

PUBLIC AFFAIRS AND INFORMATION STAFF OPERATIONS MANUAL

ISO 9001:2015/ ISO 45001:2008

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	<p align="center">Republic of the Philippines DEPARTMENT OF AGRICULTURE NATIONAL IRRIGATION ADMINISTRATION CENTRAL OFFICE</p> <p align="center">PUBLIC AFFAIRS AND INFORMATION STAFF OPERATIONS MANUAL</p>	Document Code : NIA-AO-PAIS-OPM-005
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LIST OF ACRONYMS

APP	Annual Procurement Plan
AV	Audio Visual
AVST	Audio Visual Systems Technician
CESE	Career Executive Service Eligibility
C.O.	Central Office
ComPlan	Communication Plan
COS	Contract of Service
DBM	Department of Budget Management
DM	Department Manager
DTS	Document Tracking System
FOI	Freedom of Information
FRO	FOI Receiving Officer
HRD	Human Resource Division
IA	Irrigators Association
IEC	Information, Education, and Communication
ID	Identification
IP	Irrigation Project
IPCS	Individual Performance Commitment Sheet
IPCR	Individual Performance Commitment Rating
IQA	Internal Quality Audit
JO	Job Order
MID	Management Information Division
NTP	National Tree Planting
OLMIS	Online Library Management Information System
OPCR	Office Performance Commitment and Review
PAC	Presidential Action Center
PAIS	Public Affairs and Information Staff
PMO	Project Management Office
PR	Public Relations/Purchase Request
PRO	Public Relations Officer
TMO	Top Management Officials
IMS	Integrated Management System
QWP	Quality Workplace Program
SG	Salary Grade
TEV	Travel Expense Voucher
TNA	Training Needs Analysis
TV	Television

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4. PURPOSE OF OPERATIONS/ DESK MANUAL

- This manual outlined all the processes and documented information of the office that shall be used as guidelines during the conduct of all the related activities to ensure conformity and compliance to the requirements of the Integrated Management System (IMS) Standards for ISO 9001:2016 and ISO 45001:2018.
- To preserve the outputs during the production and service provision, to the extent necessary to ensure conformity to the requirements of the Integrated Management Systems (ISO 9001:2016 and ISO 45001:2018) Standards.

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5. PUBLIC AFFAIRS AND INFORMATION STAFF (PAIS) PROFILE

PAIS is one of the units operating directly under the Office of the Administrator. It has ten (10) Plantilla/permanent positions. PAIS manages external relations to maintain a healthy and fruitful relationship with the Agency's stakeholders through various means of media guided by a Yearly Comprehensive Communication Plan. It likewise involves adoption of effective strategies to act on client requests, complaints, and issues raised for the Agency's action.

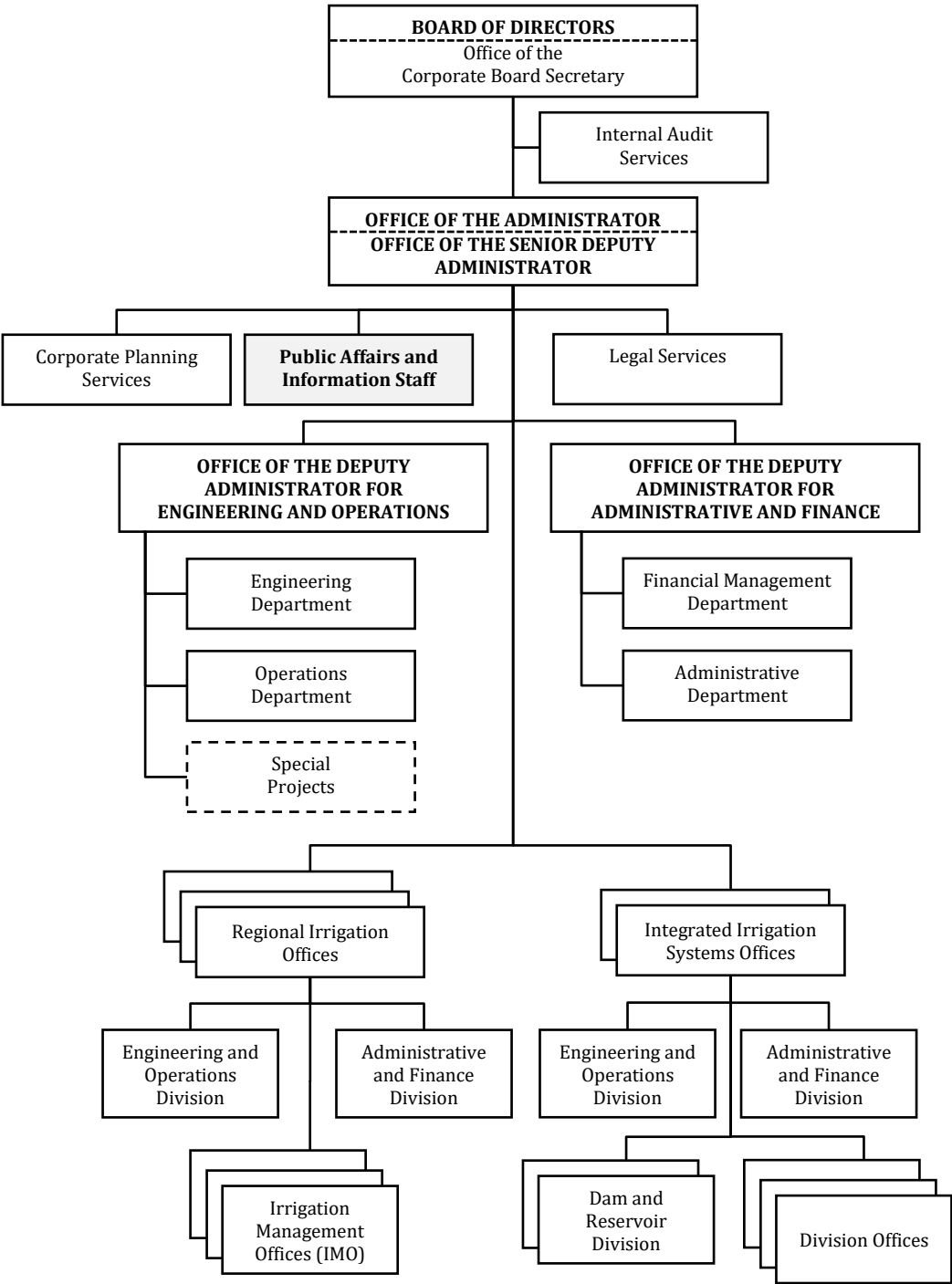
As of this writing, PAIS has three vacant monthly position. Presently, PAIS is supported by 13 casuals/daily and three contract of service (COS) set of employees.

5.1 Functional Description

- Plans and implements information and communication programs for public affairs and information drives to ensure public acceptance of irrigation projects.
- Prepares articles and messages, activities, programs, and accomplishments of the Agency for publication in various local/ national magazines and periodicals.
- Prepares in-house publication on the updates of the Agency's programs, accomplishments, and activities.
- Prepares press releases and news clippings for ready reference of the Administrator, as well as to keep him and the Top Management abreast of the latest information on issues and problems confronting the agency.
- Arranges press conferences or meetings for the Administrator and other NIA Top Management Officials.
- Maintains a centralized bulletin board to give the public ready information about the activities of the Agency.
- Provides factual and pictorial coverage on the official engagement of the Administrator, as well as the projects of the Agency for necessary news and photo releases.
- Establishes linkages with various stakeholders of NIA including other government and private agencies and media outlets.
- Promotes the favorable image and goodwill of the Agency.
- Coordinates with other government agencies in disseminating vital news and information of national interest.
- Assists Project Management Offices and other NIA units with their Information, Education and Communication (IEC) materials.
- Provides library and reference services.

