



PCAARRD-DOST

**PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES
RESEARCH AND DEVELOPMENT**

Department of Science and Technology

PCAARRD Citizen's Charter

(In compliance with Republic Act No. 9485 or the Anti-Red Tape Act of 2007 passed in order to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties therefor)

Paseo de Valmayor, Timugan, Economic Garden

Los Baños 4030, Laguna, Philippines

VoIP Trunklines: (6349) 536 0014; 536 1956; 536 2305; 536 2383; 536 5907; 536 6980;
536 7927

Fax Nos.: (6349) 536 0016; 536 7922

Manila Liaison Office: 2F Metrology Center, ITDI, DOST Compound, Bicutan, Taguig City,
Metro Manila

Telefax No.: (632) 837 1651

e-mail: pcaarrd@pcaarrd.dost.gov.ph

Table of Contents

	<u>Page</u>
Performance Pledge	1
Brief Background of PCAARRD	2
Vision, Mission, and Mandates	2
Goal, Objectives, and Thrusts	3
Strategic Interventions	4
List of PCAARRD Officials	5
Organizational Chart	6
List of Frontline Services	7
Research and Development (R&D) GIA Funding	8
NAARRDN Facilities Improvement Program	10
Thesis/Dissertation Grant Assistance Program	11
Publication Dissemination Flow (Mailed/e-mailed Requests)	12
Publication Dissemination Flow (Walk-in Customers)	14
Online access to PCAARRD Publications	15
Visitors Bureau (Local)	17
Visitors Bureau (Local, Walk-in)	19
Visitors Bureau (International)	21
Participation to PCAARRD Message Board	23
Feedback Complaint Management System (FCMS)	25
Customer Satisfaction Feedback Form	27
Feedback Mechanism	28
List of Acronyms	29

PERFORMANCE PLEDGE

PCAARRD aims to sustain dynamic leadership in science and technology (S&T), and innovation in the agriculture, aquatic and natural resources (AANR) sectors.

We commit to:

- formulate programs, policies and strategies that are timely, relevant and focused on the needs for sustained growth of the sector through adequate consultation and participation of the members of the NAARRDN;
- provide grants-in-aids for the human resource and physical capability development based on requests and proposals which will be acted upon within two (2) months after receipt;
- ensure continual improvement of service delivery through our feedback and complaints mechanism which provide for response within fifteen (15) working days in compliance with Section 1, Rule VI of R.A. 6713 (Code of Conduct and Ethical Standards for Public Officials and Employees);
- release funds for approved proposals approximately within five (5) working days upon submission of required documents; and
- provide easy access to information and services through our communication lines: (6349) 536 0014; 536 1956; 536 2305; 536 2383; 536 5907; 536 6980; 536 7927; fax: (6349) 536 0016; 536 7922; e-mail: pcaarrd@pcaarrd.dost.gov.ph; and website: www.pcaarrd.dost.gov.ph.

Department of Science and Technology
Philippine Council for Agriculture, Aquatic and Natural Resources
Research and Development (PCAARRD)

About PCAARRD-DOST

The **Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development (PCAARRD)** is one of the sectoral councils under the Department of Science and Technology (DOST). PCAARRD was established on June 22, 2011 through the consolidation of the Philippine Council for Agriculture, Forestry and Natural Resources Research and Development (PCARRD) and the Philippine Council for Aquatic and Marine Research and Development (PCAMRD).

The Council formulates policies, plans, and programs for science and technology-based research and development in the different sectors under its concern. It coordinates, evaluates, and monitors the national research and development (R&D) efforts in the agriculture, aquatic, and natural resources (AANR) sectors. It also allocates government and external funds for R&D and generates resources to support its programs.

PCAARRD is engaged in active partnerships with international, regional, and national organizations and funding institutions for joint R&D, human resource development and training, technical assistance, and exchange of scientists, information and technologies.

It also supports the National Agriculture, Aquatic and Resources Research and Development Network (NAARRDN) composed of national, multi and single-commodity and regional R&D centers, cooperating stations, and specialized agencies. PCAARRD is a potent arm in catalyzing the Philippine AANR sectors toward self-sufficiency and global competitiveness.

VISION: Sustained dynamic leadership in science and technology (S&T) innovation in the agriculture, aquatic and natural resources (AANR) sectors

MISSION: Provide strategic leadership in promoting S&T as a platform for AANR products innovation and environment resiliency

MANDATES:

1. Formulate policies, plans, projects, and strategies for S&T development in the AANR sectors;
2. Program and allocate government and external funds generated for S&T efforts in the AANR sectors;
3. Monitor R&D projects; and
4. Generate external funds for its R&D activities.

PCAARRD GOAL:

Reduce poverty incidence, attain food security and global competitiveness and address the related environmental issues and concerns.

PCAARRD OBJECTIVES:

1. Effect Sustainable Food Production

PCAARRD will act towards achieving food security and reducing poverty. Specifically, it will provide the appropriate S&T solutions and services to increase productivity and raise the competitiveness of products and industries.

2. Prime up the Countryside

PCAARRD will utilize the technology transfer modalities to promote livelihood and opportunities in the countryside.

3. Sustain Environmental Resilience

PCAARRD will harness novel solutions for natural resource management towards developing climate-resilient communities, biodiversity conservation, and soil and water/watershed protection. It will also seek clean energy sources; develop means to adapt and mitigate climate change impacts, and ensure that S&T innovation support is given to protect and manage the AANR sectors.

4. Advance AANR interests via Policy Research and Advocacy

PCAARRD shall ensure that S&T policy reforms and advocacy in the AANR sectors are based on thorough and empirical policy analysis, which will contribute in developing a conducive and enabling policy environment.

