



**PEOPLE'S TELEVISION NETWORK, INC.**

**CITIZEN'S CHARTER**

2024 (1<sup>st</sup> EDITION)

## **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.

### **I. 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.

### **II. 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)

### **III. VISION**

By 2027, PTV is at the forefront of Philippine news and public information globally.

### **IV. MISSION**

To inform, inspire, and empower the Filipino people through relevant, credible, and world-class quality programming and services

### **V. CORE VALUES**

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

### **VI. 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.

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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.

<b>Office or Division:</b>	Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Letter and Resume/Curriculum Vitae/Transcript of Records/Diploma/CSC Certificate of Eligibility/PRC License copy		Applicant		
Accomplished PDS		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Interested applicant will call or email to inquire about vacancy	1.1 HR will check if opening is available	None	5 minutes	HR Assistant/OIC, HR
	1.2 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
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	

## 2. 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.

<b>Office or Division:</b>	Programming, Sales and Marketing, Programming Committee, GM's Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G, G2B			
<b>Who may avail:</b>	Interested clients from the government and private sector			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of proposal		Proponent to submit required documents		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits program proposal to PTV	1.1. PTV receives program proposal from client	None	1 hour	Programming Administrative Assistant/OIC, Programming
	1.2. Receiving unit forwards proposal to Sales & Marketing for costing of airtime and new media services, if needed.	None	1 day	Programming Administrative Assistant/OIC, Programming/Sales & Marketing Administrative Assistant or Account Executive/OIC, Sales & Marketing
	1.3. 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
	1.4. 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

	1.5. 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.	2.1 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.	3.1 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.	4.1. 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	5.1. 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
<b>TOTAL:</b>		<b>Contract price + 12%VAT</b>	<b>19 days and 3 hours</b>	



### 3. 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.

<b>Office or Division:</b>	Sales and Marketing, Program Production Services, Public Affairs, Merchandising, Legal, GM's Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G, G2B			
<b>Who may avail:</b>	Government and Private Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of proposal from Sales and Marketing		Sales and Marketing		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client receives letter proposal and conducts study for approval of offer	1.1. 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	2.1. 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.	3.1. 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
4. Client closely coordinates with Network's point persons for all the steps involved in the production of the program or special.	4.1. 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	

	4.2. 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	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
	4.3. 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
	4.4. 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
	4.5. 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

	4.6. 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
	4.7. 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
	4.8. 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/Accounting staff/OIC, Finance/Engineering staff/Engineering Supervisors
	<b>TOTAL:</b>	<b>Fees to be paid depending on contract terms + 12% VAT</b>	<b>20 days</b>	

#### 4. 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.

<b>Office or Division:</b>	Central Library/Archives, GM's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B, G2C, G2G			
<b>Who may avail:</b>	Students, Private and Public Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Letter of Request citing details of request including purpose		Requestor & GM's Office for approval		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits letter request personally or by email.	1.1 Evaluate completeness of the request and availability of requested materials	None	1 day	Library Assistant/ Chief Librarian
	1.2. 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.	2.1. 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.	3.1. Contract preparation and signature	None	2 days	Library Assistant/ Chief Librarian/Legal Officer
4. Client pays the corresponding fees.	4.1. Finance receives payment and issues official receipt	Published rate + 12% VAT	1 hour	Cashier/Finance

	4.2. Library processes request accordingly	None	14 hours	Library Assistant/ Chief Librarian
5. Client receives requested materials.	5.1. Library releases request	None	1 hour	Library Assistant/ Chief Librarian
<b>TOTAL:</b>		<b>Published rate + 12% VAT</b>	<b>7 days</b>	

## 5. 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.

<b>Office or Division:</b>	Sales and Marketing, Broadcast Facilities Monitoring, Engineering, GM's Office, Security			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B, G2G			
<b>Who may avail:</b>	Blocktimers, Clients from the private and public sectors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request of client or the 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.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits letter request or Sales and Marketing shows letter proposal submitted to client (usually for packaged offers).	1.1. 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.	2.1. 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	3.1. Provide client with copy of signed Contract/MOA and require payment	None	2 days	Sales & Marketing Admin Assistant/OIC,

