



REPUBLIC OF THE PHILIPPINES
NATIONAL IRRIGATION ADMINISTRATION
CENTRAL OFFICE

PUBLIC AFFAIRS AND INFORMATION STAFF OPERATIONS MANUAL


| | | | |
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|  | NATIONAL IRRIGATION ADMINISTRATION CENTRAL OFFICE PUBLIC AFFAIRS AND INFORMATION STAFF OPERATIONS MANUAL | 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 |
| 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 |
| LMS | Library Management System |
| MID | Management Information Division |
| NTP | National Tree Planting |
| OPCR | Office Performance Commitment and Review |
| PAIS | Public Affairs and Information Staff |
| PMO | Project Management Office |
| PR | Public Relations/Purchase Request |
| PRO | Public Relations Officer |
| TMO | Top Management Officials |
| QMS | Quality Management System |
| QWP | Quality Workplace Program |
| SG | Salary Grade |
| TEV | Travel Expense Voucher |
| TNA | Training Needs Analysis |
| TV | Television |

| | | | |
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1. PUBLIC AFFAIRS AND INFORMATION STAFF (PAIS) PROFILE

PAIS is one of the units directly under the Office of the Administrator. It has ten (10) 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 on the Agency.

As of this writing, PAIS has one vacant monthly position. PAIS is supported by nine (9) casual employees.

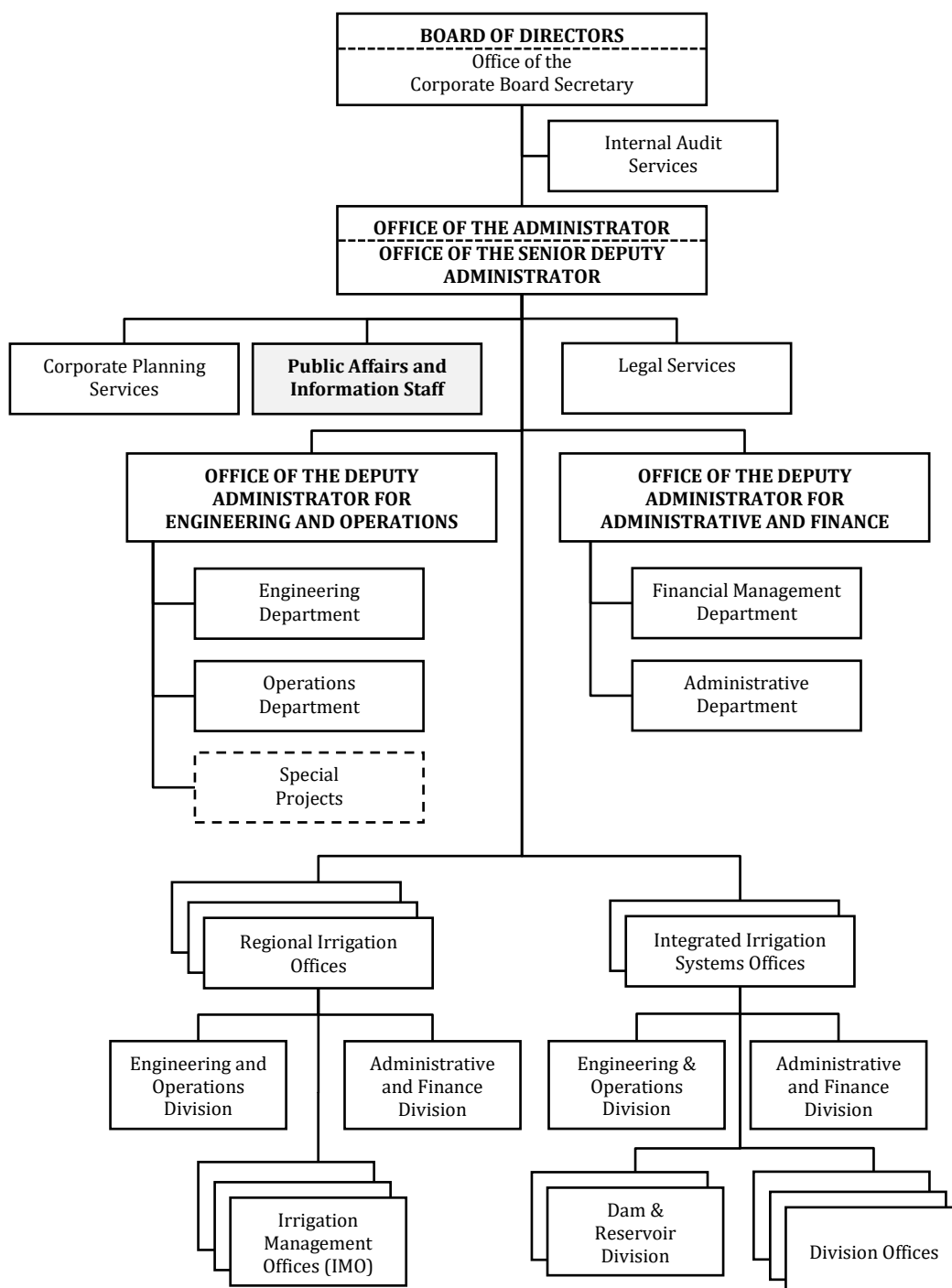
1.1 Functional Description


- 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 and news clippings for ready reference of the Administrator, as well as to keep him 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 IEC materials.
- Provides library and reference services.

