



# PHILIPPINE RUBBER RESEARCH INSTITUTE

## CITIZEN'S CHARTER





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## FOREWORD

The establishment of PRRI aims to comprehensively realize the goals of human empowerment and economic development in the countryside through programs and projects that will increase rubber production in the country, and improve the quality of life especially in poor rural communities that depend primarily on this industry.

The newly-created institute will be under the control and supervision of the Department of Agriculture as one of its staff bureaus. It is mandated to initiate and administer research and development (R&D) programs to improve quality and increase productivity of rubber especially for the benefit of smallholder rubber producers and processors.

## **I. Mandate:**

To initiate and administer research, development and extension programs to improve productivity and quality of rubber in the country.

## **II. Vision:**

A globally competitive, technology-based, economically and environmentally sustainable Philippine rubber industry.

## **III. Mission:**

To expand and increase the efficiency of rubber production and consumption in the country.

## **IV. Service Pledge:**

As public servants, the Philippine Rubber Research Institute commits to:

1. Propagate and promote the planting, maintenance, as well as the wise utilization of rubber trees as source of latex-timber and other industrial rubber-based products;
2. Enable rubber producers and processors, especially smallholders, to have access to quality rubber planting materials, modern production techniques and other support services from production to marketing of rubber produce;
3. Undertake training and capacity-building programs for rubber producers and processors in order to increase production of quality rubber and raise level of income especially of smallholder rubber farmers;
4. Aid in the establishment of village-based rubber enterprises to generate livelihood opportunities and improve general

well-being of the large percentage of the workforce in agricultural communities;

5. Promote cooperative development among smallholders and provide them access to resources, technological know-how, as well as decision-making processes for the enhancement of their rubber enterprises and the protection of their welfare;
6. Initiate research and development projects on rubber in order to address technology and policy gaps in promoting a robust rubber industry, ensuring standard in production and meeting demands for quality rubber in both domestic and international trade.

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# **Interim Office External Services**



# **Rubber Technology and Extension Services Division (RTESD)**

## **External Services**

## 1. Request for Rubber Production Technology Training

PRRI is tasked to undertake training and capacity-building programs for rubber producers and processors in order to increase production of quality rubber and raise the level of income, especially of smallholder rubber farmers. With the recent technological advancements happening in the rubber industry, rubber stakeholders must be capacitated in order to address the need to increase production and to obtain an increased income. Training will enhance the knowledge and skills of rubber farmers in rubber nursery, bud-wood garden establishment and management, plantation, latex harvesting and processing.

<b>Division:</b>	Rubber Technology and Extension Services Division (RTESD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Rubber Farmers Associations / Cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Letter of request for training	Requesting Rubber Farmers Associations / Cooperatives		
2.	Organizational Profile (No. of members, area coverage, list of members, etc.)	Requesting Rubber Farmers Associations / Cooperatives		
3.	Training Needs Assessment	RTESD (Training Coordinator)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of Letter of Intent and other documents	Receive the documents submitted personally and/or submitted online thru our FB account & official website.	None	10 minutes	<i>Records Officer</i>
	Comment of the Executive Director	None	10 minutes	Director's Secretary

	Director's Secretary will forward to the Rubber Technology and Extension Services Division (RTESD)	None	10 minutes	Director's Secretary
	Check the scheduled trainings If there is scheduled training in the area, the requesting Rubber Association/Cooperative will join the said training If none, Training Coordinator prioritizes the applicant based on the approved target	None	30 minutes	Training Specialist III or II of Rubber Technology and Extension Services Division
Convene the participants for the said training on Rubber Production Technology	Conduct of Training on Rubber Production Technology	None	3-5 days	Training Team of the Rubber Technology and Extension Services Division
	Documentation / Training Report	None	1 day	Training Team of the Rubber Technology and Extension Services Division
<b>TOTAL:</b>		<b>None</b>	<b>7 Days</b>	

## 2. Request for Technical Assistance on Insect Pest and Disease Management of rubber nurseries and plantations

The rubber farmers up to now, faced the difficulties in identifying and controlling the different insect pests and diseases caused by biotic factors attacking in their rubber nurseries and plantations. With their limited knowledge and experience on managing the pests and diseases of rubber, the PRRI, having the pool of technical experts on crop protection; which covers on the fields of entomology, weed science and plant pathology, will fill the gap through technical assistance to rubber farmers. This intervention will also help rubber farmers to attain high latex production as it will minimize mortalities of productive rubber trees. This will also help rubber farmers to be aware of the potential or new diseases that were not yet present in the Philippines but were already devastating to neighboring rubber-producing countries.

<b>Division:</b>	Rubber Technology and Extension Services Division (RTESD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Rubber Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Requesting Rubber Stakeholder		
Pictures/Documentations on the infestation of insect pest and disease present in the nursery/plantation		Requesting Rubber Stakeholder		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of Letter of Intent and other documents	Receive the documents submitted personally and/or submitted online thru our FB account & official website.	None	10 minutes	<i>Records Officer</i>
	Comment of the Executive Director	None	10 minutes	Director's Secretary

	Director's Secretary will forward to RTESD	None	10 minutes	Director's Secretary
	Conduct Interview to the rubber stakeholder Interview as to the specific technical assistance needed	None	1Hour	Technical Personnel of RTESD
Guide the PRRI Technical Evaluation Team to the area of insect pest and disease infestation	Field evaluation  Check /evaluate the area on what necessary intervention to undertake	None	1 Day	Technical Evaluation Committee (RTESD, CMD)
	Recommendation to the Director as to the intervention to undertake	None	30 minutes	Technical Evaluation Committee (RTESD, CMD)
	Notification to the rubber stakeholder on the result of the evaluation as to the intervention to undertake	None	1 hour	Technical Personnel of RTESD
	Monitoring	None	1 day	Technical Personnel of RTESD with the Planning Officer
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	

### 3. Request for NSIC Recommended Rubber Planting Materials for budwood nursery establishment and plantation rehabilitation

By law, the PRRI's Implementing Rules and Regulations (IRR) should allocate funds of twenty-five per cent (25%) of its budget for seedling propagation and dispersal of rubber trees to rubber farmers. With this, the PRRI will propagate planting materials for distribution to rubber farmers in support to budwood nursery establishment and plantation rehabilitation. This intervention will help rubber farmers to have access to quality high-yielding clones.

<b>Division:</b>	Rubber Technology and Extension Services Division (RTESD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	Rubber Farmers Associations / Cooperatives	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>1. Letter of Intent</li> <li>2. Photocopy of SEC or CDA</li> <li>3. Board Resolution authorizing head of association/ cooperatives to enter MOA</li> <li>4. Organizational Profile</li> </ul>	Requesting Rubber Farmers Associations / Cooperatives	
Requisition and Issuance Slip	PRRI Property Unit	
Memorandum of Agreement	Rubber Technology and Extension Services Division Rubber Technology and Extension Services Division	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Letter of Intent and other supporting documents	Receive the documents submitted personally and/or submitted online thru our FB account & official website.	None	10 minutes	Records Officer
	Comment of the Executive Director	None	10 minutes	Director's Secretary
	Director's Secretary will forward to RTESD	None	10 minutes	Director's Secretary
	Checks the completeness of documents submitted  Incomplete supporting documents are return to the proponent	None	30 minutes	Incharge, Rubber Technology and Extension Services Division
	Evaluation of Applicants  No corrections/ considerations, Applicant is subjected for field evaluation.  With minor corrections/considerations, Application form is returned	None	1 hour	Incharge, Rubber Technology and Extension Services Division

	to applicant with notes			
Guide the PRRI Technical Evaluation Team to the site identified by the proponent	<p>Field Evaluation</p> <p>Evaluation report is finalized</p> <p>Incharge prioritizes the applicant based on program guidelines and based on the approved target</p> <p>Recommend to management for the grant of the requested planting materials</p> <p>Applicant is notified on the result of evaluation</p>	None	1 day	Technical Evaluation Team from GRID, CMD and RTESD
	Approval of the recommended beneficiaries	None	30 minutes	Director's Secretary



	<p>Signing of the Memorandum of Agreement for the provision of quality planting materials (budded rubber) &amp; other farm inputs MOA is sent to the beneficiary for signing Signing of the MOA by the PRRI officials Notarization of the MOA</p>	None	3 days	Incharge, Rubber Technology and Extension Services Division
	<p>Preparation and signing of the Requisition and Issuance Slip  Release of the quality planting materials</p>	None	1 hour	Property Officer
	Monitoring	None	1 day	RTESD with the Planning Officer
<b>TOTAL:</b>		<b>None</b>	<b>5 Days</b>	

# INTERNAL SERVICES

**Office of the Executive Director (OED)**  
**Human Resource (HR)**  
**Internal Services**

## 1. Issuance of Service Records

The PRRI Human Resource Section issues Service Record (SR) to requesting active employees to provide information on employee's work history/experiences, status of employment, employment changes as promotion, transfer, reappointment, reemployment, secondment, step increment, etc.

