



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

**CITIZEN'S CHARTER
2025
(1st Edition)**



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I. Mandate

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

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

II. Vision

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

III. Mission

PCAARRD commits to provide strategic leadership towards the transformation and resiliency of the AANR sector through STI



IV. Service Pledge

We, the officials and staff of PCAARRD commit to:

- provide grants-in-aids (GIA) for R&D and capability building based on requests and submitted proposals which will be immediately acted upon;
- provide publication to clients based from their request through letter (mail or email) or online;
- provide briefing to visitors both from local and international institutions;
- ensure continual improvement of service delivery through our feedback and complaints mechanism which provide for response within fifteen (15) working days in compliance with Section 1, Rule VI of Republic Act (RA). 6713 (Code of Conduct and Ethical Standards for Public Officials and Employees);
- provide easy access to information and services through our communication lines: Tel. No. (63) (49) 554-9670 Fax No. (63) (49) 536-0016; 536-7922; e-mail: pcaarrd@pcaarrd.dost.gov.ph; and website: www.pcaarrd.dost.gov.ph; and
- attend to all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break in accordance to RA 11032 provision Section 21.



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**PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL
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External Services



**Office of the Executive Director for Research
and Development (OED-R&D) and
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 (ACD); Management Information System Division (MISD); Institution Development Division (IDD)
Classification:	Highly Technical Transactions
Type of Transaction:	G2C – for government services whose client is the transacting public; G2B – for government services whose client is a business entity; G2G – for government services whose client is a government employee or another government agency
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 Forms 5ABC - Project Workplan, Expected Outputs, Risk and Assumptions (Consider New DOST Form 5)	PCAARRD Website (DOST Forms tab)
Gender and Development (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-Special Projects Division (SPD) through the DPMIS to the PCAARRD Online Submission and Evaluation of Proposals (OSEP).	None	2 working days from DPMIS to OSEP	<p><i>Project Technical Specialist (PTS) II</i> <i>Deputy Executive Director for Research and Development (DED for RD)</i> OED-RD</p> <p><i>Project Technical Assistant (PTA) VI/ PTS I</i> <i>Senior (Sr.) SRS</i> <i>Deputy Executive Director for Administration, Resource Management and Support Services (DED for ARMSS)</i> OED-ARMSS</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	3 working days from receipt of proposal	<p><i>SRS II</i> <i>DED for R&D</i> OED-RD</p> <p><i>PTA VI/PTS I</i> <i>Sr. SRS</i> <i>DED for ARMSS</i> OED-ARMSS</p>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2b. Review and evaluate proposal	None	15 working days	<i>Concerned Industry Strategic S&T Program (ISP) Manager/Project Manager or Staff and Chief Science Research Specialist (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	None	(15th day from start of evaluation)	<i>Concerned ISP Manager or Staff Chief SRS</i> <i>DED for R&D</i> <i>OED-RD</i> or <i>Concerned Project Manager or Staff Chief SRS</i> <i>PTA VI/PTS I</i> <i>Sr. SRS</i> <i>DED for ARMSS</i> <i>DED for ARMSS</i> <i>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	10 working days	<i>Concerned ISP Manager or Staff Chief SRS</i> <i>DED for R&D</i> <i>OED-RD</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<p>or</p> <p><i>Concerned Project Manager or Staff Chief SRS</i></p> <p><i>PTA VI/PTS I Sr. SRS DED for ARMSS OED-ARMSS</i></p>
<p>5. Present final proposal to approving bodies at the prescribed date, time and venue</p>	<p>5. Evaluate and approve/disapprove the proposal</p> <p>- The proposal is presented to the Directors' Council (DC), Governing Council (GC), and DOST Executive Committee (ExeCom), in sequence, depending on the amount and source of funding.</p>	<p>None</p>	<p>1 working day each (with intervals)</p>	<p><i>Directors' Council Governing Council 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 working days from the DC/GC meeting</p>	<p><i>Chief SRS ISP Manager/Project manager or Staff Concerned Division</i></p> <p><i>DED for R&D OED-RD or</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<p><i>DED for ARMSS OED-ARMSS</i></p> <p><i>Executive Director OED</i></p> <p>Note: DOST Execom decision is relayed by DOST to the proponent.</p>
TOTAL (from submission to final decision)		None	40 working days	

