



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

**CITIZEN'S CHARTER
2021
(4th 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.



V. List of Services

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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			Requesting Agency	
Accomplished DOST Form 1 – Detailed Research and Development Program Proposal (for the whole program)			Form from PCAARRD Website (under Call for Proposal)	
Accomplished DOST Form 2 – Detailed Research and Development Project Proposal			Form from PCAARRD Website (under Call for Proposal)	
Accomplished DOST Form 3 - Non-R&D Project Proposal (Technology Transfer, S&T Promotion and Linkages, Policy Advocacy, Provision of S&T Services, Human Resource Development, and Capacity Building)			Form from PCAARRD Website (under Call for Proposal)	
Accomplished DOST Form 4 – Project Line-Item Budget			Form from PCAARRD Website (under Call for Proposal)	
Accomplished DOST Form 5A - Workplan			Form from PCAARRD Website (under Call for Proposal)	
Curriculum Vitae (CV) of Program/Project Leader			Requesting Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Program/Project Proposal Review and Evaluation				



<p>1. Submit proposal through the DOST Project Management Information System (DPMIS)</p>	<p>1. Receive submitted proposal forwarded by DOST-SPD through the DPMIS to the PCAARRD Online Submission and Evaluation of Proposals (OSEP).</p>	<p>None</p>	<p>2WD (from DPMIS to OSEP)</p>	<p><i>Project Technical Assistant IV Deputy Executive Director for R&D (OED-RD)</i></p> <p><i>Project Technical Assistant IV Deputy Executive Director for ARMSS (OED-ARMSS)</i></p>
<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>5 WD from receipt of proposal</p>	<p><i>Project Technical Assistant IV Deputy Executive Director for R&D (OED-RD)</i></p> <p><i>Project Technical Assistant IV Deputy Executive Director for ARMSS (OED-ARMSS)</i></p>
	<p>2b. Review and evaluate proposal</p>	<p>None</p>	<p>17 WD</p>	<p><i>Concerned ISP Manager or Staff and Chief SRS</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 (if applicable)[1].</p>	<p>None</p>	<p>(17th day from start of evaluation)</p>	<p><i>Concerned ISP Manager or Staff and Chief SRS Deputy Executive Director for R&D (OED-RD)</i></p>



				<i>or</i> <i>Deputy Executive Director for ARMSS (OED-ARMSS)</i>
4. Revise and resubmit the proposal to PCAARRD based on the comments provided (within 7 WD)	4. Receive, review and evaluate the revised proposal and endorse for presentation to approving body	None	6 WD	<i>Concerned ISP Manager or Staff and Chief SRS</i> <i>Deputy Executive Director for R&D (OED-RD)</i> <i>or</i> <i>Deputy Executive Director for ARMSS (OED-ARMSS)</i>
5. Present final proposal to approving bodies at the prescribed date, time and venue	5. Evaluate and approve/disapprove the proposal - The proposal is presented to the DC, GC, and DOST ExeCom, in sequence, depending on the amount and source of funding.	None	1 WD each (with intervals)	<i>Directors' Council</i> <i>Governing Council</i> <i>DOST Executive Committee</i>
6. Receive communication from PCAARRD regarding the approval or disapproval of proposal	6. Inform the head of agency of proponent of the approval or disapproval of the proposal	None	within 10 WD from the DC/GC meeting	<i>Chief SRS and ISP Manager/other staff</i> <i>Concerned Division</i> <i>Deputy Executive Director for R&D (OED-RD)</i> <i>or</i>



				<p><i>Deputy Executive Director for ARMSS OED-ARMSS</i></p> <p><i>Executive Director OED</i></p> <p>Note: DOST Execom decision is relayed by DOST.</p>
TOTAL (from submission to final decision)		None	40 days	

**NOTE: Subject to extension for the same number of days pursuant to Rule VII, Section 3 (b), IRR of RA 11032.*

B. Funds Release

1. Receive approval letter, line-item budget (LIB) and sign Memorandum of Agreement (MOA) and send back to PCAARRD	1a. Prepare approval letter, LIB and 6 copies of MOA and send to client/proponent	None	10 WD	<i>Concerned ISP Manager or Staff and Chief SRS</i>
	1b. Sign approval letter, LIB and MOA	None	9 days	<p><i>Concerned ISP Manager or Staff and Chief SRS</i></p> <p><i>Deputy Executive Director for R&D (OED-RD)</i></p>