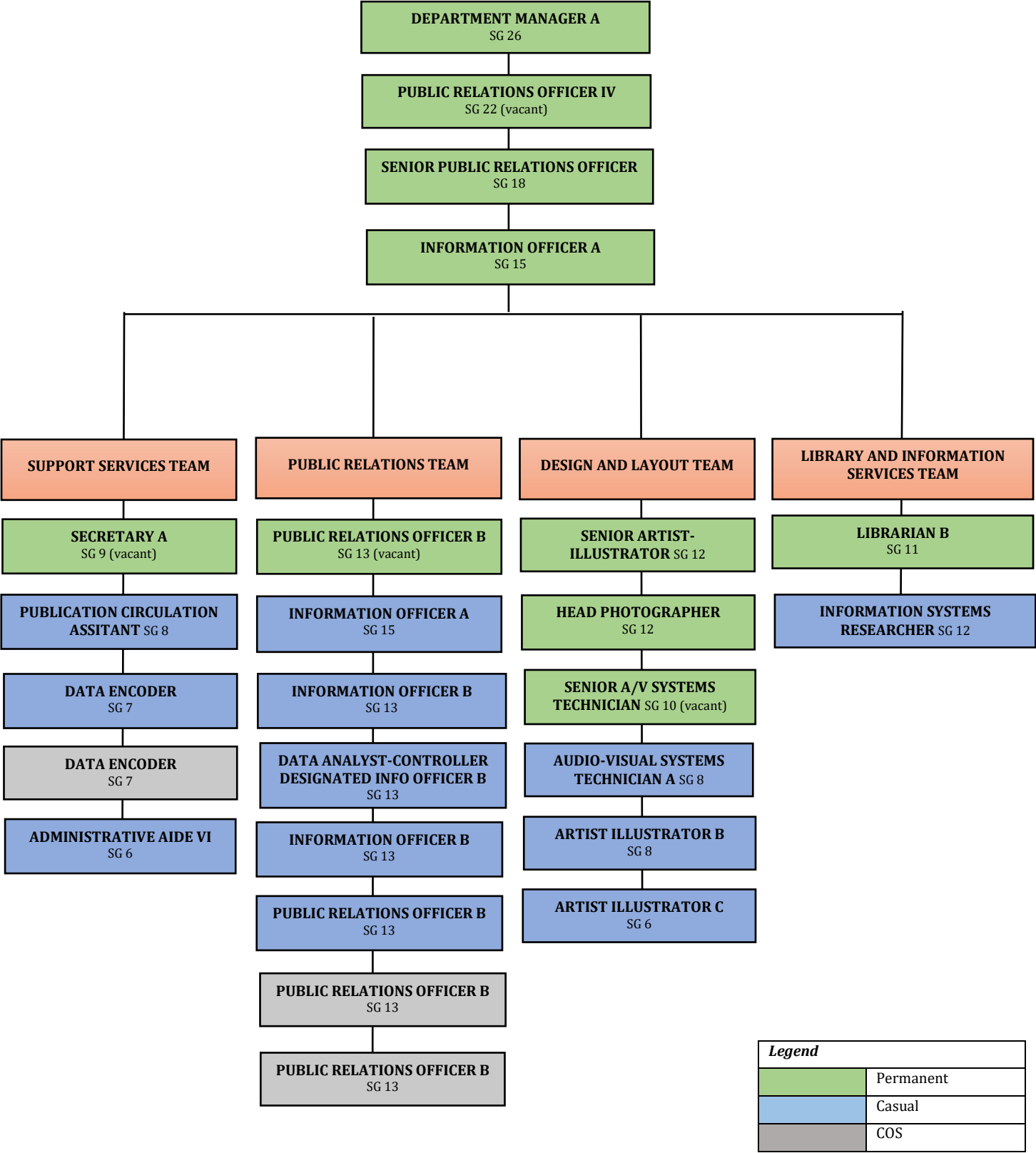
5.2 Organizational Structure

Fig. 1-1: NIA Organizational Chart



5.2 Organizational Structure (cont.)

Fig. 1-2: PAIS Organizational/Position Chart



5.3 Integrated Management System Objectives

- The Quality Objectives of the Public Affairs and Information Staff (PAIS) are based on the strategic objectives set on the Office Performance Commitment and Review (OPCR), which is to promote and project the best image of the Agency.
- To conform to the systematic approach of ISO 45001: 2018 standard which provides guidance in controlling work-related health and safety hazards

Reference: Office Performance Commitment and Review (OPCR)

5.4. Relevant Interested Parties


- Public Affairs and Information Staff (PAIS) has identified the interested parties that are relevant to its Integrated Management System (IMS) and the requirements of the interested parties in order to prevent the potential effect on the ability of the organization to consistently provide services that meet customer and applicable legal, as well as international, requirements. Thus, PAIS determines, monitors, and reviews, the requirements, needs, and expectation of relevant interested parties. This information is updated as necessary and when used by PAIS to review its strategic directions.

Reference: List of Relevant Interested Parties including Needs and/or Requirements

5.5 Actions to Address Risks and Opportunities

The adoption of a risk-based thinking approach is essential for achieving an effective implementation of IMS. PAIS considers external and internal issues as well as its strategic directions (quality objectives) in determining risks and opportunities as basis for systematic planning. Risk is the effect of uncertainty, which can have a positive or negative effect. A positive effect of risks results to opportunities. Hence, addressing both risks and opportunities establishes a basis for increasing the effectiveness of the IMS of NIA, achieving improved results and preventing negative effects.

Reference: Risks Registry and Opportunities Registry

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5.6 Occupational Health and Safety Requirements

In the Workplace

1. To establish a mechanism for consultation and participation in the development, planning, implementation, performance evaluation, and actions for improvement.
2. To implement NIA's Quality Workplace Program including Inspection Checklists attached as Annexes "a" AND "b" in the Memorandum.

During Field Work


- Vehicles used for fieldwork should be well-maintained and regularly checked to ensure it has all necessary tools, spare parts and special equipment.
- Always carry a first aid and essential kit.
- Always be aware of your surroundings (on ground and overhead)
- When exposed to sunlight for extended period of time, wear long-sleeved shirt and hat, apply sunblock essentials.
- To prevent heat exhaustion, drink plenty of liquids (electrolyte replacers) and take frequent rest breaks.
- To protect yourselves from sudden changes of weather, always bring your hat/umbrella/raincoat or other protective gears.
- Always wear comfortable clothes and hiking boots if the fieldwork includes remote, steep and slippery areas.
- Practice the minimum health protocols.

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5.7 Flow Processes

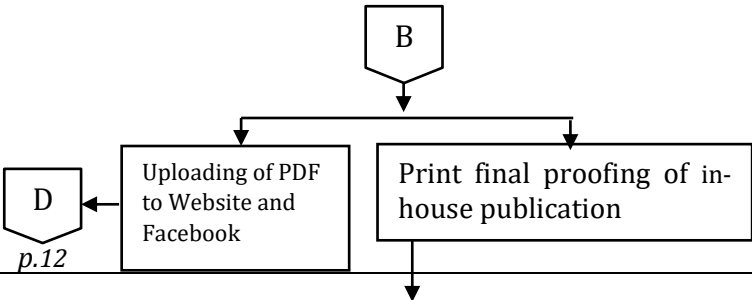
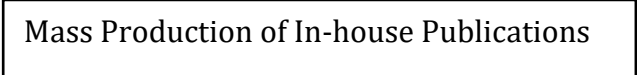
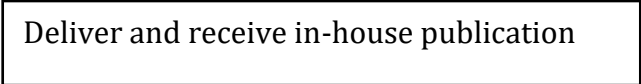
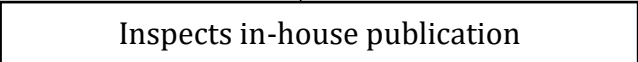
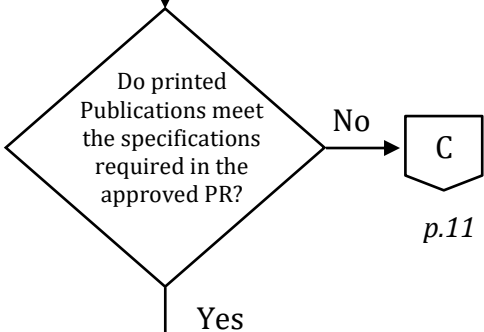
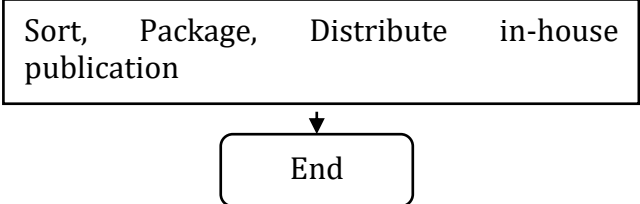
Fig. 1-3: Preparation of Comprehensive Communication Plan

