



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

**CITIZEN'S CHARTER  
2023  
(5<sup>th</sup> Edition)**



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## **I. Mandate**

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

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

## **II. Vision**

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

## **III. Mission**

PCAARRD commits to provide strategic leadership in promoting S&T as a platform for AANR products innovation and environment resiliency



#### **IV. Service Pledge**

We, the officials and staff of PCAARRD commit to:

- provide grants-in-aids (GIA) for R&D and capability building based on requests and submitted proposals which will be immediately acted upon;
- provide publication to clients based from their request through letter (mail or email) or online;
- provide briefing to visitors both from local and international institutions;
- ensure continual improvement of service delivery through our feedback and complaints mechanism which provide for response within fifteen (15) working days in compliance with Section 1, Rule VI of Republic Act (RA). 6713 (Code of Conduct and Ethical Standards for Public Officials and Employees);
- provide easy access to information and services through our communication lines: Tel. No. (63) (49) 554-9670 Fax No. (63) (49) 536-0016; 536-7922; e-mail: [pcaarrd@pcaarrd.dost.gov.ph](mailto:pcaarrd@pcaarrd.dost.gov.ph); and website: [www.pcaarrd.dost.gov.ph](http://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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## External Services



**Office of the Executive Director for Research and Development  
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).

<b>Office or Division:</b>	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)
<b>Classification:</b>	Highly Technical Transactions
<b>Type of Transaction:</b>	<b>G2C</b> – for government services whose client is the transacting public; <b>G2B</b> – for government services whose client is a business entity; <b>G2G</b> – for government services whose client is a government employee or another government agency
<b>Who may Avail:</b>	NAARRDN Members Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement of Agency Head	Requesting Agency
Accomplished DOST Form 1 – Detailed Research and Development Program Proposal (for the whole program)	PCAARRD Website (DOST Forms tab)
Accomplished DOST Form 2 – Detailed Research and Development Project Proposal	PCAARRD Website (DOST Forms tab)
Accomplished DOST Form 3 - Non-R&D Project Proposal (Technology Transfer, S&T Promotion and Linkages, Policy Advocacy, Provision of S&T Services, Human Resource Development, and Capacity Building)	PCAARRD Website (DOST Forms tab)
Accomplished DOST Form 4 – Project Line-Item Budget	PCAARRD Website (DOST Forms tab)
Accomplished DOST Form 5A - Workplan	PCAARRD Website (DOST Forms tab)
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
<b>A. Program/Project Proposal Review and Evaluation</b>				
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 (WD) from DPMIS to OSEP	<p><i>Science Research Specialist (SRS) II</i>  <i>Deputy Executive Director for Research and Development (DED for RD)</i>  <i>(OED-RD)</i></p> <p><i>SRS II</i>  <i>Deputy Executive Director for Administration, Resource Management and Support Services (DED for ARMSS)</i>  <i>(OED-ARMSS)</i></p>
2. Receive response from PCAARRD acknowledging receipt of proposal	2a. Respond to client acknowledging receipt of the proposal and forward to concerned division for review and evaluation	None	5 WD from receipt of proposal	<p><i>SRS II</i>  <i>DED for R&amp;D</i>  <i>(OED-RD)</i></p> <p><i>SRS II</i>  <i>DED for ARMSS</i>  <i>(OED-ARMSS)</i></p>
	2b. Review and evaluate proposal	None	17 WD	<p><i>Concerned Industry Strategic S&amp;T Program (ISP) Manager or Staff and Chief Science Research Specialist (SRS)</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive comments to revise the proposal	3. Relay to the client/proponent the comments to the proposal and request for its revision	None	(17th day from start of evaluation)	<i>Concerned ISP Manager or Staff Chief SRS</i>  <i>DED for R&amp;D (OED-RD)</i> or <i>DED for ARMSS (OED-ARMSS)</i>
4. Revise and resubmit the proposal to PCAARRD based on the comments provided (within 7 WD)	4. Receive, review and evaluate the revised proposal and endorse for presentation to approving body	None	6 WD	<i>Concerned ISP Manager or Staff Chief SRS</i>  <i>DED for R&amp;D (OED-RD)</i> or <i>DED for ARMSS (OED-ARMSS)</i>
5. Present final proposal to approving bodies at the prescribed date, time and venue	5. Evaluate and approve/disapprove the proposal  - The proposal is presented to the Directors' Council (DC), Governing Council (GC), and DOST Executive Committee (ExeCom), in sequence, depending on the amount and source of funding.	None	1 WD each (with intervals)	<i>Directors' Council</i> <i>Governing Council</i> <i>DOST Executive Committee</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receive communication from PCAARRD regarding the approval or disapproval of proposal	6. Inform the head of agency of proponent of the approval or disapproval of the proposal	None	within 10 WD from the DC/GC meeting	<p><i>Chief SRS</i>  <i>ISP Manager/other staff</i>  <i>Concerned Division</i></p> <p><i>DED for R&amp;D (OED-RD)</i>  or  <i>DED for ARMSS</i>  <i>OED-ARMSS</i></p> <p><i>Executive Director</i>  OED</p> <p>Note: DOST Execom decision is relayed by DOST to the proponent.</p>
<b>TOTAL</b> (from submission to final decision)		<b>None</b>	<b>40 days</b>	

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



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 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 days	<i>Concerned ISP Manager or Staff Chief SRS</i>  <i>AO V</i> (FAD Cash Section)
<b>TOTAL</b>		<b>None</b>	<b>26 days</b>	



**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).

<b>Office or Division:</b>	Institution Development Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G; G2C	
<b>Who may Avail:</b>	NAARRDN member agencies	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Accomplished DOST Form No. 3 for Non-R&D proposals with Sustainability Plan, Conceptual Framework, Beneficiaries, DOST Form 4 for Project Line-Item Budget, DOST Form 5a for Work Plan and Proposal endorsed by the head of agency - 1 original copy and 1 scanned or photocopy	Requesting Agency Head
	Approved plans/drawings (if with civil works component) – 1 original copy, 1 scanned or photocopy	Requesting Agency
	Approved cost estimates (if with civil works component) - 1 original copy	Requesting Agency
	Pictures of structures to be repaired – 1 original copy, 1 scanned or photocopy	Requesting Agency
	Endorsement from the Regional Consortium, as applicable to member agencies	
	Justification of equipment being requested with pictures, technical specifications, and inventory of equipment (if applicable) – 1 original copy, 1 scanned or photocopy	Requesting Agency
	CV of Project Leader – 1 original copy	Requesting Agency