				<i>or</i> <i>Deputy Executive Director for ARMSS (OED-ARMSS)</i> <i>Executive Director</i>
	1c. 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	<i>Concerned ISP Manager or Staff and Chief SRS</i>
	1d. Process budget release following the National Government Accounting System (NGAS)	None	5 days	<i>Accountant III</i> <i>FAD Accounting Section</i> <i>Sup. Adm. Officer</i> <i>FAD Budget Section</i> <i>Chief Administrative Officer</i> <i>FAD</i>
2. Receive the grant from PCAARRD	2. Prepare and send transmittal letter to the implementing agency and release the funds	None	2 days	<i>Concerned ISP Manager or Staff and Chief SRS</i> <i>Adm. Officer V</i> <i>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	
Accomplished DOST Form No. 3 for Non-R&D proposals with Sustainability Plan, Conceptual Framework, Beneficiaries, DOST Form A for Project Line-Item Budget, DOST Form B for Work Plan and Proposal endorsed by the head of agency - 1 original copy and 1 scanned or photocopy			Requesting Agency Head	
Approved plans/drawings (if with civil works component) – 1 original copy, 1 scanned or photocopy			Requesting Agency	
Approved cost estimates (if with civil works component) - 1 original copy			Requesting Agency	
Pictures of structures to be repaired – 1 original copy, 1 scanned or photocopy			Requesting Agency	
Endorsement from the Regional Consortium, as applicable to member agencies				
Justification of equipment being requested with pictures, technical specifications, and inventory of equipment (if applicable) – 1 original copy, 1 scanned or photocopy			Requesting Agency	
CV of Project Leader – 1 original copy			Requesting Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposal through the DOST Project Management Information System (DPMIS)	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> Executive Director OED



				<i>Deputy Executive Director for ARMSS (OED-ARMSS)</i>
	1b. Check the completeness of required documents	None	1.5 days	<i>Deputy Executive Director for ARMSS OED-ARMSS</i>
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 the proponent for revisions.		3 days	<i>Sr. SRS and SRS / FDMS-IDD</i>
	Note: If the proposal needs revision, proceed to Step 3. If the			



	proposal does 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	Chief SRS IDD SRS / FDMS-IDD
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	Sr. SRS and SRS / FDMS-IDD
5. Present final proposal to approving bodies at the prescribed date, time and venue	5. Review and approve 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 (as applicable)	None	9 days 2 days	Chief SRS and Sr. SRS IDD Directors' Council Governing Council
6. Receive approval/ disapproval of the proposal	6. Inform the proponent regarding the status (approve/disapprove) of the proposal	None	1 day	Chief SRS IDD Deputy Executive Director for ARMSS OED-ARMSS



				<i>Executive Director OED</i>
TOTAL		None	40 days	

**NOTE: Subject to extension for the same number of days pursuant to Rule VII, Section 3 (b), IRR of RA 11032.*

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 Sr. SRS. SRS II 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. SRS II FDMS-IDD</i>
	2b. Sign approval letter, LIB and MOA	None	9 days	<i>Chief SRS FDMS-IDD Deputy Executive Director for ARMSS OED-ARMSS Executive Director OED</i>
	2c. Prepare DV and ORS and submit such to FAD for processing the release of budget with the following attachments: approved proposal,	None	2 days	<i>Sr. SRS. SRS II FDMS-IDD</i>



	budget breakdown, and other documentary evidence of project approval			
	2d. Process budget release NGAS	None	5 days	<i>Accountant III</i> FAD Accounting Section <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. Accomplish CSF thru CSFIS which can be accessed from the PCAARRD portal	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	None	None	30 minutes	None



