



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

**CITIZEN'S CHARTER
2023
(5th 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); Office of the Executive Director-Administration, Resource Management and Support Services (OED-ARMSS); 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) | | PCAARRD Website (DOST Forms tab) |
| Accomplished DOST Form 2 – Detailed Research and Development Project Proposal | | PCAARRD Website (DOST Forms tab) |
| 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) | | PCAARRD Website (DOST Forms tab) |
| Accomplished DOST Form 4 – Project Line-Item Budget | | PCAARRD Website (DOST Forms tab) |
| Accomplished DOST Form 5A - Workplan | | PCAARRD Website (DOST Forms tab) |
| GAD Score Form | | PCAARRD Website (DOST Forms tab) |
| 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 | | | | |
| 1. Submit proposal through the DOST Project Management Information System (DPMIS) | 1. Receive submitted proposal forwarded by DOST-SPD through the DPMIS to the PCAARRD Online Submission and Evaluation of Proposals (OSEP). | None | 2WD (from DPMIS to OSEP) | <p><i>Science Research Specialist II Deputy Executive Director for R&D (OED-RD)</i></p> <p><i>Science Research Specialist II Deputy Executive Director for ARMSS (OED-ARMSS)</i></p> |
| 2. Receive response from PCAARRD acknowledging receipt of proposal | 2a. Respond to client acknowledging receipt of the proposal and forward to concerned division for review and evaluation | None | 5 WD from receipt of proposal | <p><i>Science Research Specialist II Deputy Executive Director for R&D (OED-RD)</i></p> <p><i>Science Research Specialist II Deputy Executive Director for ARMSS (OED-ARMSS)</i></p> |
| | 2b. Review and evaluate proposal | None | 17 WD | <i>Concerned ISP Manager or Staff and Chief SRS</i> |



| | | | | |
|---|--|------|-------------------------------------|--|
| 3. Receive comments to revise the proposal | 3. Relay to the client/proponent the comments to the proposal and request for its revision (if applicable) | None | (17th day from start of evaluation) | <p><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></p> |
| 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 | <p><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></p> |
| 5. Present final proposal to approving bodies at the prescribed date, time and venue | <p>5. Evaluate and approve/disapprove the proposal</p> <ul style="list-style-type: none"> - 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) | <p><i>Directors' Council</i> <i>Governing Council</i> <i>DOST Executive Committee</i></p> |



| | | | | |
|--|---|--------------------|--|--|
| <p>6. Receive communication from PCAARRD regarding the approval or disapproval of proposal</p> | <p>6. Inform the head of agency of proponent of the approval or disapproval of the proposal</p> | <p>None</p> | <p>within 10 WD from the DC/GC meeting</p> | <p><i>Chief SRS and ISP Manager/other staff Concerned Division</i></p> <p><i>Deputy Executive Director for R&D (OED-RD)</i> or <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> |
| <p>TOTAL (from submission to final decision)</p> | | <p>None</p> | <p>40 days</p> | |

***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 | <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> <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) subject to clearance of all accountabilities of implementing agency across all divisions of PCAARRD | None | 3 days | <i>Accountant III FAD Accounting Section Sup. Adm. Officer FAD Budget Section Chief Administrative Officer 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 Adm. Officer V FAD Cash Section</i> |
| TOTAL | | None | 26 days | |



Institution Development Division
Facilities Development for the NAARRDN Program



2. Facilities Development for the NAARRDN 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 4 for Project Line-Item Budget, DOST Form 5a 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>Supvg. SRS & Sr. SRS Deputy Executive Director for ARMSS OED-ARMSS</i> |
| | | | | <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>Chief SRS Spvg. SRS & SR. SRS Facilities Development and Management Section (FDMS)-IDD Spvg. SRS, Sr. SRS & SRS II FDMS-IDD Concerned TRDs Sr. SRS, SRS II & SRS I FDMS-IDD</i> |



| | | | | |
|--|--|------|--|--|
| | <p>2b. Review and evaluate proposal</p> <p>2b1. Send out proposal to concerned Technical Divisions for review</p> <p>2b2. Evaluate the proposal by IDD and concerned Division</p> <p>2b3. Integrate comments by concerned Division and IDD and send to the proponent for revisions.</p> <p>Note: If the proposal needs revision, proceed to Step 3. If the proposal does not need revision, proceed to Step 5.</p> | None | <p>2 days</p> <p>10 days</p> <p>3 days</p> | <p><i>Chief SRS IDD SRS II and SRS I FDMS-IDD</i></p> <p><i>Spvg. SRS, Sr. SRS & SRS II FDMS-IDD</i></p> |
| 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>Supvg. SRS & Sr. SRS Deputy Executive Director for ARMSS OED-ARMSS</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>Deputy Executive Director for ARMSS OED-ARMSS</i> |



