

**ANNEX 3B:  
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

**(1) Name of Department/Agency: DOST-Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development**

**(2) Name of Service: Research and Development (R&D) Grants-In-Aid (GIA) Funding**

**(3) Responsible Delivery Units / Processing Units: *Office of the Executive Director - Research and Development***

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	6	___% reduction of number of steps	N/A	See attached justification
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	N/A	___% reduction of fees paid	N/A	
• Other Transaction Fees	N/A	___% reduction of other transaction fees paid	N/A	
3. Substantive Compliance Cost	N/A	___% reduction of substantive compliance cost	N/A	
4. Number of Signatures	13	Reduce to three (3) signatures		
5. Number of Required Documents	7	Reduction of required documents, OR simplification of forms	N/A	
6. Turnaround Time	180 days	50% reduction of turnaround time, and complete the transaction within 15 days	N/A	
7. Client/Citizen Satisfaction Results	N/A	Citizen/Client Satisfaction Rating	N/A	

*\*Departments/Agencies may reproduce this sheet for each critical service as needed*

Prepared by : EDWIN C. VILLAR *[Signature]*  
 Name of Officer / Designation / Date *7/17/19*

Approved by : REYNALDO V. EBORA *[Signature]*  
 Department Secretary/Agency Head / Date *7/17/19*

**ANNEX 3B:  
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

**(1) Name of Department/Agency: DOST-Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development**

**(2) Name of Service: Online Access to PCAARRD Publications**

**(3) Responsible Delivery Units / Processing Units: Applied Communication Division**

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	5	___% reduction of number of steps	5	See attached justification
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	N/A	___% reduction of fees paid	N/A	
• Other Transaction Fees	N/A	___% reduction of other transaction fees paid	N/A	
3. Substantive Compliance Cost	N/A	___% reduction of substantive compliance cost	N/A	
4. Number of Signatures	None	Reduce to three (3) signatures	None	
5. Number of Required Documents	None	Reduction of required documents, OR simplification of forms	None	
6. Turnaround Time	36 minutes to 1 day	50% reduction of turnaround time, and complete the transaction within 15 days	36 minutes to 1 day	
7. Client/Citizen Satisfaction Results	Satisfactory	Citizen/Client Satisfaction Rating	Very Satisfactory	

*\*Departments/Agencies may reproduce this sheet for each critical service as needed*

Prepared by : MARITA A. CARLOS

Name of Officer / Designation / Date

Approved by : REYNALDO V. EBORA

Department Secretary/Agency Head / Date

7/12/19

**ANNEX 3B:  
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

**(1) Name of Department/Agency: DOST-Philippine Council for Agriculture, Aquatic and Natural Resources  
Research and Development**

**(2) Name of Service: Publication Dissemination Flow (for mailed/e-mailed requests)**

**(3) Responsible Delivery Units / Processing Units: Applied Communication Division**

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	2	___% reduction of number of steps	2	See attached justification
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	N/A	___% reduction of fees paid	N/A	
• Other Transaction Fees	N/A	___% reduction of other transaction fees paid	N/A	
3. Substantive Compliance Cost	N/A	___% reduction of substantive compliance cost	N/A	
4. Number of Signatures	4	Reduce to three (3) signatures	4	Notes and letters
5. Number of Required Documents	1	Reduction of required documents, OR simplification of forms	1	Request-letter
6. Turnaround Time	1 day	50% reduction of turnaround time, and complete the transaction within 15 days	1 day	
7. Client/Citizen Satisfaction Results	Satisfactory	Citizen/Client Satisfaction Rating	Very Satisfactory	

*\*Departments/Agencies may reproduce this sheet for each critical service as needed*

