



PUBLIC AFFAIRS OFFICE (PAO)



SUMMARY

Public Affairs Office (PAO) External Services

PROCESSES	DURATION	CLASSIFICATION
1. Arrangement of Phone and On-Cam Interviews with Media	1 Working Day	Simple
2. Tri-Media and stakeholders Inquiries	3 Working Days	Simple
3. Media Sends in Sponsorship or Solicitation Letter	3 Working Days	Simple



EXTERNAL SERVICES



Arrangement of Phone and On-Cam Interviews with Media

This applies to all interview requests through SMS, call, or Viber to DOE Public Affairs Office

Office or Division	Public Affairs Office (PAO)			
Classification:	Simple Transaction			
Type of Transaction:	Government-2-Business and Government-2-Government			
Who May Avail:	Media			
Checklist of Requirements	Details of inquiry/request			
CLIENT STEPS	AGENCY ACTIONS	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrangement of Phone and On-Cam Interviews with Tri-Media	1.1 Public Affairs Head discusses the requested interview and issues to be discussed with the Secretary. Subsequently, if it conflicts with the Secretary's schedule, or the Spokesperson is unavailable to take the interview, it would immediately be referred to the concerned Undersecretary, Assistant Secretary, or Director. Upon their acceptance/ approval, coordination within the Office of the DOE Officials and the concerned media is undertaken by the Public Affairs Staff. (15-30 minutes)	None	0.25 Working Day	<i>Public Affairs Head / Public Relations Officers</i>

	1.1.1 Confirm the Request			<i>Public Affairs Head</i>
	<p>1.1.1.1 For accepted on-cam interviews, Public Relations Staff will assist the media in setting- up the interview areas.</p> <p>For interviews via Zoom, the Public Affairs Staff set up a meeting link 15 minutes before the actual date of the interview (5-10 minutes).</p> <p>For phone-in-media and stakeholder's immediate response is given by the Public Affairs Head and Staff otherwise it is referred to the concerned Directors if further details and data were asked.</p> <p>For interviews on special reports, whether on-cam or on-site, discussion and coordination for the appropriate schedule between the DOE official and media concerned is done immediately upon the approval/ acceptance of the written (1-2 days upon the receipt of the written request)</p>		0.50 Working Day	<i>Public Relations Officers</i>
	1.1.2. For declined requests, the concerned media will be informed immediately. (5 minutes)		0.25 Working Day	<i>Public Relations Officers</i>
Total Number of Days			1 Working Day	



Tri-Media and Stakeholders Inquiries

This applies to all inquiries from media and stakeholders.

Office or Division	Public Affairs Office (PAO)			
Classification:	Simple Transaction			
Type of Transaction:	Government-2-Business and Government-2-Government			
Who May Avail:	Public			
Checklist of Requirements:	Details of inquiry			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stakeholders, Media, and Individuals will send inquiries to DOE through phone calls, email, or social media platforms (e.g., Facebook)	1.1 Public Relations Officers acknowledge and endorse concerns to appropriate bureaus. Daily schedule of answering queries received through the official DOE Social media sites is strictly observed by the officers in-charge.	None	3 days	<i>Public Affairs Office</i>
Total Number of Days			3 Working Days	



Media Sends in Sponsorship or Solicitation Letter

This applies to all sponsorship or solicitation requests from requesting agencies.

Office or Division	Public Affairs Office (PAO)			
Classification:	Simple Transaction			
Type of Transaction:	Government-2-Business and Government-2-Government			
Who May Avail:	Government Agencies, Universities, Media, Private Companies			
Checklist of Requirements:	Request letter			
CLIENT STEPS	AGENCY ACTIONS	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Media sends in sponsorship or solicitation letters from the media	1.1 Public Affairs Office will receive and acknowledge the letter of sponsorship or solicitation from requesting agencies.	None	1 Working Day	<i>Requesting Party / Public Affairs Office</i>
	1.2 Public Affairs Office acts on the request responding through a written reply.			<i>Public Affairs Head</i>
	1.3 Signed letter will be transmitted by Public Affairs Officer to the requesting agency.		1 Working Day	<i>Public Relations Officers</i>
	1.4 Scanned copy of the signed letter will be sent via e-mail.		1 Working Day	
	1.5 Original copy will be sent via post.			
Total Number of Days			3 Working Days	