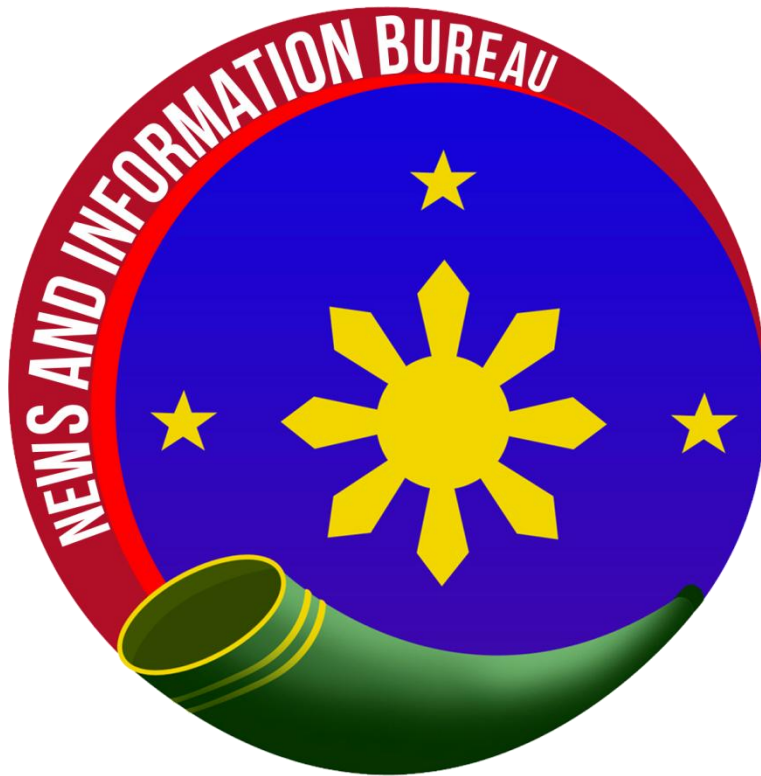




**NEWS AND INFORMATION BUREAU**

## **CITIZEN'S CHARTER**

2019 (1<sup>st</sup> Edition)



**NEWS AND INFORMATION BUREAU**

**CITIZEN'S CHARTER**

2019 (1<sup>st</sup> Edition)



## **I. Mandate:**

**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.

## **II. Vision:**

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

## **III. Mission:**

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

## **IV. Service Pledge (Quality Policy):**

“We, at the News and Information Bureau, are committed to provide timely, reliable and responsive news and information, and efficient media relations services to the public about the government and the Presidency.”

“We further commit to continually improve the NIB management system and its processes to satisfy the expectations and needs of our local and foreign partners.”



## V. LIST OF SERVICES

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# **News and Information Bureau (NIB)**

## **External Services**



## 1. Application for IPC Identification Card/Step-by-step Procedure

Accreditation for local, FOCAP and visiting media.

<b>Office or Division:</b>	International Press Center (IPC)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government-to-Businesses (G2B)
<b>Who may avail:</b>	MPC, FOCAP, Visiting journalists/Documentary Film Group
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>For Walk-in applicants:</b>  <b><u>FOR NEW APPLICANTS</u></b>  (MPC/FOCAP):  3 documents:  1. Letter of assignment addressed to the Press Secretary or Usec for Media Relations <i>(for FOCAP letter addressed to the NIB Director)</i>  2. Sample of five (5) by-lined articles/photos (not older than 3 months).  3. Two (2) pcs. 2x2 ID pictures (with white background).</p> <p><b><u>FOR RENEWAL:</u></b>  2 documents  1. Letter of assignment addressed to the Press Secretary or Usec for Media Relations. <i>(for FOCAP letter addressed to the NIB Director)</i>  2. Two (2) pcs. 2x2 ID pictures (with white background).</p> <p>For Visiting journalists/ Documentary Group (Foreign)  9 documents:  1. Letter of Request addressed to the Head of News and Information Bureau.  2. Two (2) pcs. 2x2 ID Pictures (white background).  3. Photocopy of Passport (pages 1 and 2).</p>	<p>From the applicant's office.</p> <p>From the applicant's office.</p> <p>From the applicant.</p> <p>From the applicant's office.</p> <p>From the applicant.</p> <p>From the applicant's office.</p> <p>From the applicant.</p> <p>From the applicant.</p>

