



**DEPARTMENT OF SCIENCE AND TECHNOLOGY
PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL
RESOURCES RESEARCH AND DEVELOPMENT
(DOST-PCAARRD)**

CITIZEN'S CHARTER
2020 (1st Edition)



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I. Mandate

The Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development (PCAARRD) of the Department of Science and Technology is mandated to:

- Formulate policies, plans, projects and strategies for S&T development in the agriculture, aquatic and natural resources (AANR) sector;
- Program and allocate government and external funds generated for research and development (R&D) efforts in the AANR sector;
- Monitor R&D projects; and
- Generate external funds for its R&D activities.

II. Vision

PCAARRD envisions a sustained dynamic leadership in science and technology (S&T) innovation in the agriculture, aquatic and natural resources (AANR) sector.

III. Mission

PCAARRD commits to provide strategic leadership in promoting S&T as a platform for AANR products innovation and environment resiliency



IV. Service Pledge

We, the officials and staff of PCAARRD commit to:

- provide grants-in-aids (GIA) for R&D and capability building based on requests and submitted proposals which will be immediately acted upon;
- provide publication to clients based from their request through letter (mail or email) or online;
- provide briefing to visitors both from local and international institutions;
- 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 Republic Act (RA). 6713 (Code of Conduct and Ethical Standards for Public Officials and Employees);
- provide easy access to information and services through our communication lines: Tel. No. (63) (49) 554-9670 Fax No. (63) (49) 536-0016; 536-7922; e-mail: pcaarrd@pcaarrd.dost.gov.ph; and website: www.pcaarrd.dost.gov.ph; and
- attend to all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break in accordance to RA 11032 provision Section 21.



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External Services



**Office of the Executive Director for Research and Development
Research and Development (OED-R&D)**

**Office of the Executive Director for Administration, Resource
Management and Support Services (OED-ARMSS)**

Grants-In-Aid (GIA) Funding



1. Grants-In-Aid (GIA) Funding

The Grants-in-Aid (GIA) program is used for the implementation of programs/ projects identified in the current DOST priorities and thrusts and supports S&T activities classified in the General Appropriations Act. PCAARRD through its GIA program provides funding to proposals submitted by the members of the National Agriculture, Aquatic and Natural Resources Research and Development Network (NAARRDN).

Office or Division:	Office of the Executive Director-Research and Development (OED-RD); Technical Research Divisions (TRDs); Applied Communication Division; Management Information System Division	
Classification:	Highly Technical Transactions	
Type of Transaction:	G2C; G2G; G2B	
Who may Avail:	NAARRDN Members Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Endorsement of Agency Head - 1 original copy and 5 copies (scanned/photocopy) if sent by snail mail/courier; 1 scanned copy if sent by email		Requesting Agency
Accomplished DOST Form 2A – Detailed Research and Development Proposal (for the whole program) - 6 copies (scanned/photocopy) if sent by snail mail/courier; 1 copy if sent by email		Form from PCAARRD Website
Accomplished DOST Form 2B – Detailed Research and Development Proposal (for the component project) - 6 copies (scanned/photocopy) if sent by snail mail/courier; 1 copy if sent by email		Form from PCAARRD Website
Accomplished DOST Form A – Project Line-Item Budget - 6 copies (scanned/photocopy) if sent by snail mail/courier; 1 copy if sent by email		Form from PCAARRD Website
Accomplished DOST Form B - Workplan - 6 copies (scanned/photocopy) if sent by snail mail/courier; 1 copy if sent by email		Form from PCAARRD Website
Curriculum Vitae (CV) of Program/Project Leader 6 copies (scanned/photocopy) if sent by snail mail/courier; 1 copy if sent by email		Requesting Agency