| | | | | |
|---|---|--------------------|--|--|
| <p>5. Present final proposal to approving bodies at the prescribed date, time and venue</p> | <p>5. Review and approve the proposal by concerned approving authority</p> <p>5a. Final technical review of proposal and endorsement</p> <p>5b. Present proposal to the following for approval:</p> <ul style="list-style-type: none"> - PCAARRD's Directors' Council - Governing Council (as applicable) | <p>None</p> | <p>9 days</p> <p>1 day</p> <p>1 day (if necessary)</p> | <p><i>Chief SRS and Spvg. SRS IDD</i></p> <p><i>Directors' Council</i></p> <p><i>Governing Council</i></p> |
| <p>6. Receive approval/disapproval of the proposal</p> | <p>6. Inform the proponent regarding the status (approve/disapprove) of the proposal</p> | <p>None</p> | <p>1 day</p> | <p><i>Chief SRS IDD</i></p> <p><i>Deputy Executive Director for ARMSS OED-ARMSS Executive Director OED</i></p> |
| <p>TOTAL</p> | | <p>None</p> | <p>40 days</p> | |

***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 Spvg. SRS, Sr. SRS. SRS II & SRS 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>Spvg. SRS, Sr. SRS. SRS II, SRS I & SRA 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, budget breakdown, and other documentary evidence of project approval | None | 2 days | <i>Spvg. SRS, Sr. SRS. SRS II, SRS I & SRA FDMS-IDD</i> |



| | | | | |
|-----------------------------------|---|-------------|----------------|---|
| | 2d. Process budget release following the National Government Accounting System (NGAS) subject to clearance of all accountabilities of implementing agency across all divisions of PCAARRD | None | 3 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>Spvg. SRS, Sr. SRS.</i> <i>SRS II, SRS I & SRA</i> FDMS-IDD <i>Adm. Officer V</i> FAD Cash Section |
| TOTAL | | None | 26 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 | Chief SRS Sr. SRS and SRS II 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 | P200 notarial fee | 9 days | Chief SRS IDD- HRDS Deputy Executive Director for ARMSS OED-ARMSS Executive Director OED |
| | 2c. Prepare DV and submit to FAD for processing the release of assistance | None | 2 days | Sr. SRS. SRS II IDD- HRDS |



| | | | | |
|--|---|-------------|----------------|---|
| | 2d. Process budget release following the National Government Accounting System (NGAS) subject to clearance of all accountabilities of implementing agency across all divisions of PCAARRD | None | 3 days | <p><i>Accountant III</i> FAD Accounting Section</p> <p><i>Sup. Adm. Officer</i> FAD Budget Section</p> <p><i>Chief Administrative Officer</i> FAD</p> |
| 3. Receive the assistance from PCAARRD | 3. Prepare and send transmittal letter to the client/applicant and release the funds | None | 2 days | <p><i>Sr. SRS.</i> <i>SRS II</i> IDD- HRDS</p> <p><i>Adm. Officer V</i> FAD Cash Section</p> |
| TOTAL | | P200 | 26 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 | <i>Sr. SRS Executive Director OED</i> <i>SRS. II ACD-KPRMS</i> |
| | 1b. Forward the letter (mail/email) to ACD | None | 4 hours | <i>Sr. SRS OED</i> |
| | 1c. Receive letter/email and forward letter (mail/e-mail) to Knowledge Products and | None | 2 hours | <i>Chief SRS. ACD</i> |



| | | | | |
|--|--|-------------|---------------|--|
| | Resource Management Section (KPRMS)/ Circulation Unit (CU) | | | |
| | 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-KPRMS <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 ACDCU | 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 |



| | | | | |
|---|------|------|------------|------|
| <p>3. Download publications thru the website:</p> <p>3.1 Browse thru the menu of publication lines or types information of interest in the Search box</p> | 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 | | |



| | | | | |
|--|---|-------------|--|---|
| 4. If a hard copy of publication is needed, send a request to PCAARRD thru the PCAARRD Website (http://www.pcaarrd.dost.gov.ph) | 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.