<b>Office/Section:</b>	Office of the Executive Director - Human Resource Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PRRI Employee (Active)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the personnel in charge or HRMO. (	1.1 Receive request and prepare needed certification.	None	1 minute	<i>HR staff/HRM Officer</i>
	1.2 Retrieve Employee Data Card.	None	5 minutes	<i>HR staff</i>
	1.3 Prepare Service Record.	None	1 hour	<i>HR staff</i>
	1.4 Review the Service Record	None	1 hour	<i>HR staff/HRM Officer</i>
	1.5 Sign the Service Record	None	5 minutes	<i>HRM Officer / Executive Director</i>
2. Receive the Service Record.	Release the Service Record	None	1 minute	<i>HR staff</i>
	TOTAL	None		

## 2. Numbering of Travel Orders

This pertains to the numbering of travel orders.

<b>Office/Section:</b>	Office of the Executive Director - Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PRRI employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved/Signed Travel Order (1 original copy and 1 photocopy)		Division Chief/Office of the Executive Director		
1. Submit Approved/Signed Travel Order with duplicate	1.1 Receive the documents for validation	None	2 minutes	<i>HR staff</i>
	1.2 Number the Travel Order	None	2 minutes	<i>HR staff</i>
Receive the Travel Order	2.3 Return the original copy to the concerned employee	None	2 minutes	<i>HR staff</i>
	1.4 File the duplicate copy.	None	5 minutes	<i>HR staff</i>
<b>TOTAL</b>		None	11 minutes	

Allowable period for extension due to unusual circumstances: 1 working day

### 3. Processing of Leave Application

This covers the implementation of Civil Service rules on leave administration

<b>Office/Section:</b>	Office of the Executive Director - Human Resource Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	PRRI employee	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Accomplished Leave Form (Civil Service Form No. 6) (2 Original copy)	Human Resource Section	
2. Medical Certificate for sick leave incurred for 5 days or more (1 Original / soft copy)	Hospital/Clinic/Lying in	
For Maternity Leave Application		
1. Medical Certificate issued by a government or private physician, as proof of pregnancy and estimated type of delivery (Original / soft copy - 1 copy) for Maternity leave	Hospital/Clinic/Lying in	
2. Accomplished Clearance Form (Civil Service Form No. 7) (2 Original)	Human Resource Section	
3. Solo Parent I.D. for solo parents who want to avail the additional maternity leave of 15 days (1 Original / soft copy)	Department of Social Welfare and Development (DSWD) / Municipal Social Welfare and Development (MSWD)	
For Paternity Leave Application		
1. PSA marriage certificate (1 photocopy)	Birth certificate of newly born child (1 photocopy)	

2. Birth certificate of newly born child (1 photocopy)		Hospital / Clinic / Lying-in / Civil Registry / PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the HR section and request to file a leave of absence. (the employee can also send through email)	1. Provide CSC Form No. 6 (Application for Leave) to the requesting employee.	None	3 mins	<i>HR Staff / HRM Officer</i>
2.Fill up Application for Leave Form (CSC Form N. 6) and Submit Application form to HR Office	2.1 Review and process leave application, compute leave credits, verify, record Process Application for Leave of Absence (compute leave credits, verify leave record of the concerned employee)	None	5 mins	<i>HR Staff / HRM Officer</i>
	2.2 Input total leave balances on the application form and certify updated leave credits and affix signatures on the leave application.	None	5 mins	<i>HRM Officer</i>
	2.3Return the form to the concerned employee for the signature of the concerned immediate supervisor.	None	30 mins	<i>HR Staff</i>

3.Wait for the approval.	3.1 Approval of The Executive Director	None	8 hours	<i>Executive Director</i>
End of transaction	3.2 Once approved, HR in-charge shall detach a copy of the leave application for filing and update leave ledger of the concerned employee	None	5 mins	<i>HR staff/HRM Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 48 mins</b>	

Allowable period for extension due to unusual circumstances: 7 working days

#### 4. Issuance of Payslip

The PRRI HR Section issues payslip to provide information on the salary earned for the specified period together with the mandatory contributions and loan deductions of the employee. The payslip serves as a documentary requirement of the requesting employee to support proof of financial stability, loan and visa applications & other related purposes. This payslip is signed and in original copy provided to the requesting employee.

<b>Office/Section:</b>	Office of the Executive Director - Human Resource Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	PRRI employee (Active)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
NONE		N/A



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to HR section for payslip request (the employee can also send through email)	1.a Acknowledge the request from the employee.	None	15 minutes	<i>HR staff</i>
	1.b Search the name of the requesting employee in the system and the covered period requested. update format by adding the name of the authorized signatories and print the payslip.	None	4 working hours	<i>HR staff</i>
	1.c Review the document, affix initial and forward to the HRM Officer for signature	None	1 hour and 45 minutes	<i>HR staff</i>
	1.d. Sign document requested and return to the releasing employee/officer	None	1 hour and 30 minutes	<i>HRM Officer</i>
2. Receive the signed payslip/s.	2.a Issue signed/approved copy of Payslip/s to requesting employee.	None	30 minutes	<i>HR staff</i>
	TOTAL	None	1 working day	

Allowable period for extension due to unusual circumstances: 1 working day

# **Office of the Executive Director (OED)**

**Budget Section**

**Accounting Section**

**Internal Services**

# 1. Endorsement of Special Budget Request (SBR)

Realignment/Modification of Funds and Other Request

<b>Office/Section:</b>	Office of the Executive Director / Budget Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G	
<b>Who may avail:</b>	PRRI Employees and Other Government Agencies	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Duly Accomplished Modification Advice Form</li> <li>2. Certification of Actual Deficiency and Sources of Funds signed by the Division Chief (Modification of new object)</li> <li>3. Justification for the modification</li> </ol>		From requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>1. Provide 2 copies of required attachment (all original)</li> <li>2. Modification of Capital Outlay (CO) must be submitted before June of the month.</li> <li>3. Modification of MOOE (regular/fixed object) must be submitted before November of the month.</li> </ol>	<b>A. Endorsement Preparation</b> 1. Budget staff receives budget requests and checks completeness of supporting documents required (as per DBM Circular Letter No. 2012-2 dated September 2, 2012.)	None	5 Minutes	Admin Assistant II

	2. Budget staff reviews, processes, and analyzes the attachments to the Special Budget Request; and prepares endorsement letters.	None	5 Minutes	Admin Assistant II
	3. Designated Budget Officer further reviews the endorsement letter and initials, if found to have complied with the documentary requirements.	None	30 Minutes	Admin Officer IV
	4. Chief Budget Division or Assistant Chief Initials	None	5 Minutes	Admin Officer IV
	5. Budget staff records the endorsement letter in the log book and forwards to the Chief Budget Office.	None	15 Minutes	Admin Assistant II
<b>TOTAL:</b>		<b>None</b>	<b>25 Minutes</b>	
	<b>B. Receipt and submission of signed endorsement*</b> 6. The Budget Liaison Officer records the signed Endorsement Letter in the log book and forwards this to the Department of Agriculture-Budget Central..		10 Minutes	Admin Officer IV
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	

## 2. Processing Of Obligation Request and Status (ORS)

<b>Office/Section:</b>	Office of the Executive Director/Budget Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	PRRI Employees and Other Government Agencies
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	From requesting party

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
(Insert clients steps here)	<b>A. Endorsement Preparation</b> 1. Budget staff examines ORS as to the required supporting documents (basis to obligate)	None	5 Minutes	Admin Assistant II
	2. Budget staff process and analyze the ORS and return to the End User if ORS needs additional documentary requirements.	None	10-20 minutes (depending on the kind of transaction)	Admin Assistant II