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Program/Project Proposal Review and Evaluation				
1. Submit proposal at PCAARRD Headquarters main lobby or send by courier/snail mail or PCAARRD official email	1a. Receive submitted proposal by the Finance and Administrative Division (FAD) Records Section, forward to the Office of the Executive Director (OED) and then to either the Office of Deputy Executive Director for R&D (OED-RD) or Office of the Deputy Executive Director for Administration, Resource Management and Support Services (OED-ARMSS), as applicable	None	2 days	<i>Administrative Assistant (Adm. Asst.) II</i> FAD-Records Section <i>Senior Science Research Specialist (Sr. SRS); Science Research Specialist (SRS) I</i> <i>Executive Director (OED)</i> <i>SRS I; SRS II</i> <i>Deputy Executive Director for R&D (OED-RD)</i> <i>or</i> <i>Deputy Executive Director for ARMSS (OED-ARMSS)</i>
	1b. Check the completeness of required documents	None	1.5 days	<i>SRS I; SRS II</i> <i>Deputy Executive Director for R&D (OED-RD)</i> <i>or</i> <i>Deputy Executive Director for ARMSS OED-ARMSS</i>



<p>2. Receive response from PCAARRD acknowledging receipt of proposal</p>	<p>2a. Respond to client acknowledging receipt of the proposal and forward to concerned division for review and evaluation</p>	<p>None</p>	<p>0.5 day</p>	<p><i>SRS I; SRS II Deputy Executive Director for R&D (OED-RD) or Deputy Executive Director for ARMSS OED-ARMSS</i></p>
	<p>2b. Review and evaluate proposal</p> <p>2b1. Organize external technical review panel and recommend panel to the Executive Director</p> <p>2b2. Send out proposal to external technical review panel</p> <p>2b3. Review the proposal by the external technical panel</p> <p>2b4. Integrate and submit panel comments and recommendations</p> <p>Note: If the proposal needs revision, proceed to Step 3. If proposal do not need revision, proceed to Step 5.</p>	<p>None</p>	<p>2 days</p> <p>1 day</p> <p>12 days</p> <p>2 days</p>	<p><i>Chief SRS and ISP Manager/other staff Concerned Division</i></p> <p><i>Experts' Panel</i></p> <p><i>Chief SRS and ISP Manager/other staff Concerned Division</i></p>
<p>3. Receive comments to revise the proposal</p>	<p>3. Relay to the client/proponent the comments to the proposal and request for its revision.</p>	<p>None</p>	<p>1 day</p>	<p><i>Chief SRS and ISP Manager/ other staff Concerned Division</i></p> <p><i>Deputy Executive Director for R&D</i></p>



				(OED-RD) or <i>Deputy Executive Director for ARMSS</i> OED-ARMSS
4. Revise and resubmit the proposal to PCAARRD based on the comments provided (within 10 days upon receipt of comments)	4. Receive, review and evaluate the revised proposal for presentation to the approving body	None	6 days	<i>Chief SRS and ISP Manager/other staff</i> Concerned Division <i>Deputy Executive Director for R&D</i> (OED-RD) or <i>Deputy Executive Director for ARMSS</i> OED-ARMSS
5. Present final proposal to approving bodies at the prescribed date, time and venue	5. Evaluate and approve/disapprove the proposal by concerned approving authority 5a. Final technical review of proposal and endorsement 5b. Present proposal to the following for approval: - PCAARRD's Directors' Council - Governing Council - Executive Committee (as applicable)	None	9 days 3 days	<i>Chief SRS and ISP Manager/other staff</i> Concerned Division <i>Directors' Council</i> <i>Governing Council</i> <i>DOST Executive Committee</i>



6. Receive approval/disapproval of the proposal	6. Inform the client/proponent regarding the results (approve/disapprove) of the proposal evaluated	None	1 day	<i>Chief SRS and ISP Manager/other staff Concerned Division</i> <i>Deputy Executive Director for R&D (OED-RD) or Deputy Executive Director for ARMSS OED-ARMSS</i> <i>Executive Director OED</i>
TOTAL		None	40 days	

B. Funds Release

1. Receive communication from PCAARRD informing the approval of the proposal submitted	1. Relay to the client/proponent the results from the approving authority	None	1 day	<i>Chief SRS and ISP Manager/other staff Concerned Division</i>
2. Receive approval letter, line-item budget (LIB) and sign Memorandum of Agreement	2a. Prepare approval letter, LIB and 6 copies of MOA and send to client/proponent	None	9 days	<i>Chief SRS and ISP Manager/other staff Concerned Division</i>