4. Synopsis (For visiting/documentary group)	From the applicant.
5. List of crew/personnel coming to the Philippines.	From the applicant's office.
6. List of equipment (For visiting/documentary group).	From the applicant's office.
7. Itinerary of the visiting/documentary group and their flight details.	From the applicant's office.
8. Payment of Special work permit to the Bureau of immigration and Deportation	
9. <i>Letter of certification from concerned embassy in Manila (OPTIONAL: If not endorsed by the Philippine Embassy)</i>	From the concerned embassy in Manila.
<b>For Online applicants:</b>	
<b><u>FOR NEW APPLICANTS</u></b>	
<b>(MPC/FOCAP):</b>	
3 documents (Scanned copies)	
1. Letter of assignment addressed to the Press Secretary or Usec for Media Relations <i>(for FOCAP letter addressed to the NIB Director)</i>	From the applicant's office.
2. Sample of five (5) by-lined articles/photos (not older than 3 months).	From the applicant's office.
3. Two (2) pcs. 2x2 ID pictures (with white background).	From the applicant.
<b><u>FOR RENEWAL:</u></b>	
2 documents (Scanned copies)	
1. Letter of assignment addressed to the Press Secretary or Usec for Media Relations. <i>(for FOCAP letter addressed to the NIB Director)</i>	From the applicant's office.
2. Two (2) pcs. 2x2 ID pictures (with white background).	From the applicant.
<b>For FOCAP/Visiting journalists/ Documentary Group (Foreign)</b>	
9 documents:(Scanned copies)	
1. Letter of Request addressed to the Head of News and Information Bureau.	From the applicant's office.
2. Two (2) pcs. 2x2 ID Pictures (white background).	From the applicant.
3. Photocopy of Passport (pages 1 and 2).	From the applicant.

4. Synopsis (For visiting/documentary group) 5. List of crew/personnel coming to the Philippines. 6. List of equipment (For visiting/documentary group). 7. Itinerary of the visiting/documentary group and their flight details. 8. Payment of Special work permit to the Bureau of immigration and Deportation 9. <i>Letter of certification from concerned embassy in Manila (OPTIONAL: If not endorsed by the Philippine Embassy)</i>		From the applicant.  From the applicant's office.  From the applicant's office.  From the applicant's office.   From the concerned embassy in Manila.		
Note: Claim stub will be issued to the applicants upon completion of documents effective Jan. 2020				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
<p><b><u>Step 1:</u></b> Secure IPC Accreditation Forms and complete accreditation requirements* from the office or email <a href="mailto:intlpresscenter@gmail.com">intlpresscenter@gmail.com</a> and ask for a copy.</p> <p>*(Completion of requirements in 8-10 days.)</p>	Release the form.	Required Fees: None	10 Minutes	<i>Network Controller II</i> IPC
		Other transaction fees: (fees for necessary documents): 1. ID pictures 2. photocopy of passport and copies of published articles/photos 3. transportation cost from point of origin to IPC/NIB office	8-10 days	<i>Accreditation Officer</i> IPC
<p><b><u>Step 2:</u></b> Submit forms with required documents to the accreditation officer for evaluation. Visiting foreign media should first submit their application to the Philippine Embassy. For endorsement to IPC for approval and issuance of visa</p>	1. Receive the form and check if requirements are complete. 2. Approval of the IPC Identification (ID) Card. 3. Processing of IPC ID Card.	Substantive Compliance Cost: 1. work permit from	1 day (for applicants with complete documents)	<i>Network Controller II</i> IPC  <i>Accreditation Officer</i> IPC  <i>IPC Chief</i> IPC

<b><u>Step 3:</u></b> For those bringing filming equipment, prepare re-export commitment letter to the Bureau of Customs - (must be received by the District Office not later than 1 day before arrival.  (Those bringing camera gear/filming equipment must be received by the District Collector of the Bureau of Customs not later than 1 day before arrival.)	Forward letter to the Bureau of Customs or local coordinator contacted by the guest picks up the letter from IPC	Immigration Bureau 2. VISA	10 Minutes	Accreditation Officer IPC
<b><u>Step 4:</u></b> Receive IPC ID Card	Release/Issue IPC ID to the client.		5 Minutes	Network Controller II IPC  Accreditation Officer IPC
<b>TOTAL:</b>		<b>Fees to be paid to NIB: None</b>	<b>11 Days, 25 Minutes</b>	

## 2. Request for copy of photographs.

Photographs taken on presidential activities and state guests, VIPs and other guests are issued to client upon request.