5. Enhance R&D Capability and Governance

PCAARRD will manage the National Agriculture, Aquatic, and Natural Resources Research and Development System (NAARRDS) through implementation of the banner programs. These mechanisms will meet the needs for greater capability, increased funding, and developing information, education and communication (IEC) and information and communications technology (ICT) support for R&D and R&D results utilization.

PCAARRD THRUSTS:

To realize its set vision, PCAARRD has four (4) banner programs: 1. Strategic Research and Development; 2. R&D Results Utilization; 3. Policy Research and Advocacy; and 4. Capability Building and R&D Governance. These banner programs address the following Key Result Areas (KRAs) of the national goals and commitments as embodied in President Benigno C. Aquino III's Social Contract with the Filipino People (EO 43):

- KRA 1. Transparent, Accountable, and Participatory Governance;
- KRA 2. Poverty Reduction and Empowerment of the Poor and Vulnerable;
- KRA 3. Rapid, Inclusive and Sustained Economic Growth; and
- KRA 5. Integrity of the Environment and Climate Change Mitigation and Adaptation

PCAARRD STRATEGIC INTERVENTIONS

The strategic interventions under the PCAARRD CorPlan 2012-2016 support the government's commitment under the said Social Contract. PCAARRD implements these strategies under the Agri-Aqua Technology Upgrading Program of the DOST. The strategies are as follows:

1. Industry Strategic S&T Plans (ISPs)

The ISPs are commodity-based, long-term S&T plans that serve as PCAARRD's blueprint for offering S&T solutions/interventions under its four banner programs to address specific problems of the commodity industries. The ISPs provide a framework to articulate the priorities, initiatives and underlying actions of PCAARRD where resources can be applied toward strengthening industry objectives and outcomes.

2. DOST-PCAARRD High Impact Technology Solutions (HITS)

The HITS programs and projects are focused on the Department of Science and Technology (DOST) Five-Point Priority Agenda including the use of local technology for AANR, energy, service delivery and genomics.

3. PCAARRD-Congressional Commission on Science and Technology and Engineering (COMSTE) Innovation Clusters

PCAARRD supports the COMSTE Innovation Clusters through the coordination of the Algae Research and Commercialization and Precision Farming and Smart Agriculture. As per 2012 General Appropriations Act's special provisions on the priority research programs and projects, these programs will be funded and implemented by DOST, DA and CHED.

4. PCAARRD's support to the National Greening Program (NGP)

As a commitment to the Department of Environment and Natural Resources' (DENR) implementation of the National Greening Program, PCAARRD's support focuses on bamboo and industrial tree plantation (ITP) initiatives. PCAARRD's projects on bamboo includes the promotion of the *kawayan tinik* species; improvement of the bamboo industries with available technologies on nursery and plantation management; and soil and water conservation, among others. For the ITP program, PCAARRD targets lumber and panel products and the development and improvement of selected species.

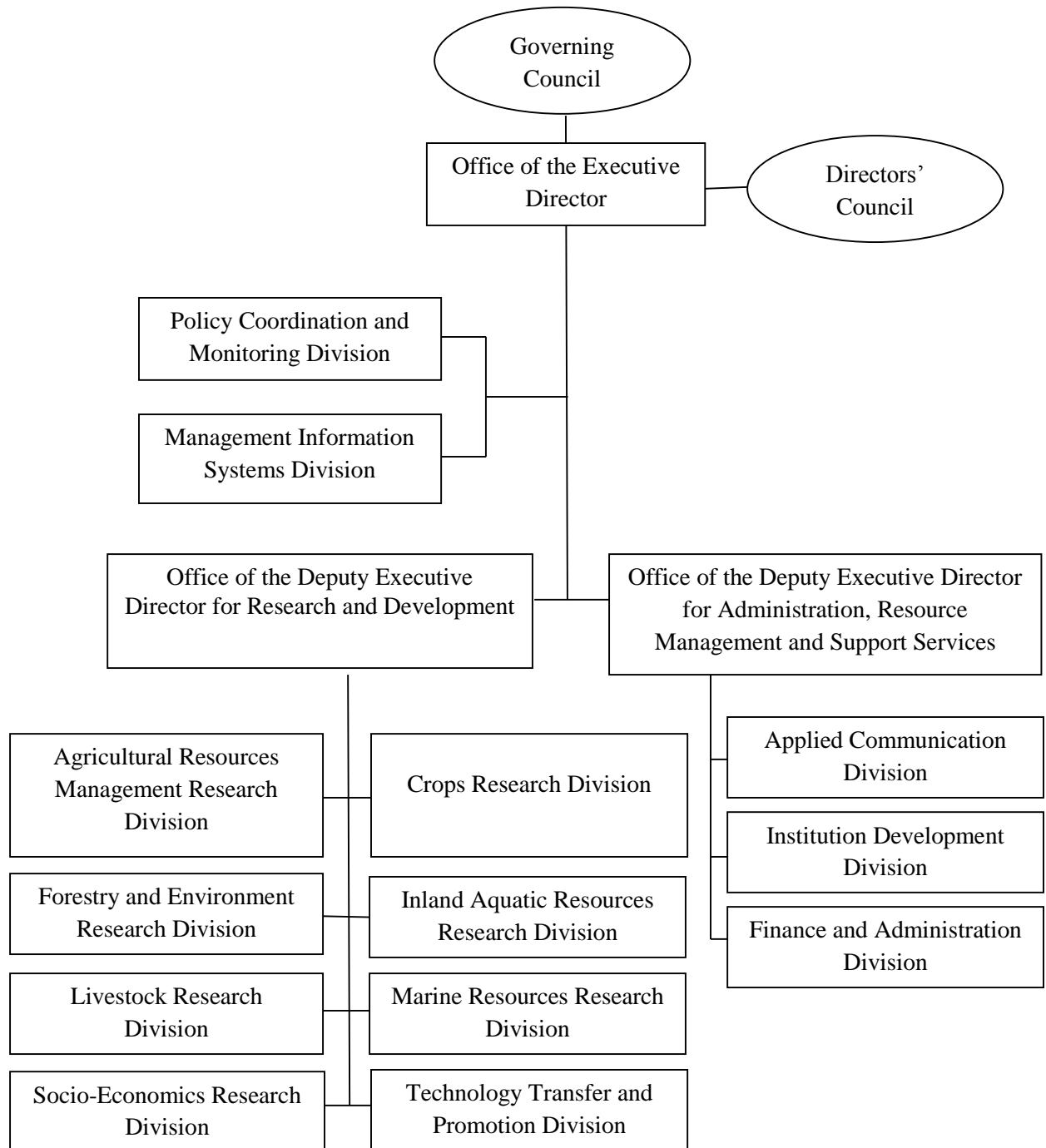
5. PCAARRD's support to the National Organic Agriculture Program (NOAP)