Official Receipt to Sales and Marketing.				Sales & Marketing/ Cashier/OIC, Finance
4.Cashier may coordinate requirements if needed.	4.1. Coordinate with the Broadcast Facilities Monitoring Unit on requirements	None	2 hours	Account Executive/OIC, Sales & Marketing/ Broadcast Facilities Monitoring Officer
	4.2. Log in to BEM module as follows: a) fill out the Job Order Form of the needed equipment, b) secure required documents and attach to the form, and c) submit the form to the Executive Producer or designated Coordinator	None	10 minutes	Production Assistant or Administrative Assistant/OIC, Content Group
	4.3. 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
	4.4. 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
	4.5. 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	None	45 minutes	Engineering Operations Supervisor

	equipment and submit to Broadcast Facilities Monitoring Officer.			
	4.6. Log in to BEM module to access verified Job Order Form, evaluate, review accuracy of encoded information and verify/check validity of submitted 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.	None	30 minutes	Broadcast Facilities Monitoring Officer
	4.7. 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
	4.8. Log in to BEM module to access approved Job	None	20 minutes	Security Officer on Duty



	<p>Order Form, allow equipment and designated users with approved JO to leave PTV premises for remote live or taping shoot and coverage; encode time log of equipment use in the form and submit it back to the Broadcast Facilities Monitoring Unit.</p>			
<p><b>TOTAL:</b></p>	<p><b>Total amount based on approved rates and 12% VAT</b></p>	<p><b>6 days, 5 hours, and 55 minutes</b></p>		

## 6. REQUEST FOR COMPLEX NEWS COVERAGE

These coverages are out of town and entail extra expenses such as accommodation, food, transportation allowance, and per diem.

<b>Office or Division:</b>	News, Finance, GM's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G, G2C, G2B			
<b>Who may avail:</b>	Public, private individuals, non-government agencies and other business entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent/Media Invitation		Requesting Party/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client sends invitation detailing the nature of the coverage	1.1. Desk Officer receives and evaluates the invitation	None	1 hour	Desk Officer
	1.2. Desk Officer prepares the memorandum detailing the travel expenses, allowances, per diem and endorses it to the Office of the General Manager	None	2 hours	Desk Officer, News Administrative Assistant
	1.3. Once approved by the General Manager, the Finance Officer certifies availability of funds and processes the check	None	2 days	GM's Office, Administrative Assistant, Finance Officer
	1.4. Reporter picks-up the check for encashment	None	4 hours	Reporter
	1.5. Team departs for coverage	None	3 days	Reporter, Cameraman, Driver

	1.6. Report is produced and aired		2 hours	Reporter, Writer, Executive Producer, Video Editor, Graphic Artist, Production Coordinator, Director
<b>TOTAL:</b>		<b>None</b>	<b>5 days and 9 hours</b>	

## 7. REQUEST FOR FREE AIRING OF PROMOTIONAL MATERIALS

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.

<b>Office or Division:</b>	Traffic, Sales & Marketing, GM's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request for Free Airing		From the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits letter request to the Network General Manager's Office for approval or conforms to a proposal letter	1.1 GM's Office receives letter request and forwards it to Sales	None	1 day	GM's Office Staff/Sales Staff
	1.2. Sales receives letter and prepares a proposal and submits to the client	None	1 day	OIC, Sales
2. Client receives the proposal and forwards its reply to Sales	2.1 Sales prepares documents based on the reply of the client for the approval of the Network General Manager	None	2 days	OIC, Sales
	2.2. GM's Office approves the documents and returns it to Sales	None	1 day	GM's Office Staff
	2.3. Traffic receives documents	None	1 minute	Traffic Staff

	pertaining to the request			
	2.4. Traffic prepares plug frequency report or certification of airing (for free airing) and/or certificate of performance (for paid airing)	None	10 minutes	Traffic Officer
3. Client receives the Certification for free airing	3.1. Traffic releases certification for free airing to the client	None	1 minute	Traffic Officer/Billing Staff
<b>TOTAL:</b>		<b>None</b>	<b>5 days and 12 minutes</b>	

## 8. REQUEST FOR HIGHLY TECHNICAL NEWS COVERAGE WITH COMMERCIAL VALUE

Coverages which entail additional production requirements, such as OB Van, crash-units and other technical setups.

