



**PHILIPPINE BROADCASTING SERVICE  
BUREAU OF BROADCAST SERVICES**

**CITIZEN'S CHARTER**

2021  
2<sup>nd</sup> Edition



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## **I. Mandate**

The Philippine Broadcasting Service-Bureau of Broadcast Services (PBS-BBS) was created under Executive Order No. 297 dated July 25, 1987, and is mandated under this Order and by subsequent issuances to provide 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.

## **III. Mission**

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.

## **IV. Service Pledge**

We, the officials and employees of the Philippine Broadcasting Service-Bureau of Broadcast Services (PBS-BBS), 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 auxiliary 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 SERVICES

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**Central Office**

**External Service**



**1. Radio Broadcast Service – Refers to the radio airtime that may be availed of by interested clients for their particular broadcast purposes that may be aired on BBS radio stations.**

<b>Division</b>	Office of the Director/Concerned Radio Station/PCDC/Records Section/Sales Committee			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who may avail</b>	National Government Agencies (NGA)/Local Government Units (LGU)/Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Program proponent submits Letter of Intent (LOI) with Program Proposal, to the Director's Office.	1.1. Acknowledged receipt of letter of Intent (LOI)	None	5 min	Director's Office Staff
	1.2. Director's Office receives, records, peruses, and transmit LOI with Sales Committee remark and Station Manager's endorsement, to Program Content and Development Committee (PCDC)	None	3 working days	Director's Office Staff

	1.3. PCDC receives documents and convenes to evaluate proposal and reach consensus on the proposal. PCDC prepares Resolution, routes resolution for signature of members, and submit it to DO	None	3 working days	PCDC members
	1.4. DO receives, peruses Resolution, renders appropriate action, and forwards signed Resolution to PCDC.	None	3 working days	Director's Office Staff
	1.5. Whether approved or disapproved, the Resolution goes through the Records Office for proper documentation and dissemination to concerned Station. Concerned Station Manager (SM) informs the proponent of the decision.	None	2 working days	Records Officer/Station Manager

	<p>1.6. If approved, a Memorandum of Agreement (MOA) is prepared by concerned BBS station and signed by proponent. MOA is then submitted to DO for signature of the Director. MOA implementation follows.</p>	None	8 working days	Station's Staff
<b>Total</b>		<b>Applicable airtime rates</b>	<b>19 working days</b>	





**2. Application for Affiliate Radio Station – Refers to the service that may be availed of by interested qualified clients to become an affiliate radio station of the Bureau of Broadcast Services to serve as a propagation signal multiplier, especially in areas not reached by BBS.**

<b>Division</b>		Office of the Director/Affiliate Committee		
<b>Classification</b>		Highly Technical Application		
<b>Type of Transaction</b>		G2G- Government to Government		
<b>Who may avail</b>		Local Government Units (LGU)/Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Program proponent submits Letter of Intent (LOI) with Program Proposal, to the Director's Office.	1.1. Acknowledged receipt of letter of Intent (LOI)	None	5 min	Director's Office Staff
1. Program proponent submits Letter of Intent (LOI) with Program Proposal, to the Director's Office	1.1. Director's Office peruses LOI and transmit it, with Sales Committee remark and Station Manager's endorsement, to Program Content and Development Committee (PCDC)	None	3 working days	Director's Office Staff

	1.2. Committee conducts initial verification of frequency availability based on the geographical location of existing BBS stations	None	3 working days	Affiliate Committee
	1.3. Director submits to NTC letter of verification if a frequency is available and if BBS can use the frequency.	None	3 working days	Director's Office Staff
	1.4. NTC determines that a frequency is available or none that BBS can use it	None	7 days but can take up to 1 month	National Telecommunications Commission (NTC)
	1.5. If frequency is unavailable, Director will render denial letter to applicant	None	7 days	Director's Office Staff/Courier
2. If frequency is available, proponent will send required documents	2.1. Affiliate Committee evaluates submitted documents	None	5 working days	Affiliate Committee