Through its ISPs, PCAARRD supports the Department of Agriculture's NOAP through the program on organic agriculture and vegetable seeds which aim to secure sources of farm productivity growth in agriculture, forestry and natural resources (AFNR) and diversifying income resources.

LIST OF PCAARRD OFFICIALS

Division	Name	Position Title / email address
OED	Reynaldo V. Eborá	Acting Executive Director III rvebora@gmail.com r.ebora@pcaarrd.dost.gov.ph
OED-ARMSS	Daniilo C. Cardenas	Deputy Executive Director III d.cardenas@pcaarrd.dost.gov.ph
OED-RD	Edwin C. Villar	Deputy Executive Director III e.villar@pcaarrd.dost.gov.ph
PCMD	Lilian G. Bondoc	Supervising Science Research Spec./ Officer-In-Charge l.bondoc@pcaarrd.dost.gov.ph
MISD	Richard E. Amansec	Chief Science Research Specialist r.amansec@pcaarrd.dost.gov.ph
CRD	Jocelyn E. Eusebio	Chief Science Research Specialist j.eusebio@pcaarrd.dost.gov.ph
LRD	Synan S. Baguio	Supervising Science Research Spec./ Officer-In-Charge s.baguio@pcaarrd.dost.gov.ph
ARMRD	Rodolfo O. Ilaó	Chief Science Research Specialist r.ilao@pcaarrd.dost.gov.ph
FERD	Leila C. America	Chief Science Research Specialist l.america@pcaarrd.dost.gov.ph
SERD	Ernesto O. Brown	Chief Science Research Specialist e.brown@pcaarrd.dost.gov.ph
ACD	Marita A. Carlos	Chief Science Research Specialist ma.carlos@pcaarrd.dost.gov.ph
IDD	Juanito T. Batalon	Chief Science Research Specialist j.batalon@pcaarrd.dost.gov.ph
TTPD	Melvin B. Carlos	Chief Science Research Specialist m.carlos@pcaarrd.dost.gov.ph
FAD	Demetrio M. Cinco	Chief Administrative Officer d.cinco@pcaarrd.dost.gov.ph
IARRD	Dalisay DG. Fernandez	Chief Science Research Specialist d.fernandez@pcaarrd.dost.gov.ph
MRRD	Mari-Ann M. Acedera	Chief Science Research Specialist m.acedera@pcaarrd.dost.gov.ph

PCAARRD Organizational Chart



Department of Science and Technology
 Philippine Council for Agriculture, Aquatic and Natural Resources
 Research and Development (PCAARRD)

FRONTLINE SERVICES

Frontline Service	Responsible Unit
1. Research and Development (R&D) GIA Funding	ODED-RD
2. NAARRDN Facilities Improvement Program	IDD
3. Thesis/Dissertation Grant Assistance Program	IDD
4. IEC Dissemination	ACD
4.1. Publication Dissemination flow (for mailed/e-mailed requests)	
4.2. Publication Dissemination flow (for walk in customers)	
4.3. Online access to PCAARRD Publications	
5. Briefing on PCAARRD and its Programs	ACD
5.1. Visitors Bureau (local)	
5.2. Visitors Bureau (local, walk-in)	
5.3. Visitors Bureau (international)	PCMD
6. Participation to PCAARRD Message Board	MISD

ACD	Applied Communication Division
IDD	Institution Development Division
MISD	Management Information Systems Division
ODED-RD	Office of the Deputy Executive Director for Research and Development
PCMD	Policy Coordination and Monitoring Division

PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES RESEARCH AND
DEVELOPMENT (PCAARRD)
Citizen's Charter as per R.A. 9485 (Anti-Red Tape Act of 2007)

Frontline Service Clients	: Research and Development (R&D) GIA Funding : NAARRDN members, private sector, NGOs, partners that are into R&D in AANR, etc.
Requirements	: Detailed proposal (DOST Form 2A/2B), endorsement letter from head of agency
Schedule of Availability of Service	: Any government working day (8am-5pm, No Noon Break)
Fees (actual amounts or computations):	not applicable
Total Processing Time (max)	: Approx 6 mos. for proposals with no revision Approx 8 mos. for proposals with 2 stages of revisions
How to avail of the service	: Online submission or hardcopy submission of proposals, subject to existing policies and guidelines