Prepared by : MARITA A. CARLOS

Name of Officer / Designation / Date

Approved by : REYNALDO V. EBORA

Department Secretary/Agency Head / Date

**ANNEX 3B:  
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

**(1) Name of Department/Agency: DOST-Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development**

**(2) Name of Service: Publication Dissemination Flow (for walk-in customers)**

**(3) Responsible Delivery Units / Processing Units: Applied Communication Division**

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	1	___% reduction of number of steps	1	See attached justification
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	N/A	___% reduction of fees paid	N/A	
• Other Transaction Fees	N/A	___% reduction of other transaction fees paid	N/A	
3. Substantive Compliance Cost	N/A	___% reduction of substantive compliance cost	N/A	
4. Number of Signatures	None	Reduce to three (3) signatures	None	
5. Number of Required Documents	2	Reduction of required documents, OR simplification of forms	2	1. Publication receipt 2. Customer Satisfaction Feedback Form
6. Turnaround Time	24 minutes	50% reduction of turnaround time, and complete the transaction within 15 days	24 minutes	
7. Client/Citizen Satisfaction Results	Satisfactory	Citizen/Client Satisfaction Rating	Very Satisfactory	

*\*Departments/Agencies may reproduce this sheet for each critical service as needed*

Prepared by : MARITA A. CARLOS  
*Marita A. Carlos*  
 Name of Officer / Designation / Date

Approved by : REYNALDO V. EBORA  
*Reynaldo V. Ebora*  
 Department Secretary/Agency Head / Date *7/17/19*

**ANNEX 3B:  
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

**(1) Name of Department/Agency: DOST-Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development**

**(2) Name of Service: Visitor's Bureau (Local)**

**(3) Responsible Delivery Units / Processing Units: Applied Communication Division**

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	3	__% reduction of number of steps	3	See attached justification
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	N/A	__% reduction of fees paid	N/A	
• Other Transaction Fees	N/A	__% reduction of other transaction fees paid	N/A	
3. Substantive Compliance Cost	N/A	__% reduction of substantive compliance cost	N/A	
4. Number of Signatures	N/A	Reduce to three (3) signatures	N/A	
5. Number of Required Documents	2	Reduction of required documents, OR simplification of forms	2	1. Request-letter 2. Customer Satisfaction Form (CSF)
6. Turnaround Time	3.5 days	50% reduction of turnaround time, and complete the transaction within 15 days	3.5 days	
7. Client/Citizen Satisfaction Results	Satisfactory	Citizen/Client Satisfaction Rating	Very Satisfactory	

*\*Departments/Agencies may reproduce this sheet for each critical service as needed*

Prepared by : MARITA A. CARLOS

Name of Officer / Designation / Date

Approved by : REYNALDO V. EBORA

Department Secretary/Agency Head / Date 2/12/19

**ANNEX 3B:  
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

**(1) Name of Department/Agency: DOST-Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development**

**(2) Name of Service: Visitor's Bureau (Local, Walk-In)**

**(3) Responsible Delivery Units / Processing Units: Applied Communication Division**

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	2	___% reduction of number of steps	2	See attached justification
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	N/A	___% reduction of fees paid	N/A	
• Other Transaction Fees	N/A	___% reduction of other transaction fees paid	N/A	
3. Substantive Compliance Cost	N/A	___% reduction of substantive compliance cost	N/A	
4. Number of Signatures	None	Reduce to three (3) signatures	None	
5. Number of Required Documents	2	Reduction of required documents, OR simplification of forms	2	1. Request-letter 2. Customer Satisfaction Form (CSF)
6. Turnaround Time	Same day	50% reduction of turnaround time, and complete the transaction within 15 days	Same day	
7. Client/Citizen Satisfaction Results	Satisfactory	Citizen/Client Satisfaction Rating	Very Satisfactory	

\*Departments/Agencies may reproduce this sheet for each critical service as needed

Prepared by : MARITA A. CARLOS

Name of Officer / Designation / Date

Approved by : REYNALDO V. EBORA

Department Secretary/Agency Head / Date 2/12/19

ANNEX 3B:  
**MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

(1) Name of Department/Agency: DOST-PCAARRD

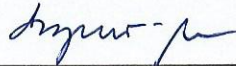
(2) Name of Service: VISITORS BUREAU (INTERNATIONAL)