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Proposal Review and Evaluation</b>				
1. Submit proposal through the DPMIS	1a. Receive submitted proposal by FAD Records Section and forward to OED then to OED-ARMSS	None	2 days	<i>Supervising (Sup.) SRS Senior (Sr.) SRS DED for ARMSS (OED-ARMSS)</i>
	1b. Check the completeness of required documents	None	1.5 days	<i>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	0.5 day	<i>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		2 days	<i>Chief SRS SRS II SRS I (FDMS-IDD)</i>
	2b2. Evaluate the proposal by IDD and concerned Division		10 days	Concerned TRDs
	2b3. Integrate comments by concerned Division and IDD		3 days	<i>Sup. SRS Sr. SRS</i>





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>			<i>SRS II</i> (FDMS-IDD)
3. Receive comments to revise the proposal	3. Relay to the proponents the comments to the proposal and request for its revision.	None	1 day	<i>Sup. SRS</i> <i>Sr. SRS</i> <i>DED for ARMSS</i> (OED-ARMSS)
4. Revise the proposal based on the comments and send back to PCAARRD-IDD; cc: TRD concerned	4. Receive, review, and evaluate the revised proposal for endorsement to the approving body	None	10 days	<i>DED for ARMSS</i> (OED-ARMSS)
5. Present final proposal to approving bodies at the prescribed date, time and venue	<p>5. Review and approve the proposal by concerned approving authority</p> <p>5a. Final technical review of proposal and endorsement</p> <p>5b. Present proposal to the following for approval: - PCAARRD's DC - GC (as applicable)</p>	None	<p>9 days</p> <p>1 day 1 day (if necessary)</p>	<p><i>Chief SRS</i> <i>Sup. SRS</i> (IDD)</p> <p>Directors' Council</p> <p>Governing Council</p>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receive approval/disapproval of the proposal	6. Inform the proponent regarding the status (approve/disapprove) of the proposal	None	1 day	<i>Chief SRS (IDD)</i>  <i>DED for ARMSS (OED-ARMSS)</i>  <i>Executive Director (OED)</i>
	<b>TOTAL</b>	<b>None</b>	<b>40 days</b>	

**\*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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>B. Funds Release</b>				
1. Receive letter informing the approval of the proposal submitted	1. Relay to the client/proponent the results from the approving authority	None	1 day	<i>Chief SRS</i> <i>Sup. SRS</i> <i>Sr. SRS</i> <i>SRS II</i> <i>SRS I</i> <i>(FDMS-IDD)</i>
2. Sign MOA and send to PCAARRD	2a. Prepare approval letter, LIB and 6 copies of MOA and send to concerned agency	None	9 days	<i>Sup. SRS</i> <i>Sr. SRS</i> <i>SRS II</i> <i>SRS I</i> <i>Science Research Analyst (SRA)</i> <i>(FDMS-IDD)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2b. Sign approval letter, LIB and MOA	None	9 days	<i>Chief SRS</i> (FDMS-IDD)  <i>DED for ARMSS</i> (OED-ARMSS)  <i>Executive Director</i> (OED)
	2c. Prepare DV and ORS and submit such to FAD for processing the release of budget with the following attachments: approved proposal, budget breakdown, and other documentary evidence of project approval	None	2 days	<i>Sup. SRS</i> <i>Sr. SRS</i> <i>SRS II</i> <i>SRS I</i> <i>SRA</i> (FDMS-IDD)
	2d. Process budget release following the National Government Accounting System (NGAS) subject to clearance of all accountabilities of implementing agency across all divisions of PCAARRD	None	3 days	<i>Accountant III</i> (FAD Accounting Section)  <i>Budget Officer</i> (FAD Budget Section)  <i>Chief AO</i> (FAD)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the grant from PCAARRD	3. Prepare and send transmittal letter to the implementing agency and release the funds	None	2 days	Sup. SRS Sr. SRS SRS II SRS I SRA (FDMS-IDD)  AO V (FAD Cash Section)
<b>TOTAL</b>		<b>None</b>	<b>26 days</b>	



**Institution Development Division**  
**Thesis/Dissertation Grant Assistance Program**



### 3. Thesis/Dissertation Grant Assistance Program

The Council provides grant for the conduct of thesis/dissertation of students from National Agriculture, Aquatic and Natural Resources Network (NAARRDN) member institutions.

<b>Office or Division:</b>	Institution Development Division (IDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C; G2G	
<b>Who may Avail:</b>	Graduate students in the field of Agriculture, Aquatic and Natural Resources	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Approved thesis/dissertation proposal (1 original hard copy)	Graduate School where the applicant is enrolled	
Cover letter addressed to PCAARRD Executive Director (1 original hard copy)	Applicant	
Endorsement from the Head of Agency (if applicable) - (1 original hard copy)	Applicant's Head of Agency	
Endorsement letter from Consortium Director (if applicable) - (1 original hard copy)	Consortia Office	
Accomplished application form (QMSF-IDD-08-01-01) - (1 original hard copy)	Form from PCAARRD Website	
Re-entry Plan signed by the applicant and agency head if applicable - (1 original hard copy)	To be prepared by the applicant	
Copy of Graduate School admission - (1 original hard copy)	Graduate School	
Service Record duly certified by the Personnel Officer (1 original hard copy)	Applicant agency affiliation	
Certification of present Duties and Responsibilities (1 original hard copy)	Applicant agency affiliation	
Budgetary Requirement (1 original hard copy)	To be prepared by the applicant	
Schedule of Activities (1 original hard copy)	To be prepared by the applicant	
Copy of subjects taken and grades obtained/ Certified True Copy of Grades (1 original hard copy)	Graduate School/ Registrar's Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Thesis/Dissertation Evaluation and Approval</b>				
1. Submit application for thesis/ dissertation support, complete with supporting documents at PCAARRD Headquarters main lobby or mail to PCAARRD	1a. Receive application by the Records Section, forward to OED then OED-ARMSS and to IDD  <i>Application Deadlines:</i> Q1 – February 28 Q2 – May 31 Q3 – August 31 Q4 – October 31	None	2 days	<i>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 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 days	Staff of Concerned TRD
2. Receive response from PCAARRD acknowledging receipt of application (through e-mail)	2. Inform the applicant the status of his/her application and schedule of interview if considered/ endorsed by concerned TRD	None	2 days	<i>SRS II</i> (IDD- HRDS)
3. Attend the final interview at the prescribed date, time and venue	3. Interview the applicant for ranking/ prioritization	None	1 day	<i>Chief SRS</i> <i>Sr. SRS</i> <i>SRS II</i> (FDMS-IDD) (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 days	Chief SRS Sr. SRS SRS II (HRDS-IDD)
<b>TOTAL</b>		<b>None</b>	<b>20 days</b>	