information of interest in the Search box				
<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 a hard copy of publication is needed, send a 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	SRS II Adm. Asst. IV/ AV Technician ACD-TIPS
	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	Admin Aide IV ACD-KPRMS/CU
2. Receive acknowledging letter of request	2. Send acknowledging receipt of the request and inform the client of the contact person	None	30 minutes	SRA ACD-KPRMS/CU
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	SRS II Adm. Asst. IV/ AV Technician ACD-TIPS Resource Speakers Other Concerned Divisions (if needed)
4. Accomplish CSF thru CSFIS which can be accessed from the PCAARRD portal	4. Receive CSF to be included in data analysis of services rendered.	None	15 minutes	SRS II ACD TIPS
	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 <i>Admin. Asst. II</i> FAD-Records Section
	1b. Forward request to the Policy Coordination and Monitoring Division (PCMD)	None		<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> PCMD-RGS <i>Executive Director</i> OED
	2b. Prepare/update/revise briefing material/ presentation	None		<i>Sup. SRS/SRS I</i> PCMD-RGS
	2c. Request resource person/s from other concerned division/s, if needed	None		<i>Sup SRS</i> PCMD-RGS
	2d. Request set-up of equipment and copy(ies) of relevant publications from the Applied Communication Division (ACD)	None		<i>SR Analyst</i> PCMD
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> PCMD <i>Sup. SRS/SRS I</i> PCMD-RGS <i>PCAARRD Executive Director and/or officials/staff</i> from other concerned division/s as needed
	TOTAL	None	2 days & 2 hours	



Internal Services



Applied Communication Division

Audio-Visual Services



10. Audiovisual (AV) Services

The AV Services pertain to provision of AV technical assistance and set up of AV equipment before and during meetings, conferences, training-workshops and other events. AV services may include setup and control of AV equipment (e.g., sound system/mixer, microphone, projector and other presentation equipment); provision of technical and other essential on-site assistance (e.g., troubleshooting).

Office or Division:	Applied Communication Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	PCAARRD employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-out and approved Audio-Visual Services Request Form			PCAARRD Intranet	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download, fill out and submit one (1) copy of the AV Services request form	1a. Receive documents and check the completeness and accuracy of required documentary requirement.	None	1 day	Science Research Specialist
	1b. Approve the request if the form is properly and completely filled out and forward to the section concerned.	None		Division Director
	1c. Note the date and venue of the event and the required service and equipment; forward the request to technical person.	None	10 minutes	Senior Science Research Specialist



	1d. Prepare and set up the required AV service and equipment a day prior to the date of the event.	None	1 hour	Administrative Assistant IV
	1d. Assist (AVE control) the client during the event including troubleshooting in case problems with the equipment occur	None	8 hours (response time in troubleshooting will depend on the number of events being assisted during the day)	Administrative Assistant IV
2. Accomplish and fill out CSF for Audio Visual Services and submit to ACD	2. Provide client CSF for Audio Visual Services and once completed, record and include the client feedback in the monthly report.	None	10 minutes	Administrative Assistant IV
TOTAL		None	2 days 20 minutes	



Finance and Administrative Division

Disbursement Process



11. Disbursement Process

The Council ensure that all payees of PCAARRD will be paid upon receipt of the duly accomplished Disbursement Vouchers with proper and complete supporting documents in accordance with the procedures set out in the Government Accounting Manual and compliance with COA Circular No. 2012-001 dated June 14, 2012, amended by COA Circular No. 2013-001 dated January 10, 2013.

Office or Division:	Finance and Administrative Division	
Classification:	Simple	
Type of Transaction:	G2G	
Who may Avail:	PCAARRD employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	General Requirements for All Types of Disbursement (in 4 hard copies) <ul style="list-style-type: none"> ● Disbursement Voucher (DV) ● Obligation Request and Status (ORS), if chargeable to Fund 101 ● Budget Utilization Request and Status (BURS), if chargeable to Fund 184 	PCAARRD Intranet - Finance and Administration Information System (FAIS) PCAARRD Intranet - Finance and Administration Information System (FAIS) PCAARRD Intranet - Finance and Administration Information System (FAIS)
	Specific Requirements for Each Type of Disbursement (in 4 hard copies) <u>CASH ADVANCES</u> (Note: Can be granted only to those with no outstanding cash advance/fund transfer)	
	1. Payroll Fund (Salaries, Wages, Allowances, Honoraria and Other Similar Expenses) <ul style="list-style-type: none"> ● Approved contracts (for initial payment) ● Approved Payroll ● PD or any legal basis ● Approved DTR 	Personnel Section Personnel Section Requesting Division Requesting Division