	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<p align="center">Start</p> <p align="center">↓</p> <p align="center">Review and assess previous year's ComPlan with PAIS Staff</p> <p align="center">↓</p>	PAIS Manager and Staff	Two days
2	<p align="center">Formulate strategies in disseminating information of the Agency's plans, programs, activities and accomplishments with PAIS Staff</p> <p align="center">↓</p> <p align="center">Review and finalized PAIS ComPlan for submission to the Manager</p> <p align="center">↓</p> <p align="center">Is ComPlan appropriate?</p> <p align="center">No → [Back to Formulate strategies...]</p> <p align="center">Yes → [Next Step]</p>	<p>PAIS Manager and Staff</p> <p>PAIS Staff</p> <p>PAIS Manager</p>	<p>One working day</p> <p>One day</p> <p>One day</p>
3	<p align="center">Submit PAIS ComPlan to the Administrator for approval</p> <p align="center">↓</p> <p align="center">Is ComPlan approved?</p> <p align="center">No → [Back to Submit PAIS ComPlan...]</p> <p align="center">Yes → [Next Step]</p>	<p>Secretary</p> <p>FMD DAAF SDA Administrator</p>	<p>.021 day</p> <p>Five days</p>
	<p align="center">Revised PAIS ComPlan based on the Administrator's comment</p> <p align="center">↓</p> <p align="center">File approved ComPlan to serve as guide for the year. Provide copy of approved ComPlan to each staff.</p> <p align="center">↓</p> <p align="center">End</p>	<p>PAIS Staff</p> <p>Secretary</p> <p>Secretary</p>	<p>One day</p> <p>.042 day</p> <p>.031 day</p>

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	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
5	<p align="center">A</p> <p>Upload to Dropbox draft In-house publication and inform the technical staff</p>	Artist Illustrator	.004 to .010 day
6	<p>Proofread and edit at the same time the in-house publication through comments on-line (Dropbox)</p> <p>Edit the commented in-house publication and upload the second draft</p> <p>Check the edited second draft</p>	PAIS Staff and Manager Artist Illustrator PAIS Staff and Manager	.021 day .031 to 0.62 day .021 day
7	<p>Is the edited copy approved?</p> <p><i>No</i> Upload for the 3rd Draft the in-house pub</p> <p>Create and provide the Printer-Awardee the InDesign package file of approved in-house publication</p>	PAIS Staff and Manager Artist Illustrator	.021 day .004 to .010 day .125 day
8	<p>Print material of in-house publication</p> <p>Is the printed first digital proofing approved?</p> <p><i>No</i> Review for finalization and print 2nd up to 3rd proofing</p> <p align="center">B <i>p.10</i></p>	Printer-Awardee PAIS Manager and Staff PAIS Manager and Staff and Printer-Awardee	Three to five days .125 to .25 day Two to three days


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	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
9		Printer-Awardee PAIS Staff	Three days .010 to .021 day
10		Printer-Awardee	Five days to 45 days
11		Printer-Awardee, Property Section Staff and PAIS Staff	One day to ten days
12		COA/Property Officer, PAIS Staff and Representative of Printer Awardee	One day
13		PAIS Staff	.125 day
14		A/V Systems Technician and A/V Assistant	Three to five days

15	<div>C</div> <div>Report to the Procurement Section through oral and written communication the observations/findings on the delivered publication</div>	PAIS TWG and Procurement Section	One day
16	<div>Coordinate with Procurement Section on Status of Report in consideration of timeline.</div>	PAIS TWG and Procurement Section	One day
17	<div>Printer acted on the report</div> <div>No</div> <div>Yes</div>	Printer	
18	<div>Proceed to Activity Number 10, page 10</div>	Printer-Awardee	Based on delivery term

19	<div><div>D</div><div><div>Uploading to NIA Website. Refer to Figure 1-5. a, Activity Numbers 5-8, page 15</div><div>Uploading to NIA Facebook. Refer to Figure 1-5. b Activity Numbers 5-8, page 16.</div></div><div>END</div></div>	PAIS Staff	.010 to .031 day
----	---	------------	------------------

PAIS Form 2021-005: Evaluation Checklist for Lease of Printer and Printing Services



REPUBLIC OF THE PHILIPPINES
NATIONAL IRRIGATION ADMINISTRATION
CENTRAL OFFICE

EVALUATION CHECKLIST
LEASE OF PRINTER AND PRINTING SERVICES

Supplier.:	Purchase Request No.:
Address:	Purchase Order (PO) No.:
Name of Authorize Representative:	PO or Final flat date received:
Contact No.:	

Direction: Please check the level of satisfaction of the services rendered by the supplier

CRITERIA	Very Satisfied	Satisfied	Slightly Satisfied	Not Satisfied	REMARKS
General cleaning of the machine at least twice (2x) a month					
Preventive Maintenance (Identify & repair mechanical problems)					
Weekly refill of the machine					
The Machine is free from defects					
Provided technical support within 24 hours from notice/request					

Evaluated by: _____

Evaluation date: _____

Reviewed by: _____


Date: _____

Approved by: _____

Date: _____

Copy furnished (For file/action): Property Section, Administrative Department

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REPUBLIC OF THE PHILIPPINES

NATIONAL IRRIGATION ADMINISTRATION

CENTRAL OFFICE

EVALUATION CHECKLIST

PUBLICATION

Supplier.:	Purchase Request No.:
Address:	Purchase Order (PO) No.:
Name of Authorize Representative:	PO or Final flat date received:
Contact No.:	

Quality	Very Satisfied	Satisfied	Slightly Satisfied	Not Satisfied	REMARKS
Paper					
Color Prints					
Tone level					
Detail highlights					
Detail shadow					
Process color Gamut (range of colors that a color device can display or print.)					
Sharpness (edges and details					
Contrast					
Gloss level					
Gloss variation					
Color shift					
Patchiness					
Mottle (absorption on ink in the paper					
Accuracy of Image Resolution					
Matte					
Gloss					
Spot UV					
Pages: No. of pages					
Binding					
Cover					
Timeliness					
Delivered within the signed Delivery Term					
Customer Service					
Supplier responds to the concern of the office within 24 working hours					

Evaluated by: _____ date: _____


Reviewed by: _____ date: _____

Approved by: _____ date: _____

Copy furnished: Property Division, Administrative Department

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Fig. 1-5: Coverage and Documentation of Significant Events/Activities and Field Inspection.

	<p align="center">Republic of the Philippines DEPARTMENT OF AGRICULTURE NATIONAL IRRIGATION ADMINISTRATION CENTRAL OFFICE</p> <p align="center">PUBLIC AFFAIRS AND INFORMATION STAFF OPERATIONS MANUAL</p>	Document Code : NIA-AO-PAIS-OPM-005
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	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<p align="center">Start</p> <p align="center">↓</p> <p align="center">Receive request for photo/video services through a filled out PAIS Form 2016-001 and indorse for Manager's approval.</p> <p align="center">↓</p>	Secretary	.0625 day
2	<p align="center">No</p> <p align="center">↓</p> <p align="center">END</p> <p align="center">Is the request approved?</p> <p align="center">Yes</p> <p align="center">↓</p>	PAIS Manager	.021 day
3	<p align="center">Instruct staff to prepare requirements and coordinate activities with concerned offices</p> <p align="center">↓</p>	PAIS Manager	One day
4	<p align="center">Prepare the requirements, coordinate activities with concerned offices and document the event/s. Ensure that the checklist is properly filled up before the activity.</p> <p align="center">↓</p>	Head Photographer /PAIS staff	Three days depending in the event
5	<p align="center">Sort and print photo/edit video. Make sure that the checklist is properly filled up after the activity.</p> <p align="center">↓</p>	Head Photographer	Three days-photo Five days-video
6	<p align="center">Post and retrieve photos at the Photo Gallery</p> <p align="center">↓</p> <p align="center">File photos/video</p> <p align="center">↓</p>	Head Photographer	.0625 day-posting and retrieving Ten days – display
	<p align="center">End</p>		One day

National Irrigation Administration
Public Affairs and Information Staff (PAIS)

Request Form for Photo and Video Services
PAIS Form 2016-001

Services Requested (Pls put an “x”)

_____ ID Photo

_____ Copy / ies of photo

_____ Photo / video coverage

_____ Others, pls specify _____

Requested by: _____

Approved: _____

Name and Office

EDEN VICTORIA C. SELVA
Department Manager A, PAIS

Request No. _____

Date: _____

We would like to serve you better; may we please know how satisfied are you with our service?

☐ Very Satisfied


☐ Satisfied

☐ Moderately Satisfied

☐ Not at all. If not, how can we serve you better?


Note: Form should be accomplished in two sets, one for the Head Photographer and one for the Department Secretary for general file.

