



ISO 9001:2015

DOST-PCAARRD

Department of Science and Technology

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



Certificate No. AJA13-0034

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)

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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)

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Brief Background of the Agency

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 rationalized 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 is mandated to formulate policies, plans and programs, and strategies for science and technology-based research and development (R&D) in the agriculture, aquatic and natural resources (AANR) sectors. It coordinates, evaluates, and monitors the national R&D projects and programs and allocates government and external funds for R&D efforts in the different sectors. It also generates resources to support its R&D 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 Natural Resources Research and Development Network (NAARRDN) composed of national, multi and single-commodity and regional R&D centers, cooperating stations, and specialized agencies.

Being an ISO 9001:2008 certified agency for its quality management system since 2013, PCAARRD is committed to advance and foster partnerships and reinforce the culture of relevance, excellence, and cooperation through its good governance and continual improvement programs. As such, PCAARRD has been 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) sector.

Mission

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

Banner Programs

Strategic R&D. This is the formative banner program, which sets the trend for other S&T activities through its three components, namely: R&D agenda; development and maintenance of R&D information systems; and packaging of science-based IEC information materials.

R&D Results Utilization. This program ensures that the utilization of knowledge, technology and innovations generated from R&D will reach the end-users, such as the Local Government Units (LGUs), policy makers, farmers, entrepreneurs, researchers, extension workers, industries, and students.

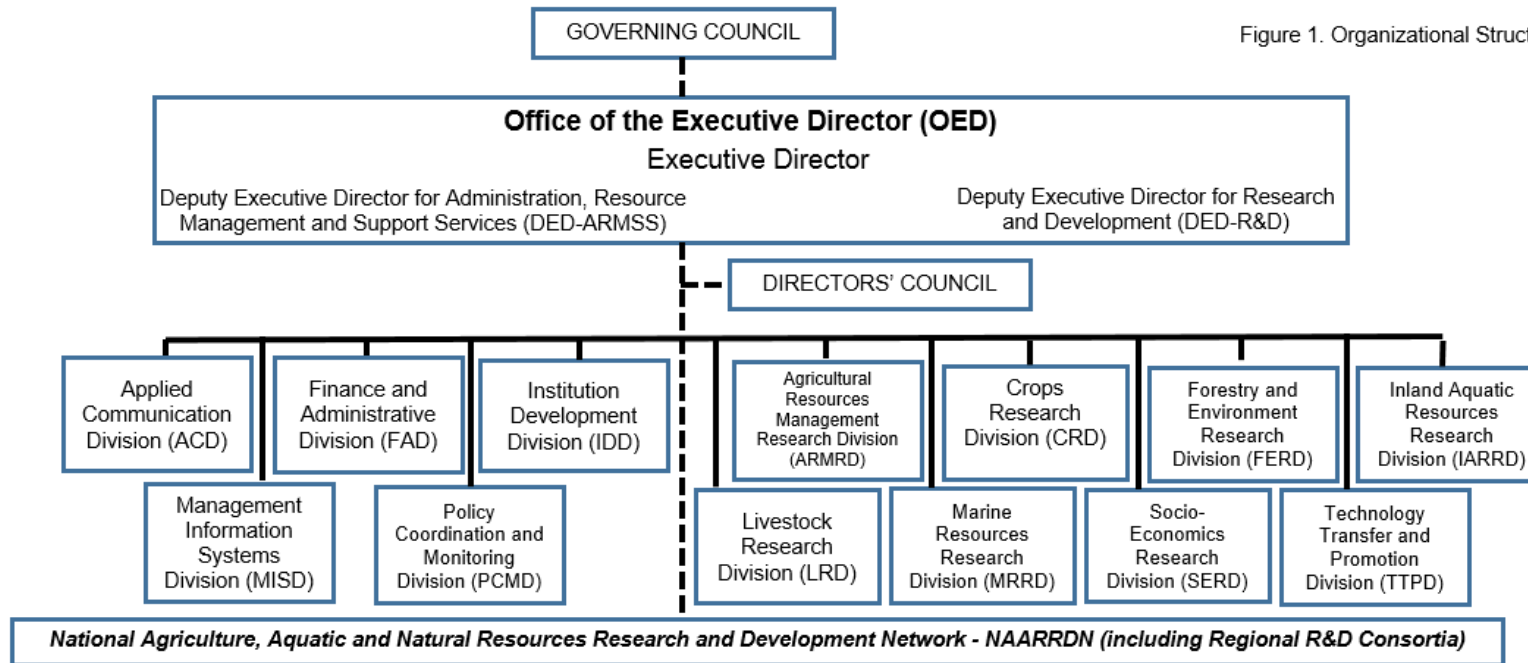
Policy Research and Advocacy. This program aims to ensure that the policy environment is conducive for S&T development and investment in the AANR sectors; the thrust of which is to have a harmonious implementation of the S&T agenda and utilization of the results through its policies and advocacies. This allows the other programs to operate under a supportive and appropriate institutional framework.