**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>B. Funds Release</b>				
1. Receive letter informing the approval of submitted application	1. Relay to the client/applicant the approval of his/her application	None	1 day	Chief SRS Sr. SRS SRS II (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	9 days	Sr. SRS SRS II (HRDS-IDD)
	2b. Sign contract	₱200 notarial fee	9 days	Chief SRS (HRDS-IDD)  DED for ARMSS (OED-ARMSS)





CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Executive Director</i> (OED)
	2c. Prepare DV and submit to FAD for processing the release of assistance	None	2 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 days	<i>Accountant III</i> (FAD Accounting Section)  <i>Sup. Adm. 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 days	<i>Sr. SRS</i> <i>SRS II</i> (HRDS-IDD)  <i>AO V</i> (FAD Cash Section)
<b>TOTAL</b>		<b>P200</b>	<b>26 days</b>	



## **Applied Communication Division**

**Publication Dissemination (for Mailed/e-Mailed Requests)**

**Publication Dissemination (for Walk-in Clients)**

**Publication Dissemination - Online Access**



#### 4. Publication Dissemination - Mailed/e-Mailed Requests

The Council provides its publication through mailed requests (either through snail mail, courier or electronic mail).

<b>Office or Division:</b>	Applied Communication Division (ACD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2B; G2G			
<b>Who may Avail:</b>	Researchers, students, policy makers, business/private sectors, farmers, government employees, others			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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 <a href="mailto:pcaarrd.publications@gmail.com">pcaarrd.publications@gmail.com</a>	1a. Receive letter requesting for publication (mail/e-mail) and forwards to ACD  Receive e-mail requesting for publication	None	1 day	<i>Sr. SRS Executive Director (OED)</i>  <i>SRS II Knowledge Products and Resource Management Section (KPRMS)-ACD</i>
	1b. Forward the letter (mail/email) to ACD			None
	1c. Receive letter/email and forward letter (mail/e-mail) to KPRMS/ Circulation Unit (CU) of ACD	None	2 hours	
	1d. CU-ACD facilitates requests and prepares materials for mailing.			None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				(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. Send through email if out of print publication  Send through mail c/o FAD Records Section if hard copy publication	None	4 hours	<i>SRS II</i> (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
	<b>TOTAL</b>	<b>None</b>	<b>3 days</b>	



## 5. Publication Dissemination - Walk-in Clients

The Council provides its publication to walk-in clients.

<b>Office or Division:</b>	Applied Communication Division (ACD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2B; G2G			
<b>Who may Avail:</b>	Researchers, students, policy makers, business/private sectors, farmers, government employees, others			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			Not applicable	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Administrative Aide (Admin Aide) IV (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	Admin Aide IV (KPRMS/CU-ACD)
3. Receive the publication	3. Record and report publications disseminated	None	1 minute	Admin Aide IV (KPRMS/CU-ACD)
<b>TOTAL</b>		<b>None</b>	<b>27 minutes</b>	



## 6. Publication Dissemination - Online Access

The Council provides its publication to clients through online access.

<b>Office or Division:</b>	Applied Communication Division (ACD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2B; G2G			
<b>Who may Avail:</b>	Researchers, students, policy makers, business/private sectors, farmers, government employees, others			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			Not applicable	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Enter the PCAARRD Website ( <a href="http://www.pcaarrd.dost.gov.ph">http://www.pcaarrd.dost.gov.ph</a> ) and click the "eLibrary" link located at the top of the page.  For new users, click " <b>Sign Up</b> " and fill out required information boxes and click " <b>Submit</b> " button when finished.	None	None	1 minute	None
2. Log in using username and password	None	None	1 minute	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>3.</b> 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				
<b>4.</b> If a hard copy of publication is needed, send a request to PCAARRD thru the PCAARRD Website ( <a href="http://www.pcaarrd.dost.gov.ph">http://www.pcaarrd.dost.gov.ph</a> )	1a. Send out publications, if to be mailed thru the FAD Records Section	None	0.5 hours	<i>Admin Aide IV (CU-ACD)</i>
	1b. Record and report publications disseminated.	None	1 day	<i>Admin Aide IV (CU-ACD)</i>
	1c. Mails the publication	None	1 day	<i>Admin Aide VI (FAD Records Section)</i>
	<b>TOTAL</b>	<b>None</b>	<b>2 days &amp; 5 hours and 32 minutes</b>	





**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.

<b>Office or Division:</b>	Applied Communication Division (ACD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2B; G2G			
<b>Who may Avail:</b>	Researchers, students, policy makers, business/private sectors, farmers, government employees, others			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a letter of request through e-mail using PCAARRD corporate account, fax, courier or regular mail	1a. Receive e-mail addressed to the PCAARRD corporate account and forwards to OED  Receive request through fax, courier or regular mail and forward to OED	None	1 day	SRS I (OED)  <i>Administrative Assistant (Admin Asst) II (FAD-Records Section)</i>
	1b. Forward request to ACD	None	4 hours	<i>Sr. SRS Executive Director (OED)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1c. Receive request and forwards to Technology Innovation Promotion Section (TIPS) - ACD for appropriate action	None	3 hours	<i>SRA Chief SRS (ACD)</i>
	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	
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, if requested	None	1 hour	<i>SRS II Admin Asst IV/ AV Technician (TIPS-ACD)</i>  <i>Resource Speakers Other Concerned Divisions (if needed)</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	SRS II (TIPS-ACD)
	<b>TOTAL</b>	<b>None</b>	<b>3 days</b>	