GIA Funding qualified for multi-stage processing

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	None	5 working days	<i>Concerned ISP Manager/Project Manager or Staff Chief SRS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1b. Sign approval letter, LIB, MOA and transmittal letter and send to client/proponent	None	8 working days	<p><i>Concerned ISP Manager/Project Manager or Staff Chief SRS</i></p> <p><i>DED for R&D OED-RD or DED for ARMSS OED-ARMSS</i></p> <p><i>Executive Director</i></p>
	1c. Upon receipt of signed MOA from the implementing agency, prepare Disbursement Voucher (DV) and Obligation Request and Status (ORS), and submit such to Finance and Administrative Division (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 working days	<p><i>Concerned ISP Manager/Project Manager or Staff Chief SRS</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 working days	<i>Accountant III</i> Finance Administrative Division (FAD) Accounting Section <i>Budget Officer</i> FAD Budget Section <i>Chief Administrative Officer (AO)</i> FAD
2. Receive the grant from PCAARRD	2. Prepare and send transmittal letter to the implementing agency and release the funds	None	2 working days	<i>Concerned ISP Manager or Staff</i> <i>Chief SRS</i> AO V FAD Cash Section
TOTAL		None	20 working 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 5ABC for Project Workplan, Expected Outputs, Risk and Assumptions (Consider New DOST Form 5) and Endorsement from agency head - 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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Proposal Review and Evaluation				
1. Submit proposal through the DOST Project Management Information System (DPMIS)	1. Receive submitted proposal forwarded by DOST-Special Projects Division (SPD) through the DPMIS to the PCAARRD Online Submission and Evaluation of Proposals (OSEP).	None	2 working days from DPMIS to OSEP	<i>PTA VI/PTS I Sr. SRS DED 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	3 working days from receipt of proposal	<i>PTA VI/PTS I Sr. SRS OED-ARMSS Chief SRS Sup. SRS Sr. SRS SRS II SRS I Facilities Development and Management Section (FDMS)-IDD</i>
	2b. Review and evaluate proposal	None		
	2b1. Send out proposal to concerned Technical Divisions for review	None	2 working days	<i>Chief SRS SRS II SRS I FDMS-IDD</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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>		<p>10 working days</p> <p>3 working days</p>	<p>Concerned TRDs</p> <p><i>Sup. SRS</i> <i>Sr. SRS</i> <i>SRS II</i> FDMS-IDD</p>
3. Receive comments to revise the proposal	3. Relay to the client/proponent the comments to the proposal and request for its revision.	None	(15th day from start of evaluation)	<p><i>Chief SRS</i> <i>Sup. SRS</i> <i>Sr. SRS</i> <i>SRS II</i> FDMS-IDD</p> <p><i>PTA VI/PTS I</i> <i>Sr. SRS</i> <i>DED for ARMSS</i> <i>OED-ARMSS</i></p>
4. Revise the proposal based on the comments and send back to PCAARRD-IDD;	4. Receive, review, and evaluate the revised proposal and endorse for presentation to the approving body	None	10 working days	<p><i>Chief SRS</i> <i>Sup. SRS</i> <i>Sr. SRS</i> <i>SRS II</i> FDMS-IDD</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
cc: TRD concerned				<i>PTA VI/PTS I Sr. SRS DED for ARMSS OED-ARMSS</i>
5. Present final proposal to approving bodies at the prescribed date, time and venue	5. Review and approve the proposal by concerned approving authority 5a. Final technical review of proposal and endorsement 5b. Present proposal to the following for approval: - PCAARRD's DC - GC (as applicable)	None	9 working days 1 working day 1 working day (if necessary)	<i>Chief SRS Sup. SRS IDD Directors' Council Governing Council</i>
6. Receive approval/disapproval of the proposal	6. Inform the proponent regarding the status (approve/disapprove) of the proposal	None	1 working day	<i>Chief SRS IDD DED for ARMSS OED-ARMSS Executive Director OED</i>
	TOTAL	None	40 working days	

Facilities Development for the NAARRDN qualified for multi-stage processing

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Funds 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 working day	Chief SRS Sup. SRS Sr. SRS SRS II SRS I FDMS-IDD
2. Sign MOA and send to PCAARRD	2a. Prepare approval letter, LIB and 6 copies of MOA and send to concerned agency	None	4 working days	Sup. SRS Sr. SRS SRS II SRS I Science Research Analyst (SRA) FDMS-IDD
	2b. Sign approval letter, LIB, MOA and transmittal letter and send to client/proponent	None	8 working days	Chief SRS FDMS-IDD DED for ARMSS OED-ARMSS Executive Director OED
	2c. Upon receipt of signed MOA from the implementing agency, prepare DV and ORS and submit such to FAD for processing the release of budget with the following attachments: approved proposal, budget breakdown, and	None	2 working days	Sup. SRS Sr. SRS SRS II SRS I SRA FDMS-IDD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	other documentary evidence of project approval			
	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 working days	<i>Accountant III</i> FAD Accounting Section <i>Budget Officer</i> FAD Budget Section <i>Chief AO</i> FAD
3. Receive the grant from PCAARRD	3. Prepare and send transmittal letter to the implementing agency and release the funds	None	2 working days	<i>Sup. SRS</i> <i>Sr. SRS</i> <i>SRS II</i> <i>SRS I</i> <i>SRA</i> FDMS-IDD <i>AO V</i> FAD Cash Section
TOTAL		None	20 working days	