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|---|--|------------------------|-------------------------------------|--|
| 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 <i>Adm. Asst. II</i> FAD-Records Section |
| | 1b. Forward request to ACD | None | 4 hours | <i>Sr. SRS</i> Executive Director OED |



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| | 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) |



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| 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 // 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.

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|--|---|------------------------|------------------------|---------------------------|
| 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 |



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| | <p>1c. Facilitate requests and prepares the following:</p> <ul style="list-style-type: none"> - Venue for receiving the guests - Resources speakers from other division if needed. | None | 1 hour | <p><i>SRS II</i> <i>Adm. Asst. IV/</i> <i>AV Technician ACD-TIPS</i></p> |
| | <p>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</p> | None | 5 minutes | <p><i>Admin Aide IV</i> <i>ACD-KPRMS-CU</i></p> |
| 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> <i>ACD-TIPS</i></p> <p><i>Resource Speakers</i> <i>Other Concerned Divisions</i> <i>(if needed)</i></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> <i>ACD-TIPS</i></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.

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| 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 for 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 |



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| 2. Receive response from PCAARRD | 2a. Respond to customer through email/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 / PCMD-RGS</i> |
| | 2c. Request resource person/s from other concerned division/s, if needed | None | | <i>Sup SRS 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>PCMD-RGS</i> <i>PCAARRD Executive</i> <i>Director and/or officials/staff</i> <i>from other concerned</i> <i>division/s as needed</i> |
| | 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).

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|---|---|------------------------|------------------------|------------------------------------|
| 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 | FEES 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 |



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| | 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.

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|---|-------------------------------------|--|
| 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 – Financial Management System (FMS) PCAARRD Intranet – Financial Management System (FMS) PCAARRD Intranet – Financial Management System (FMS) |
| 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) | | |



| | |
|---|---|
| <p>1.1. Payroll Fund (Salaries, Wages, Allowances, Honoraria and Other Similar Expenses)</p> <ul style="list-style-type: none"> • Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) • Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books • Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 above or other minimum amount that may be prescribed by the Bureau of the Treasury (upon set-up of new/renewed accountability) • Approved Payroll or list of payees indicating their net pay <ul style="list-style-type: none"> • Approved authority (presidential directive or legislative enactment) or legal basis to pay allowances/salaries/honoraria/fringe benefits | <p>OED</p> <p>Accounting Section</p> <p>Cash Section</p> <p>Requesting Division Requesting Division</p> |
| <p>1.2. Petty Cash Fund</p> <ul style="list-style-type: none"> • Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of Petty Cash Fund (for initial cash advance) • Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 above or other minimum amount that may be prescribed by the Bureau of the Treasury (upon set-up of new/renewed accountability) • Approved estimate of petty expenses for one month (initial set-up) | <p>OED</p> <p>Cash Section</p> <p>Requesting Division</p> |
| <p>1.3. Field/Activity Current Operating Expenses</p> <ul style="list-style-type: none"> • Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) • Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books | <p>OED</p> |



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| <ul style="list-style-type: none"> • Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 above or other minimum amount that may be prescribed by the Bureau of the Treasury (upon set-up of new/renewed accountability) • Approved Budget for COE of the agency field office or agency activity in the field | <p>Accounting Section</p> <p>Cash Section</p> <p>Requesting Division</p> |
| <p>f. Traveling Expenses for Local Travel</p> <ul style="list-style-type: none"> • Duly approved Office Order/Travel Order • Duly approved Itinerary of Travel • Certification from the Chief Accountant at previous cash advances have been fully liquidated and accounted for in the books • Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor • Letter of invitation of the host/sponsoring agency/organization | <p>Requesting Division</p> <p>Requesting Division</p> <p>Accounting Section</p> <p>Requesting Division</p> <p>Requesting Division</p> |