FIG. 1-5. a. WEBSITE POSTING

	<p align="center">Republic of the Philippines DEPARTMENT OF AGRICULTURE NATIONAL IRRIGATION ADMINISTRATION CENTRAL OFFICE</p> <p align="center">PUBLIC AFFAIRS AND INFORMATION STAFF OPERATIONS MANUAL</p>	Document Code : NIA-AO-PAIS-OPM-005
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	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
	<div>Start</div> ↓		
1	Conduct of significant events.	Central/Field Offices	
2	Instruct staff to prepare document/ write-up with corresponding e-copy and photos of significant events	PAIS Manager	.021 to .031 day
3	Coordinate with concerned office and prepare write-up for news and photo news releases and other requirements	PAIS Staff	.125 to .25 day
4	<div> <div>Yes</div> <div>Approved?</div> <div>No</div> <div>Cancel Posting</div> </div>	PAIS Manager	.021 to 0.31 day
5	Accomplish the Website Posting request form. Secure signatures of the Department Manager and Administrator or the Officer-in-Charge in his/her absence.	PAIS Staff Administrator	.010 to .021 day
6	Coordinate with MID for website upload	PAIS Staff	.21 to .031 day
7	<div> <div>Yes</div> <div>File Uploaded?</div> <div>No</div> </div>	MID	
8	File all Website Posting request forms.	PAIS Staff	.004 to .010 day
	<div>End</div>		

FIG. 1-5. b. FACEBOOK POSTING

	<p align="center">Republic of the Philippines DEPARTMENT OF AGRICULTURE NATIONAL IRRIGATION ADMINISTRATION CENTRAL OFFICE</p> <p align="center">PUBLIC AFFAIRS AND INFORMATION STAFF OPERATIONS MANUAL</p>	Document Code : NIA-AO-PAIS-OPM-005
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	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<div>Start</div> <div>Conduct of significant events.</div>	Central/field offices	
2	<div>Instruct staff to prepare document/ write-up with corresponding e-copy and photos of significant events</div>	PAIS Manager	.021 to .031 day
3	<div>Coordinate with concerned office and prepare write-up for news, press and photo news releases and other requirements</div>	PAIS Staff	.125 to .25 day
4	<div> <div>Yes</div> <div>Approved?</div> <div>No</div> <div>Cancel Posting</div> </div>	PAIS Manager	.021 to .031 day
5	<div>Accomplish the Facebook Posting request form.</div> <div>Secure signature of the manager.</div>	PAIS Staff PAIS Manager	.010 to .021 day .010 day
6	<div>Upload the file/photos with write-up on the NIA Official Facebook Page.</div>	PAIS Staff	.010 to .031 day
7	<div> <div>Yes</div> <div>File Uploaded?</div> <div>No</div> </div>	PAIS	
8	<div>File all Facebook Posting request forms.</div>	PAIS Staff	.004 to .010 day
	<div>End</div>		

FIG. 1-5. c. YOUTUBE POSTING

	Key Activities	Responsible Office/Position/ Designation	Timeline/ Duration
1	<div> <div>Start</div> <div>Content Creation: Conduct brainstorming for the AVP content with a marketing strategic approach.</div> </div>	Central/ Field Offices PAIS Staff/ PR Team	3 days
2	<div> <div>Approved?</div> <div>No</div> <div>Yes</div> </div>	Department/ Regional/ Project Managers	1 day
3	<div> <div>AVP storyboard/script: Creation of the storyboard based on the discussed and agreed AVP content.</div> </div>	Central/ Field Offices PAIS Staff/ PR Team	3 days
4	<div> <div>Approved?</div> <div>No</div> <div>Yes</div> </div>	Department/ Regional/ Project Managers	1 day
5	<div> <div>Production: Shooting of photos and/or videos required to create AVP.</div> </div>	PAIS Staff/ PR Team	2-3 days
6	<div> <div>Editing: The output from the production shall be handed over to the designated AVP Editor for editing which also includes the existing materials needed.</div> <div>7</div> </div>	Artist/ PR Team	7 days

7	<div> <div>6</div> <div>Output: The initial output of AVP</div> </div>	PAIS Staff/ PR Team	1 day
8	<div> <div>6</div> <div>Approved?</div> <div>No</div> <div>Yes</div> </div>	Department/ Regional/ Project Managers	1 day
9	<div> <div>Uploading:</div> <div>Forward the AVP output to the designated YouTube Manager with the accomplished and signed Posting Request Form. YouTube Manager will upload the AVP as a draft (Private) on the YouTube</div> </div>	YouTube Manager/ PR Team	1 day
10	<div> <div>Posting/Publishing:</div> <div>YouTube Manager will review and double-check the uploaded AVP (Title, Description, Tags, and Thumbnail) based on the guidelines of Social Media Management. YouTube Manager will publish the AVP from “Private” to “Public” once the requirements are met.</div> </div>	PAIS-CO YouTube Manager	0.5 day
11	<div> <div>End</div> </div>		


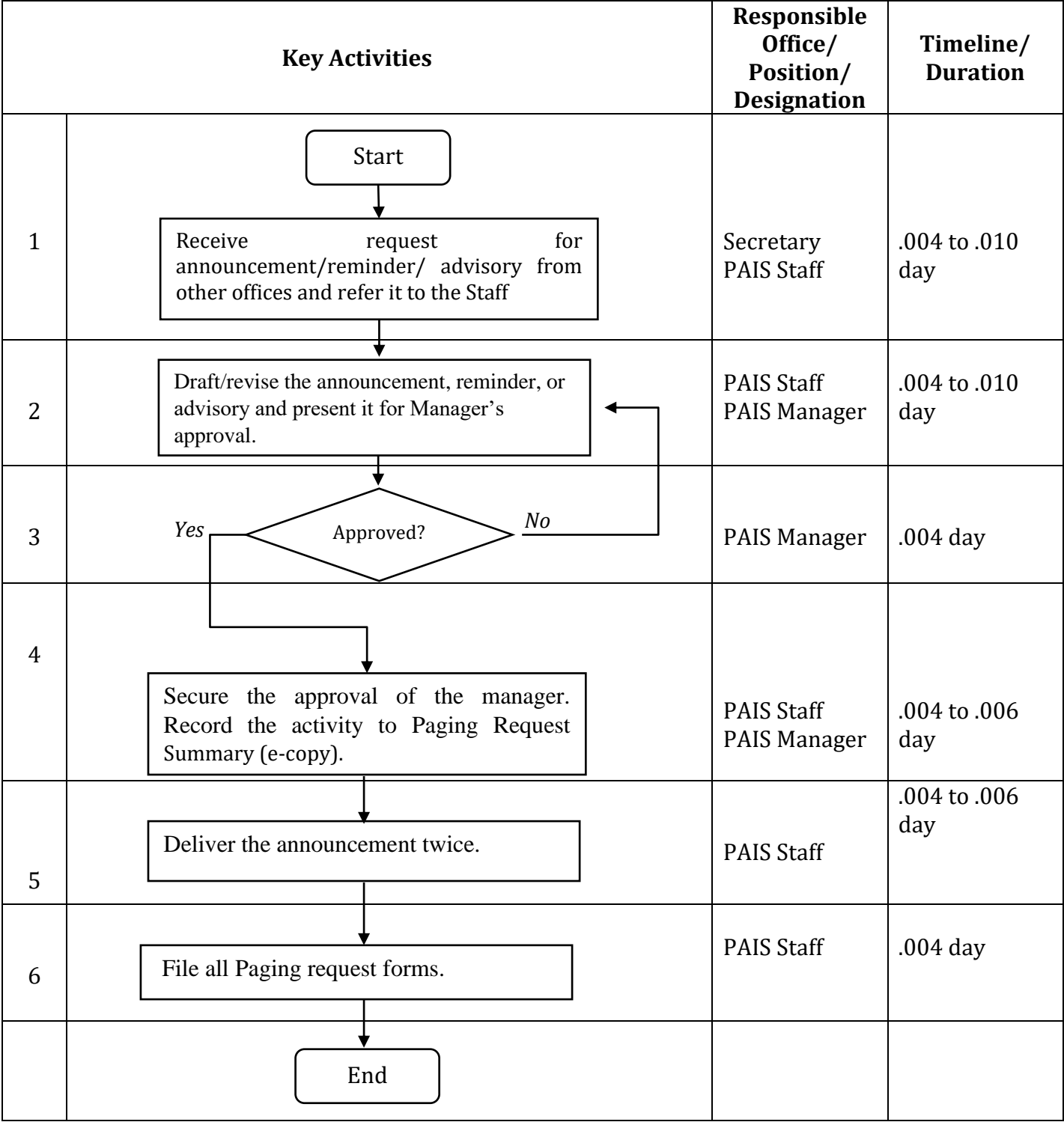
	<p align="center">Republic of the Philippines DEPARTMENT OF AGRICULTURE NATIONAL IRRIGATION ADMINISTRATION CENTRAL OFFICE</p> <p align="center">PUBLIC AFFAIRS AND INFORMATION STAFF OPERATIONS MANUAL</p>	Document Code : NIA-AO-PAIS-OPM-005
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FIG. 1-5. d. PRESS RELEASE (PR) POSTING