Institution Development Division
Thesis/Dissertation Grant Assistance Program



3. Thesis/Dissertation Grant Assistance Program

The Council provides grants 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	Graduate School where the applicant is enrolled	
Cover letter addressed to PCAARRD Executive Director	Applicant	
Endorsement from the Head of Agency (if applicable)	Applicant's Head of Agency	
Endorsement letter from Consortium Director (if applicable)	Consortia Office	
Accomplished application form (QMSF-IDD-08-01-01)	Form from PCAARRD Website	
Re-entry Plan signed by the applicant and agency head if applicable	To be prepared by the applicant	
Copy of Graduate School admission	Graduate School	
Service Record duly certified by the Personnel Officer	Applicant agency affiliation	
Certification of present Duties and Responsibilities	Applicant agency affiliation	
Budgetary Requirement	To be prepared by the applicant	
Schedule of Activities	To be prepared by the applicant	
Copy of subjects taken and grades obtained/ Certified True Copy of Grades	Graduate School/ Registrar's Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Thesis/Dissertation Evaluation and Approval				
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	None	2 working days	<i>Administrative Assistant (Admin. Asst.) II</i> FAD Records Section <i>Sr. SRS</i> <i>Executive Director</i> OED <i>DED for ARMSS</i> OED-ARMSS
	1b. Screen application for completeness of documents and forward to concerned Technical Research Division (TRD)	None	3 working days	<i>Chief SRS</i> <i>Sr. SRS</i> <i>SRS II</i> Human Resources Development Section (HRDS)-IDD
	1c. Evaluate the application based on the criteria set		10 working days	Staff of Concerned TRD
2. Receive response from PCAARRD acknowledging receipt of application (through email)	2. Inform the applicant the status of his/her application and schedule of interview if considered/ endorsed by concerned TRD	None	2 working days	<i>SRS II</i> HRDS-IDD
3. Attend the final interview at the prescribed date, time and venue	3. Interview the applicant for ranking/ prioritization	None	1 working day	<i>Chief SRS</i> <i>Sr. SRS</i> <i>SRS II</i> HRDS-IDD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive response regarding the final result of his/her application.	4. Inform the applicant of the result of his/her application	None	2 working days	Chief SRS Sr. SRS SRS II HRDS-IDD
TOTAL		None	20 working days	

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Funds Release				
1. Receive letter informing the approval of submitted application	1. Relay to the client/applicant the approval of his/her application	None	1 working day	Chief SRS Sr. SRS SRS II HRDS-IDD
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	4 working days	Sr. SRS SRS II HRDS-IDD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2b. Sign contract	notarial fee	8 working days	<i>Chief SRS</i> HRDS-IDD <i>DED for ARMSS</i> OED-ARMSS <i>Executive Director</i> OED
	2c. Upon receipt of notarized contract, prepare DV and submit to FAD for processing the release of assistance	None	2 working days	<i>Sr. SRS</i> <i>SRS II</i> HRDS-IDD
	2d. Process budget release following NGAS subject to clearance of all accountabilities of implementing agency across all divisions of PCAARRD	None	3 working days	<i>Accountant III</i> FAD Accounting Section <i>Budget Officer</i> FAD Budget Section <i>Chief AO</i> FAD
3. Receive the assistance from PCAARRD	3. Prepare and send transmittal letter to the client/applicant and release the funds	None	2 working days	<i>Sr. SRS</i> <i>SRS II</i> HRDS-IDD AO V FAD Cash Section
TOTAL			20 working 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 (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 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 acd@pcaarrd.dost.gov.ph ; acdpub@pcaarrd.dost.gov.ph ; elibrary@pcaarrd.dost.gov.ph	1a. Receive letter requesting for publication (mail/e-mail) and forwards to ACD Receive email requesting for publication	None	1 working day	<i>Sr. SRS</i> <i>Executive Director</i> OED SRS II Knowledge Products and Resource Management Section (KPRMS)-ACD
	1b. Forward the letter (mail/email) to ACD	None	4 hours	<i>Sr. SRS</i> OED
	1c. Receive letter/email and forward letter (mail/email) to KPRMS/ Circulation Unit (CU) of ACD		2 hours	<i>Chief SRS</i> ACD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1d. CU-ACD facilitates requests and prepares materials for mailing.	None	2 hours	<i>Administrative Aide (Admin. Aide) IV</i> KPRMS/CU-ACD
2. Accomplish Customer Satisfaction Feedback (CSF) thru Customer Satisfaction Feedback Information System (CSFIS) which can be accessed from the PCAARRD portal	2a. If out of print, inform/email client to download e-copy of publication at the eLibrary Send through mail c/o FAD Records Section if hard copy publication	None	4 hours	<i>SRS II / SRS I</i> KPRMS/CU-ACD <i>Admin Aide IV</i> KPRMS/CU-ACD
	2b. Mails publication	None	4 hours	<i>Admin Aide VI</i> FAD Records Section
	TOTAL	None	3 working days	



5. Publication Dissemination for Walk-in Clients

The Council provides its publication to walk-in clients.