Capability Building and R&D Governance. This banner program continues to develop the S&T capability (both human resources and facility development) of PCAARRD's network partners and provide the needed support of institutions engaged in strategic research and midstream and downstream R&D. It also provides awards and recognition to outstanding individuals and institutions in the AANR sector. This is done through various component programs that enhance the efficient implementation of future S&T programs/projects.

LIST OF PCAARRD OFFICIALS

| Division | Name | Position Title / Email address/es |
|-----------|------------------------|---|
| OED | Reynaldo V. Eborá | Acting Executive Director III rvebora@gmail.com r.ebora@pcaarrd.dost.gov.ph |
| OED-ARMSS | Melvin B. Carlos | Deputy Executive Director III melvin.bcarlos@gmail.com m.carlos@pcaarrd.dost.gov.ph |
| OED-RD | Edwin C. Villar | Acting Deputy Executive Director III villaredc@yahoo.com e.villar@pcaarrd.dost.gov.ph |
| ACD | Marita A. Carlos | Chief Science Research Specialist ma.carlos@pcaarrd.dost.gov.ph |
| ARMRD | Juanito T. Batalon | Chief Science Research Specialist j.batalon@pcaarrd.dost.gov.ph |
| CRD | Edna A. Anit | Officer-In-Charge ednaanit56@yahoo.com |
| FAD | Demetrio M. Cinco | Chief Administrative Officer d.cinco@pcaarrd.dost.gov.ph |
| FERD | Leila C. America | Chief Science Research Specialist l.america@pcaarrd.dost.gov.ph |
| IARRD | Dalisay DG. Fernandez | Chief Science Research Specialist d.fernandez@pcaarrd.dost.gov.ph |
| IDD | Ruel Carlo L. Tanqueco | Officer-In-Charge ruel_tanqueco@yahoo.com |
| LRD | Synan S. Baguio | Officer-In-Charge s.baguio@pcaarrd.dost.gov.ph |
| MISD | Richard E. Amansec | Chief Science Research Specialist r.amansec@pcaarrd.dost.gov.ph |
| MRRD | Mari-Ann M. Acedera | Chief Science Research Specialist m.acedera@pcaarrd.dost.gov.ph |
| PCMD | Lilian G. Bondoc | Chief Science Research Specialist l.bondoc@pcaarrd.dost.gov.ph |
| SERD | Ernesto O. Brown | Chief Science Research Specialist e.brown@pcaarrd.dost.gov.ph |
| TTPD | Noel A. Catibog | Officer-In-Charge noelcatibog@yahoo.com |

Figure 1. Organizational Structure



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 | OED-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 | |
| 5.1. Visitors Bureau (local) | ACD |
| 5.2. Visitors Bureau (local, walk-in) | ACD |
| 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 |
| OED-RD | Office of the Executive Director- Research and Development |
| PCMD | Policy Coordination and Monitoring Division |

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| | |
|---------------------------------------|--|
| 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 services | : Online submission or hardcopy submission of proposals, subject to existing policies and guidelines |

| Step No. | Customer Action | Agency Action | Division and Person Responsible | Location of Office | Max 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 OED-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 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) OED-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 OED-RD Concerned TRD | 2 nd floor, left wing -do- See below. | 5 working days |
| 4 | Present final | Review and approve proposal | Concerned TRD | | 80 working days, depends |

| | | | | | |
|--------------------|------------------------------|--|-------------------------------------|----------------------------------|---|
| | proposal to approving bodies | a. Final technical review of proposal and endorsement b. Present proposal to PCAARRD's Directors' Council/Governing Council/Executive Committee for approval | Concerned TRD Director or Proponent | | on level of approval required (includes 40 working days allowance for 2 stages of proposal revision, 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 and Status (ORS), 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/OED-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 | 1 st floor, left wing | Approx. 5 working days |
| END OF TRANSACTION | | | | | |

1 Concerned TRDs and Location: ARMRD- agricultural resources management research/1st F right wing; CRD – crops research/1st F right wing; FERD- forestry and environment research/2nd F right wing; IARRD – inland aquatic resources research/2nd F right wing; LRD – livestock/2nd F right wing; MRRD – marine resources research/1st F right wing; SERD – socio-economics research/2nd F right wing; TTPD – technology transfer and promotion/1st F right wing.