	3. Budget staff assign a number of ORS and enter in the central master control if appropriation is available.	None	3 Minutes	Admin Assistant II
	4. Budget staff records the obligation incurred to the respective individual electronic control and RAO.	None	3 Minutes	Admin Assistant II
	5. Budget staff records the endorsement letter in the log book and forwards to the Chief Budget Officer.	None	5-10 Minutes	Admin Assistant II
	6. Designated Budget Officer further examines the ORS and signs if found to have complied with the requirements and to the availability of appropriations.	None	10 Minutes	Admin Officer IV
	7. Budget staff produces 2 Photo-copies of the ORS ( 1 copy for Accounting and 1 copy for COA File)	None	5 Minutes	Admin Assistant II
	8. Budget staff records ORS in the logbook and forwards it to the next office concerned.	None	5 Minutes	Admin Assistant II
<b>TOTAL:</b>		<b>None</b>	<b>46-61 minutes depending on the kind of transaction</b>	

### 3. Preparation of Budget Proposals

<b>Office/Section:</b>	Office of the Executive Director / Budget Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	PRRI Employees and Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Accomplished form of BP201 A,B,C,D for TIER I AND TIER II</li> <li>2. Accomplished form of BP202 for TIER II</li> <li>3. Approved Research Proposal</li> <li>4. Program of Works, Detailed Engineering Design (DED) and Certified True Copy of Land Title/Donation for Infrastructure Project</li> <li>5. Memorandum of Agreement and or Usufruct from collaborating agencies</li> </ol>		From requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Provide 3 copies of requirements duly signed by the Division Chief and or the Director	1. Preparation of DA guidelines on the crafting and Plans and Budget Proposals	None	10 Minutes	Budget and Planning Officer

	2. Conduct of Technical Review of Plans and Budget Proposals.	None	10-20 minutes (depending on the kind of transaction)	Budget and Planning Officer
	3. Conduct of Internal Budget Hearings	None	3 Days	Budget and Planning Officer
	4. Budget and Planning officer receives the Budget Proposal and checks the completeness of documents submitted.	None	1 Day	Budget and Planning Officer
	5. Budget and Planning officer analyzes and consolidates the Budget proposals of the different division by PAP by object of expenditure under the Philippine Rubber Research Institute; submission of Budget Proposals on-line (OSBP); prints OSBP generated Budget Proposal.	None	1 Day	Budget and Planning Officer
	6. Budget and Planning officer reviews and initials and authorized official signs as preparer.	None	10 Minutes	Budget and Planning Officer



	9. Budget and Planning officer submits to DA Budget Central the duly signed Budget Proposal inclusive of all prescribed forms and supporting documents.	None	5 Minutes	Budget and Planning Officer
<b>TOTAL:</b>		<b>None</b>	<b>46-61 minutes depending on the kind of transaction</b>	

#### 4. Disbursements

Settlement of government payables/obligations by Check or ADA

<b>Office/Section:</b>	Office of the Executive Director / Accounting Section		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government		
<b>Who may avail:</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Travel Expense (Local Travel)</b>			
1. Approved Travel Order (1 original copy)	Office of the Executive Director ( <30 days) Office of the Secretary (30 days< )		
2. Duly approved itinerary of travel (1 original copy)	Requesting Office Office of the Executive Director		
3. Certification from Accountant (if applicable) (1 original copy)	Chief Accountant		
4. Certificate of Appearance/ Attendance (1 original copy)	Requesting Office		
5. Paper/ Electronic tickets (1 original copy)	Requesting Office		

6. Certification of ED for the absolute necessity of expenses if it exceeds the prescribed rate per day (1 original copy)	Office of Executive Director
7. Liquidation Report (if Cash Advance) (1 original copy)	Cashier
8. Certification of Expenses Not Requiring Receipt (1 original copy)	Requesting Office
9. Certificate of Travel Completed (1 original copy)	Requesting Office Office of Executive Director
10. Hotel or Lodging Bills with Official Receipts within 50-kilometer radius of Metro Manila, if travel allowances being claimed includes hotel room/lodging (1 original copy)	Requesting Office
11. Narrative Report on trip undertaken	Requesting Office
<b>Travel Expense (Foreign Travel)</b>	
1. Approved Travel Order	Office of the Secretary
2. Duly approved itinerary of travel (1 original copy)	Requesting Office Office of Executive Director
3. Letter of Invitation of host or sponsoring country (1 original copy)	Requesting Office
4. For plane fare, quotation of 3 travel agencies (1 original copy)	Requesting Office
5. Flight itinerary issued by airline or travel agency (1 original copy)	Requesting Office
6. Copy of United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed (1 original copy)	Requesting Office
7. Invitation addressed to the agency (1 original copy)	Requesting Office
8. Acceptance of the Nominees as participant (1 original copy)	Requesting Office

9. Certification from accountant (1 original copy)	Chief Accountant
10. Paper/ Electronic tickets (1 original copy)	Requesting Office
11. Itinerary of Travel (1 original copy)	Requesting Office
12. Narrative Report on trip undertaken (1 original copy)	Requesting Office
13. Official Receipt, and Liquidation Report in case of refund of cash advance (1 original copy)	Requesting Office Cashier
14. Certificate of Travel Completed (1 original copy)	Requesting Office Office of Executive Director
<b>Communication Expense</b>	
1. Statement of Account or Bill (1 original copy)	Requesting Office, Supplier of Services
2. Invoice or Official Receipts (1 original copy)	Requesting Office Supplier of Services
3. Certification from Director General that all National Direct Dial, National Operator Assisted Calls and International Operator Assisted Calls are Official Calls (1 original copy)	Office of Executive Director
<b>Utility Expenses</b>	

1. Statement of Account or Bill (1 original copy)	Requesting Office Supplier of Services
2. Invoice or Official Receipts (1 original copy)	Requesting Office Supplier of Services
<b>Training and Seminar Expenses</b>	
1. Authority to Attend training/seminar indicating the cost of registration or Travel Authority (1 original copy)	Requesting Office
2. Invitation (1 original copy)	Requesting Office Event Organizer
3. Certificate of Attendance (1 original copy)	Requesting Office Event Organizer
4. Official Receipts (1 original copy)	Requesting Office Supplier of Service

<b>Printing Services</b>	
1. Billing Statement (1 original copy)	Requesting Office Supplier of Services
2. Delivery Receipt (1 original copy)	Requesting Office Supplier of Services
3. Inspection and Acceptance Report (1 original copy)	Requesting Office
4. Approved Layout (1 original copy)	Requesting Office
5. Approved Purchase/Work Order and all other attachments (1 original copy)	Requesting Office BAC Secretariat
6. PO/WO must be accepted by the winning bidder (1 original copy)	Requesting office, Supplier of Services
<b>Room Accommodation, food and venue for seminars and trainings</b>	
1. Billing Statement (1 original copy)	Requesting Office, Supplier of Services
2. Guest Folio (1 original copy)	Requesting Office
3. Program of Activities (1 original copy)	Requesting Office
4. Attendance Sheet (1 original copy)	Requesting Office
5. Post Activity Report/output (1 original copy)	Requesting Office
6. Invitation and Acceptance of Resource person (1 original copy)	Requesting Office
7. Travel Order (If applicable) (1 original copy)	Requesting Office Office of the Executive Director

8. Signed Contract (1 original copy)	Supplier or Services and Agency
<b>Payment of Honorarium of Resource Speaker</b>	
1. Invitation duly accepted by the speaker (1 original copy)	Requesting Office
2. Curriculum Vitae (1 original copy)	Resource Speaker
3. Program of Activities (1 original copy)	Requesting Office
4. Authority to conduct the activity (1 original copy)	Office of the Executive Director
5. Criteria in Determining the rate of honorarium per DBM Budget Circular No. 2007-1 (1 original copy)	Requesting Office, Budget Officer
<b>Repairs and Maintenance</b>	
1. Billing Statement (1 original copy)	Requesting Office, Supplier of Services
2. Inspection and Acceptance Report (1 original copy)	Property Inspector
3. Post repair inspection report (1 original copy)	Property Inspector
4. Repair History Report (1 original copy)	Property Officer
5. Report of Waste Material (1 original copy)	Property Officer
6. Approved Work Order and all documents (1 original copy)	Requesting Office
7. WO must be accepted by winning bidder (1 original copy)	Requesting Office, Supplier of Services