## 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.

<b>Office or Division:</b>	Applied Communication Division (ACD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2B; G2G			
<b>Who may Avail:</b>	Researchers, students, policy makers, business/private sectors, farmers, government employees, others			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request (Personal Communication)			Not applicable	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	FEES 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 if requested.	None	1 hour	<p style="text-align: center;"><i>SRS II</i> <i>Admin Asst IV/</i> <i>AV Technician</i> <i>(TIPS-ACD)</i></p> <p style="text-align: center;"><i>Resource Speakers</i> <i>Other Concerned Divisions</i> <i>(if needed)</i></p>
3. Fill out the CSF form at the prescribed venue	3. Request visitors to fill out the CSF form for evaluation.	None	15 minutes	<p style="text-align: center;"><i>SRS II</i> <i>(TIPS-ACD)</i></p>
	<b>TOTAL</b>	<b>None</b>	<b>2 Hours 24 min</b>	



**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.

<b>Office or Division:</b>	Policy Coordination and Monitoring Division (PCMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may Avail:</b>	Officials/Representatives from international organizations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a letter of request to PCAARRD through email using PCAARRD corporate account/fax/courier/ snail mail	1a. Receive e-mail addressed to the PCAARRD corporate account or to the PCAARRD Executive Director's corporate e-mail account  Receive request through courier for snail mail and forwards to OED	None	1 day	SRS / (OED)  <i>Admin Asst II</i> (FAD-Records Section)
	1b. Forward request to the Policy Coordination and Monitoring Division (PCMD)	None		<i>Sr. SRS</i> <i>Executive Director</i> (OED)
	1c. Forward request to Resource Generation Section (RGS) for appropriate action	None		<i>Chief SRS</i> (PCMD)





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive response from PCAARRD	2a. Respond to customer through email/mail/ telephone indicating the final schedule and venue for the briefing	None	1 day	<i>Chief SRS</i> <i>Sr. SRS</i> <i>SRS I</i> (RGS-PCMD)  <i>Executive Director</i> (OED)
	2b. Prepare/update/revise briefing material/ presentation	None		<i>Sr. SRS</i> <i>SRS II</i> <i>SRS I</i> (RGS-PCMD)
	2c. Request resource person/s from other concerned division/s, if needed	None		<i>Sr. SRS</i> <i>SRS II</i> (RGS-PCMD)
	2d. Request set-up of equipment and copy(ies) of relevant publications from ACD	None		<i>SRA</i> (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 PCMD</i></p> <p><i>Sr. SRS SRS II SRS I (RGS-PCMD)</i></p> <p><i>Executive Director (OED)</i></p> <p><i>Officials/staff from other concerned division/s as needed</i></p>
	<b>TOTAL</b>	<b>None</b>	<b>2 days &amp; 2 hours</b>	



## 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).

<b>Office or Division:</b>	Applied Communication Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may Avail:</b>	PCAARRD employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Filled-out and approved Audio-Visual Services Request Form			PCAARRD Intranet	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download, fill out and submit one (1) copy of the AV Services request form	1a. Receive documents and check the completeness and accuracy of required documentary requirement.	None	1 day	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 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 (ACD)</i>
	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 (ACD)</i>
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 (ACD)</i>
<b>TOTAL</b>		<b>None</b>	<b>2 days 20 minutes</b>	



# **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.

<b>Office or Division:</b>	<b>Finance and Administrative Division</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G	
<b>Who may Avail:</b>	PCAARRD employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>General Requirements for All Types of Disbursement (in 4 hard copies)</b>		
• 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)	
<b>Specific Requirements for Each Type of Disbursement (in 4 hard copies)</b>		
<b>CASH ADVANCES (Note: Can be granted only to those with no outstanding cash advance/fund transfer)</b>		
<b>1.1. Payroll Fund (Salaries, Wages, Allowances, Honoraria and Other Similar Expenses)</b>	OED	
<ul style="list-style-type: none"> <li>• 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)</li> <li>• Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books</li> </ul>	Accounting Section	





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• 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)</li> <li>• Approved Payroll or list of payees indicating their net pay</li> <li>• Approved authority (presidential directive or legislative enactment) or legal basis to pay allowances/salaries/honoraria/fringe benefits</li> </ul>	<p style="text-align: center;">Cash Section</p> <p style="text-align: center;">Requesting Division Requesting Division</p>
<p><b>1.2. Petty Cash Fund</b></p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• 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)</li> <li>• Approved estimate of petty expenses for one month (initial set-up)</li> </ul>	<p style="text-align: center;">OED</p> <p style="text-align: center;">Cash Section</p> <p style="text-align: center;">Requesting Division</p>
<p><b>1.3. Field/Activity Current Operating Expenses</b></p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books</li> <li>• 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)</li> <li>• Approved Budget for COE of the agency field office or agency activity in the field</li> </ul>	<p style="text-align: center;">OED</p> <p style="text-align: center;">Accounting Section</p> <p style="text-align: center;">Cash Section</p> <p style="text-align: center;">Requesting Division</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>1.4. Traveling Expenses for Local Travel</b></p> <ul style="list-style-type: none"> <li>• Duly approved Office Order/Travel Order</li> <li>• Duly approved Itinerary of Travel</li> <li>• Certification from the Chief Accountant at previous cash advances have been fully liquidated and accounted for in the books</li> <li>• Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor</li> <li>• Letter of invitation of the host/sponsoring agency/organization</li> </ul>	<p>Requesting Division Requesting Division Accounting Section</p> <p>Requesting Division</p> <p>Requesting Division</p>
<p><b>For Foreign Travel</b></p> <ul style="list-style-type: none"> <li>• Duly approved Office Order/Travel Order</li> <li>• Duly approved Itinerary of Travel</li> <li>• Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books</li> <li>• Letter of invitation of the host/sponsoring country/agency/ organization</li> <li>• Flight itinerary issued by the airline ticketing office/travel agency</li> <li>• Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor</li> <li>• Where applicable, authority to claim representation expenses</li> </ul> <p>In case of seminar/training:</p> <ul style="list-style-type: none"> <li>• Acceptance of nominee/s as participant/s (issued by the host country)</li> <li>• Programme Agenda and Logistics Information</li> </ul>	<p>Requesting Division Requesting Division Accounting Section</p> <p>Host country/agency Requesting Division/ Travel agencies Requesting Division/Travel agencies</p> <p>Requesting Division</p> <p>Host country/agency Host country/agency</p>



