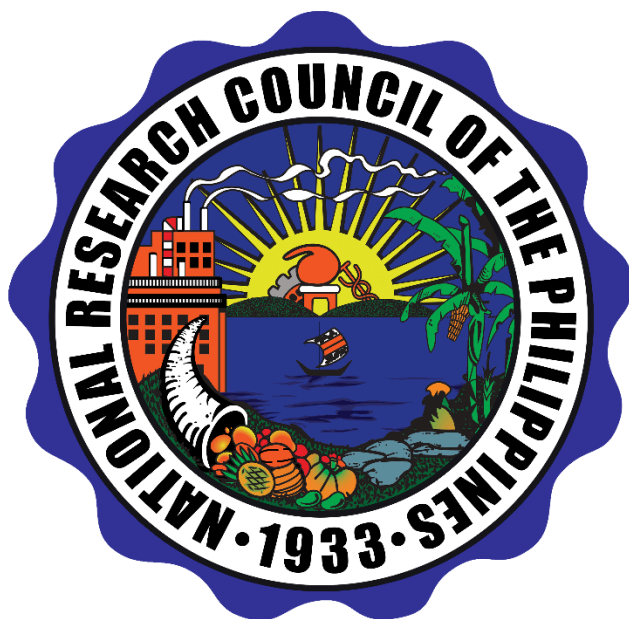




NATIONAL RESEARCH COUNCIL OF THE PHILIPPINES

CITIZEN'S CHARTER

2026 (1st Edition)



NATIONAL RESEARCH COUNCIL OF THE PHILIPPINES

CITIZEN'S CHARTER



I. MANDATES (ACT 4120)

1. Promotion and support of fundamental or basic research for the continuing improvement of the research capability of individual or group scientists;
2. Foster linkages with local and international scientific organizations for enhanced cooperation in the development and sharing of scientific information;
3. Provide advice on problems and issues of national interest;
4. Promotion of scientific and technological culture to all sectors of society.

II. VISION

By 2033, the National Research Council of the Philippines envisions to be the government entity that creates knowledge, formulates policy, and the prime advisory and consultative body towards sustainable and people-centered development for the nation and the world.

III. MISSION

To advocate frontier science and humanities research and evidence-informed policies with the highest ethical standards committed to impact national and global sustainable development.

IV. PERFORMANCE PLEDGE

We, the officials and employees of the National Research Council of the Philippines (NRCP) commit to serve you with SPICES:

- **SERVICE**
We commit to consistently meet clients' expectations in a quick and easy manner; and deliver it excellently.
- **PROFESSIONALISM**
We perform and discharge our duties and responsibilities with the highest degree of excellence, professionalism, intelligence, and skill.
We shall exemplify a positive image in public service that is founded in Good Governance.
- **INTEGRITY**
We work with a sense of honesty and truthfulness in regard to the information we are providing. All applicants or requesting parties who are within the premises of the NRCP concerned prior to the end of official working hours and during lunch break shall be attended to.
- **CREATIVITY**
We generate ideas, alternatives, or options that may be used in solving problems in the different areas through research and policies.
- **EXCELLENCE**
We primarily aim to create and promote a culture of service excellence and customer satisfaction.



- **SENSE OF COMMUNITY**

We make our members matter to one another with needs met through commitment to be together to come up with a solution to address national problems through conducting research..



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National Research Council of the Philippines

External Services



Application for Associate Membership

The National Research Council of the Philippines handles applications for Associate Membership. The Research and Development Management Division provides secretariat support in the consolidation and completion of all necessary requirements.

Office or Division:	Research and Development Management Division – Technical Capacity Development Section (RDMD-TCDS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government
Who may avail:	Active Filipino scientists/ researchers/ artists
Checklist of Requirements	
Where to Secure	
<ol style="list-style-type: none"> 1. Filipino citizen active in R&D works either residing in the Philippines or abroad; 2. Must be at least baccalaureate degree holder; 3. Certification of active research engagement with list of completed research projects in the last three years and/or ongoing research project/s 4. E-copies of research abstracts for completed research project and/or progress report of ongoing research 5. Online links to online published scientific articles or creative works or scanned copy of intellectual property certification for copyrighted work (e.g. patents, utility models, industrial designs); or service manuals as certified by agency head. 6. Online link to Google Scholar profile <p>Note: Schedule of call/submission of application is all year-round.</p>	<p>List of criteria and requirements: https://nrcp.dost.gov.ph/membership/</p> <p>Online application platform: skms.nrcp.dost.gov.ph</p>



Client Steps	Agency Action	Fees to be Paid	Processing Time (working days)	Person Responsible
<p>1. Accomplish online membership application form and submit requirements via ; https://skms.nrcp.dost.gov.ph</p> <p><u>Clients comply with lacking requirements within the 15-day completion period</u></p>	<p>1. Acknowledges submission, and performs preliminary evaluation of the submitted documents according to Membership Criteria and Requirements;</p> <p>1.1 Informs the applicant in case there are any lacking requirements that are needed to be submitted.</p> <p>1.2 Re-evaluates updated applications received from applicants</p> <p>2. System sends notification to the next process owner</p> <p>3. Reviews pre-evaluated applications received from Cluster Manager</p> <p>3.1 Informs the applicant in case there are any lacking requirements that need to be submitted.</p> <p>3.2 Re-evaluates updated applications received from applicants</p> <p>4. Validates pre-evaluated applications and endorses to them to the NRCP Executive Director</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 days</p> <p>3 days</p> <p>2 days</p>	<p><i>Cluster Manager</i> Technical Capacity Development Section (TCDS)</p> <p>Cluster Manager</p> <p><i>Senior Science Research Specialist-TCDS</i></p> <p><i>Senior Science Research Specialist-TCDS</i></p>



	<p>5. Endorses validated applications from to respective chairs of the Division</p>	None	1 day	<p><i>Chief Science Research Specialist Research and Development Management Division</i></p> <p><i>Executive Director Office of the Executive Director</i></p>
	<p>6. Performs technical evaluation of applications and endorses qualified applications to GB Membership Committee</p> <p>6.1 If disapproved or recommended for division transfer, the system automatically notifies the applicant.</p> <p>6.2 Evaluates <i>referred</i> application under new Division</p> <p>7. Generates list of qualified applications for endorsement to the Chair of the GB Membership Committee</p> <p>8. Endorses applications for inclusion in the GB agenda</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 days</p> <p></p> <p>1 day</p> <p>2 days</p>	<p><i>Division Chair</i></p> <p></p> <p><i>Division Chair</i></p> <p><i>Science Research Analyst - TCDS</i></p> <p><i>GB Committee on Membership and Executive Assistant II Office of the President</i></p>



	9. Makes final decisions on the applications	None	1 day	<i>Governing Board</i>
	10. Prepares resolution for approved applications for signature by the Corporate Secretary and the President	None	2 days	<i>Executive Assistant II Office of the President</i>
	11. Inputs resolution number on the applications on SKMS (system automatically adds the new member/s to the membership database and sends notice of approval of the application together with Client Satisfaction Survey	None	1 day	<i>Executive Assistant II Office of the President</i>
End				
	TOTAL PROCESSING TIME:		28 days	

Application for Associate Membership qualified for multi-stage processing.
Total processing time is equivalent to **one (1) application** time.