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1.2 Organizational Structure

Fig. 1-1: NIA Organizational Chart

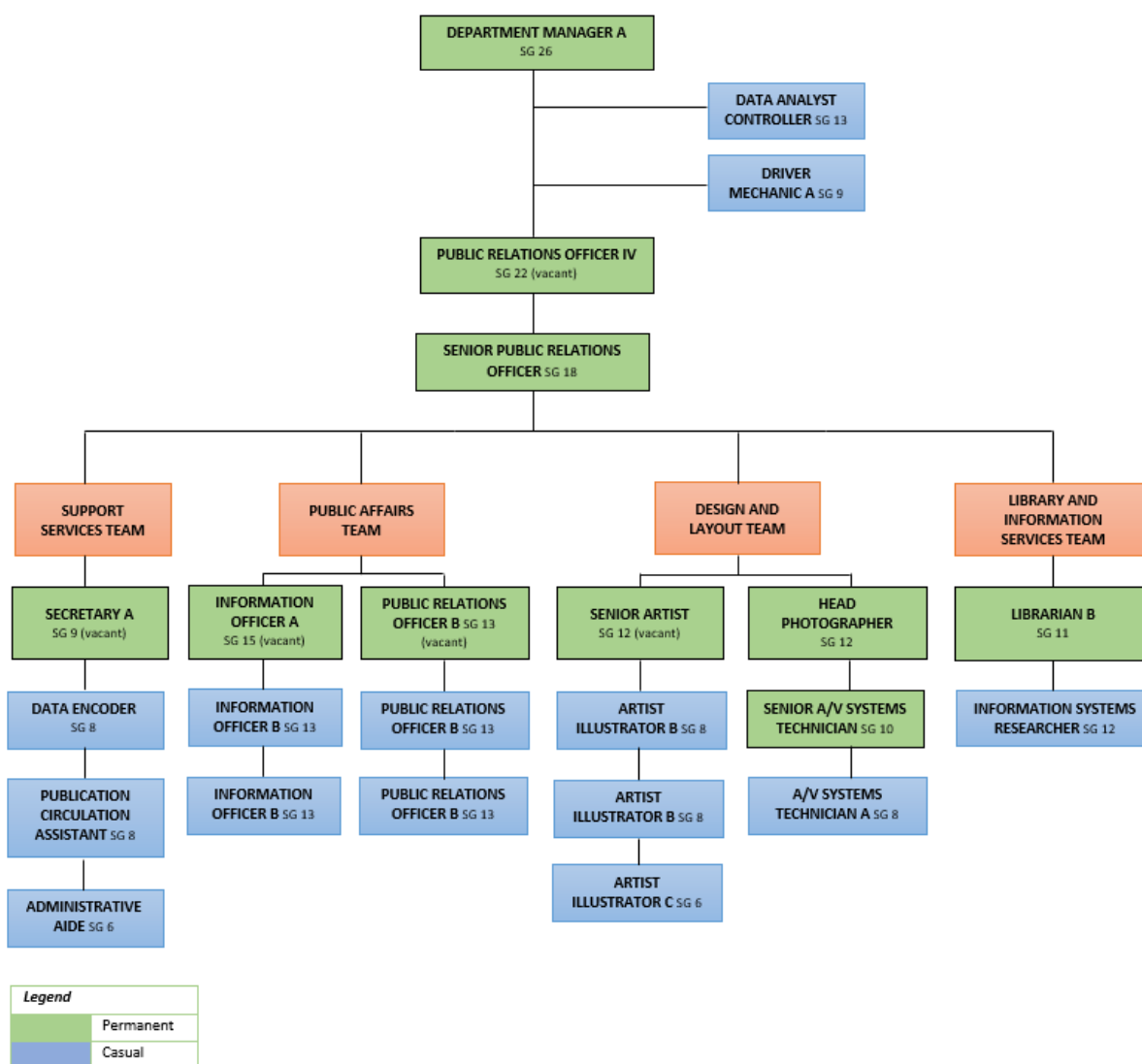



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1.2 Organizational Structure *(cont.)*

Fig. 1-2: PAIS Organizational/Position Chart

Fig. 1-2: PAIS Organizational/Position Chart



| | | | |
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1.3. Quality 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.

Reference: Office Performance Commitment and Review (OPCR)

1.4. Relevant Interested Parties


- Public Affairs and Information Staff (PAIS) has identified the interested parties that are relevant to its quality management system (QMS) 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 used by PAIS to review its strategic directions.

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

1.5 Actions to Address Risks and Opportunities

- The adoption of a risk-based thinking approach is essential for achieving an effective implementation of QMS. PAIS considers external and internal issues as well as its strategic directions (quality objectives) in determining risks and opportunities as basis for 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 QMS of NIA, achieving improved results and preventing negative effects.