(3) Responsible Delivery Units /Processing Unit : POLICY COORDINATION AND MONITORING DIVISION (PCMD)

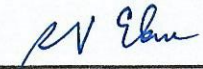
Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	8	None	None	See attached justification
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	Not applicable	Not applicable	Not applicable	
• Other Transaction Fees	Not applicable	Not applicable	Not applicable	
3. Substantive Compliance Cost	Not applicable	Not applicable	Not applicable	
4. Number of Signatures	3 signatures	None	None	See attached justification
5. Number of Required Documents	3 documents	None	None	See attached justification
6. Turnaround Time	2 days and 2 hours	None	None	See attached justification
7. Client/Citizen Satisfaction Results	Very Satisfactory	-	-	See the following sheet

*\*Departments/Agencies may reproduce this sheet for each critical service as needed.*

Prepared by:

  
LILIAN G. BONDOC/Chief SRS/12-31-18

Approved by:

  
REYNALDO V. EBORA/Acting Executive Director//12-31-18

## REMARKS

Service: VISITORS BUREAU (INTERNATIONAL)

### CSF JUSTIFICATION

PCMD did not request its foreign visitors to accomplish the CSF forms because they are high-ranking officials/ dignitaries who visited PCAARRD to discuss ongoing activities under existing agreements and other possible collaboration and partnerships. Their appreciation, which we consider as rating, for the arrangements and conduct of their visits are based on the emails they send when they return to their respective countries (please see attached samples). Others sent their appreciation through text message (e.g. form ACIAR for the visit of their CEO last August 6, 2018).



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**RE: Invitation. Meeting/Visit to DOST PCAARRD**

Tuesday, 21 August, 2018 10:34 AM

From: "Rishi Tyagi" &lt;rishi.tyagi@apaari.org&gt;

To: "'Reynaldo Eboras'" &lt;rveboras@gmail.com&gt;

Cc: "'EBORAS Reynaldo V.'" &lt;r.eboras@pcaarrd.dost.gov.ph&gt;

"lilian g. bondoc (pcmd-pcaarrd)" &lt;lilianbondoc@yahoo.com&gt;

"bobot bautista (pcmd-pcaarrd)" &lt;bobot2000ph@yahoo.com&gt;

"oed pcaarrd" &lt;oed\_pcaarrd@yahoo.com.ph&gt;

"T.Thansita" &lt;thansita@apaari.org&gt;

"pcaarrd r&amp;d" &lt;odedrd.pcaarrd@gmail.com&gt;

"pcaarrd armss" &lt;odedarmss\_pcaarrd@yahoo.com&gt;

"Dolores Suarez" <dolorsuarez@yahoo.com> ravi.khetarpal@apaari.org [Hide](#)[Raw message](#) [Printable View](#)

Dear Dr Eboras:

Apologies for my delayed communication due to some urgent pending works at this end which needed my attention on priority!

I thank you wholeheartedly for arranging logistics for my visit to DOST-PCAARRD, National Institute of Molecular Biology and Biotechnology (NIMBB) and SEARCA very meticulously. The visit was very useful because I could learn a lot through interaction with Council of Directors of PCAARRD, director and other scientists of NIMBB and SEARCA-BIC officials. Having an detail appraisal of the activities of above organization, I am extremely happy that there are many areas where APAARI and these organizations can effectively collaborate to serve the smallholder farmers in the region.

Below mentioned is the summary of our discussion held during my visit:

An hour discussion was held with Council of Directors, PCAARRD chaired by Dr Eboras to explore more close collaboration between APAARI and PCAARRD.

**PCAARRD**

1. PCAARRD and APAARI/APCoAB can organize one activity in Philippines next year related to biotechnology/bioresources. Ministry of Agriculture, Philippines, may also be sought as a partner/co-organizer.
2. PCAARRD organize many meetings of ASEAN. APAARI may be included in invitation list so that APAARI can participate in ASEAN meetings subjected to approval of ASEAN secretariat.
3. PCAARRD will present status of South East Asia in animal genetic resources workshop in to be held at MARDI, on December 10-13, 2018.