<b>Office or Division:</b>	News, Sales, GM'S Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G, G2C, G2B			
<b>Who may avail:</b>	Public, private individuals, non-government agencies and other business entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent/Media Invitation		Requesting Party/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits letter of intent/media invitation	1.1. Desk Officer receives letter of intent/media invitation	None	1 hour	Desk Officer
	1.2. Desk Officer prepares the memorandum detailing the travel expenses, allowances, and per diem, and endorses it to the Office of the General Manager	None	1 hour	Desk Officer, News Administrative Assistant
	1.3. Once approved, the General Manager endorses the memorandum to Sales for evaluation	None	2 days	Desk Officer, GM's Office, Sales Officer
	1.4. Sales evaluates the media values involved and submits recommendations to the Office of the General Manager	None	2 days	Sales Officer, GM's Office

	1.5. Once the General Manager approves the monetary values/commercial cost, it returns the memorandum to the News Division for coverage	None	1 day	GM's Office
	1.6. Desk Officer assigns a team for coverage	None	1 day	News Desk Officer, Reporter, Cameraman, Driver
	1.7. Assigned team departs studio for coverage	None	5 days	Reporter, Cameraman, Driver
	1.8. Report is produced and aired	None	4 hours	Reporter, Writer, Executive Producer, Video Editor, Graphic Artist, Production Coordinator, Director
<b>TOTAL:</b>		<b>None</b>	<b>11 days and 6 hours</b>	

## 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, but first-come, first-served policy is enforced in the acceptance of practicumers.

<b>Office or Division:</b>	Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	OJT Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client will submit their application requirements	1.1. HR will receive and evaluate requirements	None	5 minutes	HR Assistants/OIC, HR
	1.2. 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
	1.3. Accepted applicants will be informed through text or call for the schedule application	None	1 day	HR Assistants/OIC, HR
	1.4. HR will screen and evaluate the submitted requirements of applicants/clients	None	1 day	HR Assistants/OIC, HR
	1.5. HR will orient the OJT/clients	None	3 hours	HR Assistants/OIC, HR
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 3 hours, and 10 minutes</b>	



## 10. REQUEST FOR PAID LIVE STREAMING/CROSSPOSTING

Paid online broadcast, either live streaming and/or cross posting, of contents on the Network's social media platforms, is one of the services PTV offers to clients.

<b>Office or Division:</b>	Digital Media and Interactive Services, GM's Office, Sales, Finance, Traffic			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G, G2B			
<b>Who may avail:</b>	Public entities and government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proposal Letter or Letter of Request		Proposals must come from Sales & Marketing; letter requests may come from the client or the PTNI office making the request		
Signed Broadcast Contract/Contract/Memorandum of Agreement		Sales & Marketing		
Official Receipts as proof of payment		Cashier or Billing and Collection		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits a letter request or conforms to a proposal letter	1.1. Sales & Marketing coordinates the details with the client, policies and fees on live streaming including source of material to be streamed, date and duration of streaming and other details that may be required from the client	None	1 day	Account Executive/OIC, Sales and Marketing
2. Clients signs the contract	2.1 Contract must be prepared,	None	3 days	Sales & Marketing Administrative Assistant/OIC,

	signed and routed to DMIS and Finance			Legal Officer, GM's Office
3. Client pays corresponding fees	3.1. Finance will receive the payment and issues Official Receipt to the client	Web posting fees + 12% VAT	1 hour	Cashier or Collector/Finance
	3.2. Sales coordinates live streaming schedule and duration as well as details regarding source of materials to be live streamed and forward copy of client's contract to DMIS	None	2 days	Account Executive, Sales & Marketing Administrative Assistant/OIC, DMIS OIC, DMIS IT Specialist
	3.3. DMIS processes live streaming on the agreed schedule	None	As scheduled. Schedule may vary and may spread out throughout the contract period	DMIS IT Specialist
4. Client receives Certification of Online Broadcast	4.1. DMIS coordinates on the proof of compliance with Sales	None	4 hours	DMIS OIC/DMIS Administrative Officer, Sales & Marketing
	4.2. Sales & Marketing issues Proof of Compliance to DMIS	None	1 hour	Sales and Marketing , DMIS OIC, DMIS Administrative Officer
	4.3. DMIS issues Certificate of Online	None	1 hour	DMIS OIC/ DMIS Administrative Officer

	Broadcast to the client			
<b>TOTAL:</b>		<b>None</b>	<b>6 days and 7 hours</b>	

## 11. REQUEST FOR PAID WEBPOSTING

Publication of articles, collaterals and/or other materials on PTV's website and/or social media accounts paid forth by the clients.