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| <p><u>For Foreign Travel</u></p> <ul style="list-style-type: none"> • Duly approved Office Order/Travel Order • Duly approved Itinerary of Travel • Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books • Letter of invitation of the host/sponsoring country/agency/ organization • Flight itinerary issued by the airline ticketing office/travel agency • Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor • Where applicable, authority to claim representation expenses <p>In case of seminar/training:</p> <ul style="list-style-type: none"> • Acceptance of nominee/s as participant/s (issued by the host country) • Programme Agenda and Logistics Information | <p>Requesting Division Requesting Division Accounting Section</p> <p>Host country/agency Requesting Division/ Travel agencies Requesting Division/Travel agencies Requesting Division</p> <p>Host country/agency Host country/agency</p> |
|--|--|



| <u>FUND TRANSFERS TO NON-GOVERNMENT ORGANIZATIONS/PEOPLE'S ORGANIZATIONS (NGOs/POs):</u> | |
|--|--|
| <p>1. Transfer of Funds:</p> <ul style="list-style-type: none"> • Duly approved Schedule of Fund Release to NGO/PO/CSO • Approved Summary of Budgetary Requirements detailing the items of expenditure/ disbursement to be incurred in the program/project • Performance security for infrastructure project • Copy of signed Memorandum of Agreement (MOA) executed by and between the Government Agency and the NGO/PO/CSO • Certificate of Registration with the concerned government agencies, i.e. SEC, CDA or DOLE • Document showing that the NGO/PO/CSO has equity equivalent to 20% of the total project cost, which shall be in the form of labor, land for the project site, facilities, equipment and the like, to be used in the project • Copy of the OR/eOR/AR or equivalent issued by the NGOs/POs/CSOs to the Source Agency acknowledging receipt of funds transferred • Certification from the Accountant of the source agency that the previous fund transfer had been liquidated and accounted for in the books (staggered release) | <p>Requesting Division NGO/PO</p> <p>BAC Requesting Division</p> <p>NGO/PO NGO/PO</p> <p>NGO/PO</p> <p>Accounting Section</p> |
| <p>2. Multi Year Projects/ Succeeding Releases:</p> <ul style="list-style-type: none"> • Duly Approved Schedule of Release to NGO/PO • Interim Fund Utilization Report on the previous release certified by the NGO/PO's Accountant, approved by its President/Chairman • Approved Line-Item Budget for succeeding year • Work Plan/Proposal • Approval Letter by the DC/EXECOM • Financial Reports and other supporting documents for the liquidation of prior year's release • Certification from the Accountant of the source agency that the previous fund transfer had been liquidated and accounted for in the books | <p>Requesting Division NGO/PO</p> <p>Requesting Division Requesting Division Requesting Division NGO/PO /Requesting Division</p> <p>Accounting Section</p> |



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| <p><u>TRANSFER OF FUNDS TO IMPLEMENTING AGENCIES:</u></p> <ul style="list-style-type: none"> • Copy of duly signed MOA/Trust Agreement or its equivalent • Copy of Approved Program of Work (for infrastructure project) • Approved LIB, Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (for projects other than infrastructure) • For GCs/GFIs, Board Resolution ratifying the MOA or its equivalent in case of transfers not incorporated in the Corporate Operating Budget and/or beyond the signing authority of the Agency Head • For local government units (LGUs), authorization by local Sanggunian for the Local Chief Executive to enter into contract in case of the following: • Certification by the Chief Accountant that funds previously transferred to the Implementing Agency (IA) have been liquidated and accounted for in the books • Copy of the OR/eOR/AR or equivalent issued by the IA to the Source Agency acknowledging receipt of funds transferred (for post-audit activities) • OR/eOR/AR or equivalent from IA, if transfer of funds is thru List of Due and Demandable Accounts Payable Advice to it Accounts (LDDAPADA) • Acknowledgement Receipt for those recipients of research fund • Copy of the TCT of the land where the project will be built and a certification from the implementing agency that the site is clear from impediments, e.g. informal settlers, legal claims of property ownership by other claimants, mountain obstruction, right of way • Approved request to implement the project • DC/GC Approval | <p>Requesting Division Requesting Division Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division</p> <p>Accounting Section</p> <p>Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division Requesting Division</p> <p>Requesting Division Requesting Division</p> |
| <p>Multi Year Projects/ Succeeding Releases</p> <ul style="list-style-type: none"> • Work Plan/Proposal • Approved Line-Item Budget for succeeding year • Approved Conforme Letter (for succeeding years' implementation) • Financial Reports and other supporting documents for the liquidation of prior year's release | <p>Requesting Division Requesting Division Requesting Division</p> |