Conduct of Science-Based Outreach Programs for Vulnerable Sectors

The National Research Council of the Philippines conducts science-based outreach programs. The Research Information and Dissemination Division-Information and Dissemination Section (RIDD-IDS) holds information campaigns, community lectures, and dissemination of research results. These activities aim to improve awareness, promote science-based practices, and enhance the daily living conditions of vulnerable and marginalized sectors.

Office or Division:	Research Information and Dissemination Division Information Dissemination Section (RIDD-IDS)			
Classification:	External Service			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government			
Who may avail:	Indigent families Senior citizens Persons with disabilities (PWDs) Indigenous peoples Women and youth groups Communities in need of science-based information/intervention			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. N/A (no documents required from clients)			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Identifies completed research projects relevant to target stakeholders	None	2 hours	<i>Information Officer III</i> Information Dissemination Section
Confirms participation/availability when contacted	Identifies and coordinates with community representatives, target partner institutions and non-government institutions for the proposed outreach program			
	Prepares the Activity Design, Purchase Requests, and Special/Travel Orders,	None	5 days	<i>All Concerned Personnel</i> <i>HR Personnel</i>



	and other Relevant Documents, if necessary			
	Reviews the Activity Design, Purchase Requests, and Special/Travel Orders, and other Relevant Documents	None	2 days	<i>Supervising SRS RIDD Chief Executive Director President, if necessary</i>
Attends alignment meeting	Facilitates alignment meeting with partner stakeholders based on approved Activity Design	None	1 hour	<i>Information Officer III Information Dissemination Section</i>
	Prepares pre-activity procurement, assets, letters, and coordinates with other relevant stakeholders and partners	None	5 days	<i>All Concerned Personnel SMS Personnel</i>
Participates in outreach activity	Implements the outreach activity	None	1 day	<i>All Concerned Personnel</i>
Answers CSF	Administers the Client Satisfaction Feedback Form	None	10 minutes	<i>Information Officer III Information Dissemination Section</i>
	Documents, evaluates, and prepares activity report	None	2 hours	<i>Information Officer III Information Dissemination Section</i>
End				
	TOTAL PROCESSING TIME:	None	13 Days, 5 Hours, 10 Minutes	



Application for Master's Thesis and Doctoral Dissertation Manuscript Grant

The National Research Council handles all applications for the Master's Thesis and Doctoral Dissertation Manuscript Grant. The Research and Development Management Division (RDMD) provides secretariat support in the consolidation and completion of all necessary requirements.

Office or Division:	Research and Development Management Division – TCDS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	All, Active NRCP members (Priority given to NRCP members)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Certificate of completion of thesis/dissertation from the adviser of the applicant (signed by head of the institution, e-copy); 2. E-copy of the research extended abstract following the NRCP template will be accessed at NRCP website (http://www.nrnp.dost.gov.ph/); 3. Certification of no funding support signed by the College Secretary 		Via Scientific Knowledge Management System (sign up) (The submission for application is open every May 1-31 of the current year for disbursement by June of the same year)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. <u>For NRCP members</u> , login to your existing SKMS account. In the Dashboard, click on the Thesis/Dissertation tab to view the criteria and requirements. Click Proceed if you satisfy the Criteria, and fill-out the information and	1. Acknowledges submission, checks the completeness and validates application documents uploaded through applicant's Scientific Knowledge Management System (SKMS) account	None	60 minutes	<i>Science Research Assistant Technical Capacity Development Section</i>



<p>attach the documentary requirements.</p> <p>b. <u>For non-NRCP Members.</u> create a new account on skms.nrcp.dost.gov.ph by clicking on the Sign-Up tab. An activation email will be sent to your email with details on how to activate</p>				
	<p>2. Review/check the request as to completeness of the documents submitted, alignment to the National Integrated Research Agenda (NIBRA) and no similar support from other funding agencies. The proponent is also informed when there is unfavorable recommendation</p> <p>3. Acknowledges receipt of the request for funding.</p>	None	2 days	<p><i>Science Research Assistant Technical Capacity Development Section</i></p> <p><i>Science Research Assistant Technical Capacity Development Section</i></p>



	4. Endorses request to the Executive Director for comments and recommendation	None	1 day	<i>Chief Science Research Specialist</i> Research and Development Management Division
	5. Approves/disapproves the endorsed request. Reports the actions taken on the request for Governing Board notation* (subject to the schedule of Governing Board meeting)	None	2 days	<i>Executive Director III</i> Office of the Executive Director
	6. Informs the proponent regarding the result of the application	None	2 days	<i>Science Research Assistant</i> Technical Capacity Development Section
	7. Issuance of Client Satisfaction Survey Form	None	5 mins	<i>Science Research Assistant</i> Technical Capacity Development Section
End				
	TOTAL PROCESSING TIME:		7 days, 1 hour and 5 minutes	



Application for NRCP Research Grant

The National Research Council of the Philippines handles all applications for the research grants. The Research Development and Management Division provides secretariat support in the consolidation and completion of all necessary requirements.

Office or Division:	Research and Development Management Division - Research Evaluation and Monitoring Section (RDMD-REMS)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	Active Filipino researcher and NRCP member			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
All details regarding application for research grant can be accomplished via DOST Project Management Information System (DPMIS) by providing all information needed in the application.			DOST Project Management Information System (DPMIS) https://dpmis.dost.gov.ph/	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll/ create an account to the DOST Project Management Information System (DPMIS), under researchers' registration	1. Applicants receive activation link upon registration and an email verification confirming account creation.	None	15 minutes	<i>System generated</i> DOST Project Management Information System
2. Submit details of project proposal by providing all information needed (e.g. project details proposal, work plan, curriculum vitae and budget) including attachments needed	2. Receives system generated confirmation	None	1 day	<i>System generated</i> DOST Project Management Information System



	<p>3. Wait for the acknowledgement receipt if you have successfully completed accomplishing your proposal</p> <p>4. The personnel in-charge from DOST-SPD that managed the DOST Project Management Information System (DPMIS) will forward proposals submitted for NRCP and/or found aligned with NRCP's priority research areas through NRCP's BRIS.</p> <p>5. The NRCP-BRIS will send an email notification to RDMD-REMS regarding received proposals</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>1 day</p> <p>1 day</p>	<p><i>System generated</i> DOST Project Management Information System</p> <p><i>DOST Personnel</i> DOST Central Office</p> <p><i>Information Technology Officer I/</i> <i>Computer Programmer</i> Management Information Section</p>
	<p>6. Informs the proponent regarding the receipt of the proposal/s</p> <p>7. Reviews for completeness using checklist, aligned to the National Integrated Research Agenda (NIBRA) and/or duplication.</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>7 days</p>	<p>System-generated NRCP-BRIS</p> <p><i>Project Managers</i> Research Evaluation and Monitoring Section</p>