(MOA) and send back to PCAARRD				
	2b. Sign approval letter, LIB and MOA	None	9 days	<p><i>ISP Manager Chief SRS. Concerned Division</i></p> <p><i>Deputy Executive Director for R&D (OED-RD) or Deputy Executive Director for ARMSS</i></p> <p><i>Executive Director</i></p>
	2c. 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: approved proposal, budget breakdown, and other documentary evidence of project approval	None	2 days	<p><i>ISP Manager Chief SRS Concerned Division</i></p>
	2d. Process budget release following the National Government Accounting System (NGAS)	None	5 days	<p><i>Accountant III FAD Accounting Section</i></p> <p><i>Sup. Adm. Officer FAD Budget Section</i></p>



				<i>Chief Administrative Officer FAD</i>
3. Receive the grant from PCAARRD	3. Prepare and send transmittal letter to the implementing agency and release the funds	None	2 days	<i>ISP Manager and other staff Chief SRS Concerned Division Adm. Officer V FAD Cash Section</i>
TOTAL		None	28 days	



Institution Development Division
NAARRDN Facilities Improvement Program



2. NAARRDN Facilities Improvement Program

The Council through its GIA provides funding to facilities improvement proposals submitted by the members of the National Agriculture, Aquatic and Natural Resources Research and Development Network (NAARRDN)

Office or Division:	Institution Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2G; G2C			
Who may Avail:	NAARRDN member agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proposal endorsed by the head of agency - 1 original copy and 5 copies (scanned/photocopy)			Requesting Agency Head	
Approved plans/drawings - 6 copies (scanned/photocopy)			Requesting Agency	
Approved cost estimates - 6 copies (scanned/photocopy)			Requesting Agency	
Pictures of structures to be repaired - 6 copies (scanned/photocopy)			Requesting Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposal at PCAARRD Headquarters main lobby or send by courier/snail mail	1a. Receive submitted proposal by FAD Records Section and forward to OED then to OED-ARMSS	None	2 days	<i>Admin Asst. II</i> FAD Records Section <i>Sr. SRS</i> <i>Executive Director</i> OED <i>Deputy Executive Director</i> <i>for ARMSS</i> (OED-ARMSS)
	1b. Check the completeness of required documents	None	1.5 days	<i>Deputy Executive Director</i> <i>for ARMSS</i> OED-ARMSS



2. Receive response from PCAARRD acknowledging receipt of proposal	2a. Respond to client acknowledging receipt of the proposal and forward the proposal to Institution Development Division (IDD)	None	0.5 day	<i>Deputy Executive Director for ARMSS OED-ARMSS</i>
	2b. Review and evaluate proposal	None		
	2b1. Send out proposal to concerned Technical Divisions for review		2 days	<i>Chief SRS Sr. SRS Facilities Development and Management Section (FDMS)-IDD</i>
	2b2. Evaluate the proposal by IDD and concerned Division		10 days	<i>Sr. SRS and SRS / FDMS-IDD Concerned TRDs</i>
	2b3. Integrate comments by concerned Division and IDD and send to proponent for revisions.		3 days	<i>Sr. SRS and SRS / FDMS-IDD</i>
	Note: If the proposal needs revision, proceed to Step 3. If proposal do not need revision, proceed to Step 5.			
3. Receive comments to revise the proposal	3. Relay to the proponents the comments to the proposal and request for its revision.	None	1 day	<i>Chief SRS IDD SRS / FDMS-IDD</i>



4. Revise the proposal based on comments and send back to PCAARRD-IDD; cc: TRD concerned	4. Receive, review and evaluate the revised proposal for endorsement to the approving body	None	10 days	<i>Sr. SRS and SRS / FDMS-IDD</i>
5. Present final proposal to approving bodies at the prescribed date, time and venue	5. Review and approve the proposal by concerned approving authority	None	9 days	<i>Chief SRS and Sr. SRS IDD</i>
	5a. Final technical review of proposal and endorsement 5b. Present proposal to the following for approval: - PCAARRD's Directors' Council - Governing Council (as applicable)		2 days	<i>Directors' Council Governing Council</i>
6. Receive approval/disapproval of the proposal	6. Inform the proponent regarding the status (approve/disapprove) of the proposal	None	1 day	<i>Chief SRS IDD</i> <i>Deputy Executive Director for ARMSS OED-ARMSS</i> <i>Executive Director OED</i>
TOTAL		None	40 days	