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| <ul style="list-style-type: none"> • Certification from the Accountant that funds previously transferred to the Implementing Agency (IA) has been liquidated | <p>Requesting Division Accounting Section</p> |
| <p>SALARY:</p> <p>1. First Salary</p> <ul style="list-style-type: none"> • Certificate of Appointment duly attested by the Civil Service Commission (CSC) or its equivalent • Assignment/Re-Assignment order, if applicable • Certified copy of Oath of Office • Certificate of Assumption • Statement of Assets, Liabilities and Net Worth • Approved Daily Time Record (DTR) • Bureau of Internal Revenue (BIR) withholding certificate • Payroll Information on New Employee (PINE) or any equivalent document • Authority from the claimant and identification documents, if claimed by person other than the payee <p>Additional Requirements for transferee (from one government agency to another):</p> <ul style="list-style-type: none"> • Clearance from money, property and legal accountabilities from the previous office • Certified copy of paid disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office • Certificate of leave credits • Service Records • BIR Certificate of Compensation Payment/Tax Withheld • Approved/paid Home Development Mutual Fund (HDMF) and PhilHealth Forms | <p>Personnel Section Personnel Section Personnel Section Personnel Section Requesting Division Requesting Division Requesting Division Personnel Section Requesting Staff</p> <p>Requesting Division Requesting Division</p> <p>Requesting Division Requesting Division Requesting Division Requesting Division</p> |



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| <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 Sick Leave for 5 days or more and clearance if no leave for 30 days or more. <p>3. Salary of Casual/Contractual Personnel, Charged to Personnel Services</p> <ul style="list-style-type: none"> • Certified copy of the pertinent contract/appointment • Copy of the Report of Personnel Action (ROPA) of the pertinent contract/appointment marked received by the CSC • Certification by the LCE/Personnel Officer that the activities and services cannot be provided by regular or permanent personnel of the agency (for first claim) • Duly Approved Accomplishment Report • Approved DTR • Certificate of Assumption of Duty for the first salary | <p>Requesting Staff/Division Personnel Section Requesting Staff/Division</p> <p>Requesting Staff/Division Personnel Section Personnel Section</p> <p>Requesting Staff/Division Requesting Staff/Division Personnel Section</p> |
| <p>2. Salary Differentials due to Promotion and/or Salary Increase</p> <ul style="list-style-type: none"> • Certified copy of Approved Appointment (due to promotion) • Certificate of Assumption (due to promotion) • Notice of Salary Adjustment (NOSA), for step increment/salary increase • Approved DTR or certification that the employee has not incurred leave without pay | <p>Personnel Section Personnel Section Personnel Section Requesting Staff/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> |



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| <ul style="list-style-type: none"> • Authority to deduct accountabilities, if any • Certification of available leave credits | <p>Personnel Section Personnel Section</p> |
| <p>5. Salary due to heirs of deceased employee</p> <ul style="list-style-type: none"> • Death Certificate issued by the Philippine Statistics Authority (PSA) or Court Declaration in case of presumptive death or any evidence of circumstances of death, whichever is applicable. • Marriage Certificate issued by PSA, if applicable • Birth Certificate of surviving legal heirs issued by PSA • Waiver of right of children 18 years and above, if applicable • Designation of next-of-kin <ul style="list-style-type: none"> ○ Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage | <p>Requesting Claimant Requesting Claimant Requesting Claimant Requesting Claimant</p> <p>Requesting Claimant</p> |
| <p>6. Allowances, Honoraria and Other Forms of Compensation</p> <p>a. PERA – same requirements as those for payment of salaries (#1)</p> <p>b. RATA/Uniform Allowance/YE Bonus/MY Bonus/Cash Gift/Loyalty Cash Award:</p> <ul style="list-style-type: none"> • RATA Payroll • Payroll Register (soft copy plus 4 hard copies) <p>c. SALA:</p> <ul style="list-style-type: none"> • SALA Payroll • Approved DTR <p>d. BAC/TWG Honoraria:</p> <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> |



