



NEWS AND INFORMATION BUREAU

CITIZEN'S CHARTER

FY2024



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 Secretary of the Presidential Communications Office 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.”



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News and Information Bureau (NIB)

External Services



Application for IPC Identification Card/Step-by-step Procedure

Accreditation for local, FOCAP and visiting media.

Office or Division:	International Press Center (IPC)
Classification:	Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	MPC, FOCAP, Visiting journalists/Documentary Film Group
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For New Applicants and For Visiting/Documentary Group:</p> <ol style="list-style-type: none"> 1. Accreditation forms properly filled out. 2. Letter of Request from respective agencies. 3. 1pc. 2'x2" colored pictures with white background. 4. Copy of contract of employment (for local hire - FOCAP). 5. Photo copy of passport (page 1, 2, and page indicating the types of VISA). 6. Letter of endorsement from Philippine Embassy from the point of origin. <p>ADDITIONAL REQUIREMENTS FOR NEW APPLICANT AND FREELANCER</p> <ol style="list-style-type: none"> a. 3 to 5 bylined photos/articles (published not later than 3 mos.) b. Three (3) consecutive issues of newspaper or magazine (for news publications not later than 3 mos.) <p>MPC - Requirements #1, #2, & #3 FOCAP - Requirements #1, #2, #3, #4 & #5 Visiting Journalist - Requirements #1, #2, #3, #4, #5, & #6 Renewal - Requirements #1 & #2</p>	<p>NIB website</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 Philippine Embassy.</p> <p>From the applicant's office.</p> <p>From the applicant's office.</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>Step 1:</u> Secure IPC Accreditation Forms and complete accreditation requirements* from the office or email ipc@nib.gov.ph and ask for a copy.</p> <p>*(Completion of requirements in 5-7 days.)</p>	Retrieve form the NIB website.	Required Fees: None	8 Minutes	<p><i>Network Controller II</i> IPC</p> <p><i>Accreditation Officer</i> IPC</p>
<p><u>Step 2:</u> Submission of forms with required documents to the accreditation officer for evaluation. Visiting foreign media should first submit their application to the Philippine Embassy for the issuance of (9a) Journalist Visa.</p>	<p>1. Receive the form and check if requirements are complete.</p> <p>2. Processing of IPC ID application for approval.</p> <p>Approval of the IPC Identification (ID) Card.</p>		1 day	<p><i>Network Controller II</i> IPC</p> <p><i>Accreditation Officer</i> IPC</p> <p><i>IPC Chief</i> IPC</p>
<p><u>Step 3:</u> Visiting journalist, production team, and other crew members to provide complete and detailed list of equipment with confirmed flight details for IPC to endorse to Bureau of Customs for Customs Courtesy. (must be received by BOC District Office not later than 1 day before arrival.</p>	Release of the ID and forward letter to the Bureau of Customs courtesy request if there is any.		1 day	<i>Accreditation Officer</i> IPC

Step 4: Release of IPC ID Card	Approval and processing of IPC ID Issuance of Customs Courtesy Release of IPC ID/ Customs Courtesy		5 Minutes 5 minutes 3 minutes	<i>MARD Chief</i> <i>MARD Chief</i> <i>Accreditation Officer Network Controller II</i>
TOTAL:		Fees to be paid to NIB: NONE	2 days & 20 Minutes	



News and Information Bureau (NIB)

Internal Services



Requests of HR documents from Clients.

Human Resources documents (Certifications of employment, no pending case, salaries; Service Records, pay slips etc.) are issued to NIB employees upon request.

Office or Division:	Financial and Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of News and Information Bureau (NIB)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out forms (google)		NIB website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Fill out the google form thru the online link. (website)	HR staff evaluates the filled out form then process the requests.	NO fees	2 hours and 59 mins	Staff who process Payroll, COE*, SR*, CTO*
Step 2: Receive the requested document.	Release the requested documents thru email, viber, and messenger with e-sig of authorized official/s.		1 min.	Staff who process Payroll, COE*, SR*, CTO*
TOTAL		Fees to be paid to NIB: None	3 hours	



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: info@nib.gov.ph</p> <p>3. Survey forms (online/hard copy) are also available at IPC.</p> <p>Contact information: International Press Center (IPC) Telephone Nos.: 85265329 e-mail: ipc@nib.gov.ph</p> <p>Financial and Administrative Division (FAD) Telephone Nos. 87331780; 87345926 e-mail: info@nib.gov.ph</p> <p>ARTA Telephone Nos.: (02)84785091; (02)84785093; (02)84785099 e-mail: info@arta.gov.ph; complaints@arta.gov.ph</p> <p>Presidential Complaints Center (PCC)</p> <ol style="list-style-type: none"> 1. Via email – thru email address: pcc@malacanang.gov.ph 2. Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila 3. Via facsimile thru Telefax No. +63(2)-87368621 4. Tel Nos. <ol style="list-style-type: none"> 1. +63(2)-8736-8645 2. +63(2)-8736-8603 3. +63(2)-8736-8629 4. +63(2)-8736-8621 <p>CSC Contact Center ng Bayan You may submit your complaint thru this portal: https://contactcenterngbayan.gov.ph/contact-us</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 style="text-align: center;">International Press Center (IPC) Telephone Nos.: 8336-6095/85265329 E-mail: ipc@nib.gov.ph</p> <p style="text-align: center;">Financial and Administrative Division (FAD) Telephone Nos: 87331780; 87345926 e-mail: info@nib.gov.ph</p>
<p>How to file a complaint?</p>	<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"> 1. Name of complainant and contact information. 2. Nature of complaint <p>For inquiries and follow-ups, clients may contact the following information:</p> <p>International Press Center (IPC) Telephone Nos.: 85265329 e-mail: ipc@nib.gov.ph</p> <p>Financial and Administrative Division (FAD) Telephone Nos: 87331780; 87345926 e-mail: info@nib.gov.ph</p> <p>ARTA Telephone Nos.: (02)84785091; (02)84785093; (02)84785099 e-mail: info@arta.gov.ph; complaints@arta.gov.ph</p> <p>Presidential Complaints Center (PCC)</p> <ol style="list-style-type: none"> 1. Via email – thru email address: pcc@malacanang.gov.ph 2. Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila 3. Via facsimile thru Telefax No. +63(2)-87368621 4. Tel Nos. <ol style="list-style-type: none"> 1. +63(2)-8736-8645 2. +63(2)-8736-8603 3. +63(2)-8736-8629 4. +63(2)-8736-8621 <p>CSC Contact Center ng Bayan You may submit your complaint thru this portal: https://contactcenterngbayan.gov.ph/contact-us</p>
<p>How complaints are processed?</p>	<p>Complaints shall be forwarded to the Office of the Director for appropriate action.</p> <p>The IPC and HRM Section personnel shall inform the complainant of the action taken.</p>

For inquiries and follow-up, clients may contact the following information:

International Press Center (IPC)

Telephone Nos.: 83366095; 85265329

E-mail: ipc@nib.gov.ph

Financial and Administrative Division (FAD)


Telephone Nos: 87331780; 87345926

e-mail: info@nib.gov.ph



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	Rm.101, Ground Floor, National Press Club Bldg., Magallanes Drive, Brgy.656, Intramuros, Manila	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
Financial and Administrative Division	NIB Bldg., Malacañang Compound, San Miguel, Manila	87331780; 87345926


LUIS A. MORENTE
Director IV
Head, NIB