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



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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Approved Conforme Letter (for succeeding years' implementation)</li> <li>• Financial Reports and other supporting documents for the liquidation of prior year's release</li> <li>• Certification from the Accountant that funds previously transferred to the Implementing Agency (IA) has been liquidated</li> </ul>	<p>Requesting Division Requesting Division</p> <p>Accounting Section</p>
<b>SALARY:</b>	
<p><b>1. First Salary</b></p> <ul style="list-style-type: none"> <li>• Certificate of Appointment duly attested by the Civil Service Commission (CSC) or its equivalent</li> <li>• Assignment/Re-Assignment order, if applicable</li> <li>• Certified copy of Oath of Office</li> <li>• Certificate of Assumption</li> <li>• Statement of Assets, Liabilities and Net Worth</li> <li>• Approved Daily Time Record (DTR)</li> <li>• Bureau of Internal Revenue (BIR) withholding certificate</li> <li>• Payroll Information on New Employee (PINE) or any equivalent document</li> <li>• Authority from the claimant and identification documents, if claimed by person other than the payee</li> </ul> <p>Additional Requirements for transferee (from one government agency to another):</p> <ul style="list-style-type: none"> <li>• Clearance from money, property and legal accountabilities from the previous office</li> <li>• Certified copy of paid disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office</li> <li>• Certificate of leave credits</li> <li>• Service Records</li> </ul>	<p>Personnel Section</p> <p>Personnel Section Personnel Section Personnel Section Requesting Division Requesting Division Requesting Division Personnel Section Requesting Staff</p> <p>Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division Requesting Division</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• BIR Certificate of Compensation Payment/Tax Withheld</li> <li>• Approved/paid Home Development Mutual Fund (HDMF) and PhilHealth Forms</li> </ul>	<p>Requesting Division Requesting Division</p>
<p><b>2. Salary (if deleted from payroll)</b></p> <ul style="list-style-type: none"> <li>• Approved DTR</li> <li>• Notice of Assumption</li> <li>• Approved Application for Leave, Clearances and Medical Certificate, if on Sick Leave for 5 days or more and clearance if no leave for 30 days or more.</li> </ul>	<p>Requesting Staff/Division Personnel Section Requesting Staff/ Division</p>
<p><b>3. Salary of Casual/Contractual Personnel, Charged to Personnel Services</b></p> <ul style="list-style-type: none"> <li>• Certified copy of the pertinent contract/appointment</li> <li>• Copy of the Report of Personnel Action (ROPA) of the pertinent contract/appointment marked received by the CSC</li> <li>• 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)</li> <li>• Duly Approved Accomplishment Report</li> <li>• Approved DTR</li> <li>• Certificate of Assumption of Duty for the first salary</li> </ul>	<p>Requesting Staff/Division Personnel Section</p> <p>Personnel Section</p> <p>Requesting Staff/Division Requesting Staff/Division Personnel Section</p>
<p><b>4. Salary Differentials due to Promotion and/or Salary Increase</b></p> <ul style="list-style-type: none"> <li>• Certified copy of Approved Appointment (due to promotion)</li> <li>• Certificate of Assumption (due to promotion)</li> <li>• Notice of Salary Adjustment (NOSA), for step increment/salary increase</li> <li>• Approved DTR or certification that the employee has not incurred leave without pay</li> </ul>	<p>Personnel Section Personnel Section Personnel Section Requesting Staff/Division</p>
<p><b>5. Last Salary</b></p> <ul style="list-style-type: none"> <li>• Clearance from financial, property and legal accountabilities</li> <li>• Approved DTR</li> <li>• Authority to deduct accountabilities, if any</li> </ul>	<p>Personnel Section Personnel Section Personnel Section</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Certification of available leave credits</li> </ul>	Personnel Section
<p><b>6. Salary due to heirs of deceased employee</b></p> <ul style="list-style-type: none"> <li>• Death Certificate issued by the Philippine Statistics Authority (PSA) or Court Declaration in case of presumptive death or any evidence of circumstances of death, whichever is applicable.</li> <li>• Marriage Certificate issued by PSA, if applicable</li> <li>• Birth Certificate of surviving legal heirs issued by PSA</li> <li>• Waiver of right of children 18 years and above, if applicable</li> <li>• Designation of next-of-kin               <ul style="list-style-type: none"> <li>○ Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage</li> </ul> </li> </ul>	<p>Requesting Claimant</p> <p>Requesting Claimant Requesting Claimant Requesting Claimant</p>
<p><b>7. Allowances, Honoraria and Other Forms of Compensation</b></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"> <li>• RATA Payroll</li> <li>• Payroll Register (soft copy plus 4 hard copies)</li> </ul> <p>c. SALA:</p> <ul style="list-style-type: none"> <li>• SALA Payroll</li> <li>• Approved DTR</li> </ul> <p>d. BAC/TWG Honoraria:</p> <ul style="list-style-type: none"> <li>• AO designating BAC composition and authorizing the members to collect honoraria</li> <li>• Minutes of BAC Meeting</li> <li>• NOA to the winning bidder of procurement activity being claimed</li> <li>• Certification that procurement involves competitive bidding</li> <li>• Attendance Sheet listing names of attendees to the BAC meeting</li> </ul>	<p>Requesting Division Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to DBM Budget Circular No. 2004-5A dated October 7, 2005 and any future amendments thereof</li> </ul> <p>e. Longevity Pay (for new milestone reached)</p> <ul style="list-style-type: none"> <li>• Service Record</li> <li>• Certification issued by Personnel Officer that the claimant has not incurred more than 15 days of VL without pay</li> </ul> <p>f. Retirement Benefits</p> <ul style="list-style-type: none"> <li>• Updated Service Record</li> <li>• Retirement Application</li> <li>• Office Clearance from financial, property and legal accountabilities</li> <li>• SALN</li> <li>• Retirement Gratuity Computation</li> <li>• Certificate from the Office of the Ombudsman indicating whether or not the retiree has a pending criminal or administrative case</li> <li>• Affidavit of Undertaking for authority to deduct accountabilities</li> <li>• Affidavit of applicant that there is no pending criminal investigation or prosecution against the retiree</li> </ul> <p>g. Terminal Leave Benefits</p> <ul style="list-style-type: none"> <li>• Office Clearance from financial, property and legal accountabilities</li> <li>• Certificate of Leave Credits issued by the Personnel Section</li> <li>• Approved Leave Application</li> <li>• Complete Service Record</li> <li>• SALN</li> <li>• Certified photocopy of appointment/NOSA showing the highest salary received (if the salary under the last appointment is not the highest)</li> <li>• Computation of TLB duly signed by the accountant</li> <li>• Affidavit of Undertaking for authority to deduct accountabilities</li> </ul>	<p>Accounting Section</p> <p>Requesting Division Personnel Section</p> <p>Requesting Claimant Requesting Claimant Requesting Claimant Requesting Claimant Requesting Claimant Personnel Section</p> <p>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>