	2.2. With complete documents, committee will meet with proponent's Technical Working Group (TWG) for site inspection	None	7 days based on proximity	Affiliate Committee
	2.3. Committee files an application to NTC for permit to purchase, after inspection	PhP 400.00	7 days but can take up to 1 month	Affiliate Committee
	2.4. Upon release of permit, Memorandum of Agreement (MOA) is prepared by the Affiliate Committee signed by the Director and will send it to the proponent for their signatures	None	7 days based on their proximity	Affiliate Committee
	2.5. Committee files to NTC permit to possess and construction permit while MOA is being signed by the proponent	PhP 2,400.00	21 days	National Telecommunications Commission (NTC)
	2.6. Committee files with NTC Temporary Permit (TP) to operate	PhP 6,500.00	21 days	National Telecommunications Commission (NTC)

	2.7. Upon released of TP, MOA implementation follows			
	<b>Total</b>	<b>PhP 9,300.00</b>	<b>137 days</b>	



**Central Office**

**Internal Service**



## 1. Request for Authority to Travel Abroad (Personal)

Travel Authority being requested by employee for personal travel outside of the Philippines

<b>Division</b>	Administrative Division/Personnel Section			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	PBS-BBS BBS Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		BBS Employee		
Clearance (CS Form No. 7) 4 copies		Personnel Section		
Accomplished CS Form No. 6 for Leave (2 copies)		Personnel Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter request for personal travel one (1) month before scheduled travel at the Office of the Director	1.1. Acknowledged receipt of letter request for personal travel	None	5 Minutes	Executive Assistant/ Office of the Director
	1.2. Forward the approved letter to the Personnel Section	None	5 minutes	Executive Assistant/ Office of the Director

<p>2. Submit accomplished application for leave and Clearance to the Personnel Section</p>	<p>2.1. Accomplish the portion on the certification of leave credits as of end period of the month (Item No. 7a of the Form) and submit to the immediate supervisor of the requestor for recommendation of approval or disapproval (Item No. 7b of the Form)</p>	<p>None</p>	<p>2 hours</p>	<p>Administrative Assistant II (HRM Asst.), Personnel Section and the Supervisor of the Requestor</p>
	<p>2.2. Forward to the Chief of the Personnel Section for approval</p>	<p>None</p>	<p>5 minutes</p>	<p>Administrative Assistant II (HRM Asst.)</p>
	<p>2.3. Prepare endorsement letter of the Head of Agency to the Presidential Communications Operations Office (PCOO) for approval/disapproval</p>	<p>None</p>	<p>1 hour</p>	<p>Administrative Assistant II (HRM Asst.)</p>
<p>3. Submit the Documents to Office of the Secretary, PCOO</p>	<p>3. Forward all the necessary documents to the OSEC, PCOO</p>	<p>None</p>	<p>10 working days</p>	<p>OSEC, PCOO</p>

4. Received the approved/disapproved Travel Authority from the OSEC, PCOO and give copy to the concerned employee	4. Once approved/disapproved, provide copy to the requestor	None	5 Minutes	Administrative Assistant II (HRM Asst.), Personnel Section and the Supervisor of the Requestor
5. Received the approved/disapproved copy of ATA by the requestor	5. File the other copy to the 201 File	None	10 minutes	Administrative Assistant II (HRM Asst.), Personnel Section
<b>Total</b>		<b>None</b>	<b>10 days 3 hours and 30 minutes</b>	





## 2. Certificate of Payments/Remittances (Pag-IBIG Loan)

Request for issuance of certification of payment /remittances

<b>Division</b>	Finance Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	BBS Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request			Finance Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Request	1.1. Examines the request from what year/s is/are being requested and get the document from the files	None	5 minutes	Administrative Asst. II, Accounting Section
	1.2. Verify the name of the requesting BBS employee from the files if his/her payments were remitted	None	15 minutes	Administrative Asst. II, Accounting Section