	8. Confirms the reviewed proposals by the GB Committee on R&D as to the final list for en-banc review (<i>*Subject to the scheduled GB Committee on R&D meeting</i>)	None	1 day	<i>Project Managers Research Evaluation and Monitoring Section</i>
	9. Identifies technical panel experts and schedules en-banc panel review	None	1 day	<i>Project Managers Research Evaluation and Monitoring Section and Committee on Research and Development NRCP Governing Board</i>
3. Presents the proposals to the pool of experts (1 member from the Governing Board and 2 technical expert, NRCP-member)	10. Proposals prioritized for evaluation will undergo technical panel evaluation through presentation before a pool of experts.	None	10 days	<i>Project Managers; Technical Experts; Client</i>
	11. Proposal that passed technical panel evaluation/review will be presented before the GB Committee on R&D for validation and/or prioritization.	None	2 days	<i>Project Managers Research Evaluation and Monitoring Section and Committee on Research and Development NRCP Governing Board</i>



<p>4. The Project Leader will be requested to present the proposed research proposal.</p>	<p>12. Notify on the action on the proposals endorsed by the technical panel</p> <p>a. Proponents with proposal that is favorably recommended by technical evaluators will immediately be notified for presentation before the NRCP Governing Board (*Subject to the scheduled GB meeting)</p> <p>b. Proposals for revision will be given seven (7) days to comply, otherwise, it will be returned to the proponent.</p> <p>c. Proponents with proposals that is disapproved will also be notified.</p>	<p>None</p>	<p>2 days</p>	<p><i>REMS Personnel Research Evaluation and Monitoring Section</i></p>
<p>5. The Project Leader will present the proposed research proposal before the NRCP Governing Board for approval.</p>	<p>13. NRCP Governing Board to provide action on the presented proposal.* (*Subject to the scheduled GB meeting)</p> <p>14. The Executive Assistant will provide the RDMD the Governing Board resolution/signed excerpt (regarding the action on</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>2 day</p>	<p><i>NRCP Governing Board Office of the President</i></p> <p><i>Executive Assistant II Office of the President</i></p>



	the proposal) after the meeting.			
	15. Upon the issuance of the resolution/signed excerpt, the Project Manager will provide the Project Leader summary result of action given by the NRCP Governing Board on the presented proposal.	None	2 days	<i>Project Managers Research Evaluation and Monitoring Section</i>
	16. Provide feedback to the proponent regarding the project fund source (i.e. DOST-GIA or NRCP-GIA) and year of implementation, subject to availability of funds and prioritization.	None	1 day	<i>Project Managers Research Evaluation and Monitoring Section</i>
	17. Updates SKMS-BRIS for the final action of the proposal	None	1 day	<i>Project Managers Research Evaluation and Monitoring Section</i>
	<u>For projects endorsed to DOST-GIA:</u> 18. Provide assistance to the proponent during the DOST-EXECOM presentation *Results will be forwarded to the proponent by the DOST-SPD (copy	None None	1 day	<i>Project Managers Research Evaluation and Monitoring Section</i> <i>Special Projects Personnel DOST-Special Projects Division</i>



	furnished NRCP RDMD-REMS)			
	19. Issuance of Client Satisfaction Survey Form (via SKMS-BRIS)	None	30 minutes	<i>System-generated Scientific Knowledge Management System - Basic Research Information System</i>
End				
	TOTAL PROCESSING TIME:		35 days, 1 hour and 15 minutes	



Application for Regular Membership

The National Research Council of the Philippines handles applications for regular membership. The Research and Development Management Division provides secretariat support in the consolidation and completion of all necessary requirements.

Office or Division:	Research and Development Management Division – Technical Capacity Development Section (RDMD-TCDS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government
Who may avail:	<ul style="list-style-type: none"> • Active associate members with at least one (1) year of membership and who satisfies the requirements for active status per Resolution No. 2025-10: • Outstanding Young Scientists, Academicians and National Scientists of the National Academy of Science and Technology, National Artists of the National Commission of Culture and the Arts, university scientists, active members of the Scientific Career System; and recipients of the Balik Scientist Program and the Commission on Higher Education (CHED) Republica Award.
Checklist of Requirements	
Where to Secure	
<ol style="list-style-type: none"> 1. Duly accomplished online application form on the Membership Information System - Scientific Knowledge Management System (MemIS-SKMS) 2. Certification of active research engagement with list of completed research projects in the last three years and/or ongoing research project/s 4. E-copies of research abstracts for completed research project and/or progress report of ongoing research 5. Research publications (in ISI or Scopus indexed journals for Physical and Natural Sciences; or in international refereed journals for Social Sciences); or creative outputs (for Humanities); or intellectual property certification for copyrighted work (e.g. patents, utility models, industrial designs); or service manuals as certified by agency head. 6. H-index of at least 4, or an equivalent metric for the Arts and Humanities 	<p>File application for membership on online system; <i>https://skms.nrcp.dost.gov.ph</i></p>



Client Steps	Agency Action	Fees to be Paid	Processing Time (working days)	Person Responsible
Call for submission of application	1. Announces the call for submission of application, which starts on 1 September or first work day of that month of each year and runs for 30 calendar days.	None	1 day	<i>Senior Science Research Specialist Technical Capacity Development Section</i>
<p>File application for membership on online system; https://skms.nrcp.dost.gov.ph</p> <p><u>Clients comply with lacking requirements within the 15-day completion period</u></p> <p><u>Clients comply with lacking requirements within the 3-day completion period</u></p>	<p>1. Acknowledges submission, and performs preliminary evaluation of the submitted documents according to Criteria and Requirements for Regular Membership</p> <p>1.1 Inform the applicant in case there are any lacking requirements or if their application has failed the preliminary evaluation</p> <p>1.2 Re-evaluates updated applications received from applicants</p> <p>2. Reviews pre-evaluated applications received from Cluster Manager</p> <p>2.1 Informs the applicant in case there are any lacking requirements that need to be submitted.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 days</p> <p>7 days</p>	<p><i>Cluster Manager Technical Capacity Development Section</i></p> <p><i>Senior Science Research Specialist Technical Capacity Development Section</i></p>



	3. Validates pre-evaluated applications and endorses them to the NRCP Executive Director	None	2 days	<i>Chief Science Research Specialist</i> Research and Development Management Division
	4. Endorses pre-evaluated applications to respective Division Chairs.	None	2 days	<i>Executive Director</i> Office of the Executive Director
	5. Checks preliminary evaluation report vis-à-vis submitted application documents and endorses to the Governing Board Committee (GB) on Membership.	None	5 days	<i>Division Chair</i> NRCP Governing Board
	6. Generates list of qualified applications for endorsement to the Chair of the GB Membership Committee	None	1 day	<i>Science Research Analyst - TCDS</i>
	7. Endorses applications for inclusion in the GB agenda	None	1 day	<i>GB Committee on Membership/ Executive Assistant II</i> Office of the President
	8. Approves the list of candidates for election*	None	1 day	<i>NRCP Governing Board</i>
	9. Issuance of Board Resolution on the official list of candidates for election	None	1 day	<i>Executive Assistant II</i> Office of the President