	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<p align="center">Start</p> <p align="center">↓</p> <p align="center">Conduct of significant events.</p>	Central/field offices	
2	<p align="center">↓</p> <p align="center">Instruct staff to prepare document/ write-up with corresponding e-copy and photos of significant events</p>	PAIS Manager	.010 to .021 day
3	<p align="center">↓</p> <p align="center">Coordinate with concerned office and prepare draft/revise write-up press releases and other requirements</p>	PAIS Staff	.125 to .25 day
4	<p align="center">Yes No</p> <p align="center">↓</p> <p align="center">Approved?</p> <p align="center">↓</p>	PAIS Manager	.021 to .031 day
5	<p align="center">↓</p> <p align="center">Send the press releases to 88 Media contacts through email</p>	PAIS Staff	.010 to .021 day
6	<p align="center">↓</p> <p align="center">Update the PR Tracking System</p>	PAIS Staff	.010 to .031 day
7	<p align="center">Yes No</p> <p align="center">↓</p> <p align="center">PR picked up by Press?</p> <p align="center">↓</p>	PAIS Staff	.021 to .0625 day
8	<p align="center">↓</p> <p align="center">Share PR on FB, print it, and provide a copy to the Top Management Officials</p>	PAIS Staff	.010 to .021 day
	<p align="center">↓</p> <p align="center">End</p>		

Fig. 1-5. e Paging System



Website Posting Request Form



Republika ng Pilipinas
National Irrigation Administration
(Pambansang Pangasiwaan ng Patubig)
Lungsod ng Quezon


WEBSITE POSTING REQUEST

Posting Request No.

Client's Name :

Date :

Designation :

Time 

Department :

Location of Posting

☐ Transparency☐ Home Page☐ Publication☐ News/Press Release☐ Articles☐ Reports☐ Others

Posting Request (Title):

Recommended by: **EDEN VICTORIA C. SELVA**
Acting Department Manager

Head Requesting Office



Requested by:

Signature







☐ Approved☐ Disapproved

GEN RICARDO R VISAYA (Ret)
Web Content Manager


NIA-AO-COR-MID-INT-Form02 Rev.01


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PAIS Form 2016-003: Facebook Posting Request Form

 		<p align="center">Republic of the Philippines NATIONAL IRRIGATION ADMINISTRATION CENTRAL OFFICE</p>
<p align="center">FACEBOOK POSTING REQUEST</p>		
Posting Request No.	Client's Name :	
Date :	Designation :	
Time :	Department :	
<p>Type of Facebook Post</p> <p> <input type="checkbox"/> Press Release <input type="checkbox"/> Art/Social Card <input type="checkbox"/> Happening Now <input type="checkbox"/> SDE Video <input type="checkbox"/> News Update <input type="checkbox"/> Holiday Poster <input type="checkbox"/> Teaser <input type="checkbox"/> Advertisements <input type="checkbox"/> Others: _____ </p>		
<p>Posting Request (Title): _____</p>		
Requested by:		Approved by:
_____		_____
_____		_____
<p><small>PAIS Form 2016-003</small></p>		
<p>Lorem ipsum dolor sit amet. Ex autem aperiam qui modi error qui itaque enim vel architecto deleniti sit ipsam eligendi non repudiandae aliquid vel illum saepe! Qui officia eaque sed voluptatibus iste et consequatur molestiae ex praesentium quia. Aut quia pariatum ab iste aliquam ut maiores officia.</p> <p>Et magni molestiae qui animi magni in placeat fugit eum repellendus sunt quo nisi accusamus. Est praesentium quia est voluptates iste ut neque ratione est officia deserunt hic veniam aliquid et pariatum error. Ad consequatur earum eum esse impedit quo corporis voluptatum sed neque officia.</p> <p>Aut aspernatur galisum id unde harum aut voluptatem explicabo aut exercitationem enim quo totam nobis sed autem obcaecati et culpa officiiis.</p>		
<p>National Government Center, EDSA, Diliman, Quezon City, 1100 Philippines Trunk line Numbers: (02) 8 929 6071 to 78 • Telefax Number: (02) 8 928 9343 Email: contact-us@nia.gov.ph • Website: www.nia.gov.ph • TIN: 000916415</p>		
<div>     </div>		

PAIS Form 2023-001: YouTube Posting Form

	<p align="center">Republic of the Philippines DEPARTMENT OF AGRICULTURE NATIONAL IRRIGATION ADMINISTRATION CENTRAL OFFICE</p> <p align="center">PUBLIC AFFAIRS AND INFORMATION STAFF OPERATIONS MANUAL</p>	Document Code : NIA-AO-PAIS-OPM-005
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Republic of the Philippines
NATIONAL IRRIGATION ADMINISTRATION
 CENTRAL OFFICE

YOUTUBE POSTING REQUEST

Posting Request No. _____
 Client's Name : _____

Date : _____
 Designation : _____

Time : _____
 Department : _____

Type of YouTube Post [✓]

<input type="checkbox"/> News Magazine Program	<input type="checkbox"/> Report to the President	<input type="checkbox"/> Media Interviews
<input type="checkbox"/> Inter-Agency Presentation	<input type="checkbox"/> Project Status Update	<input type="checkbox"/> Trailer
<input type="checkbox"/> Same-Day Edit (SDE)	<input type="checkbox"/> Regional/AVP Project	<input type="checkbox"/> Teaser
<input type="checkbox"/> Documentary	<input type="checkbox"/> Special Events	<input type="checkbox"/> Others _____

Target Posting Time : _____
(Please indicate the date and time of posting. Example: on or before January 1, 2023 (12:00 PM))

Posting Request (Title) : _____

Requested by:

Approved by:

[COMPLETE NAME]
 [Designation]
 [Office]

[COMPLETE NAME]
 Department Manager
 Public Affairs and Information Staff


PAIS Form 2023-001

Lorem ipsum dolor sit amet. Ex autem aperiam qui modi error qui itaque enim vel architecto deleniti sit ipsam eligendi non repudiandae aliquid vel illum saepe! Qui officia eaque sed voluptatibus iste et consequatur molestiae ex praesentium quia. Aut quia pariatur ab iste aliquam ut maiores officia.


Et magni molestiae qui animi magni in placeat fugit eum repellendus sunt quo nisi accusamus. Est praesentium quia est voluptates iste ut neque ratione est officia deserunt hic veniam aliquid et pariatur error. Ad consequatur earum eum esse impedit quo corporis voluptatum sed neque officia.


Aut aspernatur galisum id unde harum aut voluptatem explicabo aut exercitationem enim quo totam nobis sed autem obcaecati et culpa officiis.


National Government Center, EDSA, Diliman, Quezon City, 1100 Philippines
 Trunk line Numbers: (02) 8 929 6071 to 78 • Telefax Number: (02) 8 928 9943
 Email: contact-us@nia.gov.ph • Website: www.nia.gov.ph • TIN: 000916415







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Republic of the Philippines
NATIONAL IRRIGATION ADMINISTRATION
 CENTRAL OFFICE

SOCIAL MEDIA ACCESS AND REQUEST FORM

Request No. : _____ Client's Name : _____
 Date : _____ Position/Designation : _____
 Time : _____ Office : _____

Type of Request

☐ Grant Access ☐ Banned Access ☐ Removal of Access

Social Media Platform

☐ Facebook Page ☐ YouTube Channel ☐ Google Mail (Gmail)

Account Name and Other Details

Social Media Account/Username : _____
 Email Address : _____
 Reason for Access/Changes : _____

Access Level

Social Media Access Roles/Permission		
Facebook	YouTube Channel	Google Mail (Gmail)
People with Facebook Access	Owner/Ownership	Admin/Login Details
People with Task Access	Administrator	
	Editor	
	Editor (Limited)	
	Subtitle Editor	
	Viewer	
	Viewer (Limited)	

Validity : _____
(This only applies to requests with a specific duration.)