<p>2. Payroll Fund (Salaries, Wages, Allowances, Honoraria and Other Similar Expenses)</p> <ul style="list-style-type: none"> ● Approved contracts (for initial payment) ● Approved Payroll ● PD or any legal basis ● Approved DTR 	<p>Requesting Division Requesting Division Requesting Division Requesting Division</p>
<p>3. Petty Cash Fund</p> <ul style="list-style-type: none"> ● Approved estimates of petty expenses for one month 	<p>Requesting Division</p>
<p>4. Field/Activity Current Operating Expenses</p> <ul style="list-style-type: none"> ○ Approved Budget 	<p>Requesting Division</p>
<p>5. Traveling Allowances</p> <p><u>Local</u></p> <ul style="list-style-type: none"> ○ Approved Travel Order ○ Approved itinerary of travel ○ Certificate of Travel Completion ○ Certificate of Appearance 	<p>Requesting Division Requesting Division Requesting Division Requesting Division</p>
<p><u>Foreign</u></p> <ul style="list-style-type: none"> ● Office Order/Travel Order approved by the DOST Secretary ● Approved itinerary of travel ● Letter of invitation of host/sponsoring country/agency/organization ● For plane fare, quotations of three travel agencies ● Flight itinerary ● UNDP rate of the DSA for the country of destination ● Dollar to peso exchange rate at the date of grant of the cash advance ● Where applicable, authority from the Office of the President to claim representation expenses ● In case of seminar/trainings: <ul style="list-style-type: none"> a. Invitation letter b. Acceptance of the nominees as participants c. Program Agenda and Logistics Information 	<p>Requesting Division Requesting Division Host country/agency Travel agencies Airline/travel agency DSA Circular www.bsp.gov.ph</p> <p>Requested from the Office of the President</p> <p>Host country/agency Host country/agency Host country/agency</p>



<ul style="list-style-type: none"> • DC/GC Approval 	Requesting Division
<p><u>TRANSFER OF FUNDS TO IMPLEMENTING AGENCIES:</u></p> <ul style="list-style-type: none"> • MOA/Trust Agreement • Approved LIB • Approved request to implement the project • DC/GC Approval 	<p>Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division</p>
<p><u>SALARY:</u></p> <p>1. First Salary</p> <ul style="list-style-type: none"> • Certified True Copy of duly approved Appointment • Assignment Order, if applicable • Certified True Copy of Oath of Office • Certificate of Assumption • SALN • Approved DTR • BIR Forms 1902 and 2305 • Payroll Information on New Employee <p><i>Additional requirements for transferees</i></p> <ul style="list-style-type: none"> • Clearance from the previous office • Certified true copy of pre-audited DV of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat • BIR Form 2316 • Certificate of Available Leave Credits 	<p>Personnel Section</p> <p>Personnel Section</p> <p>Personnel Section</p> <p>Personnel Section</p> <p>Requesting Division</p> <p>Requesting Division</p> <p>BIR Website</p> <p>Personnel Section</p> <p>Requesting Staff</p> <p>Requesting Staff</p> <p>Requesting Staff</p> <p>Personnel Officer of previous office</p> <p>Personnel Officer of previous office</p>
<p>2. Salary (if deleted from payroll)</p> <ul style="list-style-type: none"> • Approved DTR • Notice of Assumption • Approved Application for Leave, Clearances and Medical Certificate, if on SL for 5 days or more. 	<p>Requesting Staff/Division</p> <p>Personnel Section</p> <p>Requesting Staff/Division</p>
<p>3. Salary Differentials due to Promotion and/or Salary Increase</p>	



<ul style="list-style-type: none"> ● Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment/salary increase ● Certificate of Assumption ● Approved DTR or certification that the employee has not incurred leave without pay 	<p>Personnel Section</p> <p>Personnel Section Requesting Division</p>
<p>4. Last Salary</p> <ul style="list-style-type: none"> ● Clearance from financial, property and legal accountabilities ● Approved DTR 	<p>Personnel Section Personnel Section</p>
<p>5. Salary due to heirs of deceased employee</p> <ul style="list-style-type: none"> ● Clearance from financial, property and legal accountabilities ● Approved DTR ● PSA authenticated documents: <ol style="list-style-type: none"> a. Death Certificate b. Marriage Certificate (if applicable) c. Birth Certificates of surviving legal heirs d. Designation of next-of-kin e. Waiver of right of children 18 y/o and above 	<p>Personnel Section Personnel Section Requesting Claimant</p>
<p>6. Allowances, Honoraria and Other Forms of Compensation</p> <ol style="list-style-type: none"> a. PERA – same requirements as those for payment of salaries (#1) b. RATA/Uniform Allowance/YE Bonus/MY Bonus/Cash Gift/Loyalty Cash Award: <ul style="list-style-type: none"> ● RATA Payroll ● Payroll Register (soft copy plus 4 hard copies) c. SALA: <ul style="list-style-type: none"> ● SALA Payroll ● Approved DTR d. BAC/TWG Honoraria: <ul style="list-style-type: none"> ● AO designating BAC composition and authorizing the members to collect honoraria ● Minutes of BAC Meeting 	<p>Requesting Division Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division</p>