B. Fund Release

1. Receive letter informing the approval of the proposal submitted	1. Relay to the client/proponent the results from the approving authority	None	1 day	<i>Chief SRS</i> <i>Sr. SRS.</i> <i>SRS II</i> <i>FDMS-IDD</i>
2. Sign MOA and send to PCAARRD	2a. Prepare approval letter, LIB and 6 copies of MOA and send to concerned agency	None	9 days	<i>Sr. SRS.</i> <i>SRS II</i> <i>FDMS-IDD</i>
	2b. Sign approval letter, LIB and MOA	None	9 days	<i>Chief SRS</i> <i>FDMS-IDD</i> <i>Deputy Executive Director for</i> <i>ARMSS</i> <i>OED-ARMSS</i> <i>Executive Director</i> <i>OED</i>
	2c. Prepare DV and ORS and submit such to FAD for processing the release of budget with the following attachments: approved proposal, budget breakdown, and other documentary evidence of project approval	None	2 days	<i>Sr. SRS.</i> <i>SRS II</i> <i>FDMS-IDD</i>
	2d. Process budget release NGAS	None	5 days	<i>Accountant III</i> <i>FAD Accounting Section</i>



				<i>Sup. Adm. Officer</i> FAD Budget Section <i>Chief Administrative Officer</i> FAD
3. Receive the grant from PCAARRD	3. Prepare and send transmittal letter to the implementing agency and release the funds	None	2 days	<i>Sr. SRS.</i> <i>SRS II</i> FDMS-IDD <i>Adm. Officer V</i> FAD Cash Section
TOTAL		None	28 days	



Institution Development Division
Thesis/Dissertation Grant Assistance Program



3. Thesis/Dissertation Grant Assistance Program

The Council provides grant for the conduct of thesis/dissertation of students from National Agriculture, Aquatic and Natural Resources Network (NAARRDN) member institutions

Office or Division:	Institution Development Division (IDD)	
Classification:	Highly Technical	
Type of Transaction:	G2C; G2G	
Who may Avail:	Graduate students in the field of Agriculture, Aquatic and Natural Resources	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Approved thesis/dissertation proposal (1 original hard copy)		Graduate School where the applicant is enrolled
Cover letter addressed to PCAARRD Executive Director (1 original hard copy)		Applicant
Endorsement from the Head of Agency (if applicable) - (1 original hard copy)		Applicant's Head of Agency
Endorsement letter from Consortium Director (if applicable) - (1 original hard copy)		Consortia Office
Accomplished application form (QMSF-IDD-08-01-01) - (1 original hard copy)		Form from PCAARRD Website
Re-entry Plan signed by the applicant and agency head if applicable - (1 original hard copy)		To be prepared by the applicant
Copy of Graduate School admission - (1 original hard copy)		Graduate School
Service Record duly certified by the Personnel Officer (1 original hard copy)		Applicant agency affiliation
Certification of present Duties and Responsibilities (1 original hard copy)		Applicant agency affiliation
Budgetary Requirement (1 original hard copy)		To be prepared by the applicant
Schedule of Activities (1 original hard copy)		To be prepared by the applicant
Copy of subjects taken and grades obtained/ Certified True Copy of Grades (1 original hard copy)		Graduate School/ Registrar's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for thesis/ dissertation support, complete with supporting documents at PCAARRD Headquarters main lobby or mail to PCAARRD	1a. Receive application by the Records Section, forward to OED then OED-ARMSS and to IDD <i>Application Deadlines:</i> Q1 – February 28 Q2 – May 31 Q3 – August 31 Q4 – October 31	None	2 days	<i>Admin Asst. II</i> FAD Records Section <i>Sr. SRS</i> <i>Executive Director</i> OED <i>Deputy Executive Director for ARMSS</i> OED-ARMSS
	1b. Screen application for completeness of documents and forward to concerned Technical Research Division (TRD)	None	3 days	<i>Chief SRS</i> <i>Sr. SRS</i> <i>SRS II</i> IDD- Human Resources Development Section (HRDS)
	1c. Evaluate the application based on the criteria set		10 days	Staff of Concerned TRD
2. Receive response from PCAARRD acknowledging receipt of application (through e-mail)	2. Inform the applicant the status of his/her application and schedule of interview if considered/ endorsed by concerned TRD	None	2 days	<i>SRS. II</i> IDD- HRDS
3. Attend the final interview at the prescribed date, time and venue	3. Interview the applicant for ranking/ prioritization	None	1 day	<i>Chief SRS</i> <i>Sr. SRS and SRS II</i> FDMS-IDD IDD- HRDS