Reference: Risks Registry and Opportunities Registry

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1.6 Flow Processes

Fig. 1-3: Preparation of Comprehensive Communication Plan

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



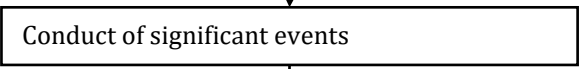
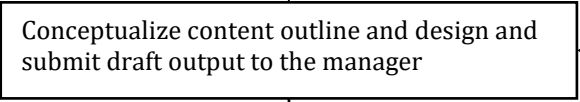
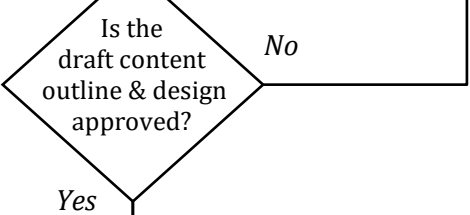
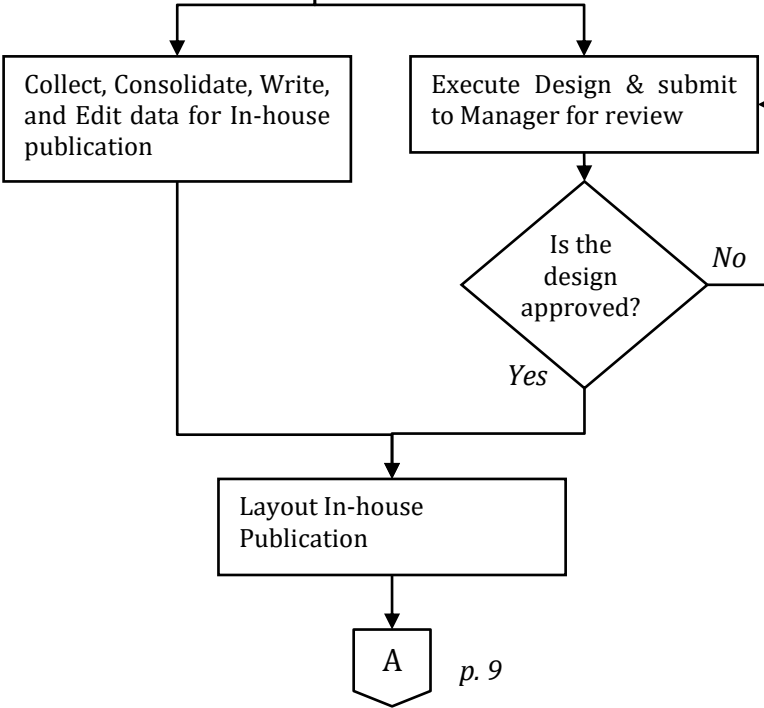

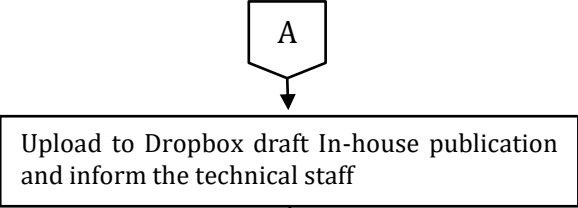
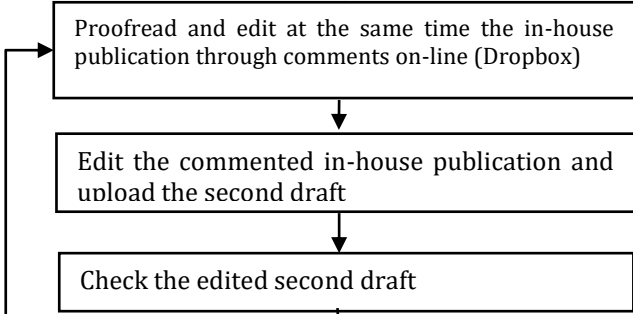
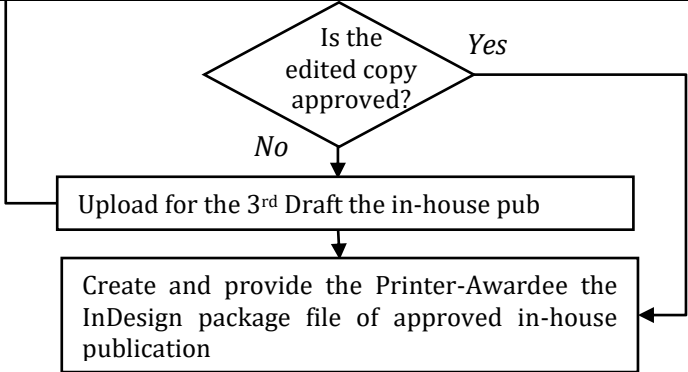
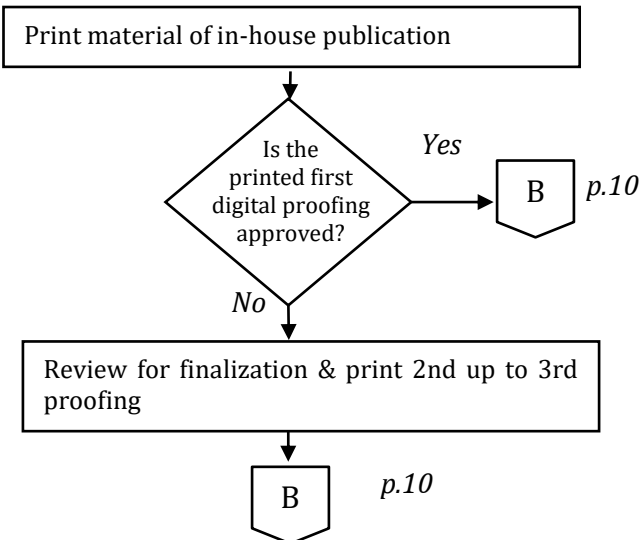
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Fig. 1-4: Production of Information Materials (In-House Publications)