<b>Office or Division:</b>	Digital Media and Interactive Services Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G, G2B			
<b>Who may avail:</b>	Public entities and government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proposal Letter or Letter of Request		Proposals must come from Sales & Marketing; Letter Requests may come from the client or the PTNI office making the request		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits a letter request or conforms to a proposal letter	1.1. Sales & Marketing coordinates the details with the client, 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 from the client	None	2 days	Account Executive/OIC, Sales & Marketing
2. Clients signs the contract	2.1. Contract must be prepared, signed and routed to DMIS and Finance	None	3 days	Sales & Marketing Administrative Assistant/OIC, Legal

				Officer, GM's Office
3. Client pays corresponding fees	3.1. Finance will receive the payment and issues Official Receipt to the client	Web posting fees + 12% VAT	1 hour	Cashier or Collector/OIC, Finance
4. Client coordinates with DMIS on the details of the artwork that will be created (if needed)	4.1. Sales & 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	4 days	Account Executive, Sales & Marketing Administrative Assistant/OIC, DMIS OIC/DMIS IT Specialist
	4.2. DMIS processes web ad requests. If needed, DMIS will produce the necessary artwork for the post	None	As scheduled. Schedule may vary and may spread out throughout the contract period	DMIS IT Specialist
	4.3. DMIS provides Sales with a screenshot of the web publication as a proof of compliance to the request	None	1 hour	DMIS OIC/DMIS Administrative Officer, Sales & Marketing

	4.4. At the end of the contract period, DMIS removes the ad from the website	None	1 hour	Sales & Marketing, DMIS OIC/DMIS Administrative Officer
5. Client receives the Certification of Online Publication	5.1. DMIS to provide Certification of Online Publication and Proof of Implementation to client	None	1 hour	DMIS OIC/DMIS Administrative Officer
<b>TOTAL:</b>		<b>None</b>	<b>9 days and 4 hours</b>	

## 12. REQUEST FOR SIMPLE NEWS COVERAGE

News team is requested to cover people, places, and events of national interest.

<b>Office or Division:</b>	News Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, G2C, G2B			
<b>Who may avail:</b>	Public, private individuals, non-government agencies and other business entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent/Media Invitation		From the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client sends or emails media invitation/advisory to <a href="mailto:ptvnews@ptni.gov.ph">ptvnews@ptni.gov.ph</a>	1.1. Desk Officer receives the media invitation/advisory.	None	10 minutes	Desk Officer
2. Clients signs the contract	2.1. Desk Officer studies the newsworthiness of the event and availability of the team.	None	4 hours	Desk Officer
3. Client pays corresponding fees	3.1. Desk Officer confirms the attendance with the client and schedules a team for deployment	None	4 hours	Desk Officer
4. Client coordinates with DMIS on the details of the artwork that will be created (if needed)	4.1. Assigned team covers and crafts the story	None	1 day	Desk Officer, Reporter, Cameraman, Driver
	4.2. Newsroom receives the scripts and video materials from the gathering team	None	30 minutes	Executive Producer, Associate Producer

	4.3. Newsroom checks the scripts and audio-visual requirements from the gathering team	None	20 minutes	Executive Producer, Associate Producer, Writer, Video Editor. Video Supervisor
	4.4. Airs the assigned news story	None	1 hour	Executive Producer, Associate Producer
<b>TOTAL:</b>		<b>None</b>	<b>2 days and 2 hours</b>	



### 13. REQUEST FOR STUDIO/EDUCATIONAL TOURS

PTV offers studio and educational tours to interested individuals be they students, aspiring professionals or industry enthusiasts. These tours can inspire and educate the next generation of content creators and industry professionals.