Requested by:

 Signature Over Printed Name and Designation

Recommending Approval:

Approved by:





 Department Manager A, PAIS

Updated by:

 Signature Over Printed Name, Designation
 Designated Social Media Administrator/OIC/MID

Date: _____

PAM 0004 2022-007
 National Government Center, EDSA, Diliman, Quezon City, 1100 Philippines
 Trunk line Numbers: (02) 8 929 6071 to 78 • Telefax Number: (02) 8 928 9343
 Email: contact-us@nia.gov.ph • Website: www.nia.gov.ph • TOLL: 000826425



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Republic of the Philippines
NATIONAL IRRIGATION ADMINISTRATION
CENTRAL OFFICE

DAILY PAGING REQUEST FORM (SUMMARY)
PAIS Form 2016-004

PAGING REQUEST SUMMARY			
Announcement/Reminder	Requesting Employee/Office	Name of Announcer	Date and Time





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Republic of the Philippines
NATIONAL IRRIGATION ADMINISTRATION
CENTRAL OFFICE

PUBLIC ADDRESS/PAGING REQUEST FORM

Name of Requestor : _____
Designation : _____
Office : _____

Details of Announcement/Reminder/Advisory

Who : _____
What : _____
When (Date and Time) : _____
Where/Venue (Meeting Link) : _____
Why (Purpose/Agenda) : _____

Announcement Schedule:

Date : _____
Time : _____

Requested by:

Noted by:

Approved by:

NAME OF REQUESTOR

FRYA CAMILLE D. BALLESTEROS
Information Officer B
PAIS

CLARIZZE C. TORIBIO
Acting Department Manager
PAIS

Position/Designation

Office

National Government Center, EDSA, Diliman, Quezon City, 1106 Philippines
Trunk line Numbers: (02) 8 929 6071 to 78 • Telefax Number: (02) 8 928 9343
Email: contact-us@nia.gov.ph • Website: www.nia.gov.ph • TTY: 000916415





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PAIS Form 2020-001: Checklist for Photography Equipment

PAIS FORM 2020-001
CHECKLIST FOR PHOTOGRAPHY EQUIPMENT
BEFORE AND AFTER THE SHOOT

NO.	PARTICULARS	ACTION TO ACCOMPLISH						
		BEFORE THE SHOOT		YES	NO	AFTER THE SHOOT		YES
1.	SD Card	Check the memory card slot if: empty.				Make sure files are safe. Download the raw photos on hard drive.		
		working correctly, that is, can be read without any problem				Download images to computer		
	Spare Memory Card	Have a spare memory card for back-up				Format SD card after backed up photo		
						Create a Back-up file right away		
						Clear the SD Card		
						Clear the Spare memory card		
						Check the memory card slot if: empty.		
						Check if working correctly, that is, can be read without any problem		
2.	Camera Batteries	Check if the batteries are charged Bring extra battery pack Check the batteries if it is in good condition				Recharge the batteries Check the batteries if it is still charging		
3.	Flash Batteries	Recharge the batteries Check the batteries if it is in good condition				Recharge the batteries Check the batteries if it is still charging		
4.	Flash	Check flash settings				Turn it off Reset flash settings		
		Cleaned from dust and oil				Clean from dust and oil		
5.	Camera Body	Cleaned from dust and oil Check the camera lens mount if the lens is attached properly				Clean from dust and oil		
6.	Camera Lenses	Cleaned from dust and oil. Check if clean and in good order Bring extra lens/ back up lens Check the focus on each lens				Clean from dust and oil Reset lens settings back to auto		
7.	Tripod	Cleaned from dust and oil				Clean from dust and oil Check and tighten loose parts		
8.	Camera Settings	Check the camera settings and functions				Reset the camera settings back to default		

PAIS Form 2020-002: Checklist for Videography Equipment

PAIS FORM 2020: 002
CHECKLIST FOR VIDEOGRAPHY EQUIPMENT
BEFORE AND AFTER THE SHOOT

NO.	PARTICULARS	ACTION TO ACCOMPLISH						
		BEFORE THE SHOOT		YES	NO	AFTER THE SHOOT		YES
1.	Grooming kit	Have a grooming kit on hand.				Clean the makeup kit		
2.	Lighting LED light	Check/test the quality of lights set up Check and replace busted bulb				Clean from dust and oil Reset LED light settings		
3.	Audio	Check/test if the audio is consistent, loud and clear				Clean from dust and oil		
4.	Lapel/microphone	Check/test if it is operational Check Lapel mic settings				Clean from dust and oil Reset lapel mic settings		
5.	Camera (needs at least 2 cameras) for two different angles Camera settings	Verify if the camera is recording. Reset camera settings				Clean from dust and oil Reset back to default		
		Check ISO, Aperture and Shutter speed						
		Check the video monitor Check if the camera is recording						
6.	Teleprompter	Check if it is operational				Clean from dust and oil		
7.	Camera Batteries	Check if batteries are fully charged. Bring an extra pack of battery				Recharged batteries.		
8.	SD Card and Spare Memory Card	Check the camera memory card slot if empty and load the card Check if the memory card works correctly. Check memory cards for damage and wear Check if it can read without any problem.				Download video files to computer and portable hard drives Format memory card after backed up video		
9.	Lens	Check and inspect the lens Check the focus on each lens Bring extra lens				Clean from dust and oil		
10.	Tripod	Check for its cleanliness Check and tighten loose parts				Clean from dust and oil		

Fig. 1-6: Strengthening Linkages with other Government Agencies, Coverage and Documentation of Significant Events/Activities

	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
	<div>Start</div>		
1	<div>Receive letter of invitation from other government agencies re: exhibits, fora, etc.</div>	PAIS Staff	.004 day
2	<div>Instruct Staff to prepare requirements and coordinate activities with concerned offices and other government agencies.</div>	PAIS Manager	One day
3	<div>Prepare the requirements, coordinate activities with concerned offices, participate and document the conduct of event/s</div>	Head Photographer /PAIS Staff	three days
4	<div>Sort and print photo/edit video.</div>	Head Photographer	Three days-photo Five days-video
5	<div>Post and Provide copy to client</div>	Head Photographer	.5 day
	<div>End</div>		

Fig. 1-7: Strengthen Public Relations

	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<div>Start</div> <div>Receive written request for media coverage (TV, Radio, and Print), and advise the Department Manager</div>	Secretary	.004 day/ Request
2	<div>Instruct Staff to coordinate with various media/offices</div>	PAIS Manager	.021 day per request
3	<div>Coordinate with concerned office and prepare appropriate data such as invited press list, data, statistics, fact sheets, brochures, and others for the event (Press Conference, TV, Radio, Print, Coverage/Interview)</div> <div>Are data appropriate?</div> <div>No</div> <div>Yes</div>	PAIS Staff PAIS Manager	Two days per event One day
4	<div>Attend/Conduct event and give feedback to the Administrator</div> <div>End</div>	PAIS Manager	Depends


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Fig. 1-7. a: Strengthen Public Relations through Customer/Client Feedback and Complaints Management – Office of the President’s 8888 Citizen’s Complaint Hotline

	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<p align="center">Start</p> <p align="center">↓</p> <p align="center">Received complaint / concern from 8888 for Initial Evaluation</p> <p align="center">↓</p>	PAIS Staff Designated Technical Officer	.004 day/ complaint
2	<p align="center">Write Indorsement Letter and Corrective Action Request for signature</p> <p align="center">↓</p>	PAIS Staff Designated Technical Officer	.010 day per complaint
3	<p align="center">Refer/Forward the complaint to the concerned region/project/IMOs/District or Division offices through official email with attached Corrective Action Request Form</p> <p align="center">↓</p> <p align="center">Coordinate with concerned office re: action taken within the prescribed timeline. Receive the reply/action taken through email and send it through the 8888 Portal.</p> <p align="center">↓</p>	PAIS Staff Designated Technical Officer OP’s Hotline 8888	Response must be within three days per complaint .031 day per complaint
4	<p align="center">Assessment of the received response/action taken, and If it acceptable, Submit the document to Hotline 8888 portal and recommend for closing</p> <p align="center">↓</p> <p align="center">If the document is not acceptable from the Office of the President – Technical Officer, the document should be re-indorsed (2nd Indorsement) to the concerned office for compliance.</p> <p align="center">↓</p>	PAIS Staff Designated Technical Officer	.004 day

Key Activities		Responsible Office/ Position/ Designation	Timeline/ Duration
	<div>8888 Ticket closed. Send the electronic copy of the “ticket closed” to the concerned region/project/IMOs/District or Division offices through email</div> <div>↓</div> <div>Follow-up the Corrective Action Request Form on Action taken within 5 days.</div> <div>↓</div>	PAIS Staff Designated Technical Officer	.004 day
	<div>End</div>		


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Fig. 1-7. b: Freedom of Information (FOI)