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| <ul style="list-style-type: none"> • NOA to the winning bidder of procurement activity being claimed • Certification that procurement involves competitive bidding • Attendance Sheet listing names of attendees to the BAC meeting • Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to DBM Budget Circular No. 2004-5A dated October 7, 2005 and any future amendments thereof | <p>Accounting Section</p> |
| <p>e. Longevity Pay (for new milestone reached)</p> <ul style="list-style-type: none"> ○ Service Record ○ Certification issued by Personnel Officer that the claimant has not incurred more than 15 days of VL without pay | <p>Requesting Division Personnel Section</p> |
| <p>f. Retirement Benefits</p> <ul style="list-style-type: none"> • Updated Service Record • Retirement Application • Office Clearance from financial, property and legal accountabilities • SALN • Retirement Gratuity Computation • Certificate from the Office of the Ombudsman indicating whether or not the retiree has a pending criminal or administrative case • Affidavit of Undertaking for authority to deduct accountabilities • Affidavit of applicant that there is no pending criminal investigation or prosecution against the retiree | <p>Requesting Claimant Requesting Claimant Requesting Claimant Requesting Claimant Personnel Section Requesting Claimant</p> <p>Requesting Claimant Requesting Claimant</p> |
| <p>g. Terminal Leave Benefits</p> <ul style="list-style-type: none"> ○ Office Clearance from financial, property and legal accountabilities ○ Certificate of Leave Credits issued by the Personnel Section ○ Approved Leave Application ○ Complete Service Record ○ SALN ○ Certified photocopy of appointment/NOSA | <p>Requesting Claimant Personnel Section Personnel Section Personnel Section Requesting Claimant</p> |



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| <p>showing the highest salary received (if the salary under the last appointment is not the highest)</p> <ul style="list-style-type: none"> • Computation of TLB duly signed by the accountant • Affidavit of Undertaking for authority to deduct accountabilities • Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her • In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency | <p>Personnel Section Personnel Section/ Accounting Section Requesting Claimant Requesting Claimant Requesting Claimant</p> |
| <p>Additional requirements in case of death:</p> <ul style="list-style-type: none"> • Death certificate issued by PSA • Marriage Certificate issued by PSA • Birth certificate of all surviving legal heirs issued by PSA • Designation of next-of-kin • Waiver of rights of children 18 years old and above, if applicable | <p>Requesting Claimant Requesting Claimant Requesting Claimant Requesting Claimant Requesting Claimant</p> |
| <p>h. Monetization of Leave Credits</p> <ul style="list-style-type: none"> • Approved leave application with leave credit balance certified by the Human Resources Officer • Request for monetization of leave covering more than ten days duly approved by the Head of Agency • For monetization of 50 percent or more: <ul style="list-style-type: none"> • Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs • Barangay Certification in case of need for financial assistance brought by calamities, typhoons, fire, etc. • Justification on financial needs for the education of employee or children | <p>Personnel Section Requesting staff</p> <p>Requesting staff</p> <p>Requesting staff</p> <p>Requesting staff</p> |



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| <p>i. CNA Bonus</p> <ul style="list-style-type: none"> • Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive • Copy of CNA • Comparative Statement of DBM approved level of operating expenses and actual operating expenses • 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>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/Bill • Invoice/Official Receipt or machine validated statement of account/bill | <p>Service provider/Billing company Service provider/Billing company</p> |



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| <p>2. Telephone/Communication Services</p> <ul style="list-style-type: none"> • Statement of Account/Bill • Invoice/Official Receipt or machine validated statement of account/bill or collection and acknowledgement receipts • Certification by Head of Agency or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls | <p>Service provider/Billing company Service provider/Billing company Requesting Division</p> |
| <p><u>REIMBURSEMENT OF EXPENSES</u></p> <p>Travel Expenses</p> <ul style="list-style-type: none"> • Approved Certificate of Travel Completed • Approved Revised (actual) Itinerary of Travel, if the previously approved itinerary was not followed • Copy of previously approved Itinerary of travel (proposed) • Travel/Office Order and the Supplemental Office Order or any proof supporting the change of schedule • Certificate of Appearance or Attendance or in the absence thereof, photocopy of the received copy of Memo/Transmittal of back to Office Order Report/Narrative Report on trip undertaken/Report on Participation addressed to the agency head. The report, duly noted by the agency head or his authorized representative, shall contain, among others, the following information: <ul style="list-style-type: none"> ○ Highlights of the training/activity; ○ Pictures preferably dated; ○ Plan of action for knowledge sharing; and ○ Recommendations <p>Additional Documentary Requirements for Local Travel:</p> <ul style="list-style-type: none"> • Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company | <p>Requesting Division Requesting Division Requesting Division Requesting Division/Office of the Secretary (foreign travel) Requesting Division Requesting Division</p> |