Discussion at NIMBB

**National Institute of Molecular Biology and Biotechnology**

4. Trainings/workshop on biofertilizer/biopesticide can be organized at Institute of Molecular biology and Biotechnology, University of Philippines, as excellent facilities and expertise in this area are available at NIMBB.
5. The director has agreed to document success stories on biofertilizer (particularly on VAM) which is being used by farmers.
6. Expertise from above institute is available as and when needed by APAARI.

I take an opportunity again to thank you for giving me personal attention also and my thanks to all the Directors of PCAARRD, Director and other scientists of NIMBB, SEARCA staff and particularly Dr Rosario, Dr Lilian and Dr Synan who gave me ample time for discussion.

I hope that APAARI and PCAARRD collaboration will be strengthened in future to achieve the common mandated goals in agriculture to promote technology and innovations for the benefit of the smallholder farmers.

With best regards.

Rishi

**Rishi Kumar Tyagi, PhD**  
Coordinator

Asia-Pacific Consortium on Agricultural Biotechnology and Bioresources (APCoAB)  
Asia-Pacific Association of Agricultural Research Institutions (APAARI)  
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**RE: Appreciation wishes and way forward with PCAARRD** Wednesday, 14 November, 2018 11:28 PM

**From:** "Ainu Husna Binti M S Suhaimi-Dr" <shusna@mardi.gov.my>

**To:** "r.ebora@pcaarrd.dost.gov.ph" <r.ebora@pcaarrd.dost.gov.ph>

**Cc:** "lilianbondoc" <lilianbondoc@yahoo.com>

"melvin b. carlos (pcaarrd armss)" <melvin.bcarlos@gmail.com>

"Mohamad Roff Bin Mohd Noor-Datuk Dr" <roff@mardi.gov.my>

"Azuan Bin Amron" <azuan@mardi.gov.my>

"reynaldo v. ebora (oed-pcaarrd)" <rvebora@gmail.com>

"bobot bautista (pcmd-pcaarrd)" <bobot2000ph@yahoo.com>

"pcmd@pcaarrd.dost.gov.ph" <pcmd@pcaarrd.dost.gov.ph>

"oed pcaarrd" <oed\_pcaarrd@yahoo.com.ph>

"pcaarrd r&d" <odedrd.pcaarrd@gmail.com>

"pcaarrd armss" <odedarmss\_pcaarrd@yahoo.com> [Hide](#)

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Dear Dr Ebora

Thanks so much for the draft and again, much thanks for the wonderful arrangements for both at IIRI and PCAARRD during my recent visit.

We will look into it as soon as possible and get back to you

thanks

ainu

\*\*\*\*\*

Ainu Husna MS Suhaimi  
Deputy Director  
International Networking Program ,  
Acting Director,  
Corporate Communication and Quality Centre, MARDI

on behalf of:  
Director General, MARDI  
P.O. Box 12301, General Post Office  
50774 Kuala Lumpur  
6-03-8953 7202  
6-012-307 2258  
[shusna@mardi.gov.my](mailto:shusna@mardi.gov.my)

Fax: +603-8953 7220  
Website: [www.mardi.gov.my](http://www.mardi.gov.my)  
MARDI Malaysia  
@MARDItweet

**From:** r.ebora@pcaarrd.dost.gov.ph [r.ebora@pcaarrd.dost.gov.ph]

**Sent:** 05 November 2018 13:31

**To:** Ainu Husna Binti M S Suhaimi-Dr

**Cc:** lilianbondoc; melvin b. carlos (pcaarrd armss); Mohamad Roff Bin Mohd Noor-Datuk Dr; Azuan Bin Amron; reynaldo v. ebora (oed-pcaarrd); bobot bautista (pcmd-pcaarrd); pcmd@pcaarrd.dost.gov.ph; oed pcaarrd; pcaarrd r&d; pcaarrd armss