	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<p align="center">Start</p> <p align="center">↓</p> <p align="center">Receive request for Information through email/ eFOI portal</p> <p align="center">↓</p>	PAIS Designated FRO	.004 to .010 day per request
2	<p align="center">Review the submitted FOI request form.</p> <p align="center">↓</p> <div style="display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid black; padding: 5px; margin-right: 10px;">Advise the Requester to complete the requirements</div> <div style="text-align: center;"> <p><i>No</i></p> <p>Are submitted requirements complete?</p> <p><i>Yes</i></p> </div> </div> <p align="center">↓</p>	PAIS Designated FRO /Requester	.004 to .010 day per request
3	<p align="center">Prepare endorsement, secure manager's approval and give it to appropriate Office for action with information of prescribed timeline. Advise the client and involved office to give PAIS feedback. Follow up and validate the Action taken/dealing with consequence in the RFA within 5 days. Include in the Department's FOI Monitoring Form.</p> <p align="center">↓</p>	PAIS Designated FRO/ PAIS Manager	.010 day per request
4	<div style="display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid black; padding: 5px; margin-right: 10px;">Re-issue RFA. Validate action</div> <div style="text-align: center;"> <p><i>No</i></p> <p>Accepted the action taken?</p> <p><i>Yes</i></p> </div> </div> <p align="center">↓</p> <div style="display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid black; padding: 5px; margin-right: 10px;">End</div> <div style="text-align: center;"> <p>Update as closed in RFA and report to NIA IQA Secretariat</p> </div> </div>	PAIS Designated FRO /PAIS Manager Office referred to	.010 to .021 day per request 010 to .021 day per request

Fig. 1-7.c: Presidential Action Center (PAC)

Key Activities		Responsible Office/ Position/ Designation	Timeline/ Duration
1	<div>Start</div> <div>Receive complaint / concern from PAC for Initial Evaluation (Hard copy and or via electronic mail)</div>	PAIS Staff	.010 day
2	<div>Write Indorsement Letter and Corrective Action Request for signature</div>	PAIS Staff/ PAIS Manager	.021 day
3	<div>Forward the complaint to the concerned region/project/IMOs/District or Divisions offices through courier (records section, HRD) and or email with attached Corrective Action Request Form.</div>	PAIS Staff/ Office referred to	.021 day
4	<div>Reply/response received from the concerned region/project/IMOs/District or Divisions offices through courier will be send to the Office of the President, Presidential Action Center, Malacañang, Manila</div>	Regional Staff/PAIS Staff	Three days
	<div>Acknowledgement receipt will be filed for Management information and reference</div>	PAIS Staff	.021 day
	<div>End</div>		


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Fig. 1-8: Provide Technical Assistance to Regional and Project Public Relations Officers (PROs)

	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<p align="center">Start</p> <p>↓</p> <p>Receive request for technical assistance and indorse to the Department Manager/Return request to the proponent with results of evaluation.</p>	Secretary	.010 day per request
2	<p>Review and evaluate request for technical assistance</p> <p>↓</p> <p>Is the requested technical assistance within PAIS timeframe?</p> <p>No → (Loop back to Step 1)</p> <p>Yes → (Proceed to Step 3)</p>	PAIS Manager	.021 to 0.52 day per request
3	<p>Coordinate with requesting offices.</p> <p>Prepare and submit Travel Order for Administrator's approval.</p> <p>Prepare training materials.</p> <p>↓</p>	PAIS Staff	.021 to .031 day per request .021 to .031 day per request .008 day per request
4	<p>Conduct appropriate technical assistance</p> <p>↓</p> <p>END</p>	PAIS Staff with Resource Persons	Three to five working days per request


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Fig. 1-9: Continued Provision of Capacity Building to PROs to Upgrade Knowledge, Skills and Technology

	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<p align="center">Start</p> <p>↓</p> <p>Identify the training need of the PROs during NRPW</p>	PAIS Staff	.125 day
2	<p>↓</p> <p>Prioritize training needs and discuss with the Department Manager. Include the identified training to PAIS PPMP.</p>	PAIS Staff	One day
3	<p>↓</p> <p>Prepare and submit training proposal based on PPMP to the PAIS Manager</p>	PAIS Staff	Five days
4	<p>↓</p> <p>Review and evaluate proposal</p>	PAIS Manager	One day
5	<p>↓</p> <p>Is the training proposal appropriate?</p> <p>NO → (back to 3)</p> <p>Yes →</p> <p>Prepare and submit proposal for Administrator's approval</p>	PAIS Manager	One day
6	<p>↓</p> <p>Is the training proposal approved?</p> <p>NO → Re-draft and re-submit proposal for Administrator's approval.</p> <p>Yes → A</p> <p align="right">p.28</p>	PAIS Staff Other NIA units Administrator	One day to ten days

Key Activities		Responsible Office/ Position/ Designation	Timeline/ Duration
	<div><div>A</div><div>Coordinate activities of the training with other NIA units and resource person</div><div>Conduct of appropriate training</div></div>	PAIS Staff	Five days
	<div>Prepare Completion Report for submission to Administrator</div>	PAIS Staff with Resource Persons	Three to five days
	<div>Provide Training Evaluation Result to concerned office</div> <div>END</div>	PAIS Staff	Five to seven days
		PAIS Staff	One day

1-10: Provide Library and Reference Services

- a. Collection Circulation
 - Fig. 1-10. a.1. Manual Library Operations

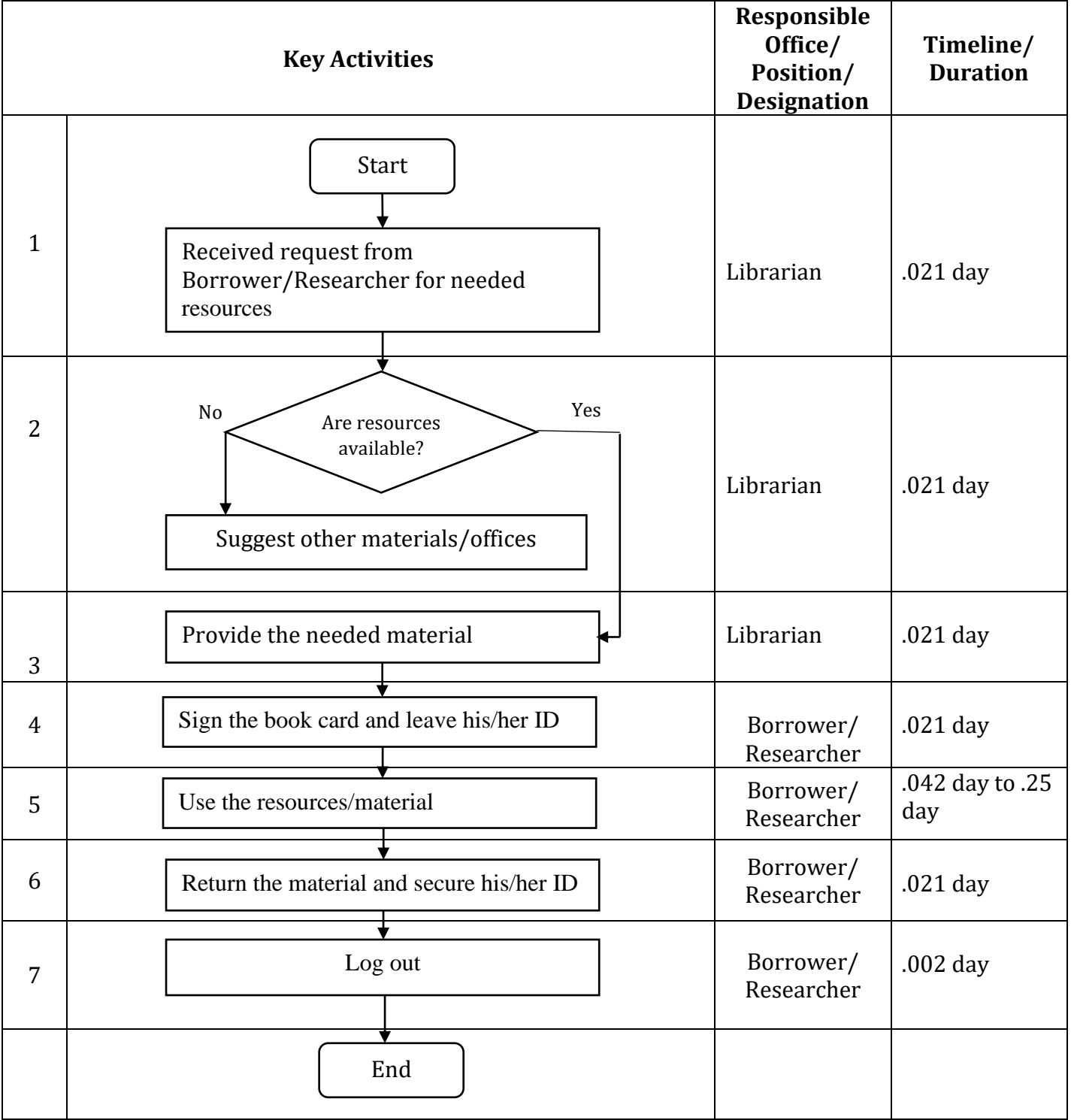


Fig. 1-10. a.2. Online Library Management Information System (OLMIS)