<b>Office or Division:</b>	Administrative Division – Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, professionals and other interested stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request from Client		From the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client will call or email to inquire about the available date or schedule for the tour	1.1. HR will respond to the inquiries, check the available tour schedule, and ask the client for the Letter of Request	None	15 minutes	HR Assistant
	1.2. HR will forward the Letter of Request to GM's Office for approval	None	2 days	HR Assistant
	1.3. HR will update the client once the Letter of Request is approved	None	5 minutes	HR Assistant
2. Client attends the tour	2.1. HR will facilitate the conduct of the tour	None	2 hours	HR Assistant
3. Client answers the survey form	3.1. HR will distribute the	None	5 minutes	HR Assistant

and return the same to the HR Assistant after filling out	survey form to the requestor			
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 2 hours and 25 minutes</b>	

## 14. 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.

<b>Office or Division:</b>	Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Current Employees and Previous Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled out request form/formal email		Human Resource Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client/employee will request either through: a. E-mail or letter for former employees b. Request form for current employees	1.1. HR will receive and evaluate the request	None	5 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	1.2. HR will pullout/retrieve the record	None	10 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	1.3. HR will create the COE	None	5 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	1.4. Submission to the HR Head for signing	None	3 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	1.5. 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	2.1. HR personnel will release the COE	None	5 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
<b>TOTAL:</b>		<b>None</b>	<b>31 minutes</b>	

## 15. 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.

<b>Office or Division:</b>	Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Practicumer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DTR		Practicumer		
Accomplished Evaluation		Practicumer		
Filled out request form/formal email		Practicumer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client/OJT will present his/her DTR, accomplished evaluation, and filled out request form.	1.1. HR will receive and evaluate the DTR and accomplished evaluation	None	5 minutes	HR Assistant/OIC, HR
	1.2. Creation of Certificate of Completion	None	10 minutes	HR Assistant/OIC, HR
	1.3. Submission to the HR Head for signing	None	5 minutes	HR Assistant/OIC, HR
	1.4. HR Head will evaluate and sign	None	3 minutes	HR Assistant/OIC, HR
2. Client will receive the Certificate from HR Assistant	2.1. HR personnel will release the Certificate of Completion	None	3 minutes	HR Assistant/OIC, HR
<b>TOTAL:</b>		<b>None</b>	<b>2 days and 9 minutes</b>	

## 16. 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.

<b>Office or Division:</b>	Sales and Marketing, Program Production Services, Public Affairs, Merchandising, Legal, GM's Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G, G2B			
<b>Who may avail:</b>	Government and Private Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of intent from client		Client if letter of intent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits letter of intent	1.1. 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
	1.2. 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
	1.3. GM's Office evaluates letter and approves in principle	None	3 days	Executive Assistant/HEA
	1.4. 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
2. Client closely coordinates with Network's point persons for negotiation of contract	2.1. 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

terms, preparation of draft and signing.				
3. Client closely coordinates with Network's point persons for all the steps involved in the production of the program or special.	3.1. 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	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
	3.2. 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	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
	3.3. 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
	3.4. Production of television program: Includes actual date of live airing,	Fees to be paid depending on contract terms + 12% VAT	as stated in contract	Content Group production staff; OIC, Content Group; Engineering

	taping for program, shoots for segments or other video requirements, out-of-town shoots; remote telecasts			staff; Engineering Supervisors
	3.5. 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
	3.6. 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
	3.7. 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
	3.8. 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/ Accounting staff/ OIC, Finance/ Engineering staff/Engineering Supervisors
<b>TOTAL:</b>		<b>Fees to be paid depending on contract</b>	<b>20 days</b>	



	<b>terms + 12% VAT</b>		
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**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.