	1.3. Encodes the period covered, Official Receipt Nos., date of O.R and the amount	None	7 minutes	Administrative Asst. II, Accounting Section
	1.4. Print and affix the initials of the person preparing the certificate at the lower portion of the name of the Head of the Finance Division	None	1 minute	Administrative Asst. II, Accounting Section
	1.5. Signature of the Head of Finance Division	None	1 minute	Chief, Finance Division
	1.6. Release the Certificate of Payments/Remittances to BBS employee who requested the document	None	1 minute	Administrative Asst. II, Accounting Section
<b>Total</b>		<b>None</b>	<b>30 minutes</b>	

### 3. Issuance of Certificate

Issues the following certificate upon request:

- A. Certificate of Employment
- B. Certificate of No Pending Case
- C. Certificate of Leave Without Pay

<b>Division</b>		Administrative Division/Personnel Section		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who may avail</b>		BBS Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished the Request Form		Personnel Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Request Form at the Personnel Section	1.1. Acknowledged receipt of the Request	None	5 minutes	Administrative Assistant II (HRM Asst.) Personnel Section
	1.2. Encode the Details	None	15 minutes	Administrative Assistant II (HRM Asst.) Personnel Section
	1.3. Print the Certificate	None	5 minutes	Administrative Assistant II (HRM Asst.) Personnel Section
	1.4. Forward the Certificate to Administrative Officer II (HRMO 1) for initial	None	5 minutes	Administrative Officer II (HRMO 1) for initial, Personnel section

	1.5. Forward the Certificate to the Chief of the Personnel Section for Signature	None	10 minutes	Administrative Assistant II (HRM Asst.) Personnel Section
	1.6. Provide the Certificate being requested	None	15 minutes	Administrative Assistant II (HRM Asst.) Personnel Section
2. Received the copy of the Certification by the requestor	2. Ask the requestor to acknowledged receipt of the requested certificate	None	5 minutes	Administrative Assistant II (HRM Asst.) Personnel Section
<b>Total</b>		<b>None</b>	<b>1 hour</b>	



#### 4. Application for Leave Of Absence

Leave of Absence is a right granted to officials and employees not to report for work with or without pay as may be provided by law and as the rules prescribe in Rule XVI of the Omnibus Rules Implementing Book V of EO 292;

<b>Division</b>		Administrative Division/Personnel Section		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who may avail</b>		BBS Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished CS Form No. 6 for Leave (2 copies)		Personnel Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished form at the Personnel Section	1.1. Acknowledged receipt of the Form	None	5 Minutes	Administrative Assistant II (HRM Asst.) Personnel Section
	1.2. Accomplish the portion on the certification of leave credits as of the end of the month (Item No. 7a of the Form) and submit to the immediate supervisor of the request for recommendation of approval or disapproval (Item no. 7b of the form)	None	2 hours	Administrative Assistant II (HRM Asst.) Personnel Section and supervisor of the requestor

	1.3. Forward to the Office of the Director for approval	None	2 hours	Administrative Assistant II (HRM Asst.) Personnel Section and the Head of the Agency (Director)
2. Received the approved/disapproved Leave and give copy to the requestor	2.1 Once approved/disapproved, provide one (1) copy to the requestor	None	5 minutes	Administrative Assistant II (HRM Asst.) Personnel Section
	2.2. File the other copy of the Form	None	5 minutes	Administrative Assistant II (HRM Asst.) Personnel Section
<b>Total</b>		<b>None</b>	<b>4 hours and 15 minutes</b>	

## 5. Request for Payment of Terminal Leave Benefits

The money value of the total accumulated leave credits of an employee based on the highest salary rate received prior to or upon retirement date/voluntary separation

<b>Division</b>	Finance Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who may avail</b>	BBS Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Leave Application		Administrative Division/Personnel section		
Leave Credits		Administrative Division/Personnel section		
Office Clearance		Administrative Division/Personnel section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Application	1.1. Prepares the Disbursement Voucher (DV) for Terminal Leave benefits	None	5 minutes	Administrative Asst. II, Accounting Section
	1.2. Prepares the request letter for the release of SARO and NCA to DBM for the said payment	None	10 minutes	Administrative Asst. II, Accounting Section