<b>Rent/Lease of Motor Vehicle</b>	
1. Billing Statement (1 original copy)	Requesting Office Supplier of Services
2. Itinerary of Travel and or Trip Tickets (1 original copy)	Requesting Office
3. Travel Order (if applicable) (1 original copy)	Office of Executive Director
4. List of Passengers (1 original copy)	Requesting Office
5. Certificate of Satisfactory Rendered (1 original copy)	Requesting Office
6. Signed Contract (1 original copy)	Supplier of Services and Agency

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to Finance Division	1.1 Receive complete requirements from Program Officer	None	5 Minutes	<i>Budget Staff</i>
	1.2 Check the claim & attachment as to validity, accuracy and completeness of attachments. Return to the end user if not	None	20 Minutes	<i>Budget Staff</i>
	1.3 Staff assigns number of ORS and enters in the central master control if appropriation is available.	None	3 Minutes	<i>Budget Staff</i>
	1.4 Staff records the obligation incurred to the respective electronic control and RAO	None	3 Minutes	<i>Budget Staff</i>

	1.5 Staff records the endorsement letter in the log book and forwards to the Budget Officer	None	5 minutes	<i>Budget Staff</i>
	1.6 Budget Officer signs the ORS if found to have complied with the requirements and to the availability of appropriations.	None	5 minutes	<i>Budget Officer</i>
	1.7 Budget officer then forwards to the budget staff the ORS to Make 2 Photo copies(1-Accounting ; 1-COA Files)	None	5 Minutes	<i>Budget Staff</i>
	1.8 Staff records the ORS in the Logbook and forward it to the Accounting Staff	None	5 minutes	<i>Budget Staff</i>
	1.9 Accounting Staff then receives the requirements, dated and numbered, and then records it to the logbook	None	3 minutes	<i>Accounting Staff</i>

	1.10 Staff then double checks the requirements and attachments the forwards to Chief Accountant	None	3 minutes	<i>Accounting Staff</i>
	1.11 Chief Accountant the certifies DV and PO	None	3 minutes	<i>Chief Accountant</i>
	1.12 Forward to respective signatories: Box A –Executive Director Box C – Chief Accountant Box D – Executive Director	None	10 minutes	<i>Chief Accountant , Executive Director</i>
	1.13 Prepares Journal Entry Voucher	None	3 Minutes	<i>Accounting Staff</i>
	1.14 Chief Accountant certifies JEV	None	3 Minutes	<i>Chief Accountant</i>
	1.15 Staff then Records details in the E-file. then prepares ADA and withholding tax certificate (if applicable)	None	10 minutes	<i>Accounting Staff</i>
	1.16 Chief Accountant signs and certifies ADA and Withholding tax Certificate	None	3 Minutes	<i>Chief Accountant</i>
	1.17 Staff records in the logbook then forward to the Cashier	None	5 Minutes	<i>Accounting Staff Cashier</i>



	1.18 Cashier records the document in the Logbook	None	5 Minutes	Cashier
	1.19 Cashier certifies ADA received. Then prepares ACIC and Payroll Registry (3 copies of ADA, 2 copies of PR, and 2 copies of ACIC to be forwarded to the Bank) (1 Copies each for file)	None	20 Minutes	Cashier
	1.20 Create Check (for payments thru check)	None	10 Minutes	Cashier
	1.19 Forward to respective signatories:  LDDAP-ADA – Executive Director,	None	20 Minutes	Executive Director

	ACIC – Executive Director Payroll Registry- Executive Director			
	1.20 Forward to Landbank of the Philippines for processing	None	2 hours	Cashier, Account Officer Landbank of the Philippines
	1.21 Credited to bank account of claimant	None	2 Days	Account Officer Landbank of the Philippines

<b>TOTAL:</b>	None	2 days, 4 hours, 29 min	
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### 5. Collections and Deposits

This service is used to issue Official Receipt (OR) to acknowledge receipt of collections of revenues from clients and deposits to the servicing bank.

<b>Office/Section:</b>	Office of the Executive Director – Cashier Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>Who may avail:</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Collections</b>			
1. Approved Order of Payment		Accounting Section	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly approved order of payment to collecting officer	1. Receive duly approved order of payment and issue official receipt	None	5 minutes	Administrative Assistant III (Collecting Officer)

	2. Receives Cash/Checks from payor representing collection based on the duly approved order of payment prepared by the accounting.	None	5 minutes	Administrative Assistant III (Collecting Officer)
2. Received Official Receipt	3. Issues Official Receipt (OR) to acknowledge receipt of cash/check.	None	10 minutes	Administrative Assistant III (Collecting Officer)
	4. Records Collection in Cash Receipts Received	None	1 hour	Administrative Assistant III (Collecting Officer)
	5. Prepares remittance advice or List of Deposited Collections and deposit slip	None	30 minutes	Administrative Assistant III (Collecting Officer)
	6. Forward to Landbank of the Philippines for deposit to Bureau of the Treasury if fund 01 and PRRI trust account if fund 07	None	2 hours	Administrative Assistant III (Collecting Officer)
	7. Prepares Report of Collections and Deposits	None	30 minutes	Administrative Assistant III (Collecting Officer)
	8. Submit Report of Collections and Deposits to Accounting and COA	None	10 minutes	Administrative Assistant III (Collecting Officer)

	9. Receive/files copy of Report of Collections and Deposits	None	5 minutes	Administrative Assistant III (Collecting Officer)
<b>TOTAL:</b>		<b>None</b>	<b>4 hours, 35 Minutes</b>	

### 6. Cash Advance from Petty Cash Fund

The Petty Cash Fund can be availed by PRRI employees and staff as cash advance for emergency purchase of supplies and materials, courier services, notary fees and repairs and maintenance of official vehicles.

<b>Office/Section:</b>	Office of the Executive Director – Finance and Admin Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	PRRI regular staff	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Cash Advance for Emergency Purchase of Supplies and Materials</b>		
1. Petty Cash Request 1 day before (1 original copy).		Office of the Executive Director (OED)
2. Official Receipt under PRRI inspected and signed by OIC-Inspection Officer (1 original).		Supplier, Requesting Office
<b>Cash Advance of Repairs and Maintenance of Official Vehicles</b>		
1. Petty Cash Request 1 day before (1 original copy).		Office of the Executive Director (OED)
2. Official Receipt under PRRI inspected and signed by OIC-Inspection Officer (1 original).		Supplier, Requesting Office
<b>Cash Advance for Notary Fees and Courier Services</b>		
1. Petty Cash Request 1 day before (1 original copy).		Office of the Executive Director (OED)
2. Official Receipt under PRRI inspected and signed by OIC-Inspection Officer (1 original).		Supplier, Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to petty cash custodian at OED and submit approved petty cash requests for cash advance and sign box A.	1.1 Petty cash custodian to prepare a petty cash voucher and have requested PRRI staff to sign. 1.2 Process the approval of Petty Cash voucher to the Approving Officer or Head of the Agency.	None	1 hour	Executive Director, OIC-Cashier,PRRI Staff
2. Receive requested C.A to Petty Cash Custodian at OED and sign box B of the petty cash voucher.	2. Petty cash custodian to grant CA to requesting PRRI staff.	None	1 hour	OIC-Cashier/PRRI Staff
3. Submit signed Petty Cash Voucher to Petty Cash Custodian. Submit necessary documents for Liquidation of CA 2 days after CA was granted.	3. Petty cash custodian to grant CA to requesting PRRI staff.	None	2 days	OIC-Cashier/ PRRI Staff

4. Sign box D of Petty Cash Voucher at OED.	4. Retrieve petty cash voucher for particular cash advance granted and receive refund or pay reimbursement as per OR submitted	None	10 mins	OIC-Cashier / PRRI Staff
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 2 hours 10 Minutes</b>	

## 7. Reimbursement of Expenses from Petty Cash Fund

The Petty Cash Fund can be availed by PRRI employees and staff as cash advance for emergency purchase of supplies and materials, courier services, notary fees and repairs and maintenance of official vehicles.