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| | | |
|---------------------------------------|---|---|
| Frontline Service | : | NAARRDN Facilities Improvement Program |
| Clients | : | NAARRDN members 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 (Max) | : | 90 calendar days |
| How to avail of the services | : | Hardcopy submission |

| Step No. | Customer Action | Agency Action | Division and Person Responsible | Location of Office | Max Duration of Action (in no. of working days) |
|--------------------|---|--|---------------------------------|---|---|
| 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 concerned TRD. 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, OED-ARMSS, OED | 2 nd floor/ right wing, 1 st floor/ left wing, 2 nd floor/ left wing (for OED-ARMSS & OED) | 15 working days |
| END OF TRANSACTION | | | | | |

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| | |
|---------------------------------------|---|
| 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 (Max) | : 30 calendar days |
| How to avail of the services | : Hardcopy submission |

| Step No. | Customer Action | Agency Action | Division and Person Responsible | Location of Office | Max Duration of Action (in no. of working days) |
|--------------------|--|--|---------------------------------|--|---|
| 1 | Submit application for thesis/dissertation support, 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 | IDD forwards to concerned 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, OED-ARMSS, OED | 2 nd floor/ right wing, 1 st floor/ left wing, 2 nd floor left wing (for OED-ARMSS & OED) | 15 working days |
| END OF TRANSACTION | | | | | |

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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) | : | Not applicable |
| Total Processing Time (Max) | : | 5 calendar days (approximate) |
| How to avail of the services | : | Hardcopy submission |

| Step No. | Customer Action | Agency Action | Division and Person Responsible | Location of Office | Max Duration of Action (in no. of working days) |
|--------------------|----------------------|---|---|----------------------------------|---|
| 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 – SRA (Facilities & Network Unit) | Basement | 1 day |
| 2 | Mail from customer | OED receives request and forwards to ACD. | OED/ED | 2 nd floor, left wing | 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; records and reports publications disseminated. | ACD-CU (Layout Artist/ Circulation Assistant) | | 1 day |
| | | FAD Records mails the publication | FAD-Records (Messenger) | | 1 st floor, left wing |
| END OF TRANSACTION | | | | | |

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| | |
|---------------------------------------|--|
| 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 (Max) | : 24 minutes (approximate) |
| How to avail of the services | : Hardcopy submission |

| Step No. | Customer Action | Agency Action | Division and Person Responsible | Location of Office | Max Duration of Action (in no. of working days) |
|--------------------|------------------------------------|--|---|----------------------------------|---|
| 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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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 (Max) | : maximum of 1 day |
| How to avail of the services | : |

| Step No. | Customer Action | Agency Action | Division and Person Responsible | Location of Office | Max Duration of Action (in no. of working days) |
|----------|---|---|--|---|---|
| 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 (SRS 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 | Address inquiries and comments of clients if needed | ACD Staff: SRS I and Admin Aide IV | Arturo Tanco Hall, 1st floor, left wing | 5 minutes to 30 minutes |

| | | | | | |
|--------------------|---|---|---|----------------------------------|------------|
| | <p>displayed on the research results which likely addresses information required</p> <p>c) Browse thru the contents of the publication and 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 |
| | | If to be mailed, ACD-CU sends out publications for mailing thru the FAD-Records; records and reports publications disseminated. | ACD-CU (Layout Artist/ Circulation Assistant) | | 1 day |
| | | FAD Records mails the publication | FAD-Records (Messenger) | 1 st floor, left wing | 1 day |
| END OF TRANSACTION | | | | | |

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| | |
|---------------------------------------|---|
| Frontline Service Clients | : Visitors Bureau (Local) : 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 (Max) | : 3.5 days (approximate) |
| How to avail of the services | : |

| Step No. | Customer Action | Agency Action | Division and Person Responsible | Location of Office | Max Duration of Action (in no. of working days) |
|----------|----------------------|---|--|----------------------------------|---|
| 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 – SRA (Facilities & Network Unit) | Basement | 1 day |
| 2 | Mail from customer | OED receives request and forwards to ACD | OED | 2 nd floor, left wing | 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./Jr. Information Officer, Audio Visual Technician) | | 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) | | 5 minutes |

| | | | | | |
|--------------------|-----------------------|---|-----------------------------------|---|------------|
| | | ACD-PP-CU prepares the IEC materials for the visitors | ACD-PP-CU (Circulation Assistant) | | 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) | BPK Function Room, 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) | BPK Function Room, 1 st floor, BPK bldg. | 5 minutes |
| END OF TRANSACTION | | | | | |