<b>Office or Division:</b>	Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Current Employees and Previous Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CF1, MDR, Certificate of Contribution		Human Resource Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client/employee will request CF1 and MDR	1.1. HR will receive and evaluate the request.	None	5 minutes	Administrative Clerk/OIC, HR
	1.2. HR will provide CF1 form and MDR to employee.	None	5 minutes	Administrative Clerk /OIC, HR
	1.3. HR will retrieve the records.	None	5 minutes	Administrative Clerk /OIC, HR
	1.4. HR will print the contribution of the employee (MDR) and attach it to the CF1 form.	None	5 minutes	Administrative Clerk /OIC, HR
	1.5. HR will submit to the HR Head for signing.	None	5 minutes	Administrative Clerk /OIC, HR
	1.6. HR Head will evaluate and sign.	None	5 minutes	Administrative Clerk /OIC, HR
2. Client will receive requested document	2.1. HR personnel will release the PhilHealth CF1.	None	5 minutes	Administrative Clerk /OIC, HR
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes</b>	

## 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.

<b>Office or Division:</b>	Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Current Employees and Previous Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled out request form/formal email		Human Resource Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client/employee will request either through: a. E-mail or letter for former employees b. Request form for current employees	1.1. HR will receive and evaluate the request	None	5 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	1.2. HR will pullout/retrieve the record	None	10 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	1.3. HR will create the COE	None	5 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
	1.4. Submission to the HR Head for signing	None	3 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR

	1.5. 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	2.1. HR personnel will release the COE	None	5 minutes	For permanent-Administrative Clerk/ For COS - HR Assistant/ OIC, HR
<b>TOTAL:</b>		<b>None</b>	<b>31 minutes</b>	

### 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.

<b>Office or Division:</b>	Traffic, Content Groups			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	PTV Content Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Simple phone call, e-mail, or verbal request		Person requesting		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Content group will inform Traffic of the needed implementation report	1.1. Traffic notes request and prepares implementation report	None	1 day	OIC, Traffic
2. Requestor will receive report from Traffic	2.1. Traffic releases report to requesting party	None	5 minutes	Traffic Assistant/OIC, Traffic
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 5 minutes</b>	

#### 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.

<b>Office or Division:</b>	Finance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All PTV employees regardless of employment status			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request from employee		Finance Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Employee requests for release of tax certification	1.1. Finance accepts request for release of tax certification	None	1 hour	Accounting staff/OIC, Finance
	1.2. 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	2.1. Release signed Tax Certification to requesting employee	None	1 hour	Accounting staff/OIC, Finance
<b>TOTAL:</b>		<b>None</b>	<b>2 days and 2 hours</b>	

**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.

<b>Office or Division:</b>	PTV Regional/Provincial Station			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G, G2B			
<b>Who may avail:</b>	Interested clients from the government and private sector			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of proposal		Proponent to submit required documents		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits program proposal to PTV Station Manager	1.1. PTV Regional Station receives program proposal from client	None	1 hour	Administrative Assistant/PTV Provincial Station Manager
	1.2. 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	2.1. 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.	3.1. 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.	4.1. 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.	5.1. 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	6.1. All other details are settled and finalized before telecast	none	1 day	Administrative Assistant/PTV Provincial Station Manager
<b>TOTAL:</b>		<b>Contract price + 12%VAT</b>	<b>18 days and 1 hour</b>	

## 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.

<b>Office or Division:</b>	PTV Regional/Provincial Station			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G, G2B			
<b>Who may avail:</b>	Government and Private Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of proposal from PTV Station Manager		PTV Provincial Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client receives letter proposal and conducts study for approval of offer	1.1. 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	2.1. 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.	3.1. 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	4.1. Conceptualization, presentation of concept to client,	Fees to be paid depending on contract	as stated in contract	Administrative Assistant/PTV Station Manager

the steps involved in the production of the program or special.	revision according to client specifications, final approval of concept by client	terms + 12% VAT		
	4.2. 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
	4.3. 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
	4.4. 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
	4.5. 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
	4.6. 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

	4.7. 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
	<b>TOTAL:</b>	<b>Fees to be paid depending on contract terms + 12% VAT</b>	<b>20 days</b>	

### 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.


<b>Office or Division:</b>	PTV Regional/Provincial Station			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G, G2B			
<b>Who may avail:</b>	Government and Private Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of intent from client		Client if letter of intent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits letter of intent	1.1. Provincial Station receives letter of intent from the client	None	1 day	Administrative Assistant/PTV Station Manager
	1.2. 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.	2.1. 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	3.1. 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

program or special.				
4. Client must make themselves available for any other requirements	4.1. 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	5.1. 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	6.1. 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	7.1. 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.	8.1. 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.	9.1. Preparation and submission of produced content, financial and technical report both to the client	Fees to be paid depending on contract	as stated in contract	Administrative Assistant/PTV Station Manager


	and the Network management	terms + 12% VAT		
		<b>Fees to be paid depending on contract terms + 12% VAT</b>	<b>20 days</b>	
		<b>TOTAL:</b>		



## FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	<ol style="list-style-type: none"><li>1. The Client Satisfaction Survey (CSS) conducted and administered by The Research Unit of PTV assesses the overall customer satisfaction on the Network's external and internal services. The survey is accessible via the following channels:<ul style="list-style-type: none"><li>• Google Form via link: <a href="https://forms.gle/dy9wygUxbjS7daQK9">https://forms.gle/dy9wygUxbjS7daQK9</a></li><li>• QR code: </li></ul></li><li>• Message to the client via email sent by the specific office that provided the service.</li><li>2. Clients may accomplish the hard copy of the Client Satisfaction Survey at the Research Unit.</li><li>3. Feedback may also be sent via email at <a href="mailto:cart@ptni.gov.ph">cart@ptni.gov.ph</a></li></ol>
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<p><b>How feedbacks are processed</b></p>	<ol style="list-style-type: none"> <li>1. The results of the Client Satisfaction Survey (CSS) are methodically collected, tabulated, and analyzed. These results are then presented to the management for evaluation and action.</li> <li>2. The Research personnel check the responses to the CSS on a daily basis. All feedback received, whether through manual submission or online, is coordinated with the PTNI CART for initial determination of the type of feedback—commendation, inquiry, comment, suggestion, and the likes.</li> <li>3. Feedback requiring urgent responses, particularly those that cannot wait until the year-end evaluation of the Network’s CSS, shall be endorsed to the PTNI CART. The CART will evaluate the feedback and endorse it to the concerned office for proper action.</li> <li>4. The concerned office in turn sends its response to the CART email (<a href="mailto:cart@ptni.gov.ph">cart@ptni.gov.ph</a>) and shall furnish a copy of such to the CSM email (<a href="mailto:CSM@ptni.gov.ph">CSM@ptni.gov.ph</a>) three (3) working days from the receipt of the endorsement.</li> </ol> <p>Clients may send further inquiries and follow-ups via the CART email mentioned above.</p>
<p><b>How to file a complaint</b></p>	<ol style="list-style-type: none"> <li>1. Clients and other stakeholders may answer the Client Satisfaction Survey and cite their complaints related to the service/s they received via the following channels: <ul style="list-style-type: none"> <li>● Google Form via link: <a href="https://forms.gle/dy9wygUxbjS7daQK9">https://forms.gle/dy9wygUxbjS7daQK9</a></li> <li>● QR code:</li> </ul> </li> </ol>

	 <p>2. Complaints against PTV or its offices/officials may also be sent via email at <a href="mailto:cart@ptni.gov.ph">cart@ptni.gov.ph</a></p> <p>Clients may send further inquiries and follow-ups via the CART email mentioned above.</p>
<p><b>How complaints are processed</b></p>	<ol style="list-style-type: none"> <li>1. The Research personnel checks the responses of the Client Satisfaction Survey on a daily basis, and shall endorse all complaints received to the PTNI CART.</li> <li>2. The PTNI CART will verify the authenticity of the complaint by contacting the complainant, and confirming the details of the complaint which may include but not limited to the following: <ul style="list-style-type: none"> <li>● Full name and contact information of the complainant</li> <li>● Narrative of the complain</li> <li>● Evidence, if any</li> <li>● Name of the person/office being complained</li> </ul> </li> <li>3. All complaints against the Network and/or its offices/personnel shall be endorsed by the PTNI CART to the Office of the General Manager (OGM) within one (1) working day or twenty-four (24) hours from receipt of the complaint.</li> <li>4. The OGM may either direct the concerned office or the Preliminary Investigative Committee/Special Conflict Resolution Committee, whichever is applicable, to answer</li> </ol>