<b>Office/Division:</b>	Office of the Executive Director – Finance and Admin Office
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	PRRI Regular Staff	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Reimbursement for Emergency Purchase of Supplies and Materials</b>		
1. Petty Cash request (1 original)	Office of the Executive Director (OED)	
2. Official Receipt under PRRI inspected and signed by OIC-Inspection Officer (1 original)	Supplier, requesting office	
<b>Reimbursement of Repairs and Maintenance of Official Vehicles</b>		
1. Petty Cash request (1 original)	Office of the Executive Director (OED)	
2. Official Receipt under PRRI inspected and signed by	Supplier, requesting office	

OIC-Inspection Officer (1 original)	
<b>Reimbursement of Notary fees and Courier Services</b>	
1. Petty Cash request (1 original)	Office of the Executive Director (OED)
2. Official Receipt under PRRI inspected and signed by OIC-Inspection Officer (1 original)	Supplier, requesting office

<b>Reimbursement of Gasoline of Official Vehicle</b>	
1. Petty Cash request (1 original)	OED
2. Duly accomplished trip ticket (1 photocopy)	Authorized PRRI Driver
3. Official Receipt under PRRI inspected and signed by OIC-Inspection Officer (1 original)	Service Provider, GSD
4. Travel Order (PRRI Staff) (1 Photocopy)	OED- Personnel Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to petty cash fund custodian and submit required documents (see checklist) for reimbursement of expenses.	1. Petty Cash Custodian to check the completeness of submitted documents required for reimbursement of expenses	None	1 day	OIC-Cashier, PRRI Staff
2. Sign box A, B and D of the petty cash voucher and receive payment of reimbursement at OED.	2.1 Petty cash custodian to prepare a petty cash voucher. 2.2 Process the approval of Petty Cash voucher to the Approving Officer or Head of the Agency and pay reimbursement claims	None	2 hours	Executive Director, OIC-Cashier, PRRI Staff
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 2 Hours</b>	

**Office of the Executive Director (OED)**  
**General Services Division**  
**Internal Services**



### 1. Purchase Request for Goods (Items, Supplies, and Materials) through public bidding

Procurement Request of Goods - Items, Supplies and Materials received by the Procurement Officer of Anti- Red Tape Authority from its Employee. All Procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative methods shall be made only if: 1) highly exceptional cases 2) To promote economy and efficiency 3) Justified by conditions specified in R.A. 9184 and its IRR.

<b>Office/Section:</b>	Office of the Executive Director – General Service Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Employees of Philippine Rubber Research Institute			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Purchased Request (1 original, 1 photocopy)		General Service Section		
2. Technical Specifications (1 original 1 photocopy) indicating the following, such as but not limited to: <ul style="list-style-type: none"> <li>● Quantity</li> <li>● Material (if applicable)</li> <li>● Color (if applicable)</li> <li>● Dimensions (if applicable)</li> <li>● Size</li> <li>● Estimated cost</li> <li>● Possible Venue (if applicable)</li> <li>● Estimated delivery date</li> <li>● Sample picture, layout or swatch of item to be procured</li> <li>● Purpose</li> </ul>		Requesting Party, PRRI Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

		PAID		
1. Submit approved Purchase Request (PR) to Procurement/ Admin Officer or BAC Secretariat together with the required documents.	1.1 Validate/review submitted documents	None	1 hour	Procurement/ Admin Officer BAC Secretariat, OED – GS Office
	1.2 If the PR is properly accomplished and the documents are complete, input item details in the Registry of PRs and assign PR number; otherwise return the PR to the End – user for compliance	None	30 minutes	Procurement/ Admin Officer BAC Secretariat, OED – GS Office
	1.3 Approve the Accomplished Purchase Request (PR)	None	30 minutes	Procurement/ Admin Officer BAC Secretariat, OED – GS Office
	1.4 Prepare the bidding documents.	None	1 day	BAC Secretariat, OED – GS Office
	1.5 Set schedules for the procurement activities. (from Pre-procurement Conference to approval	None	24 calendar days (Earliest Possible time) and 119 calendar days (Maximum Period	Procurement/ Admin Officer BAC Secretariat, OED – GS Office

	of Notice of Award (NOA)		allowed) based on Annex "C" of the 2016 IRR of RA 9184	
	1.6 Issue NOA to winning bidder	None	1 calendar day	Procurement/ Admin Officer

	1.7 Prepare Purchase Order (PO) for goods or Work Order (WO) for services like printing, as the case may be, and signing	None	10 calendar days (based on Annex "C" of the 2016 IRR of RA 9184)	Procurement/ Admin Officer BAC Secretariat, OED – GS Office
	1.8 Forward PO or WO to DG for approval	None	20 or 30 calendar days (based on Annex "C" of the 2016 IRR of RA 9184)	Procurement/ Admin Officer BAC Secretariat, OED – GS Office
	1.9 Forward signed WO and PO to Budget and Finance and GSD	None	2 days	Procurement/ Admin Officer BAC Secretariat, OED – GS Office
	1.10 Prepare Obligation Request (OBR)	None	1 day	Budget Officer, OED - Budget and Finance Office and Admin Officer – OED - GS Office
	1.11 Issuance of PO or WO and Notice to Proceed (NTP)	None	1 day	BAC Secretariat, OED – GS Office
<b>TOTAL:</b>		<b>None</b>	<b>60 Days, 2 Hours</b>	

\*Service is covered under RA 9184

**2. Purchase Request for Goods (Items, Supplies, and Materials) through Shopping** Procurement Request of Goods - Items, Supplies and Materials received by the Procurement Officer of Anti- Red Tape Authority from its Employee. All Procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative methods shall be made only if: 1) highly exceptional cases 2) To promote economy and efficiency 3) Justified by conditions specified in R.A. 9184 and its IRR

<b>Office/Section:</b>	Office of the Executive Director – General Service Section	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Employees of the Philippine Rubber Research Institute	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Accomplished Purchase Request (1 original, 1 Photocopy)</li> <li>2. Copy of APP or Supplemental APP if item is not included in the original APP. – (1 photocopy)</li> <li>3. Copy of approved PPMP or approved Supplemental PPMP if items is not included in the original PPMP (1 photocopy)</li> <li>4. List of complete item specifications (for item, supplies, materials) (1 Original) <ul style="list-style-type: none"> <li>● Quantity</li> <li>● Material (if applicable)</li> <li>● Color (if applicable)</li> <li>● Size (if applicable)</li> <li>● Estimated cost</li> <li>● Identified Date (for catering)</li> <li>● Identified Venue (for Catering)</li> <li>● Estimated delivery date</li> <li>● Sample picture or layout of item to procure</li> <li>● Purpose</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. General Service Division (GSD)</li> <li>2. General Service Division</li> <li>3. Requesting Office</li> <li>4. Requesting Office</li> </ol>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed and approved Purchase Request (PR) and required attachments to Procurement Officer at the General Service Section (GSS)	1.1 Validate/review submitted documents	None	1 hour	BAC Secretariat, OED – GSS Office
	1.2 Prepare Request for Quotation and secure signature from Head Secretariat	None	1 hour	BAC Secretariat Member and Head Secretariat, OED – GS Office
	1.3 Post the Request for Quotation to PhilGEPS and ARTS websites, and to the conspicuous place of PRRI.	None	three (3) to seven (7) calendar days	BAC Secretariat, OED – GS Office
	1.4 Evaluate and Rank Bid/s	None	1 working day	BAC Secretariat, OED – GS Office
	1.5 Prepare documents for award (Abstract of Canvass, Purchase Order and BAC Resolution)	None	3 hours	BAC Secretariat, OED – GS Office
	1.6 Sign the documents for award	None	30 minutes	BAC, Office of the Designated BAC and Head of Procuring Entity

				(HoPE)
	1.7 Inform the winning bidder	None	20 minutes	BAC Secretariat, OED – GS Office
	1.8 Winning Bidder to deliver purchased item/supplies	None	Minimum of 20 calendar days per “Annex C” of RA9184 – 2016 IRR	Administrative Officer I OED – GS Office
6. Send the Statement of Account (SOA)/ Sales Invoice (SI)/ Billing to BAC Secretariat, OED – GS Office	2. Receive the SOA/SI/ Billing and submit the same together with the procurement documents to Budget Officer, for processing of payment	None	1 day	BAC Secretariat, OED – GS Office
<b>TOTAL:</b>			<b>25 days 5 hours and 50 minutes</b>	

*\*Processing time is not included in the total. Please refer to Receiving of Inventory Items for the delivery process.*

**Service is covered under RA 9184**

- **PD 2017-0318**

### 3. General Services for Building and Maintenance Request (Simple Repairs)

General Services for Building and Maintenance Request includes repairs and preventive maintenance to office facilities, plumbing, electrical, architectural, painting, roofing, heating, and air conditioning.