No	Customer Action	Agency Action	PCAARRD Division and Person Responsible	Location of Office	Maximum Duration of Action (in no. of working days)
1	Submit proposal	Receipt of submitted detailed proposal, in prescribed DOST format, with supporting documents including: endorsement of the proponent's agency, biodata of proponent/s, project line item budget.	OED ODED-RD Concerned TRD ¹	2 nd floor left wing -do- See Note 1 below.	15 working days within which proponent is informed of the status of proposal.
2		Review and evaluation of proposal <ul style="list-style-type: none"> a. Organize technical review panel and recommend panel to the Executive Director b. Send out proposal to review panel c. Integrate and submit panel comments and recommendations d. Review the comments and relay to the proponents for revision of proposal, if needed. Otherwise, proposal processing proceeds directly to step 4. 	Concerned TRD (c/o Director and ISP Manager) ODED-RD/ Concerned TRD	See below. 2 nd floor left wing	30 working days (steps a-c) 5 working days (20 working days given to proponents for submission of revised proposals)

3	Submit revised proposal	Receive, review and endorse revised proposal.	OED ODED-RD Concerned TRD	2 nd floor left wing -do- See below.	5 working days
4	Present final proposal to approving bodies	Review and approve proposal a. Final technical review of proposal and endorsement b. Present proposal to PCAARRD's Directors' Council/Governing Council/Executive Committee for approval	Concerned TRD Concerned TRD Director or Proponent		80 working days, depends on level of approval required (includes 20 working days allowance for revision of proposal, if any). Working days requirement for projects proposed under DOST GIA will depend on the EXECOM's schedule.
5	Sign MOA	Prepare and sign Memorandum of Agreement (MOA) a. Draft MOA b. Sign of MOA Prepare Disbursement Voucher (DV) and Obligation Request (OBR), and submit such to FAD for processing the release of initial budget with the following attachments: capsule proposal, budget breakdown, and documentary evidence of project approval.	Concerned TRD/ ODED-RD/OED	2 nd floor left wing	20 working days
6		Process budget release following the National Government Accounting System (NGAS). Prepare and send transmittal letter to the implementing agency for the release of initial funds.	FAD	1st floor left wing	Approx. 5 working days
END OF TRANSACTION					

1 Concerned TRDs and Location: ARMRD- agricultural and resources management/1st F left wing; CRD – crops research/1st F left wing; FERD- environment and natural resources/2nd F left wing; IARD – inland aquatic/2nd F left wing; LRD – livestock/2nd F left wing; MRD – marine/ PCAARRD Annex; SERD – socio-economics/2nd F left wing; TTPD – technology transfer and promotion/1st F left wing.

**PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES
RESEARCH AND DEVELOPMENT (PCAARRD)
Citizen's Charter as per R.A. 9485 (Anti-Red Tape Act of 2007)**

Frontline Service	:	NAARRDN Facilities Improvement Program
Clients	:	NAARRDN-Member agencies
Requirements	:	Proposal endorsed by the head of agency; Attachments (if proposal involves renovation/repair of existing research facility): Approved plans/drawings, approved cost estimates, pictures of structures to be repaired before and after repair is done
Schedule of Availability of Service	:	Any government working day (8am-5pm, No Noon Break)
Fees (actual amounts or computations)	:	Not applicable
Total Processing Time	:	90 calendar days
How to avail of the service	:	Hardcopy submission

Step	Customer Action	Agency Action	PCAARRD Division and Person Responsible	Location of Office	Maximum Duration of Action
1	Submit proposal complete with supporting documents	Receive application	OED	2 nd floor left wing	1 day
2	If needed, revise proposal based on comments and send back to IDD cc: TRD concerned	IDD forwards a copy of revised proposal to TRD concerned. TRD and IDD evaluates the revised proposal	IDD, TRD concerned	2 nd floor right wing (IDD)	15 working days
3	Signs MOA with PCAARRD	Signs and notarizes MOA	IDD, FAD, ODED-ARMSS, OED	2 nd floor right wing, 1 st floor left wing, 2 nd floor right wing (for ODED-ARMSS & OED)	15 working days
END OF TRANSACTION					

PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES
RESEARCH AND DEVELOPMENT (PCAARRD)
Citizen's Charter as per R.A. 9485 (Anti-Red Tape Act of 2007)

Frontline Service	:	Thesis/Dissertation Grant Assistance Program
Clients	:	On-going graduate students from NAARRDN
Requirements	:	Copy of thesis/dissertation proposal approved by the University Graduate School, Endorsement from the Head of Agency, Accomplished application form, Re-entry Plan, Copy of Graduate School admission, Service Record, Duties and Responsibilities, Budgetary Requirement, and Schedule of Activities
Schedule of Availability of Service	:	Any government working day (8am-5pm, No Noon Break)
Fees (actual amounts or computations)	:	Not applicable
Total Processing Time	:	30 days
How to avail of the service	:	

Step	Customer Action	Agency Action	PCAARRD Division and Person Responsible	Location of Office	Maximum Duration of Action
1	Submit application for thesis/dissertation support, complete with supporting documents	Receive application	OED	2 nd floor left wing	1 day
2	If need be, revise proposal based on comments and send back to IDD, cc: TRD	IDD forwards to TRD the revised proposal; TRD evaluates the revised proposal	IDD/TRD concerned	2 nd floor right wing (IDD)	15 working days
3	Grantee signs contract with PCAARRD and Mother Agency	Sign contract	IDD, FAD, ODED-ARMSS, OED	2 nd floor right wing, 1 st floor left wing, 2 nd floor right wing (for ODED-ARMSS & OED)	15 working days
END OF TRANSACTION					

PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES
RESEARCH AND DEVELOPMENT (PCAARRD)
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Frontline Service	:	Publication Dissemination Flow (for mailed/e-mailed requests)
Clients	:	Researchers, students, entrepreneurs, farmers, other government agencies, LGUs, private sectors
Requirements	:	Letter/request
Schedule of Availability of Service	:	Any government working day (8am-5pm No Noon Break)
Fees (actual amounts or computations)	:	None
Total Processing Time.	:	5 days (approximate)
How to avail of the service	:	

Step	Customer Action	Agency Action	PCAARRD Division and Person Responsible	Location of Office	Maximum Duration of Action
1	Email from customers	MISD receives all the emails addressed to PCAARRD	MISD	Basement	
		MISD forwards the email to OED and other respective divisions concerned	MISD – Science Research Analyst (Facilities & Network Unit)	Basement	1 day
2	Mail from customer	OED receives request and forwards to ACD.	OED/ED	2 nd floor	1 day
		ACD-DO forwards letter to Circulation Unit (CU).	ACD-Director	1 st floor, left wing	1 day
		ACD-CU facilitates requests; prepares materials for mailing. If to be sent through email, e-copy is retrieved and emailed to customer (as applicable)	ACD-CU (Layout Artist/Circulation Assistant)		1 hour
		If to be mailed, ACD-CU sends out publications for mailing thru the FAD- Records;	ACD-CU (Layout Artist/Circulation Assistant)	1 st floor, left wing	1 day

		records and reports publications disseminated.			
		FAD Records mails the publication	FAD-Records (Messenger)	1 st floor, left wing	1 day
END OF TRANSACTION					

PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES
RESEARCH AND DEVELOPMENT (PCAARRD)
Citizen's Charter as per R.A. 9485 (Anti-Red Tape Act of 2007)

Frontline Service	: Publication Dissemination Flow (for walk-in customers)
Clients	: Researchers, students, entrepreneurs, farmers, other government agencies, LGUs
Requirements	: None
Schedule of Availability of Service	: Any government working day (8am-5pm No Noon Break)
Fees (actual amounts or computations)	: None
Total Processing Time	: 24 minutes (approximate)
How to avail of the service	:

Step	Customer Action	Agency Action	PCAARRD Division and Person Responsible	Location of Office	Maximum Duration of Action
1	Customer walk in /personal inquiry	ACD attends to walk in customer	ACD Secretary	1 st floor, left wing	1 minute
		ACD secretary endorses customer to the Circulation Unit (CU)	ACD-CU (Layout Artist/Circulation Assistant)	1 st floor, left wing	1 minute
		ACD-CU facilitates requests; prepares materials and forms to be filled up, collects the CSF and hands out the publications requested/of interest	ACD-CU (Layout Artist/Circulation Assistant)	1 st floor, left wing	20 minutes
		Records and reports publications disseminated	ACD-CU (Layout Artist/Circulation Assistant)	1 st floor, left wing	2 minutes
END OF TRANSACTION					

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RESEARCH AND DEVELOPMENT (PCAARRD)
Citizen's Charter as per R.A. 9485 (Anti-Red Tape Act of 2007)

Frontline Service Clients	: Online Access to PCAARRD Publications : Persons with interest in PCAARRD Publications and have access to Internet
Requirements	: None
Schedule of Availability of Service	: 24 hours/7 days
Fees (actual amounts or computations)	: None
Total Processing Time	: maximum of 1 day
How to avail of the service	:

Step	Customer Action	Agency Action	PCAARRD Division and Person Responsible	Location of Office	Maximum Duration of Action
1	Enter the PCAARRD Website (http://www.pcaarrd.dost.gov.ph) and click the "Publications" link located at the top of the page	Ensure availability of all PCAARRD Publications thru the uploading of the softcopy Ascertain Internet connectivity and accessibility of portal	ACD Staff (Science Research specialist I and Admin Aide 4) MISD Director, Information Systems Analyst I (Facilities & Network Unit)	Arturo Tanco Hall, 1st floor, left wing Basement	1 minute
2	For new users, click " Register " and fill in required information boxes and click " Submit " button when finished. A valid email address is required to activate the newly registered account ³				5 minutes to 1 day
3	Log-in using username and password				1 minute
4	To download publications thru the website: a) Browse thru the menu of publication lines or type information of interest in the Search box b) Click on the publication title displayed on the research results which likely addresses information required c) Browse thru the contents of the publication and	Address inquiries and comments of clients if needed	ACD Staff: Science Research Specialist I and Admin Aide IV	Arturo Tanco Hall, 1st floor, left wing	5 minutes to 30 minutes

	<p>determine if it meets the information required</p> <p>d) Download the publication selected by clicking on the download button</p> <p>e) Fill in a customer survey form (CSF) if another publication is selected for download</p>				
5	When done downloading selected publication/s, click "Logout"				10 seconds
END OF TRANSACTION					

PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES
RESEARCH AND DEVELOPMENT (PCAARRD)
Citizen's Charter as per R.A. 9485 (Anti-Red Tape Act of 2007)

Frontline Service	:	Visitors Bureau (Local)
Clients	:	Researchers, students, entrepreneurs, farmers, other government agencies, LGUs, private sectors
Requirements	:	Letter/request
Schedule of Availability of Service	:	Any government working day (8am-5pm No Noon Break)
Fees (actual amounts or computations)	:	None
Total Processing Time	:	3.5 days (approximate)
How to avail of the service	:	

