



PRESIDENTIAL COMMUNICATIONS OFFICE  
**PHILIPPINE BROADCASTING SERVICE**  
Bureau of Broadcast Services



## HANDBOOK

# **CITIZEN'S CHARTER**

### **I. MANDATE**

The Bureau of Broadcast Services shall be responsible for providing broadcast information on the activities, policies, and directions of the Government and the Presidency, thru the use of broadcast media throughout the country.

### **II. VISION**

The Philippine Broadcasting Service-Bureau of Broadcast Services (PBS-BBS) shall be the leading public radio network committed and responsible to its national and international audiences. PBS-BBS shall serve as a credible channel of information, a true public forum and persuasive agent of social change and development. Manned by service-driven and competent personnel and equipped with state of the art facilities and technology, PBS-BBS shall champion what is relevant in any specific service area for the benefit of the greatest number of people and the development of the nation.

### **III. MISSION**

1. Provide nationwide broadcasting services primarily for the Government's and the Presidency's information and communication requirements;
2. Serve as a vital link between the government and the people by being an effective conduit for feedback and feed forward mechanism;
3. Provide broadcast services to all the regions of the country with particular focus on areas not adequately served by private networks;
4. Provide broadcast programming designed to preserve and promote the national heritage and culture, advance educational goals, and support the thrust and goals of the Presidency and the Government;
5. Continually improve programming and dissemination capabilities geared toward strengthened and innovative programs in support of countryside development.

#### **IV. SERVICE PLEDGE**

We, the officials and employees of the Bureau of Broadcast Services, commit to:

1. Provide nationwide broadcasting services primarily for the Government's and Presidency's information and communication requirements;
2. Provide broadcast services to all regions of the country with particular focus on area not adequately served by private networks;
3. Provide broadcast programming designed to preserve and promote the national heritage and culture, advanced educational goals, and support the thrusts and goals of the Presidency and the government;
4. Continually improve programming and dissemination capabilities geared toward strengthened and innovative program syndication in support of countryside development;
5. Provide auxilliary services to the broadcast requirements of various private broadcast stations, especially in the areas of news and public affairs where the latter require and need such services.

**LIST OF STEPS TO AVAIL OF RADIO BROADCAST SERVICE  
IN THE CENTRAL OFFICE**

STEPS		Transaction Cost incurred by the transacting public/client (1)		SUBSTANTIVE COMPLIANCE COST (2)	NO. OF SIGNATURES (3)	NO. OF REQUIRED DOCS (4)	TURN-AROUND TIME (5)	CLIENT/ CITIZEN SATISFACTION RESULTS (6)	PERSON IN CHARGE (7)
		FEES PAID	OTHER TRANSACTION FEES						
1	Program proponent submits Letter of Intent (LOI), to include program content, format, broadcast clock to concerned station manager (SM) for appropriate endorsement to Office of the Director (OD).	N/A	N/A	N/A	1 signature	1 doc	3 working days		concerned Station Manager
2	OD receives, records, peruses, and transmits LOI w/ remarks from the Sales Committee and Station Manager's Endorsement, to Program Content and Dev't Committee (PCDC).	applicable airtime rates	N/A	N/A	2 signatures	2 docs	3 working days		Executive Assistant

3	PCDC workflow: PCDC receives documents, with endorsement from OD and convenes to evaluate program proposal and reach consensus on the proposal.	N/A	N/A	N/A	N/A	4 docs	3 working days		PCDC Chair & members
	PCDC prepares Resolution, routes resolution for signature of members.	N/A	N/A	N/A	8 signatures		3 working days		
	PCDC submits Resolution to OD.	N/A	N/A	N/A	N/A		1 working day		
4	OD receives, peruses Resolution, renders appropriate action, and forwards signed Resolution to Records Office and PCDC.	N/A	N/A	N/A	1 signature	4 docs	5 working days		Executive Assistant
5	OD forwards approved/disapproved, the Resolution to the Records office for proper documentation. Records Officer forwards resolution to concerned SM.	N/A	N/A	N/A	N/A	4 docs	2 working days		Executive Assistant & Records Officer
6	Concerned Station Manager informs the proponent of the decision.	N/A	N/A	N/A	N/A	4 docs	1 working day		concerned Station Manager

7	If approved, Memorandum of Agreement (MOA) is prepared by concerned BBS office and then signed by proponent.	N/A	N/A	N/A	4 signatures	6 docs	2 working days		concerned Station Manager
8	MOA is then submitted by concerned BBS office to OD for signature of the DG.	N/A	N/A	N/A	4 signatures	6 docs	1 working day		concerned Station Manager
9	Implementation of MOA.	N/A	N/A	N/A	N/A	N/A	5 working days		concerned Station Manager
10	OD forwards signed MOA to administrative division for notarial purposes.	N/A	N/A	N/A	N/A	N/A	3 working days		Executive Assistant
11	Admin Div. submits notarized MOA to Records Office for documentation and releases to PCDC and concerned parties.	N/A	N/A	N/A	N/A	1 doc	1 working day		Records Officer

\*\*\* Note: Client satisfaction survey results are conducted annually.

## **FEEDBACK AND COMPLAINT MECHANISM**

### **I. FILING OF COMPLAINTS OR SUGGESTIONS**

a. THRU PHONE: **(02) 8920 - 3931**

b. THRU EMAIL: **pbsbbscomment@gmail.com**

### **II. PLEASE PROVIDE US WITH THE FOLLOWING:**

a. A SHORT BUT CLEAR SUMMARY OF COMPLAINT OR SUGGESTION

b. NAME, ADDRESS, CONTACT NUMBER OR EMAIL ADDRESS

NOTE: Your complaint or suggestion would be acknowledged within 5 working days after its receipt.