	10. Disseminates the profiles of candidates through official NRCP channels and upload the profiles on Online Election Platform	None	2 days	<i>Science Research Analyst-TCDS</i>
	11. Elects candidates for Regular Membership	None	(10 days)	<i>Regular Members NRCP Members</i>
	12. Generates election results and prepares reports on candidates with “no votes”	None	1 day	<i>Chair of the Election Committee (NRCP Secretariat)</i>
	13. Certifies election results and endorses them to the Governing Board	None	1 day	<i>GB Oversight Committee</i>
	14. Decides on the election results for regular membership.	None	1 day	<i>NRCP Governing Board Office of the President</i>
	14.1 In case of “No votes” that warrants investigation (e.g. ethical issues)	None	(7 days)	<i>Chair of the Election Committee (NRCP Secretariat)</i>
	15. Prepares and issues the resolution on the approval of new Regular Members to be signed by the Corporate Secretary and the President		2 day	<i>Executive Assistant II Office of the President</i>
	16. Inputs resolution number on the applications on SKMS (system automatically updates membership type from Associate to Regular; adds the new member/s to the membership database (outright under Special Provision) and sends notice of approval of application	None	1 day	<i>Executive Assistant II Office of the President</i>



	together with Client Satisfaction Survey			
End				
	TOTAL PROCESSING TIME:		38 days	



Library Services

The National Research Council of the Philippines handles all requests for the library services. The Research Information and Dissemination Division – Library Section provides secretariat support in the processing and completion of all necessary requirements for the provision of this service.

Office or Division:	Research Information and Dissemination Division – Library Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Duly accomplished ARAM account 2. Duly accomplished library materials request form 		Access to Repositories and Archival Materials (ARAM) https://aram.nrcp.dost.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. <u>For online clients</u>, enroll/ create an account to the ARAM website 2. Browse/Search the ARAM Reference Material and request for a copy 	1. Receives system-generated email notification to library@nrcp.dost.gov.ph .	None	25 minutes	<i>Science Aide; Scientific Documentation officer II</i>
	2. Validates the request based on the information provided.	None	5 minutes	
	3. Forwards the copy of the requested material to the library client's registered email address with the Client Satisfaction Survey (ARTA) form to the client/s as attachment to the email.	None	5 minutes	
End				
	TOTAL PROCESSING TIME for online clients		35 minutes	



3. For walk-in clients, sign in to the log book with complete details	4. Requires clients to list down the needed information and/or library materials.	None	5 minutes	<i>Scientific Documentation Officer II; Information Officer III</i>
	5. Checks availability of reference information or data needed through Online Public Access Catalog and ARAM.	None	5 minutes	
	6. Provides the library materials to clients.	None	5 minutes	
	7. Instructs clients to leave the library materials/reference on the table for inspection.	None	3 minutes	
	8. Provides and collects the Client Satisfaction Survey (ARTA) form to the client/s.	None	2 minutes	
End				
	TOTAL PROCESSING TIME for walk-in clients:		20 minutes	



Application for NRCP Research Journal Publication

The National Research Council of the Philippines handles the review of manuscripts submitted for possible publication in the NRCP Research Journal, a peer-reviewed, open-access, multidisciplinary journal that publishes high-quality research across various fields. The Research Information and Dissemination Division – Library Section provides secretariat support in processing and completing all necessary requirements for this service.

Office or Division:	Research Information and Dissemination Division – Library Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Account on Online Peer Review System (OPRS): a systemic platform for submission, blind peer review process to publication. 2. The manuscript shall be submitted both in Microsoft Word and PDF document format. 3. The text and format of the manuscript shall adhere to the style and bibliographic requirements outlined in the Instructions to Authors. 4. The submission of the manuscript for publication in the NRCP Research Journal implies that it has not been published and/or has not been considered for publication by other journals. 		Official website of the NRCP Research Journal https://researchjournal.nrcp.dost.gov.ph/ General Instructions to the Authors: https://researchjournal.nrcp.dost.gov.ph/client/ejournal/submission		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Visits the official NRCP Research Journal website: https://researchjournal. 	<ol style="list-style-type: none"> 1. Receives the submitted manuscript for technical desk review and ensures that it is complete and meets the initial submission criteria. 	None	7 days	<i>Information Officer III/Scientific Documentation Officer II Technical Desk Editor</i>



<p>nrpc.dost.gov.ph/</p> <p>2. Creates an author/client account</p> <p>3. Reviews publication guidelines and policy.</p> <p>4. Prepares manuscripts and submit in both PDF and word document file formats.</p> <p>5. Secures access to the OPRS or Scientific Knowledge Management System (SKMS) author's dashboard.</p> <p>6. Tracks the progress of submission via SKMS.</p>	<p>2. Facilitates endorsement for editorial board desk review; coordinates with the Editorial Board to ensure manuscript alignment with publication objectives; and identifies and invites suitable reviewers.</p> <p>3. Facilitates and manages the peer review process.</p> <p>4. Communicates the review results to the author for revisions and receives revised manuscript.</p> <p>5. Forwards the revised manuscript to the handling editor for review and approval.</p> <p>6. Receives the revised manuscript for copyediting.</p> <p>7. Facilitates copyediting.</p> <p>8. Communicate to the author for proofreading and approval.</p> <p>9. Designs and lays out the article for publication</p>		<p>7 days</p> <p>30 days</p> <p>14 days</p> <p>7 days</p> <p>7 days</p> <p>14 days</p> <p>5 days</p> <p>1 day</p>	<p><i>Information Officer III/Scientific Documentation Officer II</i> Technical Desk Editor</p> <p><i>Scientific Documentation Officer II</i></p> <p><i>Information Officer III/</i> Technical Desk Editor</p> <p><i>Scientific Documentation Officer II /</i> Technical Desk Editor <i>Science Aide</i></p> <p><i>Scientific Documentation Officer II /</i> Technical Desk Editor</p> <p><i>Scientific Documentation Officer II /</i> Technical Desk Editor</p> <p><i>Scientific Documentation Officer II /</i></p>
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	before uploading it to the NRCP Research Journal.			Technical Desk Editor
	10. Facilitate proofreading and author's approval for publication.		2 days	<i>Scientific Documentation Officer II /</i> Technical Desk Editor
	11. Facilitates the editorial board final approval for publication of the article.		1 day	<i>Scientific Documentation Officer II /</i> Technical Desk Editor
	12. Facilitates the uploading and publishing article.		1 hour	<i>Scientific Documentation Officer II /</i> Technical Desk Editor
7. Checks the final status of the submission via OPRS account or waits for email notification results from NRCP Research Journal Secretariat and accomplishes the CSF Form.	13. Informs the client about the status of his/her article, and provides the Client Satisfaction Survey form.	None	5 minutes	<i>Managing Editor/Technical Desk Editor</i>
End				
	TOTAL PROCESSING TIME:	None	95 days, 1 hour and 5 minutes	



National Research Council of the Philippines

Internal Services



Processing of Obligation Request for Regular and Budget Utilization Request for Trust Fund Transactions

The Budget Section processes all financial expenditures, certifying availability of funds within the limits of appropriations as authorized by the Department of Budget and Management for regular transactions and within the limits of the approved line-item-budget for inter-agency trust fund (IATF) transactions.