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	
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	SRA ACD
	1c. Endorse the client to KPRMS/CU-ACD	None	1 minute	SRA ACD
	1d. Prepare the publication and forms to be filled out by the client	None	20 minutes	<i>Administrative Aide (Admin Aide) IV</i> KPRMS/CU-ACD
2. Accomplish Customer Satisfaction Feedback (CSF) gives back to Circulation Unit-ACD	2. Collect the CSF and hands out the publications requested	None	1 minute	<i>Admin Aide IV</i> KPRMS/CU-ACD
3. Receive the publication	3. Record and report publications disseminated	None	1 minute	<i>Admin Aide IV</i> KPRMS/CU-ACD
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 (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	
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 the " Submit " button when finished.	None	None	1 minute	None
2. Login using username and password	None	None	1 minute	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<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> <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</p>	None	None	30 minutes	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
selected by clicking on the download button 3.5 Fill out a customer survey form (CSF) if another publication is selected for download 3.6 Click "Logout" when done downloading selected publication/s				
4. If a hard copy of publication is needed, send a request to PCAARRD thru the PCAARRD Website (http://www.pcaarrd.dost.gov.ph)	1a. Send out publications, if to be mailed thru the FAD Records Section	None	30 minutes	<i>Admin Aide IV</i> KPRMS/CU-ACD
	1b. Record and report publications disseminated.	None	1 working day	<i>Admin Aide IV</i> KPRMS/CU-ACD
	1c. Mails the publication	None	1 working day	<i>Admin Aide VI</i> FAD Records Section
	TOTAL	None	2 working days, 1 hour and 2 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 working day	SRS / OED <i>Administrative Assistant (Admin Asst) II</i> FAD-Records Section
	1b. Forward request to ACD	None	4 hours	<i>Sr. SRS Executive Director</i> OED
	1c. Receive request and forwards to Technology Innovation Promotion Section (TIPS) - ACD for appropriate action	None	3 hours	<i>SRA Chief SRS</i> ACD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1d. Facilitate request and coordinates with the visitors and TRD (if necessary)	None	3 hours	<i>SRS II Admin Asst IV/ AV Technician TIPS-ACD</i>
	1e. Prepare the venue for receiving the visitors. If necessary, request other units for briefing on specific concerns of clients	None	4 hours	
	1f. Request briefing kit from the KPRMS/CU-ACD containing IEC materials for the visitor/s	None	15 minutes	<i>Admin Aide IV KPRMS/CU-ACD</i>
2. Receive acknowledging letter of request	2. Send acknowledging receipt of the request and inform the client of the contact person	None	30 minutes	<i>SRA KPRMS/CU-ACD</i>
3. Attend briefing at the prescribed date, time and venue	3. Show the video about PCAARRD to visitors; Discuss other specific concerns of visitors Tour the DOST-PCAARRD Innovation and Technology Center's (DPITC) S&T Promotion Hub and Knowledge Management Hub (KPRMS/eLibrary Unit), if requested	None	1 hour	<i>SRS II Admin Asst IV/ AV Technician TIPS-ACD Resource Speakers Other Concerned Divisions (if needed)</i>
4. Accomplish CSF thru CSFMS which can be accessed from the PCAARRD portal	4. Receive CSF to be included in data analysis of services rendered.	None	15 minutes	<i>SRS II TIPS-ACD</i>
	TOTAL	None	3 working 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 Admin Asst IV/ AV Technician TIPS-ACD
	1d. Request briefing kit from the KPRMS/CU-ACD containing Information, Education and Communication (IEC) materials for the visitor/s	None	5 minutes	Admin Aide IV KPRMS/CU-ACD



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 and Knowledge Management Hub (KPRMS/eLibrary Unit), if requested.	None	1 hour	<p><i>SRS II</i> <i>Admin Asst IV/</i> <i>AV Technician</i> TIPS-ACD</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> TIPS-ACD</p>
	TOTAL	None	2 hours and 24 minutes	



**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 (PCMD)			
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 working day	SRS / OED <i>Admin Asst II</i> FAD-Records Section
	1b. Forward request to the Policy Coordination and Monitoring Division (PCMD)	None		<i>Sr. SRS</i> <i>Executive Director</i> OED