<ul style="list-style-type: none"> ● Approved leave application (ten days) with leave credit balance certified by Personnel Section ● Request for leave covering more than ten days duly approved by the Executive Director ● For monetization of 50% or more: <ul style="list-style-type: none"> - Clinical abstract/medical procedures to be undertaken in case of health, medical or hospital needs - Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. <p>i. CNA Bonus</p> <ul style="list-style-type: none"> ● Resolution incorporating the guidelines/criteria for granting the CNA Incentive ● Comparative Statement of DBM approved level of operating expenses and actual operating expenses ● Copy of CNA ● Certificate issued by the Head of the Agency on the total amount of unencumbered savings generated from cost-cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/productivity ● Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets of the year 	<p>Requesting Division</p> <p>Requesting staff</p> <p>Requesting staff</p> <p>Requesting Division</p> <p>PCAARRDEA officials Head of Agency</p>
<p><u>OTHER EXPENDITURES</u></p> <p>1. Utility Expenses</p> <ul style="list-style-type: none"> ● Statement of Account (pre-audit purposes) ● Invoice or machine validated statement of account/bill ((post-audit purposes) 	<p>Service provider/Billing company</p> <p>Service provider/Billing company</p>



<p>2. Telephone/Communication Services</p> <ul style="list-style-type: none"> ● Statement of Account ● Invoice/OR or machine validated statement of account/bill ((post-audit purposes) ● Certification that all phone calls are official 	<p>Service provider/Billing company Service provider/Billing company Requesting Division</p>
<p><u>REIMBURSEMENT OF EXPENSES</u></p>	
<p>1. Travel Expenses</p> <p><u>Local</u></p> <ul style="list-style-type: none"> ○ Approved Travel Order ○ Approved itinerary of travel ○ Certificate of Travel Completion ○ Certificate of Appearance ○ Official Receipts/Original copy of certification of expenses not requiring receipts 	<p>Requesting Division Requesting Division Requesting Division Agency where the travel was conducted Service provider/COA Circular No. 2017-001</p>
<p><u>Foreign</u></p> <ul style="list-style-type: none"> ● Office Order/Travel Order approved by the DOST Secretary ● Approved itinerary of travel ● Letter of invitation of host/sponsoring country/agency/organization ● For plane fare, quotations of three travel agencies ● Flight itinerary ● UNDP rate of the DSA for the country of destination ● Dollar to peso exchange rate at the date of grant of the cash advance ● Where applicable, authority from the OP to claim representation expenses ● Certificate of Appearance ● In case of seminar/trainings: <ul style="list-style-type: none"> a. Invitation letter b. Acceptance of the nominees as participants c. Programme Agenda and Logistics Information ● Official Receipts/Original copy of certification of expenses not requiring receipts 	<p>Requesting Division/Office of the Secretary Requesting Division Host country/agency Travel agencies Airline/travel agency DSA Circular www.bsp.gov.ph Office of the President</p> <p>Host country/agency</p> <p>Host country/agency Host country/agency Host country/agency Service provider/COA Circular No. 2017-001</p>