**Subject:** Re: Appreciation wishes and way forward with PCAARRD

**DR. AINU HUSNA BINTI M S SUHAIMI**

Deputy Director  
International Networking Program  
Corporate Communication and Quality Centre  
Malaysian Agricultural Research and Development Institute (MARDI)  
MARDI Headquarters, Persiaran MARDI-UPM  
43400 Serdang, Selangor, Malaysia

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MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

**(1) Name of Department/Agency: DOST-Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development**

**(2) Name of Service: Participation to PCAARRD Message Board**

**(3) Responsible Delivery Units / Processing Units: Management Information Systems Division (MISD)**

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	5	__% reduction of number of steps	5	See attached justification
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	N/A	__% reduction of fees paid	N/A	
• Other Transaction Fees	N/A	__% reduction of other transaction fees paid	N/A	
3. Substantive Compliance Cost	N/A	__% reduction of substantive compliance cost	N/A	
4. Number of Signatures	N/A	Reduce to three (3) signatures	N/A	No signatories and approval required.
5. Number of Required Documents	N/A	Reduction of required documents, OR simplification of forms	N/A	
6. Turnaround Time	1 day	N/A	N/A	
7. Client/Citizen Satisfaction Results	N/A	N/A	N/A	

*\*Departments/Agencies may reproduce this sheet for each critical service as needed*

Prepared by: RICHARD E. AMANSEC  
Director, MISD

Date:

Approved by: REYNALDO V. EBORA  
Acting Executive Director  
DOST-PCAARRD

Date:

ANNEX 3B:  
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) Name of Department/Agency: **DOST-Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development**

(2) Name of Service: Thesis/Dissertation Grant Assistance Program

(3) Responsible Delivery Units / Processing Units: Institution Development Division

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	3	___% reduction of number of steps	N/A	See attached justification
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	N/A	___% reduction of fees paid	N/A	
• Other Transaction Fees	N/A	___% reduction of other transaction fees paid	N/A	
3. Substantive Compliance Cost	N/A	___% reduction of substantive compliance cost	N/A	
4. Number of Signatures	15	Reduce to three (3) signatures		
5. Number of Required Documents	11	Reduction of required documents, OR simplification of forms	N/A	Eleven (11) documents are already the optimum number to avoid any COA AOMs.
6. Turnaround Time	30 days	50% reduction of turnaround time, and complete the transaction within 15 days	N/A	Efficient turn-around time. No more room to hasten further.
7. Client/Citizen Satisfaction Results	Outstanding	Citizen/Client Satisfaction Rating	N/A	Highest level already

\*Departments/Agencies may reproduce this sheet for each critical service as needed

Prepared by : RUEL CARLO L. TANQUECO

Name of Officer / Designation / Date

Approved by : REYNALDO V. EBORA

Department Secretary/Agency Head / Date 7/2/19

**ANNEX 3B:  
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

**(1) Name of Department/Agency: DOST-Philippine Council for Agriculture, Aquatic and Natural Resources  
Research and Development**

**(2) Name of Service: NAARRDN Facilities Improvement Program**

**(3) Responsible Delivery Units / Processing Units: Institution Development Division**

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	3	___% reduction of number of steps	N/A	See attached justification
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	N/A	___% reduction of fees paid	N/A	
• Other Transaction Fees	N/A	___% reduction of other transaction fees paid	N/A	
3. Substantive Compliance Cost	N/A	___% reduction of substantive compliance cost	N/A	
4. Number of Signatures	12	Reduce to three (3) signatures		
5. Number of Required Documents	10	Reduction of required documents, OR simplification of forms	N/A	Ten (10) documents are already the optimum number to avoid any COA AOMs.
6. Turnaround Time	90 days	50% reduction of turnaround time, and complete the transaction within 15 days	85 days	
7. Client/Citizen Satisfaction Results	Outstanding	Citizen/Client Satisfaction Rating	N/A	Highest level already

\*Departments/Agencies may reproduce this sheet for each critical service as needed

Prepared by : RUEL CARLO L. TANQUECO

Name of Officer / Designation / Date

Approved by : REYNALDO V. EBORA

Department Secretary/Agency Head / Date