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1c. Forward request to Resource Generation Section (RGS) for appropriate action	None		Chief SRS PCMD
2. Receive Response from PCAARRD	2a. Respond to customer through email/mail/ telephone indicating the final schedule and venue for the briefing	None	1 working day	Chief SRS Sr. SRS SRS I RGS-PCMD Executive Director OED
	2b. Prepare/update/revise briefing material/ presentation	None		Sr. SRS SRS II SRS I RGS-PCMD
	2c. Request resource person/s from other concerned division/s, if needed	None		Sr. SRS SRS II RGS-PCMD
	2d. Request set-up of equipment and copy(ies) of relevant publications from ACD	None		SRA PCMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Attend briefing at the prescribed date, time and venue	3. Conduct briefing of visitors on agreed schedule	None	2 hours	<p><i>Chief SRS</i> PCMD</p> <p><i>Sr. SRS</i> <i>SRS II</i> <i>SRS I</i> RGS-PCMD</p> <p><i>Executive Director</i> OED <i>Officials/staff</i> from other concerned division/s as needed</p>
	TOTAL	None	2 working days and 2 hours	



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

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	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 requirements.	None	1 working day	SRS ACD
	1b. Approve the request if the form is properly and completely filled out and forward to the section concerned.	None		Chief SRS ACD
	1c. Note the date and venue of the event and the required service and equipment; forward the request to the technical person.	None	10 minutes	Sr. SRS ACD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1d. Prepare and set up the required AV service and equipment a day prior to the date of the event.	None	1 hour	<i>Admin Asst IV</i> ACD
	1e. 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)	<i>Admin Asst IV</i> ACD
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	<i>Admin Asst IV</i> ACD
TOTAL		None	2 working days, 1 hour and 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)		
• Disbursement Voucher (DV)	PCAARRD Intranet – Financial Management System (FMS)	
• Obligation Request and Status (ORS), if chargeable to Fund 101	PCAARRD Intranet – Financial Management System (FMS)	
• Budget Utilization Request and Status (BURS), if chargeable to Fund 184	PCAARRD Intranet – Financial Management System (FMS)	
Specific Requirements for Each Type of Disbursement (in 4 hard copies)		
CASH ADVANCES (Note: Can be granted only to those with no outstanding cash advance/fund transfer)		
1.1. Payroll Fund (Salaries, Wages, Allowances, Honoraria and Other Similar Expenses)	OED Accounting Section	
<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 		