4. Receive response regarding the final result of his/her application.	4. Inform the applicant of the result of his/her application	None	2 days	Chief SRS Sr. SRS. SRS II IDD- HRDS
TOTAL		None	20 days	

Note: Screening and evaluation of the application will immediately start **after** the set deadline of application and not upon submission of the application.

B. Fund Release

1. Receive letter informing the approval of submitted application	1. Relay to the client/applicant the approval of his/her application	None	1 day	Chief SRS Sr. SRS. SRS II IDD- HRDS
2. Sign contract (3 original signed copies) with PCAARRD and Mother Agency and submit to PCAARRD for signature of its officials and notarization	2a. Prepare notification letter and contract and send to the applicant	None	9 days	Sr. SRS. SRS II IDD- HRDS
	2b. Sign contract	₱200 notarial fee	9 days	Chief SRS IDD- HRDS Deputy Executive Director for ARMSS OED-ARMSS



				<i>Executive Director OED</i>
	2c. Prepare DV and submit to FAD for processing the release of assistance	None	2 days	<i>Sr. SRS. SRS II IDD- HRDS</i>
	2d. Process budget release following NGAS	None	5 days	<i>Accountant III FAD Accounting Section Sup. Adm. Officer FAD Budget Section Chief Administrative Officer FAD</i>
3. Receive the assistance from PCAARRD	3. Prepare and send transmittal letter to the client/applicant and release the funds	None	2 days	<i>Sr. SRS. SRS II IDD- HRDS Adm. Officer V FAD Cash Section</i>
TOTAL		P200	28 days	



Applied Communication Division

Publication Dissemination (for mailed/e-mailed requests)

Publication Dissemination (for walk-in clients)

Publication Dissemination - Online Access



4. Publication Dissemination (for mailed/e-mailed requests)

The Council provides its publication through mailed requests (either through snail mail, courier or electronic mail)

Office or Division:	Applied Communication Division			
Classification:	Simple			
Type of Transaction:	G2C; G2B; G2G			
Who may Avail:	Researchers, students, policy makers, business/private sectors, farmers, government employees, others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for publication [sent through email [(one copy), fax (one copy), courier or regular/snail mail (one original copy)]		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter by mail/e-mail requesting for publication Send email requesting for publication via ACD mail (pcaarrd.publications@gmail.com)	1a. Receive letter requesting for publication (mail/e-mail) and forwards to ACD Receive e-mail requesting for publication	None	1 day	Sr. SRS Executive Director OED SRS. II ACD-E-Library
	1b. Forward the letter (mail/e-mail) to ACD	None	4 hours	Sr. SRS OED
	1c. Receive letter/email and forward letter (mail/e-mail) to Knowledge Products and Resource Management	None	2 hours	Chief SRS. ACD



	Section (KPRMS)/ Circulation Unit (CU)			
	1d. ACD-CU facilitates requests and prepares materials for mailing.	None	2 hours	<i>Admin Aide IV</i> ACD-KPRMS/CU
2. Fill out the CSF form and send back to ACD though e-mail (for e-copy) or mail (for hard copy)	2a. Send through email if out of print publication Send through mail c/o FAD Records Section if hard copy publication	None	4 hours	<i>SRS II</i> ACD-E-Library <i>Admin Aide IV</i> ACD-KPRMS/CU
	2b. Mails the publication.	None	4 hours	<i>Admin Aide VI</i> FAD Records Section
	TOTAL	None	3 days	



5. Publication Dissemination (for walk-in clients)

The Council provides its publication to walk-in clients.