Step	Customer Action	Agency Action	PCAARRD Division and Person Responsible	Location of Office	Maximum Duration of Action
1	Email from customers	MISD receives all the emails addressed to PCAARRD	MISD	Basement	
		MISD forwards the email to OED and other respective divisions concerned	MISD – Science Research Analyst (Facilities & Network Unit)	Basement	1 day
2	Mail from customer	OED receives request and forwards to ACD.	OED	2 nd floor	1 day
		ACD-DO forwards letter to Public Affairs Program (PAP)	ACD-Director	1 st floor, left wing	1 day
		ACD-PAP facilitates requests; prepares the venue for receiving the guests. If necessary, request other units for briefing on specific concerns of customers	ACD-PAP (Sr. Information Officer/ Jr. Information Officer, Audio Visual Technician)	1 st floor, left wing	1 hour
		ACD-PAP requests briefing kit from the Publications Program/Circulation	ACD-PAP/PP-CU (Layout Artist/Circulation Assistant)	1 st floor, left wing	5 minutes

		Unit, containing IEC materials for the visitor/s			
		ACD-PP-CU prepares the IEC materials for the visitors	ACD-PP-CU (Circulation Assistant)	1 st floor, left wing	20 minutes
		The visitors are shown the institutional video and briefing on what PCAARRD is. Resource speaker from other unit/s discusses specific concerns of customers	ACD-PAP (Jr. Information Officer)	OSIS, 1 st floor, BPK bldg.	1 hour
3	Fill out the CSF form	Customers are requested to fill out the CSF form after the briefing/presentation	ACD-PAP (Jr. Information Officer)	OSIS, 1 st floor, BPK bldg.	5 minutes
END OF TRANSACTION					

PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES
RESEARCH AND DEVELOPMENT (PCAARRD)
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Frontline Service	:	Visitors Bureau (Local, Walk-in)
Clients	:	Researchers, students, entrepreneurs, farmers, other government agencies, LGUs, private sectors
Requirements	:	Letter/request
Schedule of Availability of Service	:	Any government working day (8am-5pm No Noon Break)
Fees (actual amounts or computations)	:	None
Total Processing Time	:	same day
How to avail of the service	:	

Step	Customer Action	Agency Action	PCAARRD Division and Person Responsible	Location of Office	Maximum Duration of Action
1	Customer walk in, logs in at the lobby	Guard receives visitors at the main lobby.	Guard	Main lobby, Tanco Hall	2 minutes
		If for briefing, guard refers visitor/s to ACD	ACD Secretary	1 st floor, left wing	1 minute
		ACD-Roselle refers visitor/s to Public Affairs Program (PAP)	ACD Secretary	1 st floor, left wing	1 minute
		ACD-PAP facilitates requests; prepares the venue for receiving the guests. Request resource speaker from other unit/s, if needed	ACD-PAP (Sr. Information Officer/ Jr. Information Officer, Audio Visual Technician)	1 st floor, left wing	1 hour
		ACD-PAP requests briefing kit from the Publications Program/Circulation Unit, containing IEC materials for the visitor/s	ACD-PAP/PP-CU (Layout Artist/Circulation Assistant)	1 st floor, left wing	5 minutes
		ACD-PP-CU prepares the IEC materials for the visitors	ACD-PP-CU (Circulation Assistant)	1 st floor, left wing	20 minutes

		The visitors are shown the institutional video and briefing on what PCAARRD is. Resource speaker from the other unit/s discusses the specific topics if needed	ACD-PAP Jr. Information Officer)	OSIS, 1 st floor, BPK bldg.	1 hour
2	Fill out the CSF form	Customers are requested to fill out the CSF form after the briefing/presentation	ACD-PAP (Jr. Information Officer)	OSIS, 1 st floor, BPK bldg.	5 minutes
END OF TRANSACTION					

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RESEARCH AND DEVELOPMENT (PCAARRD)
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Frontline Service	:	Visitors Bureau (International)
Clients	:	Officials/representatives from international organizations/funding institutions
Requirements	:	Letter/request for visit/briefing
Schedule of Availability of Service	:	Any government working day (8am-5pm)
Fees (actual amounts or computations)	:	None
Total Processing Time	:	2 days (approximate)
How to avail of the service	:	Customer sends request to PCAARRD/ PCAARRD's Executive Director through e-mail/ fax/mail

Step	Customer Action	Agency Action	PCAARRD Division and Person Responsible	Location of Office	Maximum Duration of Action
1a	Send e-mail to PCAARRD	Receives e-mail addressed to the PCAARRD corporate account	Office of the Executive Director (OED)/OED Secretary	2 nd floor	1 day
1b		Receives e-mail through his/her corporate	OED/Executive Director (ED)	2 nd floor	
1c	Send request to PCAARRD through snail mail/courier	Receives request and forwards to OED	Finance and Administration Division (FAD)-Records Section/ DTracks Administrator	1 st floor	
2		Forwards request to the Policy Coordination and Monitoring Division (PCMD)	OED/ED	2 nd floor	1 day
3		Forwards request to the Resource Generation Unit (RGU) for appropriate action	PCMD/PCMD Director		
4		Responds to customer through e-mail/mail/telephone	PCMD/RGU		
5		Requests resource person/s from other concerned division/s, if needed	PCMD/RGU		
6		Prepares/updates/revises briefing material/presentation	PCMD/RGU		
7		Requests set-up of equipment and copy(ies) of publications from the Applied Communication Division (ACD)	PCMD/PCMD Secretary		