<b>Office/Section:</b>	Office of the Executive Director – General Service Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Employee of the Philippine Rubber Research Institute
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Accomplished Building Repair and Maintenance Request (BMR) Form (1 Original, 1 Photocopy)	General Services Section (GSS)
2. Repair Certification Form (RCF) (1 Original, 1 Photocopy)	General Services Section (GSS)

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit two (2) copies of the Accomplished BMR Form to Admin Officer (AO)	1.1 Review and validate submitted BMR Form	None	15 Minutes	Admin Officer GS Division Chief, OED – GSS Office
	1.2 Verify the magnitude of the repairs or services to be done.	None	1 Hour	Admin Officer, OED – GS Office
	1.2.a If simple case/s, ask outsourced personnel to proceed with the repair.	None	1 Day	Admin Officer Outsourced Personnel GS Section Chief, OED – GS Office

	1.3 Conduct actual repair/maintenance work	None	1 Day	Admin Officer Outsourced Personnel GS Division Chief, OED – GS Office
	1.4 Issue Repair Certification Form to requesting office/unit	None	1 Day	Admin Officer GS Division Chief, OED – GS Office
<b>TOTAL:</b>		<b>None</b>	<b>3 days 1 hour and 15 minutes</b>	

#### 4. Request for Vehicle

Vehicles to be used for official purposes like attendance to training, monitoring, and evaluation of projects.

<b>Office/Section:</b>	Office of the Executive Director – General Service Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Employee of the Philippine Rubber Research Institute	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Accomplished Request for Vehicle Form (RVF)		General Services Section (GSS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit one (1) copy of the Accomplished Request for Vehicle Form Admin Officer (AO)	1.1 Review and validate submitted RVF Form	None	5 Minutes	Admin Officer GS Division Chief, OED – GSS Office
	1.2 Verify the availability of vehicles and drivers.	None	5 minutes	Admin Officer, OED – GS Office
	1.3 Post the schedule of travel with the assigned vehicle and driver to the office bulletin board.	None	10 minutes	Admin Officer, OED – GS Office
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	

## 5. Documentation and Assigning of Serial Number for Office Orders, Memorandum Circulars, and Other Official Issuances

In compliance with Republic Act No. 9470, the General Service Division is tasked to maintain a sound system of documentation, preservation, dissemination, and disposition of Anti-Red Tape Authority Department Orders, Administrative Orders, Memorandum Circulars, Advisories, and other official issuances.

<b>Office/Division:</b>	Office of the Executive Director			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PRRI Employees and Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Originally signed Office Orders, Administrative Orders, Memorandum Circulars, Advisories and other official issuances to be assigned with serial number and subject for documentation (1 Original)		To be provided by requesting/issuing office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requesting office shall submit the originally signed issuance/s to the Office of the Executive Director for documentation and	1.1 Receive the documents from the requesting office.	None	10 Minutes	Administrative Assistant III - OED
assignment of serial number/reference number.				

	1.2 Assign a unique serial number and record to a logbook	None	20 Minutes	Administrative Assistant III - OED
	1.3 Safekeep the originally signed document with the assigned serial in the Records Folder.	None	10 Minutes	Administrative Assistant III - OED
	1.4 Prepare three (3) certified true copies to be provided to the requesting office.	None	10 Minutes	Administrative Assistant III - OED
	1.5 If required, disseminate the issuances to the PRRI Employees and/or to other government offices.	None	20 Minutes	Administrative Assistant III - OED
	1.6 If required, provide the electronic copy of the document for posting to website and other platforms.	None	2 Hours	Administrative Assistant III - OED
2. The requesting office will claim the three (3) certified true copies from Office of the Executive Director	2. Submit the three (3) certified true copies to the requesting office.	None	20 Minutes	Administrative Assistant III - OED

<b>TOTAL:</b>	<b>None</b>	<b>3 Hours, 30 Minutes</b>	
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## 6. Receiving of Incoming Documents

This covers the receipts of incoming documents from external clients prior to the existence of general community quarantine due to COVID-19 the start of series for incoming documents that will be 2020-06-000.

<b>Office/Division:</b>	Office of the Executive Director - General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PRRI Employees, Other Government Agencies and Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the documents to the PRRI Office through personal delivery or mail/ courier.	1.1. Check appropriate details like name of the sender and name of the recipient.	None	20 Minutes	Administrative Assistant III - OED
	1.2. Stamp received the duplicate copy and returned to the customer, if personally delivered. If documents are received from the post office or courier, affix the signature in the delivery receipt.	None	15 Minutes	Administrative Assistant III - OED
	1.3. Proceed to recording the document.	None	20 Minutes	Administrative Assistant III - OED

	1.4. Assign reference number.	None	10 Minutes	Administrative Assistant III - OED
	1.5. Route the physical documents to the concerned recipients.	None	30 Minutes	Administrative Assistant III - OED
<b>TOTAL:</b>		<b>None</b>	<b>1 Hours, 35 Minutes</b>	

## 7. Releasing of Outgoing Documents

This covers the receipts of incoming documents from external clients prior to the existence of general community quarantine due to COVID-19 the start of series for incoming documents is 2020-06-000.

<b>Office/Section:</b>	Office of the Executive Director - General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PRRI Employees, Other Government Agencies and Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the documents to the Government agencies and public through personal delivery or e-mail/ courier.	1.1. Check appropriate details like name of the recipient.	None	20 Minutes	Administrative Assistant III - OED

	1.2. Stamp released the duplicate copy and return to the customer.	None	15 Minutes	Administrative Assistant III - OED
	1.3. Proceed to recording the document.	None	20 Minutes	Administrative Assistant III - OED
	1.4. Assign reference number.	None	20 Minutes	Administrative Assistant III - OED
	1.5. Route the physical documents to the concerned recipients.	None	1 hour	Administrative Assistant III - OED
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours, 15 Minutes</b>	

## 8. Request for Certified True Copy of Department Orders, Administrative Orders, and Other PRRI Issuances

In compliance with Republic Act No. 9470, the General Service Division is tasked to maintain a sound system of documentation, preservation, dissemination, and disposition of Anti-Red Tape Authority Department Orders, Administrative Orders, Memorandum Circulars, Advisories, and other official issuances.

<b>Office/Division:</b>	Office of the Executive Director - General Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	PRRI Employees and Other Government Agencies
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter Addressed to Office of the Executive Director with Attention to OIC-Administrative Officer indicating the	From requesting party

issuance/s being requested and purpose (1 Original, 1 Photocopy)				
2. Properly accomplished Certified True Copies (CTC) Request Form, if from PRRI Office/ personnel (1 original copy)		Administrative Officer III (Records Officer) – General Services Division – Finance and Administrative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requesting party shall submit the letter addressed to OED with attention to OIC-Admin. Officer or the properly accomplished CTC Request Form to Admin. Assistant III – OED	1.1. Receive the letter addressed to OED with attention to OIC-Admin. Officer or properly accomplished CTC Request Form.	None	15 Minutes	Administrative Assistant III - OED

	1.2. If request from other government agencies, forward the memorandum/letter to Office of the Executive Director for approval.	None	1 day	Administrative Assistant III - OED
	1.3. Retrieve the record and reproduce required copy/ies of requested issuance/s.	None	45 Minutes	Administrative Assistant III - OED
	1.4. Stamp "Certified True Copy", sign and indicate the date on all pages of the issuance/s.	None	20 Minutes	Administrative Assistant III - OED
2. The requesting party shall sign in the receiving log-book and will claim the requested	2. Present the receiving log-book to the requesting party for	None	15 Minutes	Administrative Assistant III - OED
CTCs of issuance/s being requested.	signature and release the requested CTCs of issuance/s.			Administrative Assistant III - OED
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 1 hours and 35 Minutes</b>	



## 9. Receiving of Inventory Items

This process is pursuant to Section 15, Chapter 8 of the Government Accounting Manual for National Government that covers from the receipt of inventory items from the supplier through submission of required documents to the Accounting Division for the processing of payment.

