

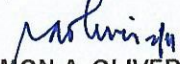
DEPARTMENT/AGENCY: Department of Science and Technology-Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development (DOST-PCAARRD)

I. Streamlining and Process Improvement of the Agency's Critical Services																
NAME OF SERVICES* (1)	NUMBER OF STEPS (2)		TRANSACTION COSTS INCURRED BY THE TRANSACTING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS (7)		TURNAROUND TIME (8)		CLIENT/CITIZEN SATISFACTION RESULTS (9)	
			FEES PAID (3)		OTHER TRANSACTION FEES (4)											
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
Frontline Services																
Name of Service 1 Research and Development (R&D) GIA Funding	0% reduction of number of steps	6 steps	__% reduction of fees paid	N/A	__% reduction of other transaction fees paid	N/A	__% reduction of substantive compliance cost	N/A	Reduce to 3 signatures	13	8 DOST-prescribed forms	7	50% reduction of turnaround time, and complete the transaction within 15 days	180 days	Citizen/Citizen Satisfaction Rating	N/A
Name of Service 2 NAARRDN Facilities Improvement Program	0% reduction of number of steps	3 steps	__% reduction of fees paid	N/A	__% reduction of other transaction fees paid	N/A	__% reduction of substantive compliance cost	N/A	Reduce to 3 signatures -	12	Reduction of required documents, OR simplification of forms	10	50% reduction of turnaround time, and complete the transaction within 15 days	90	Citizen/Citizen Satisfaction Rating	Outstanding
Name of Service 3 Thesis/Dissertation Grant Assistance Program	0% reduction of number of steps	3 steps	__% reduction of fees paid	N/A	__% reduction of other transaction fees paid	N/A	__% reduction of substantive compliance cost	N/A	Reduce to 3 signatures	15	Reduction of required documents, OR simplification of forms	11	50% reduction of turnaround time, and complete the transaction within 15 days	30	Citizen/Citizen Satisfaction Rating	Outstanding
Name of Service 4.1 Publication Dissemination Flow (for mailed/e-mailed requests)	0% reduction of number of steps	2 steps	__% reduction of fees paid	N/A	__% reduction of other transaction fees paid	N/A	__% reduction of substantive compliance cost	N/A	Reduce to 3 signatures	4	Reduction of required documents, OR simplification of forms	1	50% reduction of turnaround time, and complete the transaction within 15 days	1 day	Citizen/Citizen Satisfaction Rating	Satisfactory
Name of Service 4.2 Publication Dissemination Flow (for walk-in customers)	0% reduction of number of steps	1 step	__% reduction of fees paid	N/A	__% reduction of other transaction fees paid	N/A	__% reduction of substantive compliance cost	N/A	Reduce to 3 signatures	None	Reduction of required documents, OR simplification of forms	2	50% reduction of turnaround time, and complete the transaction within 15 days	24 minutes	Citizen/Citizen Satisfaction Rating	Satisfactory
Name of Service 4.3	0% reduction of number of steps	5 steps	__% reduction of fees paid	N/A	__% reduction of other transaction fees paid	N/A	__% reduction of substantive compliance cost	N/A	Reduce to 3 signatures	None	Reduction of required documents, OR simplification of forms	None	50% reduction of turnaround time, and complete the transaction within 15 days	36 minutes to 1 day	Citizen/Citizen Satisfaction Rating	Satisfactory