| | Key Activities | Responsible Office/ Position/ Designation | Timeline/ Duration |
|---|--|--|--|
| 1 |   | C.O., Field offices | |
| 2 |  | PAIS Staff | One working day |
| 3 |  | PAIS Manager | One day |
| 4 |  | PAIS Staff PAIS Manager Artist Illustrator | Within 30 days One day Five days to three months |

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| | Key Activities | Responsible Office/ Position/ Designation | Timeline/ Duration |
|---|---|--|--|
| 5 |  | Artist Illustrator | .004 to .010 day |
| 6 |  | PAIS Staff and Manager Artist Illustrator PAIS Staff and Manager | .021 day .031 to 0.62 day .021 day |
| 7 |  | PAIS Staff and Manager Artist Illustrator | .021 day .004 to .010 day .125 day |
| 8 |  | Printer- Awardee PAIS Manager & Staff PAIS Manager & 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 | <pre> graph TD B[] --> D[D p.12] B --> P[Print final proofing of in-house publication] D --> J(()) P --> J J --> Next[] </pre> | Printer-Awardee PAIS Staff | Three days .010 to .021 day |
| 10 | <pre> graph TD In[] --> M[Mass Production of In-house Publications] M --> Next[] </pre> | Printer-Awardee | Five days to 45 days |
| 11 | <pre> graph TD In[] --> D[Deliver and receive in-house publication] D --> Next[] </pre> | Printer-Awardee, Property Section Staff and PAIS Staff | One day to ten days |
| 12 | <pre> graph TD In[] --> I[Inspects in-house publication] I --> Next[] </pre> | COA/Property Officer, PAIS Staff and Representative of Printer Awardee | One day |
| 13 | <pre> graph TD In[] --> D{Do printed Publications meet the specifications required in the approved PR?} D -- No --> C[C p.11] D -- Yes --> Next[] </pre> | PAIS Staff | .125 day |
| 14 | <pre> graph TD In[] --> S[Sort, Package, Distribute in-house publication] S --> End[End] </pre> | A/V Systems Technician and A/V Assistant | Three to five days |



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



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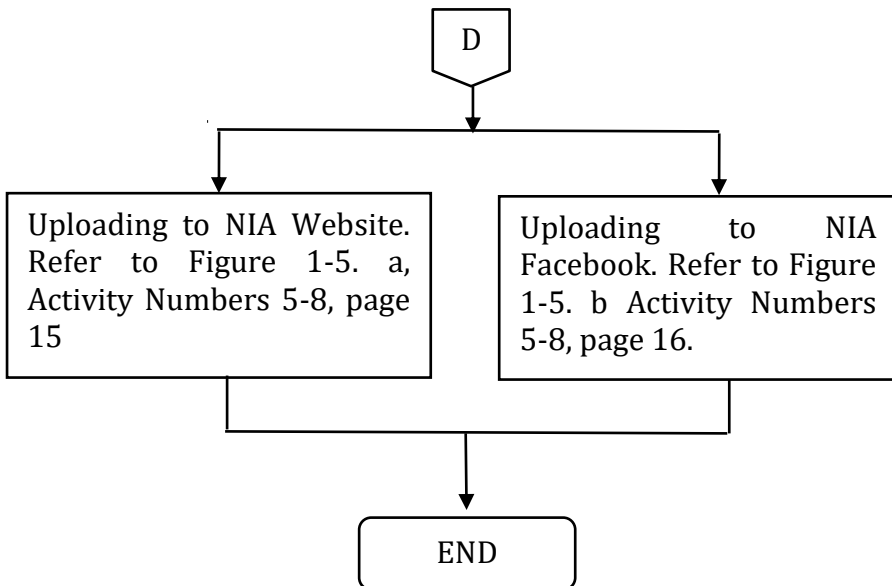
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PAIS Staff

.010 to .031
day

| | | |
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PAIS Form 2021-001: Evaluation Checklist for Lease of Printer and Printing Services

|  <div style="text-align: center;"> Republic of the Philippines National Irrigation Administration Central office </div> | | | | | |
|--|----------------|-----------|---------------------------------|---------------|---------|
| 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.: | | | | | |
| <i>Direction: Please check the level of satisfaction of the services rendered by the supplier</i> | | | | | |
| 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 | | | | | |
| <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div> Evaluated by: _____ Reviewed by: _____ Approved by: _____ </div> <div> Evaluation date: _____ Date: _____ Date: _____ </div> </div> | | | | | |
| <i>Copy furnished (For file/action): Property Section, Administrative Department</i> | | | | | |



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PAIS Form 2021-002: Evaluation Checklist for PAIS Publication

EVALUATION CHECKLIST PAIS 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: **EDEN VICTORIA C. SELVA** date: _____
Manager, PAIS