Office or Division:	Finance and Administrative Division – Budget Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government;			
Who may avail:	NRCP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Obligation Request and Status (ORS), Budget Utilization Request and Status (BURS), Supporting Documents			NRCP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for obligation along with the necessary supporting documents	1. Acknowledge the submitted ORS/BURS from the end-user.	None	5 minutes	Budget Officer I / Project Administrative Assistant III Budget Section
	2. Check the completeness of the supporting documents.	None	10 minutes	Budget Officer I / Project Administrative Assistant III Budget Section
	3. Verify the availability of allotment and ensure that the transaction is within the approved Programs/Projects/Activities.	None	5 minutes	Budget Officer I / Budget Officer III Budget Section
	4. Process and encode the transaction in the Registry of Allotment, Obligation, and	None	10 minutes	Budget Officer I / Project



	<p>Disbursement (RAOD) for the general fund, or in the Registry of Budget, Utilization, and Disbursement (RBUD) for Trust Fund transactions.</p> <p>5. Once the ORS/BURS form is properly filled out, submit the documents to the Budget Officer III for review and approval.</p> <p>6. The Budget Officer III affixes his/her signature in Box B of the ORS/BURS form, indicating approval of the transaction.</p> <p>7. Retain one copy of the approved ORS/BURS and record it in the logbook for outgoing documents.</p> <p>8. Forward the documents to the Accounting Section for processing.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Administrative Assistant III Budget Section</p> <p>Budget Officer I / Project Administrative Assistant III Budget Section</p> <p>Budget Officer III Budget Section</p> <p>Budget Officer I / Project Administrative Assistant III Budget Section</p> <p>Budget Officer I / Project Administrative Assistant III Budget Section</p>
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End			
	TOTAL PROCESSING TIME:	50 minutes	



Processing of Disbursement Vouchers

The Accounting Section processes disbursement vouchers for the utilization of project and general funds. The Cash Section consolidates all required documents and processes all approved obligation requests and disbursement vouchers.

Office or Division:	Finance and Administrative Division – Accounting Section				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government;				
Who may avail:	NRCP Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Disbursement Voucher, ORS/BURS Supporting documents:			NRCP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. The Budget Section submits the DV, ORS/BURS and its supporting documents	1. Acknowledges the submission of documents	None	2 minutes	<i>Project Administrative Assistant II Accounting Section</i>	
	2. Check for the completeness of documentary requirements.	None	10 minutes	<i>Project Administrative Assistant III Accounting Section</i>	
	1.1 The Accounting Staff receives the 2 copies of DV and 2 copies of ORS/BURS with all the supporting documents. Using a checklist, they ensure all required attachments are present. Incomplete submissions are returned for completion. The staff confirms that both the DVs and all supporting	None			
		None			



	documents are properly signed.			
	<p>2. Assigns Serial Numbers and Records in the Accounting Logbook for DVs</p> <p>2.1 Once supporting documents are complete, Accounting Staff assigns DV control number and indicates the code of the Responsibility Center, and then records it to the Accounting Logbook for Disbursement Vouchers.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p>	<p><i>Project Administrative Assistant II Accounting Section</i></p>
	<p>3. Accounting Staff computes for any Deductions such as Taxes Withheld and Fines and Penalties, and inputs Account Titles, UACs Code, Debit and Credit Amount in of the Disbursement Voucher</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Project Administrative Assistant III Accounting Section</i></p>
	<p>4. Records all details of the Disbursement Voucher in the Accounting online monitoring Sheet.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Project Administrative Assistant III Accounting Section</i></p>
	<p>5. Computation and Accounting Entries are reviewed by the Accountant I/ Accountant III.</p> <p>6. Accountant III affixes his signature in Box C to certify that (1) Cash is available, (2) Subject to Authority to Debit Account (when Applicable), and (3) Supporting documents are complete and amount claimed proper.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Accountant I/ Accountant III Accounting Section</p> <p><i>Accountant III Accounting Section</i></p>



	6.1 For DVs chargeable against Trust Fund, the Accountant III updates Subsidiary Ledger of each Project for timely monitoring of fund balances.	None	10 minutes	
	7. DVs are transmitted to the Office of the Executive Director	None	5 minutes	<i>Project Assistant II/ Accountant I Accounting Section</i>
	8. Executive Director (ED) signs Box D for approval of payment and forwards the DV to the Cashier for payment processing.	None	30 minutes	<i>Executive Director/ Science Research Analyst Office of the Executive Director</i>
End				
	TOTAL PROCESSING TIME:		1 hour and 22 minutes	



Processing of Bank and Finance Documents (LDDAP-ADA, SLIE and ACIC, FinDes)

The Cash Section processes all bank and financial documents in relation to disbursement and utilization of funds in coordination with the Budget and Accounting Section. The Cash Section consolidates all required documents and processes all approved obligation requests and disbursement vouchers.

Office or Division:	Finance and Administrative Division – Cash Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; Government to Private			
Who may avail:	NRCP Employees, Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Signed Obligation Request and Status Form (ORS), Disbursement Voucher (DV) Supporting documents:			NRCP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive signed documents including attachments from the Office of the Executive Director.	1. Acknowledge receipt of documents	None	5 minutes	<i>Administrative Officer V / Administrative Officer I Cash Section</i>
	2. Prepares LDDAP-ADA and SLIE, encodes and assigns LDDAP-ADA number per DVs	None	10 minutes	<i>Administrative Officer V/ Administrative Officer I Cash Section</i>
	3. Forwards the LDDAP-ADA and SLIE to Accountant III/ Chief Administrative Officer	None	5 minutes	<i>Administrative Officer V / Administrative Officer I Cash Section</i>
	4. Signs the LDDAP and SLIE and returns the document to the Cash Section	None	5 minutes	<i>Administrative Officer V Accountant I/III/ Chief</i>



				<i>Administrative Officer</i> Finance and Administrative Division
	5. Process ACIC	None	5 minutes	<i>Administrative Officer I</i> Cash Section
	6. Signs ACIC and forwards to the OED for approval	None	20 minutes	<i>Administrative Officer V</i> Cash Section
	7. Approves/Disapproves ACIC	None	5 minutes	<i>Executive Director III</i> Office of the Executive Director
	8. Returns the ACIC to the Cash Section	None	5 minutes	<i>Science Research Analyst</i> Office of the Executive Director
	9. Segregate papers for Bank and Bureau of Treasury		10 minutes	<i>Administrative Officer V /</i> <i>Administrative Officer I</i> Cash Section
	10. Sends the bank documents to the servicing bank branch	None	30 minutes	<i>Administrative Officer I</i> Cash Section



	11. Provides feedback/status of the processing of the bank documents	None	10 minutes	<i>Administrative Officer V / Administrative Officer I Cash Section</i>
End				
	TOTAL PROCESSING TIME:		1 hour and 50 minutes	



Recruitment, Selection, and Placement

The Human Resource Management Section (HRMS) handles the recruitment, selection and placement process of the National Research Council of the Philippines from announcement of job vacancies until onboarding of new personnel.