Online access to PCAARRD Publications																
Name of Service 5.1 Visitors' Bureau (local)	0% reduction of number of steps	3 steps	___% reduction of fees paid	N/A	___% reduction of other transaction fees paid	N/A	___% reduction of substantive compliance cost	N/A	Reduce to 3 signatures	N/A	Reduction of required documents OR simplification of forms	2	50% reduction of turnaround time, and complete the transaction within 15 days	3.5 days	Citizen/Cli ent Satisfacti on Rating	Satisfactory
Name of Service 5.2 Visitors' Bureau (local, walk-in)	0% reduction of number of steps	2 steps	___% reduction of fees paid	N/A	___% reduction of other transaction fees paid	N/A	___% reduction of substantive compliance cost	N/A	Reduce to 3 signatures	None	Reduction of required documents OR simplification of forms	2	50% reduction of turnaround time, and complete the transaction within 15 days	Same day	Citizen/Cli ent Satisfacti on Rating	Satisfactory
Name of Service 5.3 Visitors' Bureau (international)	0% reduction of number of steps	8 steps	___% reduction of fees paid	N/A	___% reduction of other transaction fees paid	N/A	___% reduction of substantive compliance cost	N/A	Reduce to 3 signatures	3	Reduction of required documents OR simplification of forms	3	50% reduction of turnaround time, and complete the transaction within 15 days	2 days and 2 hours	Citizen/Cli ent Satisfacti on Rating	Very Satisfactory
Name of Service 6 PCAARRD Participation to Message Board	0% reduction of number of steps	5 steps	___% reduction of fees paid	N/A	___% reduction of other transaction fees paid	N/A	___% reduction of substantive compliance cost	N/A	Reduce to 3 signatures	N/A	Reduction of required documents OR simplification of forms	N/A	50% reduction of turnaround time, and complete the transaction within 15 days	1 day	Citizen/Cli ent Satisfacti on Rating	N/A
Non-Frontline Services																

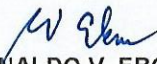
* Departments/Agencies may add rows as needed.

Prepared by:


RAMON A. OLIVEROS
 Name of Officer / Designation

Date 7/11/19

Approved by:


REYNALDO V. EBORA
 Department Secretary/Agency Head

Date 7/11/19

JUSTIFICATION ON THE STREAMLINING AND PROCESS IMPROVEMENT FOR PBB 2018

In compliance with the Civil Service Commission (CSC) Memorandum Circular (MC) No. 14, s. 2017 dated May 3, 2017 re "Validation Guidelines on the Citizen's Charter Compliance for the 2017 Performance-Based Bonus", PCAARRD issued Administrative Order No. 084 dated May 17, 2017. In line with this, PCAARRD conducted a review/self-assessment of existing frontline services with the goal of enhancing service standards to include streamlining of procedures, shortening of processing time standards of each transaction, and reducing the number of signatories, among others. This was reported in the Certificate of Compliance (COC) submitted to the AO25 Secretariat dated May 31, 2017 indicating the process improvements, the action taken to improve the process, and the benefits to clients of the most availed frontline services (see attached).


Subsequently, the Department of Science and Technology (DOST) issued a memorandum dated August 23, 2017 pursuant to SONA Directive No. 2017-0007 requiring the submission of Report on Streamlining of Frontline Services. The current PCAARRD Citizen's Charter that is submitted and posted in the PCAARRD Transparency Seal is the final output of the streamlining done in 2017 in compliance with the above mentioned directives.


As per Inter-Agency Task Force (IATF) MC No. 2018-1 issued on May 28, 2018 for the Grant of the Performance-Based Bonus for 2018, the "Certificate of Compliance (COC) submitted pursuant to CSC MC No. 14, s. 2017 shall be the basis for the validation for FY 2018". Since we have complied with this requirement, and based on CSC MC No. 9, s. 2018 that provides the "Validation Guidelines on Citizen's Charter Compliance for the 2018 Performance-Based Bonus", no further submission was made. Hence, the reference to the current Citizen's Charter was used as basis in filling-up the Annex 3A (Modified Form A) and Annex 3B (Modified Form A1).

The accomplished Modified Forms A and A1 indicated no changes as the streamlined processes are the optimum for us to deliver quality service. Further reducing the steps, number of documents, signatures required and the turnaround time will have a negative impact on the efficient and effective delivery of quality service to our target customers.

Prepared by:

Noted by:


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REYNALDO V. EBORA
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