	1.3. Wait for the DBM to release the funds thru SARO and NCA	None	10 working days	Chief, Finance Division
	1.4. Upon receipt of the SARO and NCA from the DBM, the Bureau will process the DV by preparing the Obligation Request (ObR)	None	5 minutes	Chief, Budget Section, Finance Division
	1.5. Post the said obligation to its registry then submit the DV to the Accounting Section	None	3 minutes	Administrative Asst, II, Budget Section
	1. 6. Upon submission of the DV with the attached approval ObR, post the said payment to the Index of Payment, numbered the DV and its attached documents and prepares the Journal Entry Voucher (JEV)	None	6 minutes	Administrative Asst. II, Accounting Section



	1.7. Signature of the Chief of the Finance Division	None	1 minute	Chief, Finance Division
	1.8. Submit DV and its attached documents to the Cash Section for preparation of payment	None	1 minute	Administrative Asst. II, Accounting Section
	1.9. Verifies completeness of the attached documents and the authorized signatories	None	3 minutes	Administrative Asst. II, Cash Section
	1.10. Prepares Authority to Debit Account (ADA)	None	2 minutes	Administrative Asst. II, Cash Section
	1.11 Signature of the Chief of the Cash Section	None	1 minute	Head of the Cash Section
	1.12. Submit ADA for signatures of the Chief, Finance Division and the Head of the Agency	None	3 minutes	Chief, Finance Division and the Director
	1.13. Submit ADA to LBP	None	20 minutes	Administrative Asst. II, Cash Section
	<b>Total</b>	<b>None</b>	<b>10 days and 1 hour</b>	

## 6. Application for Vacation/Sick Leave

To be filed by employees at least five (5) days before availment of vacation leave and immediately upon reporting back to duty for sick leave.

<b>Division</b>	Administrative Division/Personnel Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government			
<b>Who may avail</b>	BBS Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished CS Form No. 6 for Leave (2 copies)		Personnel Section		
Medical certificate if sick leave is more than 5 days		Government Medical Doctor		
Clearance if leave is more than one (1) month (CS Form No. 7)		Administrative Div./Personnel Section, Finance Div., Union/Cooperative/Records.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Application Leave (CS Form No. 6) to Personnel Section	1. Receives, checks and verifies the completeness of signatures and attachment if applicable	None	5 Minutes	Administrative Assistant II (HRM Asst.), Personnel Section
2. Secure Medical Certificate, "Fit to Work" from medical doctor. Attach to Leave Application and submit to Personnel Section (if Sick Leave)	2.1 Supply entries in the Certification of Leave Balances in the Leave form	None	10 Minutes	Administrative Assistant II (HRM Asst.), Personnel Section

	2.2. Forward the Leave Form to the Chief of Personnel Section for signature	None	5 Minutes	Chief, Personnel Section
	2.3. Forward to the Office of the Director for final signature	None	30 Minutes	Administrative Assistant II (HRM Asst.), Personnel Section, and the Head of the Agency (Director)
	2.4. Posts/enter the approved Leave in employees' Leave Card and file the approved Application for record purposes	None	5 Minutes	Administrative Assistant II (HRM Asst.), Personnel Section
<b>Total</b>		<b>None</b>	<b>55 Minutes</b>	



## 7. Application For Service Record

Request for Issuance of Service Record and Certificate of Employment

<b>Division</b>	Administrative Division/Personnel Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	BBS Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Personnel Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplished the Request Form from the Personnel Section	1.1. Receives, checks and verifies the request	None	5 Minutes	Administrative Assistant II (HRM Asst.) Personnel Section
	1.2. Generate the request of Service Records and prepare the requested certification	None	10 Minutes	Administrative Assistant II (HRM Asst.), Personnel Section
	1.3. Secure the initial of the personnel who prepared the Certification and the signature of the Chief, Personnel Section certifying the correctness of entries	None	5 Minutes	Administrative Assistant II (HRM Asst.), Personnel Section



2. Receive the requested documents and sign the logbook.	2. Release the requested documents to the requester	None	2 Minutes	Administrative Assistant II (HRM Asst.), Personnel Section
<b>Total</b>		<b>None</b>	<b>22 Minutes</b>	

