

NEWS AND INFORMATION BUREAU

CITIZEN'S CHARTER

GOVERNMENT OF PUNJAB
CITIZEN'S CHARTER



THE NEWS AND INFORMATION BUREAU

(In Compliance with Republic Act 9485 or the Anti-Red Tape Act of 2007 passed in order to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties thereof)

MANDATE **(Executive Order No. 297, s. 1987)**

The News and Information Bureau shall be responsible for providing efficient, effective, productive, and economical services relating to the development and formulation of a domestic and foreign information program for the Government, in general, and the Presidency, in particular, including the development of strategies for the dissemination of information on specific government programs.

The News and Information Bureau shall be headed by a Director and assisted by an Assistant Director, both to be appointed by the President, upon the recommendation of the Press Secretary.

Consisting the News and Information Bureau are the: Presidential Press Staff, Media Accreditation and Relations Division, and the Philippine News Agency.

The News and Information Bureau shall have the following functions:

1. Formulate, develop, and implement a national information program for the Government and the Presidency, including the strategies in support of specific national development programs;
2. Formulate, develop and implement an overseas information program, including strategies for the effective dissemination of information about the Philippines, the policies, activities, and programs of the Government and the Presidency;
3. Establish liaison with the representatives of domestic and foreign press, and provide assistance, as is deemed necessary, relevant to the projects, policies, and activities of the Government and the Presidency;
4. Establish and maintain a system of accreditation for local and foreign members of media;
5. Make arrangements for Presidential press and broadcast coverage and conferences;
6. Provide services relative to day-to-day and special information and communication requirements of the Government and the Presidency, including the programming and monitoring of significant projects and activities on media relations and other media-related matters;

7. Provide daily news services to both local and foreign publics on the policies, activities, and programs of the Government and the Presidency, and maintain a wire service operation, for the purpose of effecting coverage of events and developments relevant to the information needs of the Government and the Presidency;
8. Produce and distribute information materials, such as: handbills, folders, pamphlets, posters and other publications on the directions, policies, programs, and activities of the Government and the Presidency;
9. Perform such other functions as may be provided by law.

VISION

The lead network of news, information and media services of government and the Presidency in pursuit of national interest.

MISSION

Provide effective news and information services using modern technology for well informed local and international communities.

FUNCTIONS OF DIVISIONS

FINANCIAL AND ADMINISTRATIVE DIVISION (FAD)

- Provides the Bureau Head with advice and assistance on budgetary and financial matters.
- Provides policy guidance and services relative to the procurement, storage, maintenance, recording and reporting of properties and supplies, cash disbursement, personnel management, building maintenance, records management, messengerial and janitorial services.

FRONTLINE SERVICES/OPERATIONS

MEDIA ACCREDITATION AND RELATIONS DIVISION (MARD)

- Handles the daily coverage of the Presidential activities relative to media arrangement and coordination, assistance to media, operations of press center, accreditation of journalists and media relations work.
- Maintains close coordination with both foreign and local media representatives as well as information officers of foreign embassies and government agencies in Manila.

PRESIDENTIAL PRESS STAFF (PPS)

- Prepares and issues press releases and photo releases for distribution to the Malacañang Press Corps and other media outfits.
- Monitors both domestic and foreign news and information, including news digest, analyses, comments and/or recommendations for immediate information and guidance of the President and other government offices.
- Transcribes speeches, press conferences, briefings, and interviews of the President and officials of the Presidential Communications Operations Office (PCOO).

PHILIPPINES NEWS AGENCY (PNA)

- Provides the government, the Presidency, the public as well as media and non-media clients here and abroad with objective, factual and impartial news and information, including photos on the daily basis.
- Provides its clients with breaking news, press coverages, commentaries, features, back grounders and news analyses, and gathers international news for domestic distribution through its news exchange agreements with news agencies in the ASEAN, Asia-Pacific Region and other countries.
- Serves as a daily 24-hour, all weather news wire service network.