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her</li> </ul>	Requesting Claimant
<ul style="list-style-type: none"> <li>• In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency</li> </ul>	Requesting Claimant
Additional requirements in case of death:	
<ul style="list-style-type: none"> <li>• Death certificate issued by PSA</li> </ul>	Requesting Claimant
<ul style="list-style-type: none"> <li>• Marriage Certificate issued by PSA</li> </ul>	Requesting Claimant
<ul style="list-style-type: none"> <li>• Birth certificate of all surviving legal heirs issued by PSA</li> </ul>	Requesting Claimant
<ul style="list-style-type: none"> <li>• Designation of next-of-kin</li> </ul>	Requesting Claimant
<ul style="list-style-type: none"> <li>• Waiver of rights of children 18 years old and above, if applicable</li> </ul>	Requesting Claimant
h. Monetization of Leave Credits	
<ul style="list-style-type: none"> <li>• Approved leave application with leave credit balance certified by the Human Resources Officer</li> </ul>	Personnel Section
<ul style="list-style-type: none"> <li>• Request for monetization of leave covering more than ten days duly approved by the Head of Agency</li> </ul>	Requesting staff
<ul style="list-style-type: none"> <li>• For monetization of 50 percent or more:</li> </ul>	
<ul style="list-style-type: none"> <li>- Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs</li> </ul>	Requesting staff
<ul style="list-style-type: none"> <li>- Barangay Certification in case of need for financial assistance brought by calamities, typhoons, fire, etc.</li> </ul>	Requesting staff
<ul style="list-style-type: none"> <li>- Justification on financial needs for the education of employee or children</li> </ul>	Requesting staff
i. CNA Bonus	
<ul style="list-style-type: none"> <li>• Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive</li> </ul>	PCAARRDEA officials
<ul style="list-style-type: none"> <li>• Copy of CNA</li> </ul>	Head of Agency
<ul style="list-style-type: none"> <li>• Comparative Statement of DBM approved level of operating expenses and actual operating expenses</li> </ul>	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• 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</li> <li>• Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets of the year</li> </ul>	
<p><b><u>OTHER EXPENDITURES</u></b></p>	
<p><b>1. Utility Expenses</b></p> <ul style="list-style-type: none"> <li>• Statement of Account/Bill</li> <li>• Invoice/Official Receipt or machine validated statement of account/bill</li> </ul>	<p>Service provider/Billing company Service provider/Billing company</p>
<p><b>2. Telephone/Communication Services</b></p> <ul style="list-style-type: none"> <li>• Statement of Account/Bill</li> <li>• Invoice/Official Receipt or machine validated statement of account/bill or collection and acknowledgement receipts</li> <li>• 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</li> </ul>	<p>Service provider/Billing company Service provider/Billing company</p> <p>Requesting Division</p>
<p><b><u>REIMBURSEMENT OF EXPENSES</u></b></p>	
<p><b>1. Travel Expenses</b></p> <ul style="list-style-type: none"> <li>• Approved Certificate of Travel Completed</li> <li>• Approved Revised (actual) Itinerary of Travel, if the previously approved itinerary was not followed</li> <li>• Copy of previously approved Itinerary of travel (proposed)</li> <li>• Travel/Office Order and the Supplemental Office Order or any proof supporting the change of schedule</li> <li>• Certificate of Appearance or Attendance or in the absence thereof, photocopy of the received copy of Memo/Transmittal of back to Office Order Report/Narrative Report on trip undertaken/Report on Participation addressed to the agency head. The report, duly noted by</li> </ul>	<p>Requesting Division Requesting Division</p> <p>Requesting Division Requesting Division/Office of the Secretary (foreign travel) Requesting Division</p>