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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 contracts (initial payment) ● Approved Payroll or list of payees indicating their net pay ● Approved authority (presidential directive or legislative enactment) or legal basis to pay allowances/salaries/honoraria/fringe benefits ● Daily time record (DTR) approved by the supervisor 	<p style="text-align: center;">Cash Section</p> <p style="text-align: center;">Requesting Division Requesting Division Requesting Division</p> <p style="text-align: center;">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 	<p style="text-align: center;">OED</p> <p style="text-align: center;">Cash Section</p> <p style="text-align: center;">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 ● 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) 	<p style="text-align: center;">OED</p> <p style="text-align: center;">Accounting Section</p> <p style="text-align: center;">Cash Section</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Approved Budget for COE of the agency field office or agency activity in the field 	<p>Requesting Division</p>
<p>1.4. Traveling Expenses for Local Travel</p> <ul style="list-style-type: none"> Office Order/Travel Order approved in accordance with Section 3 of EO. 298 Duly approved Itinerary of Travel Certification from the Chief Accountant at previous cash advances have been fully liquidated and accounted for in the books 	<p>Requesting Division</p> <p>Requesting Division Accounting Section</p>
<p>For Foreign Travel</p> <ul style="list-style-type: none"> Office Order/Travel Order approved in accordance with the provisions of Sections 1 and 2 of EO No. 459 dated September 1,2005 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 For plane fare, quotations of three travel agencies or its equivalent Copy of United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computations of DSA to be claimed Document to show the dollar to peso exchange rate at the date of grant of cash advance 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) 	<p>Requesting Division</p> <p>Requesting Division Accounting Section</p> <p>Host country/agency Requesting Division/ Travel agencies Requesting Division/Travel agencies Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division</p> <p>Host country/agency</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Programme Agenda and Logistics Information • Invitation, addressed to the agency inviting participants (issued by foreign country) 	<p>Host country/agency Host country/agency</p>
FUND TRANSFERS TO NON-GOVERNMENT ORGANIZATIONS/PEOPLE'S ORGANIZATIONS (NGOs/POs):	
<p>1. Release of Funds:</p> <ul style="list-style-type: none"> • Approved Summary of Budgetary Requirements detailing the items of expenditure/ disbursement to be incurred in the program/project • Performance security for infrastructure project • Memorandum of Agreement (MOA) • 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 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, liquidation documents are post-audited and properly taken up in the books 	<p>NGO/PO</p> <p>BAC Requesting Division NGO/PO</p> <p>NGO/PO</p> <p>NGO/PO</p> <p>Accounting Section</p>
<p>2. Staggered Release of Funds to NGO/PO:</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 	<p>Requesting Division NGO/PO</p> <p>Requesting Division Requesting Division Requesting Division NGO/PO /Requesting Division</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification from the Accountant of the source agency that the previous fund transfer had been liquidated and accounted for in the books 	Accounting Section
TRANSFER OF FUNDS TO IMPLEMENTING AGENCIES:	
<ul style="list-style-type: none"> • Copy of duly signed MOA/Trust Agreement • 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 GOCCs, Board Resolution ratifying the MOA 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) as clarified under COA Memorandum, No. 2010-014 dated April 22, 2010, authorization by local <i>Sanggunian</i> for the Local Chief Executive to enter into contract: • Certification by the Chief Accountant that funds previously transferred to the Implementing Agency (IA) have been liquidated and post-audited accounted for in the books • Copy of the OR or equivalent issued by the IA to the Source Agency acknowledging receipt of funds transferred (for post-audit activities) • Approved request to implement the project • DC/GC Approval <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> <p>Requesting Division</p> <p>Requesting Division</p> <p>Accounting Section</p> <p>Requesting Division</p> <p>Requesting Division Requesting Division</p> <p>Requesting Division Requesting Division Requesting Division Requesting Division</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification from the Accountant that funds previously transferred to the Implementing Agency (IA) has been liquidated 	Accounting Section
SALARY:	
<p>1. First Salary</p> <ul style="list-style-type: none"> • Certified true copy of Appointment • Assignment Order, if applicable • Certified true 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 (Forms 1902 and 2305) • Payroll Information on New Employee (PINE) for agencies with computerized payroll systems • 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 true copy of pre-audited disbursement voucher of last salary received and/or Certification by the Chief Accountant of last salary received from previous office • Certificate of available leave credits • Service Record • BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld) 	<p>Personnel Section Personnel Section Personnel Section Personnel Section Requesting Division Requesting Division Requesting Division</p> <p>Personnel Section</p> <p>Requesting Staff</p> <p>Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division Requesting Division Requesting Division</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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 	<p>Requesting Staff/Division Personnel Section Requesting Staff/ Division</p>
<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) ● Accomplishment Report ● Approved DTR ● Certificate of Assumption of Duty for the first salary 	<p>Requesting Staff/Division Personnel Section Personnel Section Requesting Staff/Division Requesting Staff/Division Personnel Section</p>
<p>4. 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 ● 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>5. 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>6. Salary due to heirs of deceased employee</p> <ul style="list-style-type: none"> ● Same requirements as those for last salary ● Death Certificate issued by the Philippine Statistics Authority (PSA) 	<p>Requesting Claimant Requesting Claimant</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● Marriage Contract issued by PSA, if applicable ● Birth Certificates of surviving legal heirs issued by PSA ● Waiver of right of children 18 years and above, if applicable ● Designation of next-of-kin 	<p>Requesting Claimant Requesting Claimant Requesting Claimant Requesting Claimant</p>
<p>7. 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/Office Order creating and designating BAC composition and authorizing the members to collect honoraria ● Minutes of BAC Meeting ● 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 <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>f. Retirement Benefits</p> <ul style="list-style-type: none"> ● Updated Service Record ● Retirement Application ● Office Clearance from financial, property and legal accountabilities ● SALN 	<p>Requesting Division Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division Personnel Section</p> <p>Requesting Claimant Requesting Claimant Requesting Claimant Requesting Claimant</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● Retirement Gratuity Computation ● Affidavit of Undertaking for authority to deduct accountabilities ● Affidavit of applicant that there is no pending criminal investigation or prosecution against the retiree <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 showing the highest salary received (if the salary under the last appointment is not the highest) ● Computation of TLB duly signed/certified by the accountant ● Affidavit of Undertaking for authority to deduct financial obligations with the office ● Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019) ● In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency <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>h. Monetization of Leave Credits</p> <ul style="list-style-type: none"> ● Approved leave application (ten days) with leave credit balance certified by the Human Resources Officer 	<p>Requesting Claimant Requesting Claimant Requesting Claimant</p> <p>Requesting Claimant Personnel Section Personnel Section Personnel Section Requesting Claimant Personnel Section</p> <p>Personnel Section/ Accounting Section Requesting Claimant</p> <p>Requesting Claimant</p> <p>Requesting Claimant</p> <p>Requesting Claimant Requesting Claimant Requesting Claimant Requesting Claimant Requesting Claimant</p> <p>Personnel Section</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● 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 i. CNA Bonus <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>Requesting staff</p> <p>Requesting staff</p> <p>Requesting staff</p> <p>Requesting staff</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/Bill ● Invoice/Official Receipt or machine validated statement of account/bill 	<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/Bill ● Invoice/Official Receipt or machine validated statement of account/bill or collection and acknowledgement receipts 	<p>Service provider/Billing company</p> <p>Service provider/Billing company</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 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>Requesting Division</p>
<p><u>REIMBURSEMENT OF EXPENSES</u></p> <p>1. 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 <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, boarding passes • 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) • 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 Requesting Division</p> <p>Requesting Division Requesting Division/Office of the Secretary (foreign travel) Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division/host/sponsoring agency/organization</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Additional Documentary Requirements for Foreign Travel:</p> <ul style="list-style-type: none"> ● Paper/electronic plane, boat or bus/train tickets, terminal fee boarding passes ● 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) 	<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>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. Postage and Deliveries</p> <ul style="list-style-type: none"> ● Official Receipt 	<p>Postage/Courier provider</p>
<p>4. 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 	<p>Host agency Host Agency Requesting Division</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Office Order/Terms of Reference 	Requesting Division
<p>5. Procurement of Goods, Consulting Services and Infrastructure Projects</p> <ul style="list-style-type: none"> Authenticated photocopy of the approved Annual Procurement Plan (APP) and any amendment thereto Approved contract supported by the following documents which are required under COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 to be submitted to the Auditor's Office within five days from the execution of contract. <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 Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof Notice to Proceed <p>For Progress Payments:</p> <ul style="list-style-type: none"> Statement of Work Accomplished (SWA) Progress Billing and corresponding request for the progress payment for work accomplished <p>For Final Payment:</p> <ul style="list-style-type: none"> As-Built Plans Final SWA Warranty Security Certificate of Completion 	<p>Requesting Division</p> <p>Requesting Division</p> <p>Suppliers/Contractors Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division Suppliers/Contractors</p> <p>Requesting Division Requesting Division Suppliers/Contractors Requesting Division</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● 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 ● Clearance for the Provincial Treasurer that the corresponding sand and gravel fees have been paid (DPWH Department Order (DO) No. 109 s. 1993 dated May 4, 1993 and DO No. 119 s. 1993 dated May 11, 1993) <p>For Release of Retention Money:</p> <ul style="list-style-type: none"> ● Any 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>Additional requirement for Consulting Services:</p> <ul style="list-style-type: none"> ● Copy of curriculum vitae of the consultant ● If not in the Terms of Reference, appropriate approved documents indicating the expected outputs/deliverables ● Copy of the Approved manning schedule indicating the names and positions of the consultants and staff and the extent of their participation in the project ● Approved consultancy Progress/Final Reports, and/or required under the contract ● Letter request for payment from the consultant 	<p>Requesting Division</p> <p>Requesting Division Requesting Division</p> <p>Requesting Division Requesting Division</p> <p>Suppliers/Contractors</p> <p>Suppliers/Contractors</p> <p>Requesting Division</p> <p>Consultant Requesting Division</p> <p>Consultant</p> <p>Requesting Division</p> <p>Supplier</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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>Supplier/Property Section Property Section</p> <p>Property Section Supplier</p> <p>Requesting Division</p>
<p>PETTY CASH FUND (PCF) REPLENISHMENT</p> <ul style="list-style-type: none"> ● Summary of Petty Cash Vouchers ● Report of Disbursements ● Petty Cash Replenishment Report ● Petty Cash Vouchers (PCVs) duly accomplished, and signed ● Approved purchase request with certificate of Emergency Purchase, ● if necessary 	<p>Prepared/provided by the Petty Cash Custodian</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● Bills, receipts, sales invoices ● Certificate of Inspection and Acceptance ● Pre-/Post-Repair Inspection Report ● Report of Waste Material in case of replacement/repair ● Approved trip ticket, for gasoline/fuel expenses ● Canvass from at least three suppliers for purchases as prescribed (involving P1,000 and above, except for purchases made while on official travel) ● Summary/Abstract of Canvass ● OR in case of refund of PCF ● Inventory Custodian Slip (ICS) for semi-expendable items ● Such other supporting documents that may be required and/or required under the company policy depending on the nature of expenses 	