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| <ul style="list-style-type: none"> • Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for the official travel exceeded the prescribed rate per day (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts) • OR/eOR or CERR (for expenses amounting to P300 or less) or RER (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amounts that may be prescribed in the future. In case of payment of toll fees, the CERR/RER shall be supported with the toll fee rates. • Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the last city or municipality covered by Metro Manila Area, if the travel allowances being claimed include hotel room/lodging • Letter of invitation of the host/sponsoring agency/organization | <p>Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division/host/sponsoring agency/organization</p> |
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| <p>Additional Documentary Requirements for Foreign Travel:</p> <ul style="list-style-type: none"> • Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company. In the absence thereof other documents such as, but not limited to, a certified true copy of the passport showing the dates of entry and exit, duly stamped by the Immigration Office of the country of destination as indicated in the approved travel authority and itinerary of travel; or a passenger manifest certified by the concerned airline or shipping company • Flight itinerary issued by the airline ticketing office/travel agency • Where applicable, authority to claim representation expenses <p>In case of seminar/training:</p> <ul style="list-style-type: none"> • Acceptance of nominee/s as participant/s (issued by the host country) • Programme Agenda and Logistics Information <p>For reimbursement of actual travel expenses in excess of the prescribed rate:</p> <ul style="list-style-type: none"> • Approval by the President • Certification from the Head of the Agency that it is absolutely necessary • Hotel room with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required bills and receipts) • Bills/receipts for non-commutable representation expenses approved by the President or authorized officials | <p>Requesting Division</p> <p>Requesting Division Requesting Division</p> <p>Host country/agency Host country/agency</p> <p>Requesting Division Requesting Division Requesting Division</p> <p>Requesting Division</p> |
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| <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>Postage and Deliveries</p> <ul style="list-style-type: none"> • Official Receipt | <p>Postage/Courier provider</p> |
| <p>Registration fees in Seminars, Conferences, Conventions and Trainings</p> <ul style="list-style-type: none"> • Schedule of Training Approved by the Head of Agency • Statements of Account/Bills/Invoices • Official Receipts • Office Order/Terms of Reference | <p>Host agency Host Agency Requesting Division Requesting Division</p> |
| <p>5. Procurement of Goods, Consulting Services and Infrastructure Projects</p> <ul style="list-style-type: none"> • Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the particular Goods, Consulting Services and/or Infrastructure Projects subject of payment is indicated. • Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 (Annex A-T) and any future amendments thereof • Letter request for payment from contractor/supplier <p>Additional requirement for Infrastructure:</p> <p>For Advance Payment:</p> <ul style="list-style-type: none"> • Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee • Notice of Award • Notice to Proceed | <p>Requesting Division</p> <p>Requesting Division</p> <p>Suppliers/Contractors</p> <p>Suppliers/Contractors Requesting Division Requesting Division</p> |



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| <p>For Progress Payments:</p> <ul style="list-style-type: none"> • Statement of Work Accomplished (SWA) • Progress Billing Statement • Inspection Report by the Agency's Authorized Engineer • Results of Test Analysis, if applicable • Contractor's Affidavit on payment of laborers and materials • Pictures/Geotagged Photos, before, during and after construction of items of work especially the embedded items • Certificate of Percentage of completion | <p>Requesting Division Suppliers/Contractors Requesting Division Requesting Division Suppliers/Contractors Requesting Division</p> <p>Requesting Division</p> |
| <p>For Final Payment:</p> <ul style="list-style-type: none"> • As-Built Plans • Final SWA • Warranty Security • Certificate of Completion • Copy of turn-over documents/transfer of project and facilities such as motor vehicles, laptops, and other equipment and furniture included in the contract to concerned government agency • Certificate of Acceptance by the Agency • Final Inspection Report of the Agency's authorized Engineers and/or Inspectorate Team • Statement of Time Elapsed • Pictures/Geotagged Photos before, during and after construction of items of work especially the embedded items | <p>Requesting Division Requesting Division Suppliers/Contractors Requesting Division Requesting Division</p> <p>Requesting Division Requesting Division</p> <p>Requesting Division Requesting Division</p> |
| <p>For Release of Retention Money:</p> <ul style="list-style-type: none"> • Warranty security in form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand • Certification from the end-user that the project is completed, inspected and accepted. | <p>Suppliers/Contractors</p> <p>Requesting Division</p> |