Office or Division:	Applied Communication Division			
Classification:	Simple			
Type of Transaction:	G2C; G2B; G2G			
Who may Avail:	Researchers, students, policy makers, business/private sectors, farmers, government employees, others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for publication at the PCAARRD Main lobby	1a. Receive the visitors at the main lobby and refers to ACD	None	3 minutes	Guard on Duty
	1b. Attend to walk in client	None	1 minute	<i>Science Research Analyst (SRA)</i> ACD
	1c. Endorse the client to ACD-KPRMS/ CU	None	1 minute	SRA ACD
	1d. Prepare the publication and forms to be filled out by the client	None	20 minutes	<i>Admin Aide IV</i> ACD-KPRMS/CU
2. Fill out the CSF and gives back to ACD-CU	2. Collect the CSF and hands out the publications requested	None	1 minute	<i>Admin Aide IV</i> ACD-KPRMS/CU
3. Receive the publication	3. Record and report publications disseminated	None	1 minute	<i>Admin Aide IV</i> ACD-KPRMS/CU
TOTAL		None	27 minutes	



6. Publication Dissemination - Online Access

The Council provides its publication to clients through online access

Office or Division:	Applied Communication Division			
Classification:	Simple			
Type of Transaction:	G2C; G2B; G2G			
Who may Avail:	Researchers, students, policy makers, business/private sectors, farmers, government employees, others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			Not applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enter the PCAARRD Website (http://www.pcaarrd.dost.gov.ph) and click the "eLibrary" link located at the top of the page. For new users, click " Sign Up " and fill out required information boxes and click " Submit " button when finished.	None	None	1 minute	None
2. Log in using username and password	None	None	1 minute	None
3. Download publications thru the website: 3.1 Browse thru the menu of publication lines or types information of interest in the Search box	None	None	30 minutes	None



<p>3.2 Click on the publication title displayed on the research results which likely addresses information required</p> <p>3.3 Browse thru the contents of the publication and determine if it meets the information required</p> <p>3.4 Download the publication selected by clicking on the download button</p> <p>3.5 Fill out a customer survey form (CSF) if another publication is selected for download</p> <p>3.6 Click "Logout" when done downloading selected publication/s</p>		None		
<p>4. If hard copy of publication is needed, send request to PCAARRD thru the PCAARRD Website (http://www.pcaarrd.dost.gov.ph).</p>	4a. Send out publications, if to be mailed thru the FAD-Records Section	None	0.5 hours	<i>Admin Aide IV</i> ACD-CU
	4b. Record and report publications disseminated.	None	1 day	<i>Admin Aide IV</i> ACD-CU
	4c. Mails the publication	None	1 day	<i>Admin Aide VI</i> FAD Records Section
	TOTAL	None	2 days & 5 hours and 32 minutes	



Applied Communication Division

Visitor's Bureau (Local, with formal request)
Visitor's Bureau (Local-Walk-in)



7. Visitor's Bureau (Local, with formal request)

The Council provides briefing to representatives from local institutions. The briefing includes general information about PCAARRD and topics requested by the requesting party that are within PCAARRD's purview.

Office or Division:	Applied Communication Division (ACD)			
Classification:	Simple			
Type of Transaction:	G2C; G2B; G2G			
Who may Avail:	Researchers, students, policy makers, business/private sectors, farmers, government employees, others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request sent through email (one copy) or fax (one copy), courier or regular mail (one original copy) including purpose of visit, date and time of visit, and number of visitors			Agency Head of the requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter of request through e-mail using PCAARRD corporate account, fax, courier or regular mail	1a. Receive e-mail addressed to the PCAARRD corporate account and forwards to OED Receive request through fax, courier or regular mail and forward to OED	None	1 day	SRS / OED Adm. Asst. II FAD-Records Section
	1b. Forward request to ACD	None	4 hours	Sr. SRS Executive Director OED
	1c. Receive request and forwards to ACD-Technology Innovation Promotion Section (TIPS) for appropriate action	None	3 hours	SRA Chief SRS ACD