Office or Division:	Finance and Administrative Division - Human Resource Management Section	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;	
Who may avail:	NRCP Personnel / General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Personnel Request Form (PRF)		NRCP Office – Finance and Administrative Division, Human Resource Management Section (HRMS)
Application Documents		
<ul style="list-style-type: none"> ● Application Letter File ● Transcript of Records and Diploma ● Certificate of Trainings ● Statement of Purpose ● Data Privacy Consent Waiver ● Character and Employment Background Check Form ● CS Form No. 212 s. 2017 (Personal Data Sheet with attached Work Experience Sheet) ● CSC Eligibility or PRC License ● Driver's License (for driver applicants) ● Performance Rating for one rating period (for government employees) 		<p>Applicant</p> <p>NRCP Office – Human Resource Management Section (HRMS)</p> <p>Civil Service Commission (CSC) Website</p> <p>Civil Service Commission (CSC) or Professional Regulation Commission (PRC)</p> <p>Land Transportation Office (LTO)</p> <p>Current or Previous Employer</p>
Appointment Documents		
<ul style="list-style-type: none"> ● DBM-CSC Form No. 1: Position Description Form ● CS Form No. 32 Revised 2018: Oath of Office 		Civil Service Commission Website/FAD-HRMS



<ul style="list-style-type: none"> ● CS Form No. 33-A Revised 2018: Appointment Form ● CS Form No. 212 Revised 2017: Personal Data Sheet ● Attachment to CS Form No. 212: Work Experience Sheet 6. CS Form No. 1: Appointment Transmittal and Action Form ● CS Form No. 4 Revised 2018: Certification of Assumption to Duty ● CS Form No. 5 Revised 2018: Certification of No Qualified Applicants ● CS Form No. 9 Revised 2018: Request for Publication of Vacant Positions 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Posting of Job Vacancy				
1. End user submit the approved Personnel Request Form (PRF)	1. Receive the approved Personnel Request Form (PRF)	None	3 minutes	<i>Administrative Officer II, HRMS</i>
2.1 Following review, editing, or verification of accuracy, the end user will provide approval for the vacancy publication by signing the conforme.	2. Prepare Publication of Vacancy	None	1 hour	<i>Administrative Officer II, HRMS</i>
	2.2 For both plantilla positions (<i>using CSC Form No. 9, Revised 2018</i>) and Contract-of-Service personnel, forward the draft Publication of Vacancy to the end user for their further review and conforme.	None	5 minutes	<i>End User and Administrative Officer II, HRMS</i>
	3. Approve Publication of Vacancy	None	2 minutes	<i>Administrative Officer V, HRMS</i>



	<p>4.1 For plantilla position, submit Publication of Vacancy to the CSC Field Office (<i>printed copy and electronic copy</i>) on the same day of approval.</p> <p>4.2 Forward the approved Publication of Vacancy announcement to the following:</p> <ul style="list-style-type: none"> a. RIDD-MIS for Website Posting; b. RIDD-IDS for Social Media posting; c. Records Section for NRCP Bulletin Posting, Front and/or Back Lobby and Guardhouse posting and; 	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>3 minutes</p>	<p><i>Administrative Officer II, HRMS</i></p> <p><i>Administrative Officer II, HRMS RIDD-MIS, RIDD-IDS, and Records Section</i></p>
	5. Job Vacancy Posted	None	10 Calendar Days	<i>Administrative Officer V and Administrative Officer II, HRMS</i>
Recruitment and Selection Process				
1. Qualified applicants submit complete application documents through NRCP Online Recruitment Portal not later than the deadline.	1.1 Notify the applicant/s through auto generated email that the application was successfully received.		10 Calendar Days	Internal/External Applicants



<p>(https://recruitment.nrcp.dost.gov.ph/)</p>				
	<p>2. Screen application documents to ensure the completeness of the documents and that applicants meet the qualification standards set for the position.</p> <p>2.1 Prepare list of screened applicants and forward the screened application documents and to the End User for further review of qualifications.</p> <p>2.2. Review the relevance of the applicants' education, trainings, and work experiences</p> <p>2.3 Return all the application documents along with the job competency examination materials and submit to FAD-HRMS the shortlist of candidates.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes per application</p> <p>30 minutes</p> <p>30 minutes per application</p> <p>5 minutes</p>	<p><i>Administrative Officer II, HRMS</i></p> <p><i>Administrative Officer II, HRMS</i></p> <p><i>End User</i></p> <p><i>End User</i></p>
<p>3.2 Attends the job competency examination.</p>	<p>3. Send email notification to the shortlisted applicants on their schedule for the conduct of the job competency examination which can be done either through face-to-face/online except for applicants to the Executive Director position.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Officer II, HRMS</i></p>



	<p>3.1 Administer the examination to the shortlisted applicants.</p> <p>3.3 For permanent positions, the Human Resource Merit Promotion and Selection Board (HRMPSB) evaluates examinations, whereas for contract-of-service positions, the end user using the service handles the evaluation.</p> <p>3.4 Submit the evaluation results directly to FAD-HRMS.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>4 hours</p> <p>4 hours</p> <p>5 minutes</p>	<p><i>Administrative Officer II, HRMS</i></p> <p>HRMPSB and <i>End User</i></p> <p>HRMPSB and <i>End User</i></p>
<p>4.1 Attend the psychological examination.</p>	<p>4. For permanent positions, send email notification on the schedule the conduct of psychological examination and request confirmation from the applicants on their availability and commitment.</p> <p>4.2 Conduct background information check via online form/call to the references of the applicants.</p> <p>4.3 Claim the psychological examination results to the facility.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>2 days</p> <p>1 day</p>	<p><i>Administrative Officer II, HRMS</i></p> <p><i>Administrative Officer II, HRMS</i></p> <p><i>Administrative Officer II, HRMS</i></p>



	<p>4. Prepares the comparative assessment of applicants reflecting the competence and qualification of the candidates based on the following rating criteria:</p> <ul style="list-style-type: none"> a. Education b. Training c. Experience d. Performance and outstanding accomplishments e. Eligibility f. Psychological Examination 	None	10 minutes	<i>Administrative Officer V and Administrative Officer II, HRMS</i>
5.2 Confirm the availability on the schedule of the interview.	5. Schedule and confirm the availability of the HRMPSB/End User on their availability for the schedule of the interview.	None	5 minutes	<i>Administrative Officer V and Administrative Officer II, HRMS</i>
	5.1 Once confirmed, send an email invitation on the schedule and venue of the interview to the applicants and confirm their availability.	None	5 minutes	<i>Administrative Officer II, HRMS</i>
	6. Facilitate the interview of the applicants with HRMPSB/End User	None	30 minutes per applicant	<i>HRMPSB and End User</i>
	6.1 Evaluate and deliberate the qualified applicants.	None	1 hour	<i>HRMPSB and End User</i>
	6.1 Compute and prepare the Assessment and Evaluation Form for tabulation of scores	None	30 minutes	<i>Administrative Officer V and Administrative Officer II, HRMS</i>



