sent via email at corpplanptni@gmail.com or through mobile number 09285081316.
<p>How feedbacks are processed.</p>	<ol style="list-style-type: none"> 1) The Corporate Planning Office shall compile feedbacks from the accomplished Client Feedback Forms and shall check email on daily basis. The feedbacks received from various sources will then encoded in the feedback registry. 2) Feedback requiring answers will be endorsed to the appropriate division/section/unit. 3) Concerned division/section/unit shall send response to the client and shall furnish a copy of such to the Corporate Planning Office within five (5) working days for internally filed feedbacks and ten (10) working days for externally filed ones. For follow-ups, clients may contact or text the Corporate Planning Office at mobile number 09285081316.
<p>How to file a complaint</p>	<ol style="list-style-type: none"> 1) Walk-in clients may accomplish the Client Complaint Form at the Corporate Planning Office. <i>(Due to quarantine restrictions as of March 2021, physical copies of Client Complaint Forms shall be unavailable. For everyone's health, safety, and convenience, complaints shall be filed via option No. 2.)</i> 2) Complaints may also be sent via email at corpplanptni@gmail.com or through mobile number 09285081316.
<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1) The Corporate Planning Office will provide complainant with a copy of his/her complaint

	<p>indicating the date of receipt of initial feedback from the concerned office.</p> <ol style="list-style-type: none"> 2) The Corporate Planning Office shall endorse the complaint to the concerned division/section/unit within one (1) working day or twenty-four (24) hours from receipt of complaint. 3) The division/section/unit shall review and act appropriately on the complaint. 4) The division/section/unit will inform the complainant in writing of the status/final resolution of the complaint, copy furnished the Corporate Planning Office within five (5) working days for internally-filed complaints and ten (10) working days for externally-filed complaints. 5) If the division/section/unit cannot act on the complaint at their level, the case shall be endorsed to the PTV Network General Manager & COO who shall then order the Preliminary Investigative Committee to determine probable cause for the filing of the appropriate case/s against employee/s concerned. 6) After the Permanent Investigative Committee conducts a formal investigation, it shall submit its recommendation to the PTV Network General Manager & COO who then shall render a decision. 7) After the PTV Network General Manager renders a decision, the Permanent Investigative Committee shall then inform the complainant of the decision through a copy of the resolution. (Source: MC 2010-007)
<p>Contact Information of Presidential Complaints Center, CSC Contact Center ng Bayan and Anti-Red Tape Authority</p>	<ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908 8816565 – CSC Contact Center ng Bayan • 3478-5093 – ARTA

LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
PTV Quezon City	Broadcast Complex, Visayas Avenue, Diliman, Quezon City	Juan Claudio Castro 0920-732-0836
PTV Cordillera	PIA Compound, Wright Park, Baguio City	Richard Valdez
PTV Naga	KM 4, Zone 7, Bgry. San Felipe Naga City, Camarines Sur 4400	Lydio Valencia 0977-113-3879
PTV Palawan	Brgy. Sta. Monica City Hall, Puerto Prinsesa, Palawan	Normito Fajardo 0936-788-6345
PTV Tacloban	Kanhuraw City Hall Compound, Tacloban City	Ricardo Modesto 0995-201-2153
PTV Calbayog	Rueda St. Brgy. Hamorawon, Calbayog City	David Bonayog 0955-122-6693
PTV Cebu	854 Rizal St. Dumlog, Talisay City, Cebu	Janet Yap 0933-558-2633
PTV Guimaras	San Miguel, Jordan, Guimaras	Ramon Hervas 0905-930-7644
PTV Dumaguete	Mariano Perdices, Memorial Coliseum, Dumaguete City	Beverly Ann Tercera 0945-418-3699
PTV Davao	Shrine Hill, Matina, Davao City	Julie Ann Galendez 0932-248-5961
PTV Zamboanga	3 rd floor, San Luis Bldg. c/o PIA Compound, Zamboanga	Albert Haloc 0935-272-6158
PTV Sibugay/Pagadian	PTV-11 Ipil Station, Back of Municipal Hall, Poblacion Ipil, Zamboanga, Sibugay	Jovernie Alioso 0975-272-4345