## 8. Request for Use of Vehicle

To facilitate the use of Government vehicle with proper documentation

<b>Division</b>	Administrative Division/General Services Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	BBS Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		General Services Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requesting Office/employee/s submits Request for Use of Vehicle Form	1.1. Receives the Request Form	None	1 Minute	Administrative Aide VI (Clerk III), Personnel Section
	1.2. Checks request form if properly filled-up	None	1 Minute	Administrative Aide VI (Clerk III), Personnel Section
	1.3. Secure approval of Request	None	3 Minutes	Chief, General Services Section, Personnel Section
	1.4. Once approved, prepares the Trip Ticket (2 copies)	None	5 Minutes	Administrative Aide VI (Clerk III), Personnel Section
	1.5. Assigned available driver/s for the request	None	2 minutes	Administrative Aide VI (Clerk III), Personnel Section



	1.6. Provide accomplished/approved Trip Ticket to assigned driver/authorized passenger/s	None	2 Minutes	Administrative Aide VI (Clerk III), Personnel Section
<b>Total</b>		<b>None</b>	<b>14 Minutes</b>	



## VI. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>PBS-BBS conducts an annual or semi-annual Client Satisfaction Survey to determine the level of satisfaction of its external and internal clients on its service</p> <p>Contact Information: Tel. No.: 8925-3717 or 8924-2607 Email : pbsbbsdirector@gmail.com</p>
How feedback are processed	<p>The responses to the Client Satisfaction Survey are collected, tabulated and analyzed. The results are then summarized and submitted to the management and the concerned Division or Station for appropriate action.</p> <p>Feedback requiring answer are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt of the feedback</p> <p>For inquiries and follow ups, client may contact the following numbers: 8925-3717 or 8924-2607</p>
How to file complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <p>Name of the person being complained Incident <i>Evidence</i></p> <p>For inquiries and follow-ups, clients may contact the following numbers: 8925-3717 or 8924-2607</p>



<p>How complaints are processed</p>	<p>The complaint would be acknowledged within five (5) days upon receipt of the complaint. Upon evaluation, the Chief of Staff/Executive Assistant will forward the complaint to the concerned office/person for their explanation. The Bureau will conduct a fact finding investigation that will render its report thereafter to the Head of the Agency for appropriate action.</p>
<p>Contact Information of:</p> <p>Anti-Red Tape Act (ARTA)</p> <p>Presidential Complaint Center (PCC)</p> <p>Contact Center ng Bayan (CCB)</p>	<p>: complaints@arta.gov.ph : 1-ARTA (1-2782) : 8478-5093</p> <p>: pcc@malacanang.gov.ph : Hotline 8888 : 8736-8621; 8736-8645; 8736-8603</p> <p>: email@contactcenterngbayan.gov.ph : 0908-881-6565 : 1-6565 (Ph 5.00 + VAT per call anywhere in the Philippines via PLDT Landline)</p>

### VII. List of Offices

<b>Offices</b>	<b>Address</b>	<b>Contact Information</b>
Office of the Director	4th Floor, PIA Media Center Bldg., Visayas Avenue, Quezon City	8925-3717 8921-2524
Administrative Division	4th Floor, PIA Media Center Bldg., Visayas Avenue, Quezon City	8920-3931
Finance Division	4th Floor, PIA Media Center Bldg., Visayas Avenue, Quezon City	8920-4531
Research Division	4th Floor, PIA Media Center Bldg., Visayas Avenue, Quezon City	8920-3936
News Division	4th Floor, PIA Media Center Bldg., Visayas Avenue, Quezon City	8924-2634 8924-2766
Public Affairs Division	4th Floor, PIA Media Center Bldg., Visayas Avenue, Quezon City	8921-2520
Production Division	4th Floor, PIA Media Center Bldg., Visayas Avenue, Quezon City	8920-3956
Network Division	4th Floor, PIA Media Center Bldg., Visayas Avenue, Quezon City	8920-4303
Engineering Division	4th Floor, PIA Media Center Bldg., Visayas Avenue, Quezon City	8924-2268
DWBT RadyoPilipinas-Batanes	BuTel, San Antonio, Basco, Batanes	(098) 540-5465
DWPE RadyoPilipinas-Tuguegarao	Nursery Compound, Bagay Road, Tuguegarao City, Cagayan	(078) 846-3613
DWFB RadyoPilipinas-Laoag	MMSU -CE Campus, Laoag City, Ilocos Norte	(007) 772-1025 (077) 772-0054
DZRK RadyoPilipinas-Tabuk	Capitol Compound, Tabuk, Kalinga Apayao	(0920) 951-4576
DWFR RadyoPilipinas-Bontoc	Multi Purpose Building, Capitol Site, Bontoc, Mountain Province	(074) 462-4299
DZEQ RadyoPilipinas-Bagui	Pulo Field, Baguio City, Benguet	(074) 442-5291 (074) 442-3022
DZAG RadyoPilipinas-Ago	Don Mariano Marcos Memorial State University, Ago, La Union	(072) 710-0564 (072) 521-0393
DZMQ RadyoPilipinas-Dagupan	Tondalingan Beach, Dagupan City, Pangasinan	(075) 515-6687 (075) 653-3086