	<p>7. Prepares Memorandum for the recommendation of the HRMPSB/End User for approval of the appointing authority.</p> <p>Note: Executive Director III serves as the appointing authority for first and second level positions (rank-and-file employees - SG 1 to 24) while NRCP President serves as the appointing authority for the executive.</p>	None	30 minutes	<i>Administrative Officer V and Administrative Officer II, HRMS</i>
8.2 Confirm acceptance of the job offer for the selected applicant.	<p>8. Prepares congratulatory and regret letters to the applicants for signature of the authorized signatory.</p> <p>8.1 Once signed, forward the letters to the applicants for their information/compliance.</p>	None	5 minutes	<i>Administrative Officer II, HRMS</i>
9. Submit and comply with the pre-employment requirements: <i>NBI Clearance, Personal Data Sheet, Work Experience Sheet, Copy of Transcript of Records and Diploma, Medical Certificate indicating fit to work with results from</i>	9.1 Receive and review the requirements for processing the appointment documents on plantilla positions and hiring of the CoS personnel.	None	5 minutes	<i>Administrative Officer II, HRMS</i>
	9.2 Prepare CSC appointment documents for signature of the appointing authority.	None	30 minutes	<i>Administrative Officer II, HRMS</i>
		None	30 minutes	Executive Director III



<p><i>Physical Test, Drug Test, Urinalysis, X-ray, Blood Test), Clearance from previous work, One (1) 2x2 picture in white background</i></p>	<p>9.3 Approve the CSC appointment documents. 9.4 Post the announcement on appointment by posting it in three (3) conspicuous places for a period of 15 calendar days.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Officer II, HRMS and Records Section</i></p>
	<p>10. Facilitate the oath-taking for appointed personnel.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Administrative Officer V and Administrative Officer II, HRMS and Executive Director.</i></p>
	<p>11. Orientation of newly hired personnel</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Administrative Officer II, HRMS</i></p>
<p>End</p>				
	<p>TOTAL PROCESSING TIME:</p>	<p>Posting of Job Vacancy: 10 days, 1 hour and 18 minutes</p> <p>Total Processing Time including recruitment, selection process and waiting time, compliance to pre-employment requirements: 90 Calendar Days or 12 Calendar days</p>		



Processing of Leave/CTO Application

The Human Resource Management Section (HRMS) handles the processing of leave and compensatory time-off (CTO) applications of all NRCP personnel. The HRMS consolidates and completes all necessary requirements.

Office or Division:	Finance and Administrative Division - Human Resource Management Section and			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government;			
Who may avail:	NRCP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Duly accomplished application for leave/ CTO form – 2 copies • Medical Certificate for absences of more than five (5) days 		NRCP Office - Human Resource Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished leave/CTO application signed/endorsed by his/her Division Chief	1. Checks the completeness and acknowledges the receipt of the leave/CTO application (In case there is a discrepancy in the applicant's DTR, the application will be returned)	None	10 minutes	HR Personnel
	2. Checks completeness and correctness of the entries before receiving. Indicate the number of accumulated leaves/ Compensatory Overtime Credits (COC) before having it signed by the	None	10 minutes	<i>Administrative Aide VI</i> Human Resource Management Section



	Section Head or Officer-in-Charge.	None	10 minutes	<i>Administrative Aide VI</i> Human Resource Management Section
	3. Facilitate the signing of the HR Head before forwarding to the OED for final action.			
	4. The Executive Director approves/disapproves the leave/CTO application	None	30 minutes	<i>Executive Director III</i> Office of the Executive Director
	5. Forward the leave/CTO form to the HRMS.	None	10 minutes	<i>Executive Assistant I</i> Office of the Executive Director
	6. The HR personnel will keep one copy for record purposes while one (1) copy will be returned to the concerned personnel.	None	10 minutes	<i>Administrative Aide VI</i> Human Resource Management Section
End				
	TOTAL PROCESSING TIME:		1 hour and 20 minutes	



Development of Event Promotion Collaterals (Social Media Cards, Event Banners, and Audio-Visual Presentations)

The Information Dissemination Section promotes NRCP events such as scientific conferences, business meetings, general membership assemblies, membership campaigns, roundtable discussions, and relevant information about the Council through social media and the NRCP website.

Office or Division:	Research Information and Dissemination Division Information Dissemination Section			
Classification:	Internal - Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NRCP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Publication Material Form Complete References and Attachments			NRCP Office Information Dissemination Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the online request form for publication materials for NRCP events, activities, and updates.	1. Develops publication material 1.1 Prepares social media plan and mood board for social media cards and event materials 1.2 Creates storyline and script for Audio Visual Presentation (AVP)	None	1 day 3 days	<i>Information Officer III</i> Information Dissemination Section
2. Provide comments on the content of the Publication Material	3. Reviews publication material contents and layout	None	1 day	<i>Supervising SRS</i> Research Information and Dissemination Division <i>Chief SRS</i>



				Research Information and Dissemination Division
	4. Revises event publication material, if there are corrections 4.1 Social Media card and event material 4.2 AVP	None	4 hours 2 days	<i>Information Officer III</i> Information Dissemination Section
	5. Reviews, endorses, and approves the publication material	None	4 hours	<i>Supervising SRS</i> Research Information and Dissemination Division <i>Chief SRS</i> Research Information and Dissemination Division
	6. Prepares captions for social media	None	10 minutes	<i>Information Officer III</i> Information Dissemination Section
	7. Submits approved publication material to the requesting party	None	3 minutes	<i>Information Officer III</i> Information Dissemination Section
3. Answers CSF Survey	8. Administers the Client Satisfaction Feedback Survey	None	3minutes	<i>Information Officer III</i> Information Dissemination Section
End				
	TOTAL PROCESSING TIME:		Social Media Cards and Event Banners:	



		2 days, 8 hours, and 16 minutes Audio Visual Presentations: 5 days, 4 hours, and 16 minutes	
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Preparation of Website Articles and Speeches (Press Releases, News Articles, Feature Articles, Speech)

The Information Dissemination Section promotes NRCP events such as scientific conferences, business meetings, general membership assemblies, membership campaigns, roundtable discussions, and relevant information about the Council through the preparation of speeches and website articles.

Office or Division:	Research Information and Dissemination Division Information Dissemination Section			
Classification:	Internal - Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business Entity			
Who may avail:	NRCP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email Request Complete References and Attachments		NRCP Office Information Dissemination Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request to RIDD Chief with complete references and information for a website article or speech, copy furnish RIDD-IDS Information Officer III	1. Reviews the request, and assigns to Information Officer III	None	4 hours	<i>Chief SRS Research Information Dissemination Division</i>
	2. Reviews request and information provided, and prepares article or speech	None	4 hours	<i>Information Officer III Information Dissemination Section</i>



	3. Reviews article or speech	None	1 day	Supervising SRS Research Information and Dissemination Division Chief SRS Research Information and Dissemination Division
	4. Revises article or speech	None	4 hours	Information Officer III Information Dissemination Section
	5. Approves the revised article or speech	None	4 hours	Supervising SRS Research Information and Dissemination Division Chief SRS Research Information and Dissemination Division
	5. Post Material on Designated Platform (NRCP Facebook Page or Official Website) or Endorse Speech to Requesting Party 6. Submits approved article or speech to requesting party	None	3 minutes	Computer Programmer Management Information Section Information Officer III Information Dissemination Section
2. Answers CSF Survey	7. Administers the Client Satisfaction Feedback Survey via email	None	3 minutes	Information Officer III Information Dissemination Section
End				
	TOTAL PROCESSING TIME:		1 day, 16 hours, and 6 minutes	



Establishment and Formalization of Partnerships for Basic Research Promotion

The National Research Council of the Philippines establishes and formalizes partnerships. The Research Information Dissemination Division-Information Dissemination Section (RID-IDS) fosters linkages with academic institutions, community organizations, civil society organizations, private sector entities, and other government agencies for basic research information translation and promotion beneficial to various sectors.