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. Note: Will be returned to the client if incomplete. 1b. Review the ORS/BURS and supporting documents (SDs). If complete, prepare Page 2 of ORS/BURS 1c. Signs the certification in Section B of the ORS/BURS.	None	4 hours	AO / SRA FAD Budget Section AO / SRA FAD Budget Section <i>Budget Officer</i> FAD Budget Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the deficient/ appropriate requirements (only if returned)	2a. Review SDs of the DVs as to completeness and propriety. Note: Will be returned to the client if attachments are incomplete/ inappropriate. 2b. Certify availability of cash and completeness of SDs	None	1 working day and 4 hours	AO IV (Fund 101) AO II (Fund 184) Admin Asst II (Cash Advance/Reimbursements) Chief Accountant/Accountant II FAD Accounting Section
	3. Prepare: a. LDDAP-ADA or b. Check		7 hours and 50 minutes	AO IV/Project Assistant II (alternate) FAD Accounting Section AO II FAD Cash Section
3. Accomplish CSF Form	4. Issues CSF to the client upon his/her acknowledgement of receipt of payment	None	10 minutes	AO II FAD Cash Section
	TOTAL	None	3 working 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://appsrvr/helpdesk/public/login?		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME¹	PERSON RESPONSIBLE
1. Fill-out job request	1a. Receive request for approval and forward to Unit Heads	None	2 hours	Chief SRS MISD
	1b. Receive request and assign the specific job to the appropriate staff		2 hours	Sup SRS Sr SRS SRS II MISD
	1c. Perform the specific job as assigned			Sup SRS Information Systems (IS) Analyst SRS I MISD
	<ul style="list-style-type: none"> Equipment borrowing 		1 working day (if the items are available)	
	<ul style="list-style-type: none"> External Repair Recommendation 		3 working days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME ¹	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Hardware/ Device Problem 		Minimum of 5 working days depending on the complexity	
	<ul style="list-style-type: none"> Hardware/ Device Installation/ Setup 		2 working days	
	<ul style="list-style-type: none"> Information Systems Services 		2 working days	
	<ul style="list-style-type: none"> LAN Cabling 		3 working days (depending on the number of computers to be networked)	
	<ul style="list-style-type: none"> Network Repairs 		1 working day for the restoration of connectivity	
	<ul style="list-style-type: none"> Provision of Specifications for HW/SW Procurement 		3 working days	
	<ul style="list-style-type: none"> Request for an electronic credential (GovMail Account, Active Directory account, OM account) 		1 working day (if slots are available)	
	<ul style="list-style-type: none"> Replenishment and Installation of Printer Supplies for MPS 		1 working day	
	<ul style="list-style-type: none"> Software Installation 		2 working days	
	<ul style="list-style-type: none"> Software Repairs 		1 working day	
	<ul style="list-style-type: none"> Technical Support/ Assistance for events with ICT-related concerns 		1 working day	
	<ul style="list-style-type: none"> Web Publishing 		2 working days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME ¹	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Virus Control 		1 working day	
	1d. Inform requesting staff when the job is finished and request client to accomplish CSF form	None	2 hours	<i>IS Analyst SRA SRS I SRS II MISD</i>
2. Accept the completed job and accomplish CSF and return to MISD	2. Receive CSF to be included in data analysis of services rendered	None	2 hours	<i>SRS I Admin. Aide VI MISD</i>
TOTAL		None	6 working days	