<b>Office/Division:</b>	Office of the Executive Director - General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government and G2B			
<b>Who may avail:</b>	DBM - Procurement Service and Business Entities (Suppliers)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Order / Job Order/ Contract/ Agency Procurement Request (APR), whichever is applicable (1 Original)		Inspector / End-user/ Supply Officer – General Services Division – Finance and Administrative Office		
2. Delivery Receipt (DR), Sales Invoice (SI) (1 Original)		Supplier		
3. Notice of Delivery Form (1 Original)		Supply Officer – General Services Division – Finance and Administrative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Deliver purchased supplies or equipment as per Contract, Job Order or Purchase Order (PO) to Supply Officer/ Storekeeper of OED – GS Office	1.1 Forward the DR, PO/JO, SI (for complete delivery) to Supply Officer for preparation of Inspection and Acceptance Report.	None	15 Minutes	Supplier, Property Inspector/ End-User OED-GS Office

	1.2 Check the quantity, condition and compliance to specifications of the items delivered, as indicated in the PO/ JO/ Contract/ APR and DR. If items are complete as specified in the DR, sign the “Received” portion of the DR.	None	45 Minutes	Supply Officer
	1.3 Transmit the Notice of Delivery to COA Auditor	None	30 Minutes	Supply Officer
	1.4 Identify delivered items/ equipment if: <ul style="list-style-type: none"> <li>● Semi-Expendable (items below PhP15,000.00)</li> <li>● Capital Outlay or Supplies/ Consumables.</li> </ul>	None	20 Minutes	Supply Officer
	1.5 Record the received items/equipment in Property Inventory/Stock Card.	None	1 Hour	Supply Officer
	1.6 Prepare the IAR and print in three (2) copies.	None	30 Minutes	Supply Officer
	1.7 Forward the IAR, DR, and Purchase/Job Order/ Contract/ APR to the assigned Property Inspector.	None	30 Minutes	Supply Officer
	1.8 Inspect and verify items as to quantity and conformity to specifications	None	1 Hour	Property Inspector

	based on the DR			
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	and approved Purchase/Job Order/ Contract/ APR.			
	1.8.a <b>If delivery is in order</b> , indicate the date of inspection, check the appropriate box and sign the “Inspection” column of the IAR.	None	15 Minutes	Property Inspector
	1.8.b <b>If delivery is not in conformity to the specifications or incomplete</b> , indicate in the IAR that the specifications are not in conformity with the Purchase/Job Order/ Contract/ APR and return the documents to Supply Officer.	None	15 Minutes	Property Inspector
	1.8.c Require the supplier to comply with the agreed specifications and/or terms of the PO/ JO/ Contract/ APR, if delivery is not in conformity to the specifications or incomplete.	None	30 Minutes	Supply Officer
	1.9 Sign the “Acceptance” column of the IAR to acknowledge receipt of items delivered. Indicate whether the delivery is complete or partial.	None	10 Minutes	Supply Officer

	1.10 Attach Copy 1 of the IAR to the Disbursement Voucher (DV), file Copy 2 and furnish the AMIT of the Copy 3.	None	15 Minutes	Supply Officer
	1.11 Prepare the Request and Issuance Slip (RIS) in three (3) copies for items below PhP15,000.00.	None	30 Minutes	Supply Officer
	1.12 For capital outlay equipment (PhP15,000.00 and above) prepare the PAR and ICS for semi-expendable items (below PhP15,000.00), in three (3) copies and sign the "Issued by" portion of the PAR/ ICS.	None	1 Hour	Supply Officer
	1.13 Prepare the property tag/ sticker for all the equipment, regardless of the cost of equipment	None	30 Minutes	Supply Officer
	1.14 Forward the PAR/ICS and RIS to the accountable person for signature.	None	15 Minutes	Supply Officer and End-User
	1.15 Attach Copy 1 of PAR/ICS on the DV, file the Copy 2 and provide Copy 3 to the End- User.	None	15 Minutes	Supply Officer

	1.16 File Copy 1 of the RIS, forward the Copy to 2 to the End-user and attach Copy 3 on the monthly submission of RSMI.	None	15 Minutes	Supply Officer
	1.17 Submit copies of the IAR, PAR/ICS, DR, PO/JO and PR to BAC Secretariat assigned/End-User for transmittal to Accounting	None	30 Minutes	Supply Officer
	Division for processing of the DV.			
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 1 hour and 30 minutes</b>	

## 10. Request and Issuance of Inventory Items

This process is pursuant to Section 16, Chapter 8 of the Government Accounting Manual that covers from the receipt of Requisition and Issue Slip through releasing of requested inventory items.

<b>Office/Section:</b>	<b>Office of the Executive Director - General Services Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of the Philippine Rubber Research Institute			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition and Issue Slip (RIS) signed by the Director/Division Chief – (1 Original, 2 photocopies)		Supply Officer – General Services Section – Office of the Executive Director		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Requisition and Issue Slip (RIS) in three (3) copies, originally signed and approved by the Director/Division Chief to Supply Officer/ Storekeeper of OED – GS Office	1.1. Review if the submitted RIS is properly accomplished and approved.	None	15 minutes	End-user / Requisitioning Unit, Supply Officer/

	<p>1.2. <b>If properly accomplished and with complete information</b>, sign the “Received” portion below the RIS form and indicate the date and time it was received. If not, require the requisitioning unit to properly accomplish the form</p>	None	15 minutes	Supply Officer
	<p>1.3. Check the availability of the items being requested on the stock card/ property inventory.</p>	None	20 minutes	Supply Officer
	<p>1.3.a <b>If available/on stock</b>, prepare the requested items.</p>	None	1 Hour	Supply Officer
	<p>1.3.b <b>If not available/out of stock</b>, mark the item/s as stock not available in the RIS form.</p> <p>Print the certificate of non-availability of stocks (CNAS) from Procurement Service website and advise the requisitioning unit to prepare Purchase Request and undergo procurement process.</p>	None	30 minutes	Supply Officer

	<p>5. Identify the requested items if:</p> <ul style="list-style-type: none"> <li>● Semi-Expendable</li> <li>● Capital Outlay (items PhP15,000.00 and above)</li> </ul> <p>Supplies</p>	None	15 minutes	Supply Officer
	<p>1.6 Prepare the PAR for capital outlay items and ICS for semi-expendable items in three (3) copies. If applicable, prepare the property sticker/s for tagging of equipment.</p>	None	1 Hour	Supply Officer
	<p>1.7. Record the items for release including its quantity, date of issuance and the requisitioning office in the Property Inventory/ Stock Card.</p>	None	45 minutes	Supply Officer
	<p>1.8. Release the requested items/equipment and sign the "Issued by" portion of the RIS by the Supply Officer and "Received by" portion by the requisitioning unit and indicate the date and time.</p>	None	40 minutes	Supply Officer End-User/Requisitioning Unit
	<p>1.9 File Copy 1 of the RIS and provide the Copy 2 to the End-User or</p>	None	30 minutes	Supply Officer



	Requisitioning Unit.			
<b>TOTAL:</b>		None	<b>If available: 4 Hours,</b>  <b>If not available: 1 Hour and 20 Minutes</b>	

## **Information and Communications Technology**

## 1. Request for ICT Technical Support

Technical Support request from PRRI employees for ICT Hardware and Software related issues

<b>Office/Division:</b>	Information and Communications Technology (ICT) Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Employees of the Philippine Rubber Research Institute			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Gmail Account		Information and Communications Technology (ICT) Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Filled-up and Submit Request	1.1 Queue Request	None	10 Minutes	IT Staff
	a. Review Hardware Issues <ul style="list-style-type: none"> <li>• Computer</li> <li>• Printer</li> <li>• Others</li> </ul>	None	15 Minutes	IT Staff
	b. Review Software Issues <ul style="list-style-type: none"> <li>• Installation</li> <li>• Functionalities</li> <li>• Bugs / Error</li> <li>• Others</li> </ul>	None	15 Minutes	IT Staff

	1.3 Conducts troubleshooting	None	30 Minutes	IT Staff
	1.4 Perform appropriate action and recommendation  i.e - not repairable, recommends replacement	None	2 days, 7 hours and 5 minutes	IT Staff
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

# ***Rubber Technology and Extension Services Division (RTESD)***

Request Laboratory Technical Support

## 1. Request Laboratory Technical Support

For the request of assistance in laboratory research activities PRRI.