	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<div>Start</div> <div>Access library collection through this link olmis.nia.gov.ph</div>	Employee	.021 day
2	<div>Click the status of the book/reference material to borrow</div>	Employee	.021 day
3	<div>Available?</div> <div>Yes</div> <div>No</div>		
4	<div>Reserve the book/reference material to borrow</div> <div>Inquire when the specific book/reference will be available</div>	Employee/ Librarian	.021 day
5	<div>Borrow the book/reference material</div> <div>Reserve the book/ reference material</div>	Employee	.021 day
6	<div>Borrow the book/ reference material will be available</div>	Employee	.021 day
7	<div>Take note of the due date of the borrowed material</div>	Employee	.021 day
	<div>LOGOUT</div>		

Fig. 1-10. a.3. Library Management System (Outsider)

	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<div>Start</div>		
2	<div>Browse the LMS to see the collection</div>	Borrower/ Researcher	.021 day
3	<div> <div>Yes</div> <div>Available?</div> <div>No</div> </div>		
4	<div>Borrow the book/reference material</div>	Borrower/ Researcher	.021 day
5	<div>Librarian will suggest other reference materials</div>	Librarian	.021 day
6	<div>Borrow the book/ reference materials (For room use only)</div>	Borrower/ Researcher	.021 day
	<div> <div>Logout</div> </div>		.010 day


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Fig. 1-10. b. Collection Development

	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<p align="center">Start</p> <p align="center">↓</p> <p>Analyze current collection every 3rd Quarter of the year</p> <p align="center">↓</p>	Librarian	.5 day
2	<p>Suggest books/reports to the DM to be added to the collection</p> <p align="center">↓</p>	Librarian	.125 day
3	<p align="center"> No ○ A ↙ </p> <p align="center"> Do suggested books/reports approved? Yes ↓ </p>	PAIS Manager	.021 day
4	<p>Provide the Secretary list of needed/recommended materials for inclusion to APP</p> <p align="center">↓</p>	Librarian	.0625 day
5	<p>Prepare Purchase Request</p> <p align="center">↓</p>	Secretary	.021 day
6	<p>Purchase the needed materials</p> <p align="center">↓</p>	Procurement section-AD	
7	<p>Receive the purchased materials</p> <p align="center">↓</p>	Secretary	.021 day
8	<p>Issue the needed materials</p> <p align="center">↓</p>	Secretary	.042 day
9	<p>Prepare the resources for circulation</p> <p align="center">↓</p>	Librarian	One day
10	<p>Circulate the materials available</p> <p align="center">↓</p> <p align="center"> ○ A → End </p>	Librarian	

Fig. 1-10. c. Weeding Collection

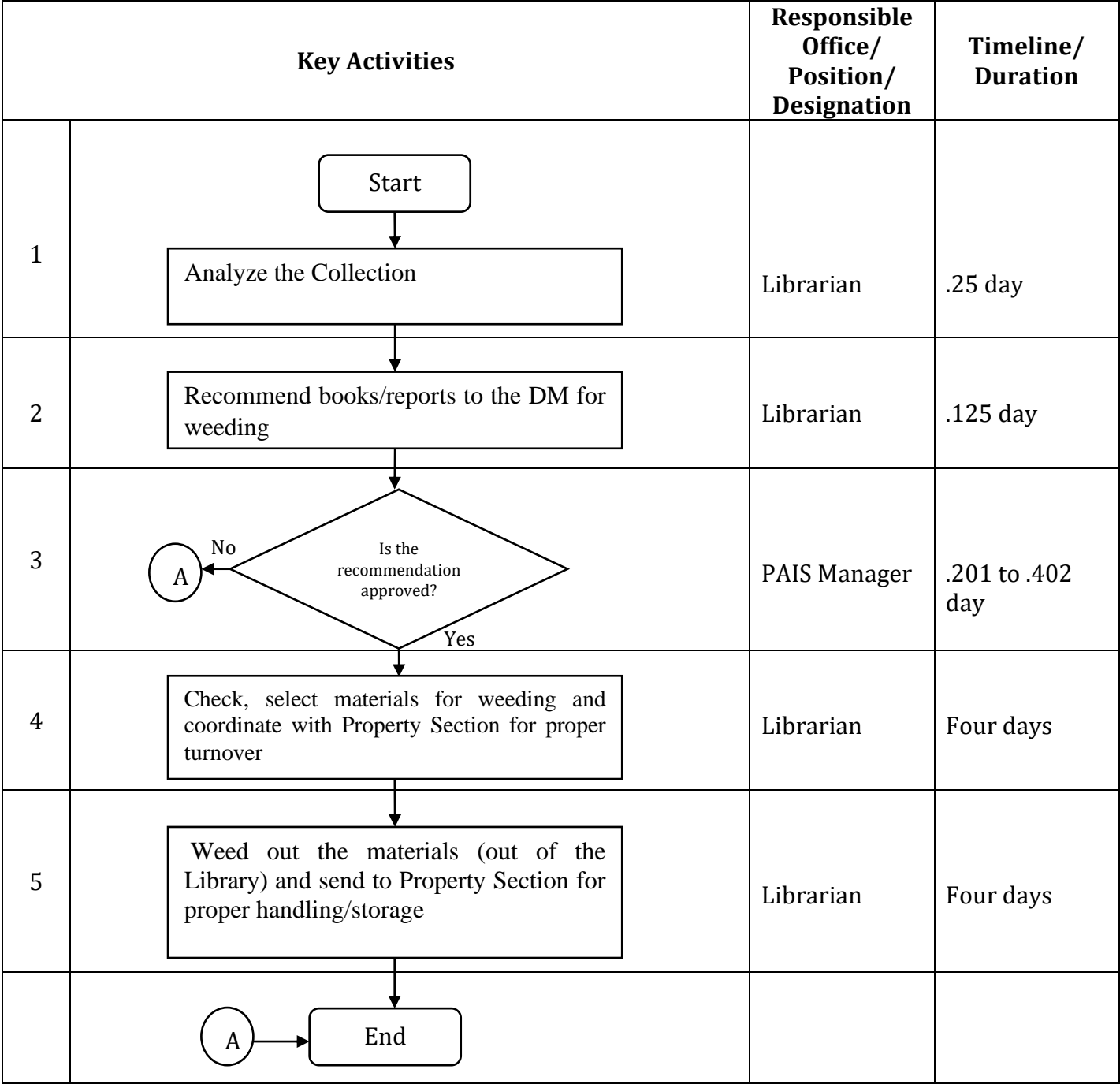




Fig. 1-10. d. Signing of Clearance

	Key Activities	Responsible Office/ Position/ Designation	Timeline/ Duration
1	<div>Start</div> <div>Receive and endorse the document to the Librarian</div>	Secretary	.010 day per clearance
2	<div>Does NIA employee borrow material/resources?</div> <div>No</div> <div>Yes</div>	Librarian	.010 day per clearance
3	<div>Give back the unsigned clearance and inform concerned NIA Employee to return first the borrowed resources</div>	Secretary	.010 day per clearance
4	<div>Initial the clearance and give back to the Secretary</div>	Librarian	.010 day per clearance
5	<div>Give the clearance to PAIS Manager for signature</div>	Secretary	.010 day per clearance
6	<div>Affix the signature to the clearance</div>	PAIS Manager	.010 day per clearance
7	<div>Indorse the signed clearance to the next concerned office</div> <div>End</div>	Secretary	.010 day per clearance

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6. RETENTION OF DOCUMENT

The procedure in maintaining documents is anchored to the Retention of Documented Information Procedure under the manual of the Documented Information Team.

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7. APPROVAL

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8. Annexes

- 8.1 Objectives, Targets and Programs (OTP)
- 8.2 List of Relevant Interested Parties
- 8.3 SWOT Analysis
- 8.4 PESTLES Analysis
- 8.5 Risks and Opportunities Registry
- 8.6 OHS Risks Register