Copy furnished: Property Division, Administrative Department



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

| | Key Activities | Responsible Office/ Position/ Designation | Timeline/ Duration |
|---|--|--|---|
| 1 | <p>Start</p> <p>Receive request for photo/video services through a filled up PAIS Form 2019-001 and indorse for Manager's approval.</p> | Secretary | .0625 day |
| 2 | <p>Is the request approved?</p> <p>No → END</p> <p>Yes →</p> | PAIS Manager | .021 day |
| 3 | <p>Instruct staff to prepare requirements and coordinate activities with concerned offices</p> | PAIS Manager | One day |
| 4 | <p>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> | Head Photographer /PAIS staff | Three days depending in the event |
| 5 | <p>Sort and print photo/edit video. Make sure that the checklist is properly filled up after the activity.</p> | Head Photographer | Three days-photo Five days-video |
| 6 | <p>Post and retrieve photos at the Photo Gallery</p> <p>File photos/video</p> | Head Photographer | .0625 day-posting & retrieving Ten days – display One day |
| | <p>End</p> | | |

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

| | | |
|--|---|------------------------------|
| National Irrigation Administration <i>Public Affairs and Information Staff (PAIS)</i> <i>Request Form for Photo and Video Services</i> <u>PAIS Form 2016-001</u> | | |
| Services Requested (Pls put an "x") | | |
| _____ ID Photo | _____ Copy / ies of photo | _____ Photo / video coverage |
| _____ Others, pls specify _____ _____ | | |
| Requested by: _____ _____ Name and Office | Approved: _____ EDEN VICTORIA C. SELVA Acting 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? | | |
| <div style="display: flex; justify-content: space-around;"> <div> <input type="checkbox"/> Very Satisfied </div> <div> <input type="checkbox"/> Satisfied </div> <div> <input type="checkbox"/> Moderately Satisfied </div> </div> | | |
| <div> <input type="checkbox"/> Not at all. If not, how can we serve you better? </div> <div style="border-bottom: 1px solid black; height: 15px; width: 100%; margin-top: 5px;"></div> | | |

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


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FIG. 1-5. a. WEBSITE POSTING

| | Key Activities | Responsible Office/ Position/ Designation | Timeline/ Duration |
|---|--|---|-----------------------|
| 1 | <p>Start</p> <p>Conduct of significant events.</p> | Central/Field Offices | |
| 2 | <p>Instruct staff to prepare document/ write-up with corresponding e-copy & photos of significant events</p> | PAIS Manager | .021 to .031 day |
| 3 | <p>Coordinate with concerned office and prepare write-up for news and photo news releases and other requirements</p> | PAIS Staff | .125 to .25 day |
| 4 | <p>Approved?</p> <p>Yes</p> <p>No</p> <p>Cancel Posting</p> | PAIS Manager | .021 to 0.31 day |
| 5 | <p>Accomplish the Website Posting request form. Secure signatures of the Department Manager and Administrator or the Officer-in-Charge in his/her absence.</p> | PAIS Staff Administrator | .010 to .021 day |
| 6 | <p>Coordinate with MID for website upload</p> | PAIS Staff | .21 to .031 day |
| 7 | <p>File Uploaded?</p> <p>Yes</p> <p>No</p> | MID | |
| 8 | <p>File all Website Posting request forms.</p> | PAIS Staff | .004 to .010 day |
| | <p>End</p> | | |


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FIG. 1-5. b. FACEBOOK POSTING

| | 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 & 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> | | |


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FIG. 1-5. c. PRESS RELEASE (PR) POSTING

| | 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 | .010 to .021 day |
| 3 | <div>Coordinate with concerned office and prepare draft/revise write-up press releases and other requirements</div> | PAIS Staff | .125 to .25 day |
| 4 | <div>Approved?</div> <div>Yes</div> <div>No</div> | PAIS Manager | .021 to .031 day |
| 5 | <div>Send the press releases to 88 Media contacts through email</div> | PAIS Staff | .010 to .021 day |
| 6 | <div>Update the PR Tracking System</div> | PAIS Staff | .010 to .031 day |
| 7 | <div>PR picked up by Press?</div> <div>Yes</div> <div>No</div> | PAIS Staff | .021 to .0625 day |
| 8 | <div>Share PR on FB, print it, and provide a copy to the Top Management Officials</div> | PAIS Staff | .010 to .021 day |
| | <div>End</div> | | |



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Fig. 1-5. d Paging System

| | Key Activities | Responsible Office/ Position/ Designation | Timeline/ Duration |
|---|--|---|-----------------------|
| 1 | <div>Start</div> <div>Receive request for announcement/reminder/ advisory from other offices and refer it to the Staff</div> | Secretary PAIS Staff | .004 to .010 day |
| 2 | <div>Draft/revise the announcement, reminder, or advisory and present it for Manager's approval.</div> | PAIS Staff PAIS Manager | .004 to .010 day |
| 3 | <div>Approved?</div> <div>Yes</div> <div>No</div> | PAIS Manager | .004 day |
| 4 | <div>Secure the approval of the manager. Record the activity to Paging Request Summary (e-copy).</div> | PAIS Staff PAIS Manager | .004 to .006 day |
| 5 | <div>Deliver the announcement twice.</div> | PAIS Staff | .004 to .006 day |
| 6 | <div>File all Paging request forms.</div> | PAIS Staff | .004 day |
| | <div>End</div> | | |