<b>Office or Division:</b>	Presidential Press Staff (PPS) – Photo Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Government (G2G), Government-to-Businesses (G2B)
<b>Who may avail:</b>	Malacañang officials, PCOO officials, Private/Government Media, Government agencies, and general public.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Letter of Request.	From the applicant.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
<b>NIB file photos (June 29, 2016 and older Photos)</b> Step-by-step procedure <u><b>Step 1:</b></u> Submit Letter of Request addressed to the NIB Director	1. Receive the letter. 2. Approval of request letter. 3. Forward the letter to PPS-Photo Section. 4. Retrieve the file from the archives and copy/save to usb or cd.	Required Fees: None  Other transaction fees: usb, cds, external hard drive, photocopy cost, printing cost.	Less than 1 Day (if the Director has no official business)	<i>Director's Office Staff</i> Director's Office  <i>Photo Section Staff</i> PPS  <i>Division Chief</i> PPS  <i>Director III</i> Director's Office
<u><b>Step 2:</b></u> Receive the requested photos.	Release of retrieved photos stored in USB or CD of the requesting party	Substantive Compliance Cost: None	15 Minutes (depends on the file size to be stored)	<i>Chief, Photo Section/ Photographer on duty</i> PPS
<b>Presidential Photo Division (PPD) file photos (Photos requested from June 30, 2016 onwards)</b>  Step-by-step procedure:  <u><b>Step 1:</b></u> Submit Letter of Request addressed to the NIB Director.	1. Receive the letter. 2. Approval of request letter. 3. Forward the letter to PPS-Photo Section. 4. PPS will transmit the request to PPD. 5. PPS to issue claim stub. 6. Follow up and monitor request of client.		Within 1 working day (if the Director has no official business)	<i>Director's Office Staff</i> Director's Office  <i>Photo Section Staff</i> PPS  <i>Division Chief</i> PPS  <i>Director III</i> Director's Office
<u><b>Step 2:</b></u> Receive the requested photos from PPD.	PPD shall release the photos to client and provide feedback to NIB on action taken.		Requests forwarded to PPD shall be completed in 4 days	<i>Chief, Photo Section</i> PPS  <i>PPD staff</i> PPD

<b>TOTAL</b>		<b>Fees to be paid to NIB: None</b>	<b>Requests acted upon by NIB shall be completed in less than 1 day.</b>  <b>Requests forwarded to PPD shall be completed in 5 working days.</b>	
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### 3. Daily news stories, news photos and information gathered and disseminated.

- 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.

<b>Office or Division:</b>	Philippine News Agency (PNA)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Government (G2G), Government-to-Businesses (G2B)			
<b>Who may avail:</b>	Public, Subscribers, News agencies in the ASEAN, Asia-Pacific region, and other countries.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Public: None  Subscribers : MOA News agencies from other countries: MOA.		Public: Website  Subscribers and news agencies: MOA between PNA and parties.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
Read/get/ PNA stories, features, photos, and foreign news at PNA website.	1. Gather news stories, photo subjects. 2. Edit news	Required Fees: None for online reading public and for sharing on social media.	3 to 4 Hours	<i>News Reporters, Photographers, Bureau Chiefs, Senior News Editors, Newscast</i>