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| <p>Additional requirement for Consulting Services:</p> <ul style="list-style-type: none"> • Copy of curriculum vitae of the consultant • Copy of the Terms of Reference or Contract (for first payment) • Approved consultancy Progress/Final Reports, and/or required under the contract • Progress/Final Billing • Contract of Infrastructure Projects subject of Project Management Consulting Services <p>Additional requirement for Goods:</p> <ul style="list-style-type: none"> • Purchase Requisition (PR) • Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his authorized representative • Results of Test Analysis, if applicable • Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government • Delivery receipt duly received • Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative • Property Acknowledgement Receipt (PAR), for equipment • Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of semi-/non-expendable supplies, after acceptance by the procuring entity of the delivered supplies • Authority to purchase, in case of motor vehicles | <p>Consultant Requesting Division Requesting Division Consultant Requesting Division</p> <p>Requesting Division Supplier</p> <p>Requesting Division Supplier</p> <p>Supplier/Property Section Property Section</p> <p>Property Section Supplier</p> <p>Requesting Division</p> |
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PETTY CASH FUND (PCF) REPLENISHMENT

- Report on Paid Petty Cash Vouchers (RPPCV)
- Petty Cash Vouchers (PCVs) duly accomplished, signed and approved
- Approved purchase request with certificate of Emergency Purchase, if necessary
- Bills, receipts, sales invoices
- Certification of Expense not Requiring Receipt (CERR) (for expenses amounting to P300 or less) or Reimbursement Expense Receipts (RER) (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future
- Inspection and Acceptance Report (IAR) or Certificate of Inspection and Acceptance
- Pre-/Post-Repair Inspection Report
- Waste Materials Report (WMR) in case of replacement/repair
- Approved trip ticket, for gasoline/fuel expenses, together with parking and toll fee receipts, if any (applicable for government vehicles only)
- Canvass from at least three suppliers for purchases as prescribed (involving P2,000 and above or other amount that may be prescribed in the future), except for purchases made while on official travel
- Summary/Abstract of Canvass
- OR/eOR/AR or equivalent in case of refund of PCF
- Inventory Custodian Slip (ICS) for semi-expendable items

For meals and snacks charged to PCF:

- Notice of meeting with agenda/meeting's purpose
- Minutes of Meeting
- Attendance Sheet

Prepared/provided by the
Petty Cash
Custodian



| 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 |



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| 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 |
| Accomplish the CSF Form | 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 | Receive request for approval and forward to Unit Heads | None | 2 hours | Chief Science Research Specialist |
| | 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 | | | |
| | • Equipment borrowing | | 1 day (if the items are available) | Supervising SRS Information Systems Analyst |
| | • External Repair Recommendation | | 3 days | Science Research Specialist I |
| | • Hardware/ Device Problem | | 5 days | |
| | • Hardware/ Device Installation/ Setup | | 2 days | |



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| | <ul style="list-style-type: none"> • LAN Cabling | | 3 days | |
| | <ul style="list-style-type: none"> • Network Repairs | | 1 day | |
| | <ul style="list-style-type: none"> • Provision of Specifications for HW/SW Procurement | | 3 days | |
| | <ul style="list-style-type: none"> • Request for an electronic credential (GovMail Account, Active Directory account, OM account) | | 1 day (if slots are available) | |
| | <ul style="list-style-type: none"> • Replenishment and Installation of Printer Supplies for MPS | | 1 day | |
| | <ul style="list-style-type: none"> • Software Installation | | 2 days | |
| | <ul style="list-style-type: none"> • Software Repairs | | 1 day | |
| | <ul style="list-style-type: none"> • Virus Control | | 1 day | |
| | <ul style="list-style-type: none"> • Technical Support/Assistance for events with ICT-related Concerns | | 1 day | |
| | <ul style="list-style-type: none"> • Information Systems Services | | 2 days | Senior SRS Science Research Specialist II Science Research Specialist I |
| <ul style="list-style-type: none"> • Web publishing | | 2 days | Science Research Specialist I | |



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| 2. None | 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 |
| Accept the completed job and accomplish CSF and return to MISD | Receive CSF to be included in data analysis of services rendered | None | 2 hours | Science Research Specialist I Administrative Aide VI |
| 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.

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| 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 Asst. II /Science Research Asst. |



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| 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 Asst. II/Project Asst. III (Certificate of Employment, Actual Duties and Responsibilities, IDs and the like) Adm. Asst. II/Adm. Officer IV (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

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| 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 |



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| 6. Accept the job and accomplish CSF thru CSFIS which can be accessed from the PCAARRD portal | 3. Receive CSF to be included in data analysis of services rendered | None | 1/2 day | CSF Focal Person |
| 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 | |
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| 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> |



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| | <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 |



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| | <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 |
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| 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 |