DWRS RadyoPilipinas-Tayug	Poblacion, Tayug, Pangasinan	(075) 572-6000 (075) 572-6001
DWLC RadyoPilipinas-Lucena	Brgy. Federacion Center, Governor's Mansion Compound, Lucena City, Quezon	(042) 710-2914 (042) 710-6008
DWRM RadyoPilipinas-Palawan	City Hall Compound, Puerto Princesa City, Palawan	(048) 433-7487 (048) 434-3126
DWRB RadyoPilipinas-Naga	City Civic Center, Naga City, Camarines Sur	(054) 811-1402 (054) 475-4643
DZVC RadyoPilipinas-Virac	State College Campus, Virac, Catanduanes	(052) 811-1201 (052) 811-1757
DYOG RadyoPilipinas-Calbayog	City Hall Compound, Calbayog City, Samar	(055) 209-1597 (055) 209-1593
DYES RadyoPilipinas-Borongan	Real cor. Cinco Sts., Capitol Compound, Borongan, Eastern Samar	(055) 560-9643 (055) 560-9353
DYSL RadyoPilipinas-Sogod	SLSAT Campus, Sogod, Southern Leyte	(053) 382-3302 (053) 382-2022
DYLL RadyoPilipinas-Iloilo	2/F TTW Bldg, JM Basa cor. MapaSts., Marcelo Hero del Pilar, MOLO, Iloilo City, Iloilo	(033) 330-4008 (033) 337-5445
DYMR RadyoPilipinas-Cebu	CSCST Compound, MJ Cuenco Avenue, Cebu City, Cebu	(032) 416-6161 (032) 253-8030
DXJS RadyoPilipinas-Tandag	Capitol Hills, Tandag, Surigao del Sur	(086) 211-1855 (086) 211-3967
DXBN RadyoPilipinas-Butuan	City Hall Compound, Butuan City, Agusan del Norte	(085) 342-1424
DXRG RadyoPilipinas-Gingoog	DugenioSt., Gingoog City, Misamis Oriental	(088) 861-1156
DXIM RadyoPilipinas-Cagayan de Oro	A. Velez St., Cagayan de Oro, Misamis Oriental	(088) 872-6358 (088) 8574675
DXSO RadyoPilipinas-Marawi	MSU Campus, Marawi City, Lanao del Sur	(0928) 304-6338
DXRP RadyoPilipinas-Davao	2F Braveheart MJB Trading Bldg., &5 McArthur Highway GSIS Heights, Matina, Davao City	(082) 297-5330 (082) 297-7224
DXMR RadyoPilipinas-Zamboanga	Baliwasan Chico, Zamboanga City, Zamboanga del Sur	(062) 991-1880 (062) 991-3105
DXDC RadyoPilipinas-Tawi-Tawi	Bongao, Tawi-Tawi	(068) 268-1399
DXSM RadyoPilipinas-Jolo	Camp Asturias, Jolo, Sulu	(085) 341-8911