Step	Customer Action	Agency Action	PCAARRD Division and Person Responsible	Location of Office	Maximum Duration of Action
8		Conducts briefing of visitors on agreed schedule	PCMD/PCMD Director and RGU staff As needed, PCAARRD ED, and/or officials/staff from other concerned division/s	2 nd floor (OED Boardroom/ CBPerez Room/ FPFellizar Room)	1-2 hours
END OF TRANSACTION					

PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES
RESEARCH AND DEVELOPMENT (PCAARRD)
Citizen's Charter as per R.A. 9485 (Anti-Red Tape Act of 2007)

Frontline Service	:	Participation to PCAARRD Message Board
Clients	:	Persons with interest in AANR and have access to Internet
Requirements:	:	None
Schedule of Availability of Service	:	24 hours/7 days
Fees (actual amounts or computations)	:	None
Total Processing Time	:	maximum of 1 day
How to avail of the service	:	

Step	Customer Action	Agency Action	PCAARRD Division and Person Responsible	Location of Office	Maximum Duration of Action
1	Enter the PCAARRD Website (http://www.pcaarrd.dost.gov.ph) and click the "Message Board" link located at the top of the page	Ascertain Internet connectivity and accessibility of portal and message board	MISD Director, Information Systems Analyst I (Facilities & Network Unit)	Basement	1 minute
2	For new users, click " Register " and fill in required information boxes and click " Submit " button when finished. A valid email address is required to activate the newly registered account ³			Basement	1 minute to 1 day ⁴
3	Log-in using username and password			Basement	1 minute
4	To participate in the forum: f) Select and click the forum and topic of interest <ul style="list-style-type: none"> • Reply to an existing post (Click "Reply" link in the selected post) • Post a new message, type it on the "Quick reply to this topic" box A " Submit " and " Review " buttons are present for both options. <i>Review</i> option allows users to view their message before posting Create a new topic (click " Post new topic ")	Check relevance of topics posted by the users and ensure queries were replied to accurately and timely Delete spam messages	MISD: Science Research Specialist II (Knowledge Management Unit), Science Research Specialist I (Knowledge Management Unit), TRDs: Forum Moderators	Basement, 1 st and 2 nd Floors, Right Wing	minimum of 1 minute ⁵

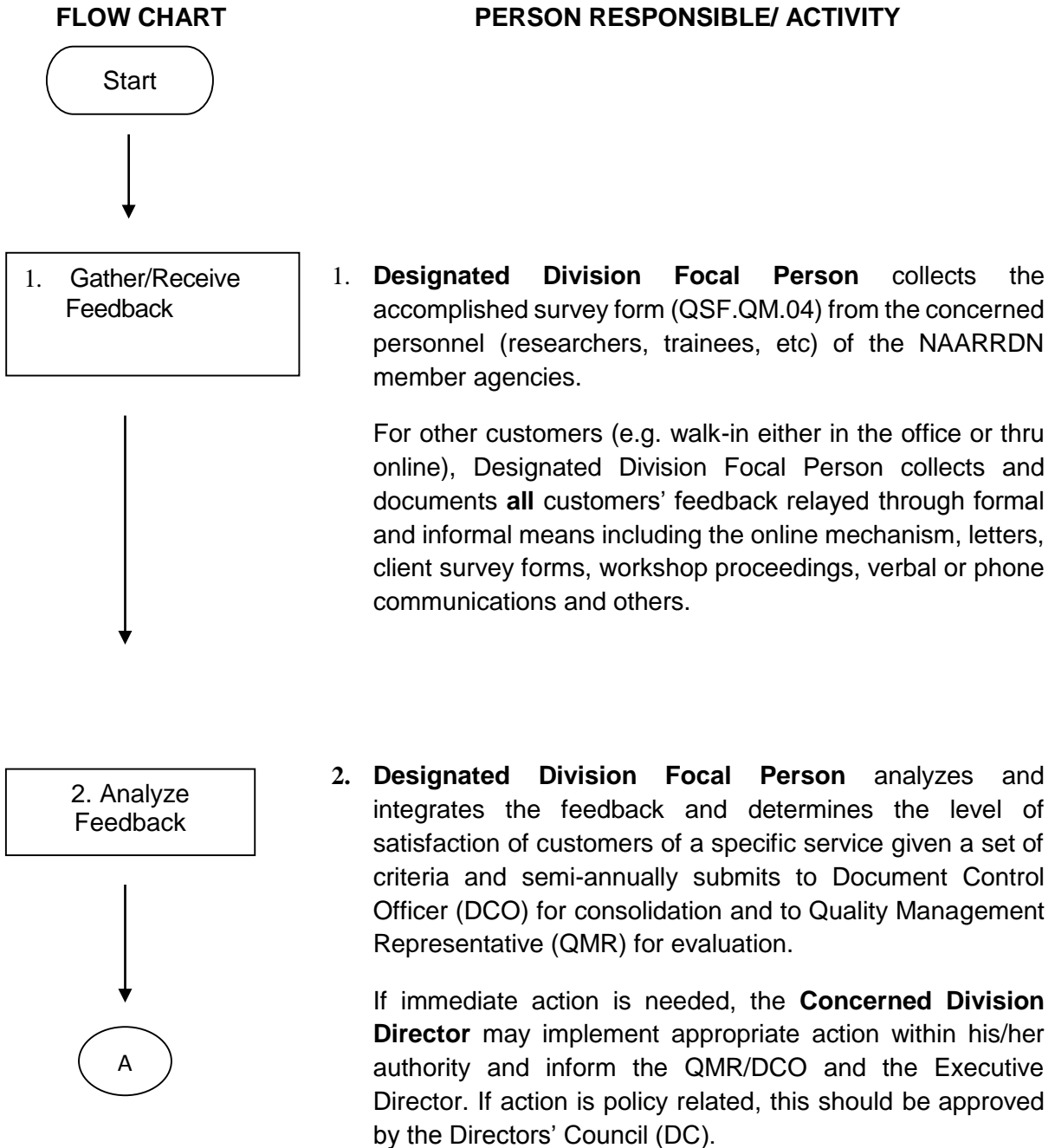
5	When done using the Message Board. Please click "Logout"		MISD	Basement	10 seconds
END OF TRANSACTION					

