



Public Affairs Office (PAO)

External Services



1. EO-PAO01 Arrangement of Phone and On-Cam Interviews with Media

The Public Affairs Office (PAO) is responsible for promoting the Department's initiatives to inform and engage the public. This includes arranging interviews with radio, television, and print media to maximize outreach.

The PAO identifies newsworthy Department activities, coordinates with media contacts, and selects the most effective format and platform for each interview. By managing logistics and preparing briefing materials, the PAO ensures that messaging is clear, consistent, and aligned with the Department's priorities. After each interview, the office assesses its impact to continuously improve public engagement efforts.

Office or Division:	Public Affairs Office (PAO)			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)			
Who may avail:	All public and private media outlets, including feature magazines, industry journals, and online publications, can access this service.			
Operating Hours:	8:00 AM - 5:00 PM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Standard Requirement				
1. Formal Request Letter (via chat, e-mail, or hard copy letter) (1) Original Copy Or (1) Electronic Copy			Applicant / Client	
<i>Remarks:</i> <i>To facilitate interview arrangements, media outlets must submit a formal request to the Public Affairs Office's media relations team. Requests can be sent via message, phone call, or email, and should include relevant details such as the interview topic, preferred schedule, and specific resource person (if applicable). The Public Affairs Office's official email address for all media inquiries is doe.media@doe.gov.ph. This contact ensures that requests are efficiently processed and that the appropriate resource personnel are assigned to meet media needs.</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submission of Request to PAO Location:	1.1. Confirmation and acknowledgment of request. Validation of the request before	None	30 minute/s	Administrative Officer; Public Affairs



Email to doe.media@doe.gov.ph or message to any DOE social media sites with handle @doegovph. For hardcopy letters, please send to Public Affairs Office, Department of Energy, 4F PNOC V, Energy Center, BGC, Taguig City 1632 Notes/Instruction: E-mail a formal request with all necessary and important details to doe.media@doe.gov.ph or message to any DOE social media sites with handle @doegovph. For hardcopy letters, please send to Public Affairs Office, Department of Energy, 4F PNOC V, Energy Center, BGC, Taguig City 1632	forwarding to the Public Affairs Head. 1.2. 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. 1.3. PAO informs client of confirmed schedule, resource person, and interview details, and request is closed.		7 hour/s 30 minute/s	Office (PAO) - Public Affairs Head; Public Affairs Office (PAO) - Administrative Officer; Public Affairs Office (PAO)
General Remarks Interviews are arranged based on the availability of designated resource persons, ensuring that the most suitable spokesperson is accessible for timely and effective communication. Note: PAO Staff will assist the media in setting up the interview areas. For accepted interviews via Zoom, the PAO Staff will set up a meeting link 15 minutes before the actual date of the interview.				
Total Processing Time:		Working Days: 1 working day/s		
Total Processing Fee:		Total Standard Fee: None		



2. EO-PAO02 Tri-Media and Stakeholders Inquiries

The Department of Energy (DOE) of the Philippines is mandated to inform and engage the public on energy-related matters as part of its broader responsibilities. This mandate is grounded in Republic Act No. 7638, also known as the Department of Energy Act of 1992, which directs the DOE to "prepare, integrate, coordinate, supervise, and control all plans, programs, projects, and activities of the Government relative to energy exploration, development, utilization, distribution, and conservation."

The DOE's mission underscores its commitment to transparency and public engagement:

"We at the Department of Energy, in partnership with our stakeholders, shall improve the quality of life of the Filipino by formulating and implementing policies and programs to ensure sustainable, stable, secure, sufficient, accessible and reasonably-priced energy."

Further reinforcing this commitment, the Freedom of Information (FOI) Program, established under Executive Order No. 02, s. 2016, mandates all government agencies, including the DOE, to uphold the constitutional right of citizens to access information on matters of public concern through full public disclosure.