	1d. Facilitate request and coordinates with the visitors and TRD (if necessary)	None	3 hours	<i>SRS II Adm. Asst. IV/ AV Technician ACD-TIPS</i>
	1e. Prepare the venue for receiving the visitors. If necessary, request other units for briefing on specific concerns of clients	None	4 hours	
	1f. Request briefing kit from the ACD-KPRMS/CU containing IEC materials for the visitor/s	None	15 minutes	<i>Admin Aide IV ACD-KPRMS/CU</i>
2. Receive acknowledging letter of request	2. Send acknowledging receipt of the request and inform the client of the contact person	None	30 minutes	<i>SRA ACD-KPRMS/CU</i>
3. Attend briefing at the prescribed date, time and venue	3. Show the video about PCAARRD to visitors; Discuss other specific concerns of visitors Tour the DOST-PCAARRD Innovation and Technology Center's (DPITC) S&T Promotion Hub, If requested	None	1 hour	<i>SRS II Adm. Asst. IV/ AV Technician ACD-TIPS Resource Speakers Other Concerned Divisions (if needed)</i>
4. Fill out the CSF Form at the venue of the briefing	4. Request visitors to fill out the Customer Satisfaction Feedback (CSF) form for evaluation.	None	15 minutes	<i>SRS II ACD TIPS</i>
	TOTAL	None	3 days	



8. Visitor's Bureau (Local-Walk-in)

The Agency provides briefing to walk-in customers from local institutions. The briefing includes general information about PCAARRD and topics requested by the requesting party that are within PCAARRD's purview.

Office or Division:	Applied Communication Division (ACD)			
Classification:	Simple			
Type of Transaction:	G2C; G2B; G2G			
Who may Avail:	Researchers, students, policy makers, business/private sectors, farmers, government employees, others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request (Personal Communication)		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk and log-in at the PCAARRD main lobby	1a. Receive the visitors at the main lobby and refers to ACD	None	3 minutes	Guard on Duty
	1b. Refer visitor to the ACD-TIPS	None	1 minute	SRA ACD
	1c. Facilitate requests and prepares the following: - Venue for receiving the guests - Resources speakers from other division if needed.	None	1 hour	SRS II Adm. Asst. IV/ AV Technician ACD-TIPS
	1d. Request briefing kit from the Knowledge Products and Resource Management Section/Circulation Unit (KPRMS/CU), containing Information, Education and Communication (IEC) materials for the visitor/s	None	5 minutes	Admin Aide IV ACD-KPRMS-CU



2. Attend briefing at the prescribed venue	2. Show videos about PCAARRD and tour the DOST-PCAARRD Innovation and Technology Center (DPITC) S&T Promotion Hub if requested.	None	1 hour	<p><i>SRS II</i> <i>Adm. Asst. IV/</i> <i>AV Technician</i> ACD-TIPS</p> <p><i>Resource Speakers</i> Other Concerned Divisions (if needed)</p>
3. Fill out the CSF form at the prescribed venue	3. Request visitors to fill out the CSF form for evaluation.	None	15 minutes	<p><i>SRS II</i> ACD-TIPS</p>
	TOTAL	None	2 Hours 24 min	



Policy Coordination and Monitoring Division
Visitor's Bureau (International)



9. Visitor's Bureau (International)

The Council provides briefings to representatives from international institutions as requested. The briefing includes general information about PCAARRD and topics requested by the requesting party that are within PCAARRD's purview.

Office or Division:	Policy Coordination and Monitoring Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Officials/Representatives from international organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request sent through email (one copy), fax (one copy), courier or snail mail (one original copy) indicating the purpose of visit, date and time of visit, area/s of interest, and name and designation of visitors		Agency Head of Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter of request to PCAARRD through email using PCAARRD corporate account/fax/courier/snail mail	1a. Receive e-mail addressed to the PCAARRD corporate account or to the PCAARRD Executive Director's corporate e-mail account Receive request through courier lor snail mail and forwards to OED	None	1 day	SRS / OED
	1b. Forward request to the Policy Coordination and Monitoring Division (PCMD)	None		<i>Admin. Asst. II</i> FAD-Records Section <i>Executive Director</i> Sr. SRS OED
	1c. Forward request to Resource Generation Section (RGS) for appropriate action	None		<i>Chief SRS</i> PCMD