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Additional Documentary Requirements for Foreign Travel:</p> <ul style="list-style-type: none"> <li>• Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company. In the absence thereof other documents such as, but not limited to, a certified true copy of the passport showing the dates of entry and exit, duly stamped by the Immigration Office of the country of destination as indicated in the approved travel authority and itinerary of travel; or a passenger manifest certified by the concerned airline or shipping company</li> <li>• Flight itinerary issued by the airline ticketing office/travel agency</li> <li>• Where applicable, authority to claim representation expenses</li> </ul> <p>In case of seminar/training:</p> <ul style="list-style-type: none"> <li>• Acceptance of nominee/s as participant/s (issued by the host country)</li> <li>• Programme Agenda and Logistics Information</li> </ul> <p>For reimbursement of actual travel expenses in excess of the prescribed rate:</p> <ul style="list-style-type: none"> <li>• Approval by the President</li> <li>• Certification from the Head of the Agency that it is absolutely necessary</li> <li>• Hotel room with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required bills and receipts)</li> <li>• Bills/receipts for non-commutable representation expenses approved by the President or authorized officials</li> </ul>	<p>Requesting Division</p> <p>Requesting Division Requesting Division</p> <p>Host country/agency Host country/agency</p> <p>Requesting Division Requesting Division Requesting Division</p> <p>Requesting Division</p>
<p><b>2. Toll fees/Parking fees</b></p> <ul style="list-style-type: none"> <li>• Photocopy of Trip Ticket(s)</li> <li>• Official Receipt</li> </ul>	<p>FAD-GSS Service provider</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>3. Postage and Deliveries</b> <ul style="list-style-type: none"> <li>• Official Receipt</li> </ul>	Postage/Courier provider
<b>4. Registration fees in Seminars, Conferences, Conventions and Trainings</b> <ul style="list-style-type: none"> <li>• Schedule of Training Approved by the Head of Agency</li> <li>• Statements of Account/Bills/Invoices</li> <li>• Official Receipts</li> <li>• Office Order/Terms of Reference</li> </ul>	Host agency Host Agency Requesting Division Requesting Division
<b>5. Procurement of Goods, Consulting Services and Infrastructure Projects</b> <ul style="list-style-type: none"> <li>• Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the particular Goods, Consulting Services and/or Infrastructure Projects subject of payment is indicated.</li> <li>• Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 (Annex A-T) and any future amendments thereof</li> <li>• Letter request for payment from contractor/supplier</li> </ul> <p>Additional requirement for Infrastructure:</p> <p>For Advance Payment:</p> <ul style="list-style-type: none"> <li>• Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee</li> <li>• Notice of Award</li> <li>• Notice to Proceed</li> </ul> <p>For Progress Payments:</p> <ul style="list-style-type: none"> <li>• Statement of Work Accomplished (SWA)</li> <li>• Progress Billing Statement</li> </ul>	Requesting Division  Requesting Division  Suppliers/Contractors  Suppliers/Contractors Requesting Division Requesting Division  Requesting Division Suppliers/Contractors Requesting Division



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Inspection Report by the Agency's Authorized Engineer</li> <li>• Results of Test Analysis, if applicable</li> <li>• Contractor's Affidavit on payment of laborers and materials</li> <li>• Pictures/Geotagged Photos, before, during and after construction of items of work especially the embedded items</li> <li>• Certificate of Percentage of completion</li> </ul> <p>For Final Payment:</p> <ul style="list-style-type: none"> <li>• As-Built Plans</li> <li>• Final SWA</li> <li>• Warranty Security</li> <li>• Certificate of Completion</li> <li>• 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</li> <li>• Certificate of Acceptance by the Agency</li> <li>• Final Inspection Report of the Agency's authorized Engineers and/or Inspectorate Team</li> <li>• Statement of Time Elapsed</li> <li>• Pictures/Geotagged Photos before, during and after construction of items of work especially the embedded items</li> </ul> <p>For Release of Retention Money:</p> <ul style="list-style-type: none"> <li>• Warranty security in form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand</li> <li>• Certification from the end-user that the project is completed, inspected and accepted.</li> </ul>	<p>Requesting Division Suppliers/Contractors Requesting Division</p> <p>Requesting Division</p> <p>Requesting Division Requesting Division Suppliers/Contractors Requesting Division Requesting Division</p> <p>Requesting Division Requesting Division</p> <p>Requesting Division Requesting Division</p> <p>Suppliers/Contractors</p> <p>Requesting Division</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Additional requirement for Consulting Services:</p> <ul style="list-style-type: none"> <li>• Copy of curriculum vitae of the consultant</li> <li>• Copy of the Terms of Reference or Contract (for first payment)</li> <li>• Approved consultancy Progress/Final Reports, and/or required under the contract</li> <li>• Progress/Final Billing</li> <li>• Contract of Infrastructure Projects subject of Project Management Consulting Services</li> </ul> <p>Additional requirement for Goods:</p> <ul style="list-style-type: none"> <li>• Purchase Requisition (PR)</li> <li>• 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</li> <li>• Results of Test Analysis, if applicable</li> <li>• 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</li> <li>• Delivery receipt duly received</li> <li>• Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative</li> <li>• Property Acknowledgement Receipt (PAR), for equipment</li> <li>• 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</li> <li>• Authority to purchase, in case of motor vehicles</li> </ul>	<p>Consultant Requesting Division Requesting Division</p> <p>Consultant Requesting Division</p> <p>Requesting Division Supplier</p> <p>Requesting Division Supplier</p> <p>Supplier/Property Section Property Section</p> <p>Property Section Supplier</p> <p>Requesting Division</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b><u>PETTY CASH FUND (PCF) REPLENISHMENT</u></b></p> <ul style="list-style-type: none"> <li>• Report on Paid Petty Cash Vouchers (RPPCV)</li> <li>• Petty Cash Vouchers (PCVs) duly accomplished, signed and approved</li> <li>• Approved purchase request with certificate of Emergency Purchase, if necessary</li> <li>• Bills, receipts, sales invoices</li> <li>• Certification of Expense not Requiring Receipt (CERR) (for expenses amounting to P300 or less) or Reimbursement Expense Receipts (RER) (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future</li> <li>• Inspection and Acceptance Report (IAR) or Certificate of Inspection and Acceptance</li> <li>• Pre-/Post-Repair Inspection Report</li> <li>• Waste Materials Report (WMR) in case of replacement/repair</li> <li>• Approved trip ticket, for gasoline/fuel expenses, together with parking and toll fee receipts, if any (applicable for government vehicles only)</li> <li>• Canvass from at least three suppliers for purchases as prescribed (involving P2,000 and above or other amount that may be prescribed in the future), except for purchases made while on official travel</li> <li>• Summary/Abstract of Canvass</li> <li>• OR/eOR/AR or equivalent in case of refund of PCF</li> <li>• Inventory Custodian Slip (ICS) for semi-expendable items</li> </ul> <p>For meals and snacks charged to PCF:</p> <ul style="list-style-type: none"> <li>• Notice of meeting with agenda/meeting's purpose</li> <li>• Minutes of Meeting</li> <li>• Attendance Sheet</li> </ul>	<p>Prepared/provided by the Petty Cash Custodian</p>





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the DV with all the required supporting documents and ORS/BURS.	1a. Receive the ORS/BURS and verifies completeness of the supporting documents for obligation. Note: Will be returned to the client if incomplete. 1b. Review the ORS/BURS and supporting documents (SDs). If complete, prepares Page 2 of ORS/BURS 1c. Signs the certification in Section B of the ORS/BURS.	None	4 hours	AO I SRA (FAD Budget Section)  AO I SRA (FAD Budget Section)  Budget Officer (FAD Budget Section)
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 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)