<b>Office/Division:</b>	Rubber Technology and Extension Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All PRRI Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Research paper with detailed Methodology		Researcher		
2. Laboratory glassware and equipment to be used in the experimentation		Laboratory Staff, Researcher		
3. Test samples (if needed in the experimentation)		Laboratory Staff, Researcher		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a copy of the research paper with detailed methodology and checklist of supplies to the laboratory staff	1.1 Receive the research paper and list of supplies from researcher	None	1 Hour	Laboratory Staff
	1.2 Review the methodology of submitted documents	None	6 hours	Laboratory Staff
	1.3 Check availability of laboratory glassware and equipment	None	1 hour	Laboratory Staff

	1.4 Coordinate with researcher/s for concerns and clarification	None	4 hours	Laboratory Staff, Researcher
2. Submit test sample to the laboratory staff	2.1 Prepare sample and supplies to be used in the experimentation	None	~ 5 hours (depending on the type of sample used in the study)	Laboratory Staff, Researcher
	2.2 Perform laboratory activities following the detailed methodology of the study	None	~ 3 days (depending on the methodology used in the study)	Laboratory Staff, Researcher
<b>TOTAL:</b>		<b>None</b>	<b>3 days and 17 hours (depending on the study)</b>	

**Liaison Office**

**Internal Services**



## 1. Receiving of Incoming Documents

This covers the receipts of incoming documents from external clients prior to the existence of general community quarantine due to COVID-19 the start of series for incoming documents that will be 2020-06-000.

<b>Office/Division:</b>	Office of the Executive Director			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PRRI Employees, Other Government Agencies and Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the documents to the PRRI Office through personal delivery or mail/ courier.	1.1. Check appropriate details like name of the sender and name of the recipient.	None	20 Minutes	Liaison Officer
	1.2. Stamp received the duplicate copy and returned to the customer, if personally delivered. If documents are received from the post office or courier, affix the signature in the delivery receipt.	None	15 Minutes	Liaison Officer

	1.3. Proceed to recording the document.	None	20 Minutes	Liaison Officer
	1.4. Assign reference number.	None	10 Minutes	Liaison Officer
	1.5. Route the physical documents to the concerned recipients.	None	30 Minutes	Liaison Officer
<b>TOTAL:</b>		<b>None</b>	<b>1 Hours, 35 Minutes</b>	

## 2. Releasing of Outgoing Documents

This covers the receipts of incoming documents from external clients prior to the existence of general community quarantine due to COVID-19 the start of series for incoming documents is 2020-06-000.

<b>Office/Section:</b>	Office of the Executive Director / Liaison Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PRRI Employees, Other Government Agencies and Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the documents to the Government agencies and public through personal delivery or mail/ courier.	1.1. Check appropriate details like name of the recipient.	None	20 Minutes	Liaison Officer
	1.2. Stamp released the duplicate copy and return to the customer.	None	15 Minutes	Liaison Officer

	1.3. Proceed to recording the document.	None	20 Minutes	Liaison Officer
	1.4. Assign reference number.	None	20 Minutes	Liaison Officer
	1.5. Route the physical documents to the concerned recipients.	None	1 hour	Liaison Officer
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours, 15 Minutes</b>	

### 3. Request for Certified True Copy of Department Orders, Administrative Orders, and Other PRRI Issuances

In compliance with Republic Act No. 9470, the General Service Division is tasked to maintain a sound system of documentation, preservation, dissemination, and disposition of Anti-Red Tape Authority Department Orders, Administrative Orders, Memorandum Circulars, Advisories, and other official issuances.

<b>Office/Division:</b>	Office of the Executive Director / Liaison Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	PRRI Employees and Other Government Agencies
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter Addressed to Office of the Executive Director with Attention to OIC-Administrative Officer indicating the	From requesting party

issuance/s being requested and purpose (1 Original, 1 Photocopy)				
2. Properly accomplished Certified True Copies (CTC) Request Form, if from PRRI Office/ personnel (1 original copy)		Administrative Officer III (Records Officer) – General Services Division – Finance and Administrative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requesting parties shall submit the letter addressed to OED with attention to OIC-Admin. Officer or the properly accomplished CTC Request Form to Admin. Assistant III – OED	1.1. Receive the letter addressed to OED with attention to OIC-Admin. Officer or properly accomplished CTC Request Form.	None	15 Minutes	Liaison Officer

	1.2. If requested from other government agencies, forward the memorandum/letter to the Office of the Executive Director for approval.	None	1 day	Liaison Officer
	1.3. Retrieve the record and reproduce required copy/ies of requested issuance/s.	None	45 Minutes	Liaison Officer
	1.4. Stamp "Certified True Copy", sign and indicate the date on all pages of the issuance/s.	None	20 Minutes	Liaison Officer
2. The requesting party shall sign in the receiving log-book and will claim the requested	2. Present the receiving log-book to the requesting party for	None	15 Minutes	Liaison Officer
CTCs of issuance/s being requested.	signature and release the requested CTCs of issuance/s.			Liaison Officer
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 1 hours and 35 Minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback?</b>	<b>Answer the feedback form in the office lobby and put it in the feedback and complaints drop box</b>
<b>How feedback is processed?</b>	<p><b>The Administrative Officer verifies the nature of the queries and feedback within one (1) working day. The same will be referred to the concerned Office via email. Upon receiving the reply from the concerned Office, the citizen or client will be informed via email or phone call.</b></p> <p><b>For follow-ups or queries, the contact information are as follows:</b></p> <p><b>prri_office@yahoo.com.ph</b></p>

<p><b>How to file a complaint?</b></p>	<p><b>To file a complaint against the Agency, provide the following details via email:</b></p> <ul style="list-style-type: none"> <li>- Full name and contact information of the complainant</li> <li>- Narrative of the complain</li> <li>- Evidences</li> <li>- Name of the person being complained</li> </ul> <p><b>Send all complaints against the Agency to <a href="mailto:prri_office@yahoo.com.ph">prri_office@yahoo.com.ph</a></b></p>
<p><b>How complaints are processed?</b></p>	<p><b>All complaints received against the Agency will be processed by the Office of the Executive Director (OED).</b></p> <p><b>The OED browses, evaluates, and determines the complaints received on a daily basis. The OED shall coordinate with the concerned Office to answer the complaint and shall investigate, if</b></p>



	<p>necessary. After the concern has been addressed or after the conduct of the investigation, the OED shall create an incident report for the Executive Director, for appropriate action.</p> <p>The OED shall give the feedback to the clients via email.</p> <p>For follow-ups or queries, the contact information are as follows:</p> <p><a href="mailto:prri_office@yahoo.com.ph">prri_office@yahoo.com.ph</a></p>
<p>Contact Information of PRRI, PCC, and CCB</p>	<p>Philippine Rubber Research Institute (PRRI):  <a href="mailto:prri_office@yahoo.com.ph">prri_office@yahoo.com.ph</a>          Presidential Complaint Center (PCC):  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>          8888          Contact Center ng Bayan (CCB):  <a href="mailto:e_mail@contactcenterngbayan.gov.ph">e mail@contactcenterngbayan.gov.ph</a>          0908-881-6565</p>

## LIST OF OFFICES

Office	Address	Contact Information
<p style="text-align: center;"><b>Philippine Rubber Research Institute</b>  (Interim Office)</p>	<p style="text-align: center;"><b>DA-Research Complex, Sanito, Ipil, Zamboanga Sibugay</b></p>	<p style="text-align: center;"><a href="http://www.da.ppri.gov.ph">www.da.ppri.gov.ph</a> <a href="mailto:ppri_office@yahoo.com.ph">ppri_office@yahoo.com.ph</a></p>
<p style="text-align: center;"><b>Philippine Rubber Research Institute</b>  (Liaison Office)</p>	<p style="text-align: center;"><b>2nd floor DA, Elliptical Road, Diliman, Quezon City</b></p>	<p style="text-align: center;"><b>(02)928-8754 local 2265</b></p>