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PAIS Form 2016-002: 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): _____

Requested by: _____
Signature

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

Head Requesting Office

☐ Approved
 ☐ Disapproved

GEN RICARDO R VISAYA (Ret)
 Web Content Manager

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

PAIS Form 2016-003: Facebook Posting Request Form



Republic of the Philippines
National Irrigation Administration
Quezon City

FACEBOOK POSTING REQUEST

| | |
|---------------------------|-----------------------|
| Posting Request No. _____ | Client's Name : _____ |
| Date : _____ | Designation : _____ |
| Time : _____ | Department : _____ |

Type of Facebook Post

☐ Press Release
 ☐ News
 ☐ Photo News
 ☐ Announcement/Ad
 ☐ Video
 ☐ Others

Posting Request (Title): _____

Requested by: _____

Approved by:


EDEN VICTORIA C. SELVA
 Acting Department Manager

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

PAIS Form 2016-004: Paging Request Form (Summary)

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

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

| | | | |
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|  | <p align="center">NATIONAL IRRIGATION ADMINISTRATION</p> <p align="center">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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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 | NO |
| 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 | | | Clean from dust and oil | | | | |
| | | Check if clean and in good order Bring extra lens/ back up lens Check the focus on each lens | | | 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 | NO |
| 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. | | | Download video files to computer and portable hard drives | | | | |
| | | Check memory cards for damage and wear | | | Format memory card after backed up video | | | | |
| | | Check if it can read without any problem. | | | | | | | |
| 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 | | | | |


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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> | | |


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Fig. 1-7: Strengthen Public Relations

| | Key Activities | Responsible Office/ Position/ Designation | Timeline/ Duration |
|---|--|---|--|
| 1 | <p>Start</p> <p>Receive written request for media coverage (TV, Radio, and Print), and advise the Department Manager</p> | Secretary | .004 day/ Request |
| 2 | <p>Instruct Staff to coordinate with various media/offices</p> | PAIS Manager | .021 day per request |
| 3 | <p>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)</p> <p>Are data appropriate?</p> <p>No</p> <p>Yes</p> | <p>PAIS Staff</p> <p>PAIS Manager</p> | <p>Two days per event</p> <p>One day</p> |
| 4 | <p>Attend/Conduct event and give feedback to the Administrator</p> <p>End</p> | 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>Start</p> <p>↓</p> <p>Check the System/Portal</p> <p>↓</p> | PAIS Staff Designated Technical Officer | .004 day/ complaint |
| 2 | <p>Forwards the complaint to the concerned region/project offices through email/fax and by posting to NIA PR Team FB page with attached Request for Action (RFA).</p> <p>↓</p> | PAIS Staff Designated Technical Officer | .010 day per complaint |
| 3 | <p>Coordinate with concerned office re: action taken within the prescribed timeline. Receive the reply/action taken through email/fax message and send it through the 8888 Portal. Follow-up the RFA on Action taken within 5 days. Validate the action taken/dealing with consequence in the RFA within 5 days.</p> <p>↓</p> <p>Accepted the response or action taken?</p> <p>No</p> <p>Re-issue RFA. Validate action.</p> <p>Yes</p> | <p>PAIS Staff Designated Technical Officer</p> <p>OP’s Hotline 8888</p> | <p>Response must be within three days per complaint</p> <p>.031 day per complaint</p> |
| 4 | <p>8888 Ticket closed and file it by Region. Declare as closed in the RFA and report to NIA IQA Secretariat.</p> <p>↓</p> <p>End</p> | PAIS Staff Designated Technical Officer | .004 day |


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

| | Key Activities | Responsible Office/ Position/ Designation | Timeline/ Duration |
|---|--|---|--|
| 1 | <p>Start</p> <p>Receive request for Information through email, phone calls, and walk-in clients</p> | PAIS Staff | .004 to .010 day per request |
| 2 | <p>Advise to access FOI through nia.gov.ph under the Corruption Prevention Initiative, download the request form (pp. 28-29), meet the requirements, and submit it to PAIS</p> | PAIS Staff/Requester | .004 to .010 day per request |
| 3 | <p>Review the submitted FOI request form.</p> <p>Are submitted requirements complete?</p> <p>No: Advise the Requester to complete the requirements</p> <p>Yes</p> | PAIS Staff | .010 day per request |
| 4 | <p>Prepare endorsement and Request for Action (RFA), 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 RFA on Action taken/dealing with consequence in the RFA within 5 days. Include in the Department's FOI Monitoring Form.</p> | PAIS Staff/ PAIS Manager Office referred to | .010 to .021 day per request .010 to .021 day per request |
| | <p>Accepted the action taken?</p> <p>No: Re-issue RFA. Validate action</p> <p>Yes: Update as closed in RFA and report to NIA IQA Secretariat</p> <p>End</p> | PAIS Staff | .006 to .010 day per request |