INTERNATIONAL PRESS CENTER (IPC)

FUNCTIONS

- Accredits Local (Malacañang beat) and Foreign Media (Foreign Correspondents Association of the Philippines (FOCAP) and Visiting Journalists including documentary entities).
- Handles Press/Media Center operations for International and Local events such as conferences, meetings, conventions and other special events held in the Philippines.
- Assists in filming/documentary in the Philippines.
 - Endorses visa issuance to visiting journalists to the Philippines.
 - Assists in facilitating the clearance and release of news/filming equipment from Bureau of Customs.
 - Processing of the special work permit (swp) from the Bureau of Immigration.
- Assists FOCAP/visiting journalists with immigration (visa extension, exit clearance, visa waiver, swp).
- Assists in the handling of official/state visits of Head of States, Ministers and other visiting dignitaries to the Philippines.
- Assists visiting media in their request for interviews and other arrangements.
- Helps in securing access pass for media coverage at NAIA.

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|--|--------|--|---|--|
| Step 2: Submit forms with required documents to the accreditation officer for evaluation. | (None) | | 15 minutes | Ms. Lorina G. delos Reyes |
| Step 3: Approval of the IPC Identification Card application. | (None) | | 1 day <i>(for applicants with complete documents)</i> | IPC Head |
| Step 4: Processing of IPC ID | (None) | | 20 minutes | Mr. Rogelio B. Dacanay |
| Step 5: Releasing of IPC ID | (None) | | 5 minutes | Ms. Lorina G. delos Reyes/ Mr. Rogelio B. Dacanay |

Schedule of Application for Accreditation:

Monday to Friday (9a.m. to 9p.m.)

IPC Telefax No. 336-6095

Telephone No: 526-5329

E-mail: intlpresscenter@gmail.com

Presidential Photo Section

Functions

- Covers local and foreign Presidential events and engagements.
- Releases Official Presidential Photos to media entities.
- Covers other cabinet members and foreign dignitaries as maybe assigned.

| Application for Photo request / Step-by-step procedure | Fees | Forms and other documentary requirements | Processing Time <i>(under normal circumstances per transaction)</i> | Person/s-in-Charge |
|---|--------|--|--|---|
| Step 1: Submits Letter of Request addressed to the NIB Director | (None) | Letter addressed to the NIB Director Dir. VIRGINIA R. ARCILLA-AGTAY Director III / Acting Head, NIB NIB Bldg., Malacañang Compound San Miguel, Manila + DISAPPROVED <ul style="list-style-type: none"> ▪ If the photos are NOT for release ▪ If the photos are NOT available | 10 minutes <i>(if the Director has no official business)</i> | Director's Office Staff/PPS Division Chief |
| Step 2: If APPROVED , the request will be forwarded to the PPS-Photo Section for retrieval from archives to USB or CD of the requesting party | (None) | Approved Letter of Request from the NIB Director | 15 minutes | Director's Office Staff/ Chief, Photo Section |
| Step 3: Release of retrieved photos stored in USB or CD of the requesting party | (None) | USB/CD/External Hard Drive/Email Address | 15 minutes <i>(depends on the file size to be stored)</i> | Chief, Photo Section/Photographer on duty |

Schedule for Requesting Photos

Mr. ROLANDO A. MAILO

Chief, Photo Section

Presidential Press Staff Division

News and Information Bureau

NIB Bldg., Malacañang Compound,

San Miguel, Manila

Monday to Friday (8:00am to 5:00pm)

Telephone No: 733-3709

Feedback and Redress Mechanisms

Please provide us feedback on our services by accomplishing the following:

- Fill out the form available at the NIB Lobby and IPC office and place it in the drop box at the Public Assistance and Complaints Desk
- Or send your feedback through e-mail (nib_hrm@yahoo.com)

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the News and Information Bureau (NIB) or International Press Center (IPC).

THANK YOU for helping us to continuously improve our services.

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Compliment
(Papuri)

Complaint
(Reklamo)

Suggestion
(Mungkahi)

Person(s)/Unit/Office Concerned or Involved: _____

Facts or Details Surrounding the Incident:
(Please use additional sheet/s if necessary)

Recommendation(s)/Suggestion(s)/Desired Action from our Office
(Please use additional sheet/s if necessary)

Name [optional]: _____ Office/Agency: _____

Address: _____

Contact Number(s) (if any): _____ E-mail Address (if any) _____

Signature: _____ Date: _____