	<p>the complaint and/or conduct an investigation to resolve the issue/complaint.</p> <p>5. If the concerned office was directed to respond to the complaint, it shall submit its response to the OGM, which shall provide a copy of the same to the PTNI CART and Research Unit (which facilitates the Network’s Client Satisfaction Survey).</p> <p>The PTNI CART shall be responsible in informing the complainant of the response of the concerned office.</p> <p>6. If the complaint was endorsed to the Preliminary Investigative Committee/Special Conflict Resolution Committee, it shall submit its recommendation to the PTV Network General Manager and Disciplining Authority, who then shall render a decision. The OGM shall provide a copy of the Resolution to the PTNI CART which shall then inform the complainant of the Network’s decision/action.</p> <p>The CART shall furnish a copy of the Resolution to the Research Unit (as the responsibility Center of the Network’s Client Satisfaction Survey).</p>
<p><b>Contact Information</b></p>	<p><b>Presidential Complaint Center (PCC)</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>  Hotline 8888 or 82498310 loc. 8175 or 8182  Tel. Nos. 8736–8645, 8736–8603, 8736–8606, 8736–8629, 8736–8621</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  0908–881–6565</p> <p><b>ARTA</b>  <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a></p> <p>Hotline 1-ARTA (1-2782)  PLDT (02) 8246-7940 270  SMART 0920-925-3078, 0998-856-8338</p>

## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
PTV Quezon City	Broadcast Complex, Visayas Avenue, Diliman, Quezon City	Office of the General Manager ogm@ptni.gov.ph
PTV Cordillera	Sitio Guisset, Mt. Sto. Tomas, Tuba, Benguet	Mr. Richard S. Valdez 0908-872-9266   0960-374-5174
PTV Palawan	City Hall, Brgy. Sta. Monica, Puerto Princesa City, Palawan	Mr. Normito F. Fajardo 0936-788-6345
PTV Naga	Brgy. San Felipe, Naga City, Camarines Sur	Mr. Lydio O. Valencia 0977-113-3879
PTV Guimaras	Brgy. San Miguel, Jordan, Guimaras	Mr. Ramon Hervas 0905-930-7644
PTV Cebu	Brgy. Babag, Mt. Busay, Cebu City, Cebu	Mr. Alex Rey Pal 0977-823-8855
PTV Tacloban	City Hall, Kanhuraw Hill, Tacloban City, Leyte	Mr. Ricardo Modesto or Ms. Elenita Directo 0928-508-1301
PTV Calbayog	Rueda St., Brgy. Hamorawon, Calbayog City, Samar	Mr. Alberto Bernardo Jr. 0955-087-0222
PTV Ilocos Norte	Brgy. Quiling Sur, Batac, Ilocos Norte	Ms. Elenita Directo 0928-508-1301
PTV Legaspi	Lot. No. 10706 Brgy. 55 Estanza, Legazpi City	Ms. Elenita Directo 0928-508-1301
PTV Marawi	Brgy. Buadi Sacayo, Marawi City, Lanao Del Sur	Ms. Elenita Directo 0928-508-1301
PTV Dumaguete	Mariano Perdices Memorial Coliseum, Dumaguete City, Negros Oriental	Mr. Alex Rey Pal 0977-823-8855   0918-940-0730
PTV Zamboanga	Murok, Upper Pasonanca, Zamboanga City, Zamboanga del Sur	Mr. Albert Haloc 0935-272-6158
PTV Sibugay	Municipal hall Complex, Ipil, Zamboanga Sibugay	Engr. Emmanuel Sucgang 0915-593-3512
PTV Davao	Shrine Hills, Matina, Davao City, Davao del Sur	Ms. Elenita Directo 0928-508-1301

PTV Cotabato	Done E. Serco cor. 6th Sts., Rosary Heights, Cotabato City 8 5 kW	Engr. Emmanuel Suggang 0915-593-3512
PTV Pagadian	Mt. Palpalan, Pagadian City, Zamboanga del Sur	Mr. Jovernie Alioso 0975-272-4345
PTV Agusan del Sur (Affiliate Station)	Mt. Magdiwata, Agusan del Sur	Mr. PJ Gisan 0917-889-7638
PTV Davao del Norte (Affiliate Station)	Capitol Compound, Tagum City, Davao del Norte	Ms. Josephine Elesterio 0977-847-3861
PTV Kidapawan	Capitol Compound, Amas, Kidapawan	Mr. Rufo Medida