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Fig. 1-7.c: Presidential Complaint Center (PCC)

| | Key Activities | Responsible Office/ Position/ Designation | Timeline/ Duration |
|---|---|---|-----------------------|
| 1 | <div style="text-align: center;"> <div>Start</div> <div>↓</div> <div>Receive the endorsement from the Administrator's Office with the attached letter complaint referred by PCC</div> </div> | Administrator's Office/PAIS | .010 day |
| 2 | <div style="text-align: center;"> <div>↓</div> <div>Instruct Staff to endorse/coordinate with the concerned region</div> </div> | PAIS Manager | .021 day |
| 3 | <div style="text-align: center;"> <div>↓</div> <div>Forward the document to the concerned region through fax, email, and/or through the Records Section, Human Resource Division</div> </div> | PAIS Staff | .021 day |
| 4 | <div style="text-align: center;"> <div>↓</div> <div>Receive the document and reply at least 72 hours to PCC, copy furnished PAIS</div> </div> | Regional Staff/PAIS Staff | Three days |
| | <div style="text-align: center;"> <div>↓</div> <div>End</div> </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>Start</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>Is the requested technical assistance within PAIS timeframe?</p> <p>No</p> <p>Yes</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> | 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>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>Start</p> <p>Identify the training need of the PROs during NRPW</p> | PAIS Staff | .125 day |
| 2 | <p>Prioritize training needs and discuss with the Department Manager. Include the identified training to PAIS PPMP.</p> | PAIS Staff | One day |
| 3 | <p>Prepare and submit training proposal based on PPMP to the PAIS Manager</p> | PAIS Staff | Five days |
| 4 | <p>Review and evaluate proposal</p> | PAIS Manager | One day |
| 5 | <p>Is the training proposal appropriate?</p> <p>NO</p> <p>Yes</p> <p>Prepare and submit proposal for Administrator's approval</p> | PAIS Manager | One day |
| 6 | <p>Is the training proposal approved?</p> <p>NO</p> <p>Yes</p> <p>Re-draft and re-submit proposal for Administrator's approval.</p> <p>A p.28</p> | PAIS Staff Other NIA units Administrator | One day to ten days |

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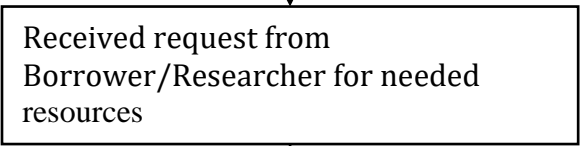
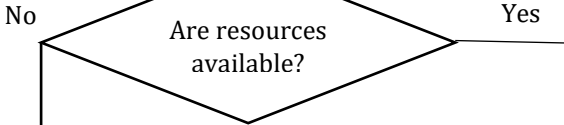
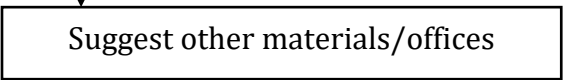
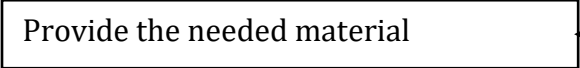
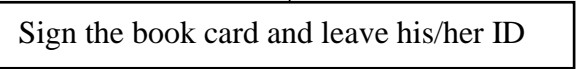
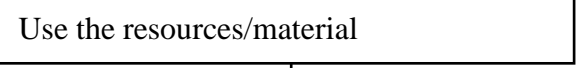
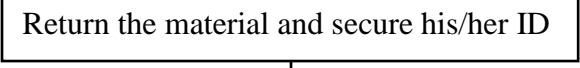
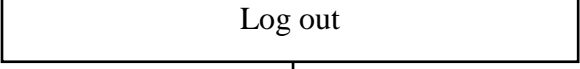
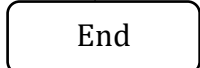
| Key Activities | | Responsible Office/ Position/ Designation | Timeline/ Duration |
|----------------|--|---|-----------------------|
| | <div style="text-align: center;"> <div style="border: 1px solid black; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center; margin-bottom: 10px;">A</div> <div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 300px;">Coordinate activities of the training with other NIA units and resource person</div> <div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 300px;">Conduct of appropriate training</div> </div> | PAIS Staff | Five days |
| | <div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 300px;">Prepare Completion Report for submission to Administrator</div> </div> | PAIS Staff | Five to seven days |
| | <div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 300px;">Provide Training Evaluation Result to concerned office</div> <div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 150px; margin-top: 10px;">END</div> </div> | PAIS Staff | One day |

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1-10: Provide Library and Reference Services

a. Collection Circulation

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

| | Key Activities | Responsible Office/ Position/ Designation | Timeline/ Duration |
|---|--|---|-----------------------|
| 1 |   | Librarian | .021 day |
| 2 |   | Librarian | .021 day |
| 3 |  | Librarian | .021 day |
| 4 |  | Borrower/ Researcher | .021 day |
| 5 |  | Borrower/ Researcher | .042 day to .25 day |
| 6 |  | Borrower/ Researcher | .021 day |
| 7 |  | Borrower/ Researcher | .002 day |
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Fig. 1-10. a.2. Library Management System (Employee)

| | Key Activities | Responsible Office/ Position/ Designation | Timeline/ Duration |
|---|--|---|-----------------------|
| 1 | <div>Start</div> <div>Log in to the LMS to browse the collection</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> | | |