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)
	<b>TOTAL</b>	<b>None</b>	<b>3 days</b>	



# **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.

<b>Office or Division:</b>	<b>Management Information Systems Division</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may Avail:</b>	PCAARRD employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely filled-out job request form (on-line submission)		<a href="http://192.168.0.120/helpdesk/public">http://192.168.0.120/helpdesk/public</a> (local access) <a href="http://122.2.24.207/helpdesk/public">http://122.2.24.207/helpdesk/public</a> (remote access, WFH)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		1 day (if the items are available)	Sup SRS Information Systems (IS) Analyst SRS I (MISD)
	• Equipment borrowing			
	• External Repair Recommendation			
• Hardware/ Device Problem	5 days			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> <li>Hardware/ Device Installation/ Setup</li> </ul>		2 days	
	<ul style="list-style-type: none"> <li>LAN Cabling</li> </ul>		3 days	
	<ul style="list-style-type: none"> <li>Network Repairs</li> </ul>		1 day	
	<ul style="list-style-type: none"> <li>Provision of Specifications for HW/SW Procurement</li> </ul>		3 days	
	<ul style="list-style-type: none"> <li>Request for an electronic credential (GovMail Account, Active Directory account, OM account)</li> </ul>		1 day (if slots are available)	
	<ul style="list-style-type: none"> <li>Replenishment and Installation of Printer Supplies for MPS</li> </ul>		1 day	
	<ul style="list-style-type: none"> <li>Software Installation</li> </ul>		2 days	
	<ul style="list-style-type: none"> <li>Software Repairs</li> </ul>		1 day	
	<ul style="list-style-type: none"> <li>Virus Control</li> </ul>		1 day	
	<ul style="list-style-type: none"> <li>Technical Support/ Assistance for events with ICT-related Concerns</li> </ul>		1 day	<i>Sup SRS Sr SRS IS Analyst SRS II SRS I (MISD)</i>
	<ul style="list-style-type: none"> <li>Information Systems Services</li> </ul>		2 days	<i>Sr SRS SRS II SRS I (MISD)</i>
	<ul style="list-style-type: none"> <li>Web publishing</li> </ul>		2 days	<i>SRS I</i>
	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</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>SRS II</i> (MISD)
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</i> <i>Admin. Aide VI</i> (MISD)
<b>TOTAL</b>		<b>None</b>	<b>6 days</b>	



## **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.

<b>Office or Division:</b>	<b>FAD-Personnel Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may Avail:</b>	PCAARRD employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Completely Filled-Out Form for Request for Personnel-Related Document (one hard copy)			FAD-Personnel Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Asst. II / Science Research Assistant.</i>
	2a. Retrieve record, files 2b. Prepare and process the requested documents 2c. Release the requested document/s	None	1 day & 45 minutes 1 day 5 minutes	<i>Admin Asst II (Service Record) Project Asst. II/ Project Asst. III (Certificate of Employment, Actual Duties and Responsibilities, IDs and the like) Adm. Asst. II/AO IV (Loan Remittances to GSIS, HDMF and PHIC-related documents)</i>





<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Fill-out Customer Satisfaction Feedback Form and submit to FAD Personnel Section	3. Receive filled-out CSF form and record/take note of feedback		5 minutes	<i>Admin Asst II</i>
<b>TOTAL</b>		<b>None</b>	<b>2 days &amp; 1 hour</b>	



## **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.

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

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"> <li>● Send a letter/email to:               <p><b>Dr. Reynaldo V. Ebor</b> Executive Director Email address: r.ebora@pcaarrd.dost.gov.ph; rvebora@gmail.com</p> </li> <li>● Accomplish Customer Satisfaction Feedback (CSF) Survey on the services provided by PCAARRD and send to:               <p><b>Dr. Reynaldo V. Ebor</b> Executive Director Email address: r.ebora@pcaarrd.dost.gov.ph; rvebora@gmail.com</p> </li> </ul> <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"> <li>● Feedback requiring answers are forwarded to relevant divisions and they are required to answer within five working days of the receipt of the feedback.</li> <li>● The answer of the division is then relayed to the letter/email sender signed by the Executive Director.</li> </ul>



## FEEDBACK AND COMPLAINTS MECHANISMS

	<p><i>Customer Satisfaction Feedback Form</i></p> <ul style="list-style-type: none"> <li>● For feedback that do not require immediate answer, the accomplished CSF forms are processed by concerned Divisional Focal Persons and submitted to the Council’s Policy Coordination and Monitoring Division (PCMD) for consolidation.</li> <li>● Results of the consolidated survey are presented to the Directors’ Council for comments and/or recommendations.</li> <li>● 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</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>● Send a letter/email to:  <b>Dr. Reynaldo V. Eborá</b> Executive Director Email address: r.eborá@pcaarrd.dost.gov.ph; rveborá@gmail.com</li> <li>● Provide the following information:             <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> </li> <li>● 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</li> </ul>



<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How complaints are processed	<ul style="list-style-type: none"><li>• Upon receipt of the complaint, the Executive Director forwards the said complaint to the Concerned Division Director.</li><li>• The Concerned Division Director immediately review and assess the complaint and get more details, if necessary.</li><li>• The Concerned Division Director shall prepare a report and shall submit it to the Executive Director for appropriate action.</li><li>• The Executive Director will give feedback to the complainant.</li><li>• For inquiries and follow up, complainant may contact the following number:</li></ul> <p>Tel. No. (63) (49) 554-9670 Fax No. (63) (49) 536-0016; 536-7922</p>
Contact Information	<p><b>ARTA:</b> 8-478-5093 complaints@arta.gov.ph</p> <p><b>PCC:</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p><b>CCB:</b> email@contactcenterngbayan.gov.ph 0908-881-6565</p>



## VII. List of Offices

Office	Address	Contact Information
Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development (PCAARRD) – Department of Science and Technology (DOST)	<ul style="list-style-type: none"><li>• Paseo de Valmayor, Timugan, Los Banos, Laguna</li></ul>	<ul style="list-style-type: none"><li>• Tel. No. (63) (49) 554-9670</li><li>• Fax No. (63) (49) 536-0016; 536-7922</li></ul>