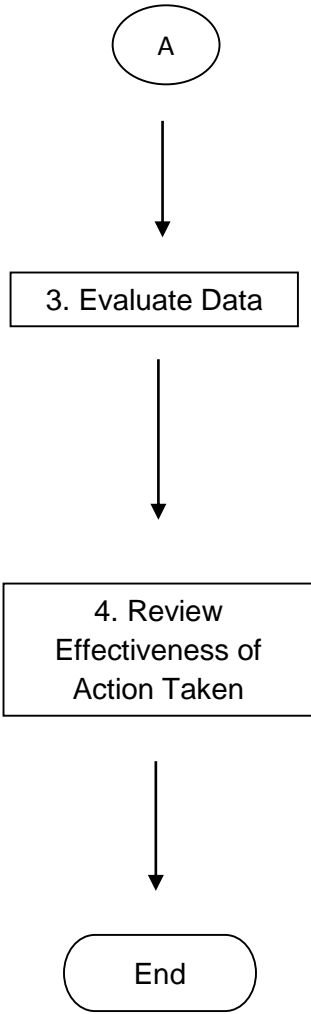
3 An activation e-mail will be sent to newly registered users. The message contains a link (URL) to activate the users' account.

4 The maximum duration for this step varies. Some e-mail providers employ mail screening mechanisms that require validation and will be seen by the PCAARRD mail administrator on the next cycle of message checking (mid-day). Users who do not employ filtering mechanisms will receive the activation message within three-minutes after registration. Spam filters on the user side may increase the duration to 1 day. Upon successful activation, the newly registered account (an account is composed of a username and password) is ready for use.

5 Duration will depend on the length of message being keyed-in

PCAARRD FEEDBACK COMPLAINT MANAGEMENT SYSTEM (FCMS)





3. **QMR** evaluates the consolidated report and prepares semi-annual Customer Satisfaction Report for presentation to DC/Management Review.

Concerned Units implement DC recommended courses of action.

4. **Concerned Units** inform the QMR/DCO of the effectiveness of the action(s) taken.

Feedback Mechanism

Please let us know how we have served you. We value your feedback and encourage you to suggest ways we can further improve our services. If you have any suggestions or concerns about our service, please do any of the following:

- accomplish our Customer Satisfaction Feedback Form (QSF.QM.04) available in the offices;
or
- talk to the concerned Division Chief

For any other concerns, you can write to:

Dr. Reynaldo V. Eborá
Acting Executive Director
email: rvebora@gmail.com

The concerned division/office shall give you feedback on the resolution of your concerns and outcome of any actions within fifteen (15) working days.

Thank you.

LIST OF ACRONYMS

AANR	Agriculture, Aquatic and Natural Resources
ACD	Applied Communication Division
ACD-DO	Applied Communication Division Director's Office
AFNR	Agriculture, Forestry and Natural Resources
ARMRD	Agricultural Resources Management Research Division
CHED	Commission on Higher Education
COMSTE	Congressional Commission on Science and Technology and Engineering
CRD	Crops Research Division
CSF	Customer Satisfaction Feedback
CU	Circulation Unit
DA	Department of Agriculture
DC	Directors' Council
DCO	Document Control Officer
DENR	Department of Environment and Natural Resources
DOST	Department of Science and Technology
DV	Disbursement Voucher
ED	Executive Director
EO	Executive Order
EXECOM	Executive Committee
FAD	Finance and Administration Division
FCMS	Feedback Complaint Management System
FERD	Forestry and Environment Research Division
GIA	Grants-in-Aid
HITS	High Impact Technology Solutions
IARD	Inland Aquatic Resources Division
ICT	Information and Communications Technology
IDD	Institution Development Division
IEC	Information, Education and Communication
IP	Intellectual Property
ISP	Industry Strategic Plan
ITP	Industrial Tree Plantation
KRAs	Key Result Areas
LGU	Local Government Unit
LRD	Livestock Research Division
MISD	Management Information Systems Division
MOA	Memorandum of Agreement
MRD	Marine Resources Division
NAARRDN	National Agriculture and Aquatic Resources Research and Development Network
NAARRDS	National Agriculture and Aquatic Resources Research and Development System
NGAS	National Government Accounting System
NGO	Non-Government Organization
NOAP	National Organic Agriculture Program
OBR	Obligation Request
ODED-ARMSS	Office of the Deputy Executive Director for Administration, Resource Management and Support Services
ODED-RD	Office of the Deputy Executive Director for Research and Development
OED	Office of the Executive Director
OSIS	One-Stop Information Shop

PAP	Public Affairs Program
PCAARRD	Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development
PCAMRD	Philippine Council for Aquatic and Marine Research and Development
PCARRD	Philippine Council for Agriculture, Forestry and Natural Resources Research and Development
PCMD	Policy Coordination and Monitoring Division
PP	Publications Program
QM	Quality Manual
QMR	Quality Management Representative
QSF	Quality System Forms
R&D	Research and Development
S&T	Science and Technology
SERD	Socio-Economic Research Division
TRD	Technical Research Division
TTPD	Technology Transfer and Promotion Division