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

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


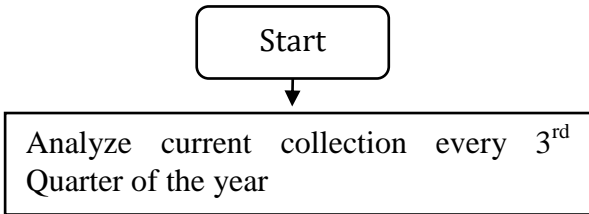
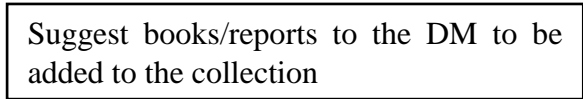
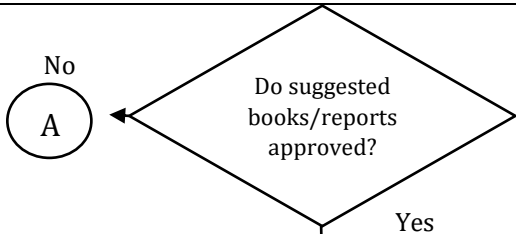
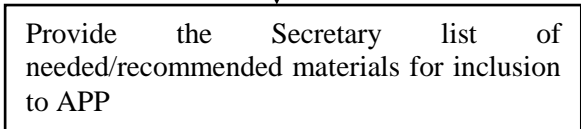
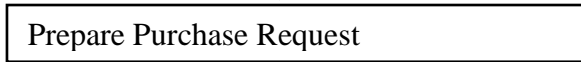
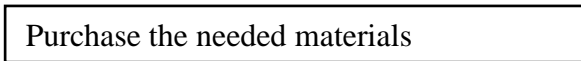
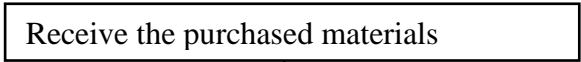
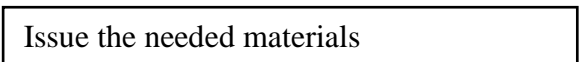
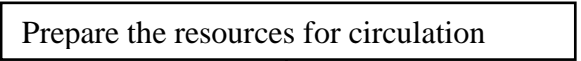
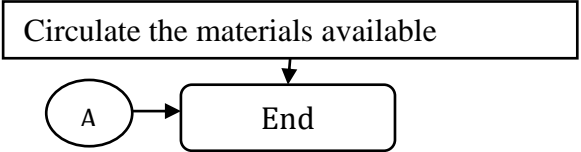
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Fig. 1-10. b. Collection Development

| | Key Activities | Responsible Office/ Position/ Designation | Timeline/ Duration |
|----|---|--|-------------------------------|
| 1 |  | Librarian | .5 day |
| 2 |  | Librarian | .125 day |
| 3 |  | PAIS Manager | .021 day |
| 4 |  | Librarian | .0625 day |
| 5 |  | Secretary | .021 day |
| 6 |  | Procurement section-AD | |
| 7 |  | Secretary | .021 day |
| 8 |  | Secretary | .042 day |
| 9 |  | Librarian | One day |
| 10 |  | Librarian | |


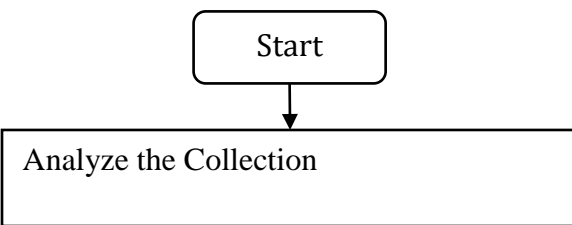
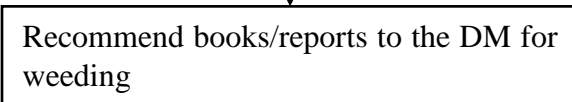
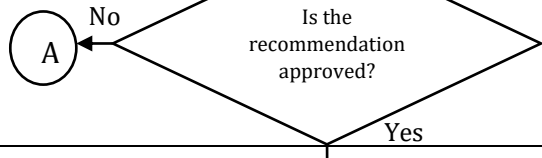
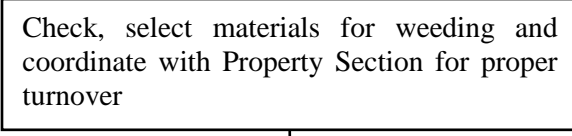
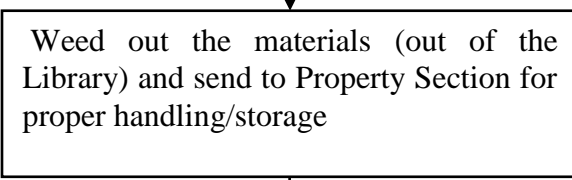
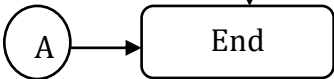
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Fig. 1-10. c. Weeding Collection

| | Key Activities | Responsible Office/ Position/ Designation | Timeline/ Duration |
|---|---|---|-----------------------|
| 1 |  | Librarian | .25 day |
| 2 |  | Librarian | .125 day |
| 3 |  | PAIS Manager | .201 to .402 day |
| 4 |  | Librarian | Four days |
| 5 |  | Librarian | Four days |
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Fig. 1-10. d. Signing of Clearance

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

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