<p>Watch PNA newscast and talk show.</p> <p>Read/watch/share of PNA Facebook page and Twitter.</p>	<p>stories, photos, feature articles.</p> <p>3. Post edited news stories, features, photos at PNA website.</p> <p>4. Taping and posting of PNA newscast and talk show.</p> <p>5. Post/share stories in social media.</p>	<p>With fees required for subscribers:</p> <p><b>PROVINCIAL</b></p> <p>1 Northern Journal --P1,000.00/mo.</p> <p>2 . Weekly Guardian- 1,000.00/mo.</p> <p>3 . Coffee Punch -- 1,000.00/mo.</p> <p>4. Mindanao Goldstar Daily-- 1,000.00/mo.</p> <p>5. Golden Journal Publishing -- 1,000.00/mo.</p> <p>6. Pangasinan News --- 1,500.00/mo</p> <p><b>METRO MANILA</b></p> <p>1. Northbound Philippines News-- 1,200.00/mo.</p> <p>2. Philippine Courier --- 1,400.00/mo.</p> <p>3. New Record -- 1,400.00/mo.</p> <p>4. Newsrack Magazine---- 2,000.00/mo.</p> <p>5. Metro Focus Weekly Journal -- 2,000.00/mo.</p> <p>6. Jabline Express Today Publishing -- 2,000.00/mo.</p> <p>7. Clarion News- -2,000.00/mo.</p> <p>8. Guardian Publications-- 2,000.00/mo.</p> <p>9. Business Profiles Inc. -- 2,000.00/mo.</p> <p>10. Banner</p>	<p><i>Team, Social Media Team, Acting Managing Editor, Acting Executive News Editor PNA</i></p> <p><i>Director III NIB</i></p>
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		<p>Newspaper ---- 2,000.00/mo.</p> <p>11. Brown Bag Communications 3,000.00/mo</p> <p>12. Ang Malaya.net---- 3,000.00/mo.</p> <p>13. Keysquare Incorporated--- 3,000.00/mo.</p> <p>14. Update.ph- 3,000.00/mo.</p> <p>15. Romblon News----- 3,000.00/mo.</p> <p>16. Eagle Broadcasting Corp.--- 3,000.00/mo.</p> <p>17. KVH Media Group ---- 3,000.00/mo.</p> <p>18. Prage Management Specialists - 3,000.00/mo</p> <p>19. World News -- 7,000.00/mo.</p> <p><b>FOREIGN</b></p> <p>1. Philippines Today – \$ 43.00/mo.</p> <p>2. Philippine Canadian Inquirer, Inc.- \$ 43.00/mo.</p> <p>3. Radio Press Inc. -- \$43.00/mo</p> <p>Other transaction fees: Data (internet) charges</p> <p>Substantive Compliance Cost: None</p>		
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<b>TOTAL</b>		<b>Fees to be paid to NIB: None for online reading public and for sharing on social media</b>	<b>4 Hours</b>	
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#### 4. Media relations services rendered.

- 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.

<b>Office or Division:</b>	Media Accreditation and Relations Office (MARO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Businesses (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	President, PCOO officials, PPA, MCA, FOCAP, Visiting Foreign Media, Malacañang Press Corps, Visiting Documentary Group			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of request			From the applicant.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Receive invite.	1. Receives notice of meeting and site inspection from the Presidential Management Staff (PMS), Office of the Presidential Protocol or OP-EMC and Event Organizers.  2. Conducts ocular inspection of the venues/coordination meeting.  3. Presents and proposes templates for coverage.	None	7 to 8 Days	<i>Media Relations Officers, Asec. for Media Relations, Usec for Media Relations MARO</i>

	<p>4. Makes a report on the arrangements, coverage plans etc.</p> <p>5. Sends invites/media advisory to media agencies.</p> <p>6. Prepares administrative and logistical plans including budget for food and transportation, if applicable.</p>			
Coordination between MARO and members of the OP-EMC or event organizers.	Final meeting and walk through.		1 Day	
Cover the event of the President.	Actual coverage of events.		1 Day	
<b>TOTAL</b>		<b>Fees to be paid to NIB: None</b>	<b>10 Days</b>	



# **News and Information Bureau (NIB)**

## **Internal Services**



## 1. Speeches, press conferences, briefings, interviews transcribed.

- Transcribes speeches, press conferences, briefings, and interviews of the President and officials of the Presidential Communications Operations Office (PCOO).

<b>Office or Division:</b>	Presidential Press Staff (PPS) – Transcription Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Malacanang Executives, PCOO Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Not applicable.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
Receive the transcripts.	1. Monitoring and recording of speeches and press briefings/interviews.	None	1 Day	<i>Information Officer II</i> PPS
	2. Transcribe speeches, press briefings/interviews of PRRD, Cabinet Members, other Government officials and other personalities.			<i>News Analyst III</i> PPS
	3. Editing of transcripts.			<i>News Reporter II</i> PPS
	4. Proofreading of transcripts.			<i>PPS Chief</i> PPS
	5. Release of transcripts to official clients.			
<b>TOTAL</b>		<b>Fees to be paid to NIB:</b> <b>None</b>	1 Day	

## 2. News monitoring reports and clippings submitted.

- 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.