<p>2. Toll fees/Parking fees</p> <ul style="list-style-type: none"> ● Photocopy of Trip Ticket(s) ● Official Receipt 	<p>FAD-GSS Service provider</p>
<p>3. Cellphone Load Reimbursement</p> <ul style="list-style-type: none"> ● Official Receipt ● Photocopy of SO signed/approved by the Executive Director 	<p>Cellphone load provider Prepared by the requesting division</p>
<p>4. Postage and Deliveries</p> <ul style="list-style-type: none"> ○ Official Receipt 	<p>Postage/Courier provider</p>
<p>5. Registration fees in Seminars, Conferences, Conventions and Trainings</p> <ul style="list-style-type: none"> ○ Photocopy of Certificate of Appearance ○ Photocopy of Invitation Letter ○ Photocopy of Approved Request to attend the event ○ Official Receipt 	<p>Host agency Host Agency Requesting Division Training/seminar/conference/convention provider or Host Agency</p>
<p>6. Equipment/Supplies</p> <ul style="list-style-type: none"> ● Original copy of PR ● Original copy of quotation from 3 suppliers ● Original copy of ICS (if below P15,000)/ PAR (P15,000 and above) ● Original copy of Inspection and Acceptance Report ● Official Receipt 	<p>Requesting Division Requesting Division Property Section Property Section Suppliers</p>
<p><u>PETTY CASH FUND (PCF) REPLENISHMENT</u></p> <ul style="list-style-type: none"> ● Original copy of duly accomplished and approved PCV for every transaction ● Documentary requirements as specified in the above transactions ● Original copy of report on paid PCVs with period covered <p>Note: Payments out of PCF is allowed only for amounts not exceeding P15,000 for each transaction.</p>	<p>Prepared/provided by the Petty Cash Custodian</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the DV with all the required supporting documents and ORS/BURS.	1a. Receive the ORS/BURS and verifies completeness of the supporting documents for obligation. <ul style="list-style-type: none"> ▪ Note: Will be returned to the client if incomplete. 1b. Review the ORS/BURS and supporting documents(SDs). If complete, prepares Page 2 of ORS/BURS 1c. Signs the certification in Section B of the ORS/BURS.	None	1 day	<i>Budget Section</i> Admin. Officer I/SR Analyst/ Admin. Officer I/SR Analyst/ Budget Officer
2. Submit the deficient/ appropriate requirements (only if returned)	2a. Review SDs of the DVs as to completeness and propriety. <ul style="list-style-type: none"> ▪ Note: Will be returned to the client if attachments are incomplete/inappropriate. 2b. Certify availability of cash and completeness of SDs	None	1 day	<i>Accounting Section</i> Admin. Officer IV (Fund 101)/ Admin. Officer II (Fund 184)/ Admin. Assistant II (Cash Advance/Reimbursements) Chief Accountant/Accountant II
3. None	3a. Prepare: a) LDDAP-ADA; or b) Check		7 hours and 50 minutes	Admin. Officer IV/Project Assistant II(alternate)/ Accounting Section Admin. Officer II/Cash Section
4. Accomplish the CSF Form	4. Issues CSF to the client upon his/her acknowledgement of receipt of payment	None	10 minutes	Admin. Officer II/Cash Section
TOTAL		None	3 days	



Management Information Systems Division

ICT Support thru Helpdesk



12. ICT Support Thru HelpDesk

The Council ensures that ICT support is provided to its personnel particularly in terms of corrective maintenance of ICT hardware, software, and network (wired and wireless) problems; database services such as debugging, report generation, and the like; and publishing of contents to the web portal, intranet, and other government regulatory agencies such as GPPB.

Office or Division:	Management Information Systems Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may Avail:	PCAARRD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled-out job request form (on-line submission)		http://192.168.0.120/helpdesk/public (local access) http://122.2.24.207/helpdesk/public (remote access, WFH)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out job request	1a. Receive request for approval and forward to Unit Heads	None	2 hours	Chief Science Research Specialist
	1b. Receive request and assign the specific job to the appropriate staff		2 hours	Supervising SRS Senior SRS Science Research Specialist II
	1c. Perform the specific job as assigned			
	• Installation of antivirus/removal of virus		1 day	Supervising SRS Information Systems Analyst Science Research Analysts
	• Software problem		1 day	
	• Hardware repair		5 days	
	• PC assembly and installation of software		2 days	
• Network problems	1 day			



	<ul style="list-style-type: none"> ● LAN Cabling 		3 days	Supervising SRS Information Systems Analyst Science Research Analysts	
	<ul style="list-style-type: none"> ● Purchase and external repair recommendation 		3 days		
	<ul style="list-style-type: none"> ● Account requests 		1 day		
	<ul style="list-style-type: none"> ● Equipment borrowing 		1 day		
	<ul style="list-style-type: none"> ● Database services 		2 days		Science Research Specialist II
	<ul style="list-style-type: none"> ● Web publishing 		2 days		Science Research Specialist I
2. None	2. Inform requesting staff when the job is finished and request client to accomplish CSF form	None	2 hours	Information Systems Analyst Science Research Analysts Science Research Specialist I Science Research Specialist II	
3. Accept the completed job and accomplish CSF and return to MISD	3. Receive CSF to be included in data analysis of services rendered	None	2 hours	Science Research Specialist I	
TOTAL		None	6 days		