¹ Upon receipt of concerned MISD staff



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 REQUIREMENTS			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	<i>Project Admin Aide VI / Project Admin Asst I FAD Personnel Section</i>
	2a. Retrieve record, files 2b. Prepare and process the requested documents 2c. Release the requested document/s	None	1 working day & 45 minutes 1 working day 5 minutes	<i>Admin Asst II (Service Record) Project Admin Asst I/ Project Admin Asst III (Certificate of Employment, Actual Duties and Responsibilities, IDs and the like) Admin Asst II/AO IV (Loan Remittances to GSIS, HDMF and PHIC-related documents)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accomplish CSF thru CSFMS which can be accessed from the PCAARRD Portal	3. Receive CSF to be included in data analysis of services rendered		5 minutes	<i>Admin Asst II</i> FAD Personnel Section
TOTAL		None	2 working days and 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
1. Accomplish Job Order and submit to IDD for approval	1a. Record and assign control number 1b. Verification and approval	None	1/2 working day	<i>Admin Asst</i> IDD
	2a. Dispatch, estimate, and prepare Purchase Request (if necessary) 2b. Perform and complete the job upon receipt of required supplies	None	2 working days	<i>Engineer-in-charge/ Maintenance Support Staff</i> IDD
2. Accept the job and accomplish CSF thru CSFMS which can be accessed from the PCAARRD Portal	3. Receive CSF to be included in data analysis of services rendered	None	1/2 working day	<i>CSF Focal Person</i> IDD
TOTAL		None	3 working 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>Dr. Reynaldo V. Eborá Executive Director Email address: r.eborá@pcaarrd.dost.gov.ph; rveborá@gmail.com</p> Accomplish Customer Satisfaction Feedback (CSF) Survey on the services provided by PCAARRD and send to: <p>Dr. Reynaldo V. Eborá Executive Director Email address: r.eborá@pcaarrd.dost.gov.ph; rveborá@gmail.com</p> <p>or</p> <p>Drop it at the designated drop box in front of PCAARRD Lobby</p>
How feedback is processed	<p><i>Letter/Email/Accomplished CSF Form sent to PCAARRD</i></p> <ul style="list-style-type: none"> Feedback requiring answers are forwarded to relevant divisions and they are required to answer within five working days of the receipt of the feedback. The answer of the division is then relayed to the letter/email sender signed by the Executive Director.



FEEDBACK AND COMPLAINTS MECHANISMS

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



FEEDBACK AND COMPLAINTS MECHANISMS	
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 reviews and assesses the complaint and gets 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: complaints@arta.gov.ph 8-478-5093</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p>



VII. Office Location

Office	Address	Contact Information
Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development (PCAARRD) – Department of Science and Technology (DOST)	<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• Email: pcaarrd@pcaarrd.dost.gov.ph