2. Receive response from PCAARRD	2a. Respond to customer through e-mail/mail/ telephone indicating the final schedule and venue for the briefing	None	1 day	<i>Chief SRS</i> <i>Sup. SRS</i> <i>PCMD-RGS</i> <i>Executive Director</i> <i>OED</i>
	2b. Prepare/update/revise briefing material/ presentation	None		<i>Sup. SRS/SRS I</i> <i>PCMD-RGS</i>
	2c. Request resource person/s from other concerned division/s, if needed	None		<i>Sup SRS</i> <i>PCMD-RGS</i>
	2d. Request set-up of equipment and copy(ies) of relevant publications from the Applied Communication Division (ACD)	None		<i>SR Analyst</i> <i>PCMD</i>
3. Attend briefing at the prescribed date, time and venue	3. Conduct briefing of visitors on agreed schedule	None	2 hours	<i>Chief SRS</i> <i>PCMD</i> <i>Sup. SRS/SRS I</i> <i>PCMD-RGS</i> <i>PCAARRD Executive Director and/or officials/staff from other concerned division/s as needed</i>
	TOTAL	None	2 days & 2 hours	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<ul style="list-style-type: none"> • Send a letter/email to: <p>Dr. Reynaldo V. Ebor Executive Director Email address: r.ebora@pcaarrd.dost.gov.ph; rvebora@gmail.com</p> • Accomplish Customer Satisfaction Feedback (CSF) Survey on the services provided by PCAARRD and send to: <p>Dr. Reynaldo V. Ebor Executive Director Email address: r.ebora@pcaarrd.dost.gov.ph; rvebora@gmail.com</p> <p>or</p> <p>Drop it at the designated drop box in front of PCAARRD Lobby</p>
How feedback is processed	<p><i>Letter/Email/Accomplished CSF Form sent to PCAARRD</i></p> <ul style="list-style-type: none"> • Feedback requiring answers are forwarded to relevant divisions and they are required to answer within five working days of the receipt of the feedback. • The answer of the division is then relayed to the letter/email sender signed by the Executive Director.



	<p><i>Customer Satisfaction Feedback Form</i></p> <ul style="list-style-type: none">• For feedback that do not require immediate answer, the accomplished CSF forms are processed by concerned Divisional Focal Persons and submitted to the Council's Policy Coordination and Monitoring Division (PCMD) for consolidation.• Results of the consolidated survey are presented to the Directors' Council for comments and/or recommendations.• For further inquiries and follow up, customers may contact the following number: Tel. No. (63) (49) 554-9670 Fax No. (63) (49) 536-0016; 536-7922
How to file a complaint	<ul style="list-style-type: none">• Send a letter/email to: Dr. Reynaldo V. Eborá Executive Director Email address: r.ebora@pcaarrd.dost.gov.ph; rvebora@gmail.com• Provide the following information:<ul style="list-style-type: none">- Name of person being complained- Incident- Evidence• For inquiries and follow up, complainant may contact the following number:



	<p>Tel. No. (63) (49) 554-9670 Fax No. (63) (49) 536-0016; 536-7922</p>
<p>How complaints are processed</p>	<ul style="list-style-type: none"> • Upon receipt of the complaint, the Executive Director forwards the said complaint to the Concerned Division Director. • The Concerned Division Director immediately review and assess the complaint and get more details, if necessary. • The Concerned Division Director shall prepare a report and shall submit it to the Executive Director for appropriate action. • The Executive Director will give feedback to the complainant. • For inquiries and follow up, complainant may contact the following number: <p>Tel. No. (63) (49) 554-9670 Fax No. (63) (49) 536-0016; 536-7922</p>
<p>Contact Information</p>	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p>



VII. List of Offices

Office	Address	Contact Information
Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development (PCAARRD)	<ul style="list-style-type: none">• Paseo de Valmayor, Timugan, Los Banos, Laguna	<ul style="list-style-type: none">• Tel. No. (63) (49) 554-9670• Fax No. (63) (49) 536-0016; 536-7922