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| | | |
|---------------------------------------|---|--|
| Frontline Service Clients | : | Visitors Bureau (Local, Walk-in) 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 (Max) | : | Same day |
| How to avail of the services | : | |

| Step No. | Customer Action | Agency Action | Division and Person Responsible | Location of Office | Max Duration of Action (in no. of working days) |
|----------|--|--|--|---|---|
| 1 | Customer walk in, logs in at the lobby | Guard receives visitors at the main lobby | Guard | Main lobby, Arturo Tanco Hall | 2 minutes |
| | | If for briefing, guard refers visitor/s to ACD | ACD Secretary | 1 st floor, left wing | 1 minute |
| | | ACD Secretary 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./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) | | 5 minutes |
| | | ACD-PP-CU prepares the IEC materials for the visitors | ACD-PP-CU (Circulation Assistant) | | 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) | BPK Function Room, 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) | BPK Function Room, 1 st floor, BPK bldg. | 5 minutes |
| END OF TRANSACTION | | | | | |

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| | |
|---------------------------------------|---|
| Frontline Service Clients | : Visitors Bureau (International) : Officials/representatives from international organizations/funding institutions |
| 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 (Max) | : 2 days (approximate) |
| How to avail of the services | : Customer sends request to PCAARRD/ PCAARRD's Executive Director through e-mail/ fax/mail |

| Step No. | Customer Action | Agency Action | Division and Person Responsible | Location of Office | Max 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, left wing | 1 day |
| 1b | | Receives e-mail through his/her corporate | OED/Executive Director (ED) | | |
| 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, left wing | |
| 2 | | Forwards request to the Policy Coordination and Monitoring Division (PCMD) | OED/ED | 2 nd floor, left wing | |
| 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 | | | |
| 6 | | Prepares/updates/revise s briefing material/ presentation | | | |
| 7 | | | Requests set-up of equipment and copy(ies) | | PCMD/PCMD Secretary |

| | | | | | |
|--------------------|--|---|---|--|-----------|
| | | of publications from the Applied Communication Division (ACD) | | | |
| 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 Clients | : | Participation to PCAARRD Message Board |
| | : | 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 (Max) | : | maximum of 1 day |
| How to avail of the services | : | |

| Step | Customer Action | Agency Action | 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: 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 | Check relevance of topics posted by the users and ensure queries were replied to accurately and timely Delete spam messages | MISD SRS II (Knowledge Management Unit), SRS I (Knowledge Management Unit), TRDs: Forum Moderators Knowledge | Basement | minimum of 1 minute ⁵ |

| | | | | | |
|--------------------|--|--|------|----------|------------|
| | 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 ") | | | | |
| 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

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, you can write to:

Dr. Reynaldo V. Eborá
Acting Executive Director
Email address: rveborá@gmail.com

We shall give you feedback on the resolution of your concerns and outcome of any actions within three (3) 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 |
| ARMRD | Agricultural Resources Management Research Division |
| BPK | Bulwagang Panday Karunungan |
| CSF | Customer Satisfaction Feedback |
| CU | Circulation Unit |
| DOST | Department of Science and Technology |
| DV | Disbursement Voucher |
| ED | Executive Director |
| FAD | Finance and Administrative Division |
| FERD | Forestry and Environment Research Division |
| GIA | Grants-in-Aid |
| IARRD | Inland Aquatic Resources Research Division |
| IDD | Institution Development Division |
| IEC | Information, Education and Communication |
| ISP | Industry Strategic S&T Plan |
| LGU | Local Government Unit |
| LRD | Livestock Research Division |
| MISD | Management Information Systems Division |
| MOA | Memorandum of Agreement |
| MRRD | Marine Resources Research Division |
| NAARRDN | National Agriculture and Aquatic Resources Research and Development Network |
| NGAS | National Government Accounting System |
| NGO | Non-Government Organization |
| ORS | Obligation Request and Status |
| OED-ARMSS | Office of the Executive Director for Administration, Resource Management and Support Services |
| OED-RD | Office of the Executive Director for Research and Development |
| OED | Office of the Executive Director |
| 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 |
| 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 |