Office or Division:	Public Affairs Office (PAO)	
Classification:	Simple	
Type of Transaction:	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)	
Who may avail:	All public and private media outlets, including feature magazines, industry journals, and online publications, as well as individual citizens, and other government offices can access this service.	
Operating Hours:	8:00 AM - 5:00 PM	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Standard Requirement		
1. Formal Request Letter (via chat, e-mail, or hard copy letter) (1) Original Copy Or (1) Electronic Copy		Applicant / Client
<i>Remarks:</i> To facilitate interview arrangements, media outlets must submit a formal request to the Public Affairs Office's media relations team. Requests can be sent via message, phone call, or email, and should include relevant details such as the interview topic, preferred schedule, and specific resource person (if applicable). The Public Affairs Office's official email address for all media inquiries is doe.media@doe.gov.ph. This contact ensures that requests are efficiently processed and that the appropriate resource personnel are assigned to meet media needs. For hardcopy letters, please send to Public Affairs Office, Department of Energy, 4F PNOC V, Energy Center, BGC, Taguig City 1632		



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submission of Inquiry Location: Email to doe.media@doe.gov.ph or message to any DOE social media sites with handle @doegovph. For hardcopy letters, please send to Public Affairs Office, Department of Energy, 4F PNOC V, Energy Center, BGC, Taguig City 1632 Notes/Instruction: E-mail a formal request with all necessary and important details to doe.media@doe.gov.ph or message to any DOE social media sites with handle @doegovph. For hardcopy letters, please send to Public Affairs Office, Department of Energy, 4F PNOC V, Energy Center, BGC, Taguig City 1632	1.1. Administrative Officer acknowledges the inquiry and identifies the Bureau or Office and the specific person to whom the inquiry should be addressed.	None	1 working day/s	Administrative Officer; Public Affairs Office (PAO)
	1.2. Administrative Officer Endorses inquiry to specific Bureau or Office and starts coordination with identified person in charge.		1 working day/s	Administrative Officer; Public Affairs Office (PAO)
	1.3. Reply is sent to client.		1 working day/s	Administrative Officer; Public Affairs Office (PAO)
Total Processing Time:		Working Days: 3 working day/s		
Total Processing Fee:		Total Standard Fee: None		



3. EO-PAO03 Media Sends in Sponsorship or Solicitation Letter

The Department of Energy (DOE) of the Philippines is mandated to inform and engage the public on energy-related matters as part of its broader responsibilities. This mandate is grounded in Republic Act No. 7638, also known as the Department of Energy Act of 1992, which directs the DOE to "prepare, integrate, coordinate, supervise, and control all plans, programs, projects, and activities of the Government relative to energy exploration, development, utilization, distribution, and conservation."

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Office or Division:	Public Affairs Office (PAO)	
Classification:	Simple	
Type of Transaction:	G2B (Government to Business), G2G (Government to Government)	
Who may avail:	All public and private media outlets can access this service. Requests for partnerships, sponsorships, and solicitations are subject to evaluation.	
Operating Hours:	8:00 AM - 5:00 PM	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Standard Requirement		
1. Formal Request Letter (via chat, e-mail, or hard copy letter) (1) Original Copy Or (1) Electronic Copy		Applicant / Client
<i>Remarks:</i> <i>To facilitate interview arrangements, media outlets must submit a formal request to the Public Affairs Office's media relations team. Requests can be sent via message, phone call, or email, and should include relevant details such as the interview topic, preferred schedule, and specific resource person (if applicable). The Public Affairs Office's official email address for all media inquiries is doe.media@doe.gov.ph. This contact ensures that requests are efficiently processed and that the appropriate resource personnel are assigned to meet media needs.</i> <i>For hardcopy letters, please send to Public Affairs Office, Department of Energy, 4F PNOC V, Energy Center, BGC, Taguig City 1632</i>		



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submission of Sponsorship Letter Location: Email to doe.media@doe.gov.ph or message to any DOE social media sites with handle @doegovph. For hardcopy letters, please send to Public Affairs Office, Department of Energy, 4F PNOC V, Energy Center, BGC, Taguig City 1632 Notes/Instruction: E-mail a formal request with all necessary and important details to doe.media@doe.gov.ph or message to any DOE social media sites with handle @doegovph. For hardcopy letters, please send to Public Affairs Office, Department of Energy, 4F PNOC V, Energy Center, BGC, Taguig City 1632	1.1. Public Affairs Office will receive and acknowledge the letter of sponsorship or solicitation from requesting agencies.	None	1 working day/s	Administrative Officer; Public Affairs Office (PAO)
	1.2. Public Affairs Office acts on the request responding through a written reply.		1 working day/s	Public Affairs Head; Public Affairs Office (PAO)
	1.3. Signed letter will be transmitted by Public Affairs Officer to the requesting agency.		1 working day/s	Administrative Officer; Public Affairs Office (PAO)
Total Processing Time:		Working Days: 3 working day/s		
Total Processing Fee:		Total Standard Fee: None		