Finance and Administrative Division – Personnel Section

Provision of Personnel-Related Documents



13. Provision of Personnel-related documents

This refers to the request of employees for the following documents being provided by the FAD-Personnel Section: Service Record; Certification: Employment, Actual Duties and Responsibilities, No Pending Administrative Case, No Outstanding/Pending Nomination to Other Foreign Training, No Service Obligation, Compensation and Benefits, Leave Credits, Loan Remittances to GSIS and HDMF, PhilHealth Contributions, PhilHealth Claim Form 1; Issuance of IDs and Name Tags; and Other Related Documents.

Office or Division:	FAD-Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	PCAARRD employees			
CHECKLIST OF REQUIREMENT/S			WHERE TO SECURE	
Completely Filled-Out Form for Request for Personnel-Related Document (one hard copy)			FAD-Personnel Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) copy of filled out Request Form for Personnel-Related Documents	1a. Receive Request Form 1b. Forward the Request to staff concerned	None	5 minutes	Project Adm. Aide/Asst.
2. None	2a. Retrieve record, files 2b. Prepare and process the requested document 3.a Release the requested document/s	None	1 day & 45 minutes 1 day 5 minutes	Adm. Asst. II (Service Record) Project Adm. Asst. (Certificate of Employment, Actual Duties and Responsibilities, IDs and the like)



				Adm. Officer I (Loan Remittances to GSIS, HDMF and PHIC-related documents)
3. Fill-out Customer Satisfaction Feedback Form and submit to Personnel Section	3. Receive filled-out CSF form and record/take note of feedback		5 minutes	Adm. Asst. II
TOTAL			2 days 1 hour	



Institution Development Division

Provision of Repair and Maintenance of Facilities



14. Provision of Repair and Maintenance of Facilities (IDD)

The Council ensures that repair and maintenance of PCAARRD facilities (buildings/structures and other related facilities) and non-ICT equipment are effectively and efficiently managed in order to enhance and/or prolong their utility while providing a safe and conducive workplace for the agency's personnel

Office or Division:	Institution Development Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	PCAARRD employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Completely filled out and approved Job Order for Repair and Maintenance of Facilities Form (one hard copy)			Intranet-PISO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Accomplish Job Order and submit to IDD for approval	1a. Record and assign control number 1b. Verification and approval	None	1/2 day	Clerk/Adm Asst
5. None	2a. Dispatch, estimate, and prepare Purchase Request (if necessary) 2b. Perform and complete the job upon receipt of required supplies	None	2 days	Engineer-in-charge/ Maintenance Support Staff
6. Accept the job and accomplish CSF thru CSFIS which can be accessed	3. Receive CSF to be included in data analysis of services rendered	None	1/2 day	CSF Focal Person



from the PCAARRD portal				
TOTAL		None	3 days	

Note: For minor repair and maintenance of facilities only. Major repair/maintenance will be subject to the IRR of RA 9184.

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 style="margin-left: 20px;">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 style="margin-left: 20px;">Dr. Reynaldo V. Ebor Executive Director Email address: r.ebora@pcaarrd.dost.gov.ph; rvebora@gmail.com</p> <p style="margin-left: 20px;">or</p> <p style="margin-left: 20px;">Drop it at the designated drop box in front of PCAARRD Lobby</p>
How feedback is processed	<i>Letter/Email/Accomplished CSF Form sent to PCAARRD</i>



	<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: <p>Tel. No. (63) (49) 554-9670 Fax No. (63) (49) 536-0016; 536-7922</p>
How to file a complaint	<ul style="list-style-type: none"> ● Send a letter/email to: <p>Dr. Reynaldo V. Eborá Executive Director Email address: r.eborá@pcaarrd.dost.gov.ph; rveborá@gmail.com</p> ● Provide the following information: <ul style="list-style-type: none"> - Name of person being complained - Incident



	<ul style="list-style-type: none"> - Evidence • For inquiries and follow up, complainant may contact the following number: Tel. No. (63) (49) 554-9670 Fax No. (63) (49) 536-0016; 536-7922
How complaints are processed	<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: Tel. No. (63) (49) 554-9670 Fax No. (63) (49) 536-0016; 536-7922
Contact Information	<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