<b>Office or Division:</b>		Presidential Press Staff (PPS) – Monitoring Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Government (G2G)		
<b>Who may avail:</b>		Malacanang Executives, PCOO Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Not applicable.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
Receive news summary/alerts thru sms, viber or email.	1. Monitor radio/tv/print news broadcasts, presidential statements, interviews.	None	For news reports: Within 4 Hours	<i>Assistant Information Officer</i> PPS
	2. Encode summary of news broadcasts, presidential statements, interviews.		For news alerts: 20 to 30 minutes	<i>News Analyst II</i> PPS
	3. Analyzing of news summary.			<i>News Reporter I</i> PPS
	4. Editing and proofreading.			<i>Division Chief</i> PPS
	5. Send news summary/alerts thru sms, viber or email.			
<b>TOTAL</b>		<b>Fees to be paid to NIB: None</b>	<b>For news reports: Within 4 Hours</b>  <b>For news alerts: 20 to 30 minutes</b>	



## VI. Feedback and Complaints


FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>1. Fill out the form available at the NIB Lobby and IPC office and place it in the drop box at the Public Assistance Desk.</p> <p>2. Or send feedback through e-mail (nib_hrm@yahoo.com).</p> <p>3. Survey forms (online/hard copy) are also available at IPC and PNA.</p> <p>Contact info: International Press Center (IPC)  Telephone Nos.: 8336-6095/85265329  E-mail: <a href="mailto:intlpresscenter@gmail.com">intlpresscenter@gmail.com</a></p> <p>Presidential Press Staff (PPS) – Photo Section  Telephone No.: 8733-3709</p> <p>Philippine News Agency (PNA)  Telephone No.: 83524334</p> <p>Media Accreditation and Relations Division  Telephone No.: 87338661</p>
How feedbacks are processed?	<p>Feedback forms are collected from the drop box every Friday.</p> <p>Survey forms are collated and tabulated quarterly.</p> <p>The NIB Executive Committee conducts management review of the result of feedback from clients to resolve issues and/or execute corrective action, if needed.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>International Press Center (IPC)  Telephone Nos.: 8336-6095/85265329  E-mail: <a href="mailto:intlpresscenter@gmail.com">intlpresscenter@gmail.com</a></p> <p>Presidential Press Staff (PPS) – Photo Section  Telephone No.: 8733-3709</p> <p>Philippine News Agency (PNA)  Telephone No.: 83524334</p>

	<p>Media Accreditation and Relations Division Telephone No.: 87338661</p>
How to file a complaint?	<p>Fill out the Feedback form or file a complaint and drop at the designated box located at the NIB Lobby and IPC office.</p> <p>Forms are available at HRM Section or the Lobby Guard. Make sure to provide the following information:</p> <ol style="list-style-type: none"> <li>1. Name of complainant and contact information.</li> <li>2. Nature of complaint</li> </ol> <p>For inquiries and follow-ups, clients may contact the following telephone numbers:</p> <p>International Press Center (IPC) Telephone Nos.: 8336-6095/85265329 E-mail: <a href="mailto:intlpresscenter@gmail.com">intlpresscenter@gmail.com</a></p> <p>Presidential Press Staff (PPS) – Photo Section Telephone No.: 8733-3709</p> <p>Philippine News Agency (PNA) Telephone No.: 83524334</p> <p>Media Accreditation and Relations Division Telephone No.: 87338661</p>
How complaints are processed?	<p>Complaints shall be forwarded to the Office of the Director for appropriate action.</p> <p>The IPC, HRM Section or PNA personnel shall inform the complainant of the action taken.</p> <p>For inquiries and follow-up, clients may contact the following Telephone Numbers:</p> <p>International Press Center (IPC) Telephone Nos.: 8336-6095/85265329 E-mail: <a href="mailto:intlpresscenter@gmail.com">intlpresscenter@gmail.com</a></p> <p>Presidential Press Staff (PPS) – Photo Section Telephone No.: 8733-3709</p> <p>Philippine News Agency (PNA) Telephone No.: 83524334</p> <p>Media Accreditation and Relations Division Telephone No.: 87338661</p>



## VII. List of Offices

Office	Address	Contact Information
News and Information Bureau central office	NIB Bldg., Malacañang Compound, San Miguel, Manila	87333660
Philippine News Agency	Philippine Information Agency Bldg., Visayas Ave., Quezon City	83524334
International Press Center	Ground Floor, National Press Club Bldg., Magallanes Drive, Intramuros, Manila	8336-6095; 85265329
Media Accreditation and Relations Office	New Executive Bldg., Malacañang Compound, San Miguel, Manila	87338661
Presidential Press Staff	NIB Bldg., Malacañang Compound, San Miguel, Manila	87331631; 87333709

  
**DIR. VIRGINIA ARCILLA-AGTAY**  
Director III / Acting Head, NIB