Office or Division:	Research Information and Dissemination Division Information Dissemination Section			
Classification:	External			
Type of Transaction:	G2G - Government to Government G2B - Government to Business Entity G2C - Government to Public			
Who may avail:	Academic and research institutions Local government units Civil society organizations Private Sector Community-based organizations Non-government organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Identify potential partner institutions aligned with NRCP priorities and mandates	None	1 day	<i>Information Officer III</i> Information Dissemination Section
1. Confirms availability to scheduled initial meeting	2. Sets initial meeting with the focal person of the identified institutions	None	3 minutes	<i>Information Officer III</i> Information Dissemination Section



	3. Prepares letter of collaboration with relevant stakeholders	None	1 hour	<i>Information Officer III</i> Information Dissemination Section
	4. Reviews and endorses the draft letter	None	4 hours	<i>Supervising SRS</i> Research Information and Dissemination Division <i>Chief SRS</i> Research Information and Dissemination Division
	5. Reviews and signs the official letter	None	1 day	<i>Executive Director</i> Officer of the Executive Director
2. Expresses interest and attends alignment meeting	6. Facilitates alignment meeting and present NRCP's Research Information Translation and Communication Program and Activities, proposed obligations of all parties involved	None	1 hour	<i>Information Officer III</i> Information Dissemination Section <i>Supervising SRS</i> Research Information and Dissemination Division <i>Chief SRS</i> Research Information and Dissemination Division <i>Executive Director</i> Officer of the Executive Director
3. Reviews partnership agreement	6. Prepares and reviews the partnership agreement with the stakeholders	None	2 days	<i>Information Officer III</i> Information Dissemination Section <i>Supervising SRS</i> Research Information and



				Dissemination Division <i>Chief SRS</i> Research Information and Dissemination Division
4. Approves the partnership agreement	8. Reviews and approves the draft partnership agreement	None	3 days	<i>Executive Director</i> Officer of the Executive Director President Office of the President
	9. Prepares the Activity Design, Purchase Requests, and Special/Travel Orders, and other Relevant Documents, if necessary	None	5 days	<i>All Concerned Personnel</i> <i>HR Personnel</i>
	10. Reviews the Activity Design, Purchase Requests, and Special/Travel Orders, and other Relevant Documents	None	3 days	<i>Supervising SRS</i> <i>RIDD Chief</i> <i>Executive Director</i> <i>President, if necessary</i>
4. Attends ceremony and signs agreement	11. Facilitates and conducts signing of partnership agreement	None	2 hours	<i>All IDS Personnel Concerned</i> <i>Executive Director</i> Officer of the Executive Director <i>NRCP President</i> Office of the President
5. Participates in joint activities	12. Implements collaborative programs, including outreach and research information promotion	None	4 hours or 8 hours	<i>RIDD-IDS</i>
5. Answers CSF Survey	12. Administers the Client Satisfaction Feedback Survey	None	3 minutes	<i>Information Officer III</i> Information Dissemination Section



End				
	TOTAL PROCESSING TIME:	16 days, 4 hours, and 6 minutes		



Data Uploading and Updating of NRCP Official Website

The Research Information and Dissemination Division-Management Information Section (RIDD-MIS) is responsible for the data uploading and updating of the NRCP website. As the primary handler of the website, RIDD-MIS provides support for internal clients' requests.

Office or Division:	Research Information and Dissemination Division – Management Information Section			
Classification:	Internal - Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NRCP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Online submission of request for NRCP Official website content uploading • Website content/s 			<p>For Transparency Seals / Compliance Reports</p> <p>Online submission thru https://iservice.nrcp.dost.gov.ph/eticket/services/tech-support</p> <p>For Announcements / Advisories / Articles / Media</p> <p>Online submission thru https://iservice.nrcp.dost.gov.ph/eticket/services/website-upload</p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to the eTicket (https://iservice.nrcp.dost.gov.ph/eticket/login)		None		
2. Submit request for website uploading thru eTicket (https://iservice.nrcp.dost.gov.ph/eticket/services/tech-support)	1. Assigns the uploading of web content on the NRCP official website to the concerned MIS personnel.	None	2 minutes	<i>Information Technology Officer / Management Information Section</i>



https://iservice.nrcp.dost.gov.ph/e-ticket/services/web-site-upload				
	2. Download the web content from eTicket or from the shared download link.	None	10 minutes	<i>MIS Personnel Management Information Section</i>
	3. Upload the web content to the NRCP official website.	None	10 minutes	<i>MIS Personnel Management Information Section</i>
3. Accept or reject the completed task via eTicket	4. Update the status of request via eTicket	None	2 minutes	<i>MIS Personnel Management Information Section</i>
4. Accomplish the CSF via google form and submit system feedback via eTicket	5. The request will be automatically closed, and an email notification will be sent via eTicket to the requestor, including CSF and feedback buttons.	None	1 minute	
End				
TOTAL PROCESSING TIME:			25 minutes	



Availment of Technical Support Services of Management Information Section (MIS)

The Research Information and Dissemination Division-Management Information Section (RIDD-MIS) provides technical support services to all NRCP employees. As the primary provider of these services, RIDD-MIS ensures timely assistance and resolution of technical concerns. Employees may avail of these services by following the prescribed procedures.

Office or Division:	Research Information and Dissemination Division – Management Information Section			
Classification:	Internal - Simple			
Type of Transaction:	G2G - Government to Government;			
Who may avail:	NRCP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Accomplished online request for IT Technical Support Screenshot/Documentation to support the request, if applicable 			Online submission thru https://iservice.nrcp.dost.gov.ph/eticket/services/tech-support	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to the eTicket (https://iservice.nrcp.dost.gov.ph/eticket/login)		None		
2. Submit a request for technical support through eTicket (https://iservice.nrcp.dost.gov.ph/eticket/services/tech-support)	1. Assigns the task to the concerned MIS personnel.	None	2 minutes	<i>Information Technology Officer / Management Information Section</i>
	2. For ICT technical support: 2.1 Perform hardware troubleshooting 2.2 Perform network troubleshooting	None	1 day	<i>MIS Personnel Management Information Section</i> <i>MIS Personnel</i>



	3. For NRCP-related activities: 3.1 Preparation of necessary equipment and facilities needed by the client/s.	None	1 hour	Management Information Section
	4. Update the status of request via eTicket	None	5 minutes	<i>MIS Personnel</i> Management Information Section
2. Accept or reject the completed task via eTicket 3. Accomplish the CSF via google form and submit system	5. The request will be closed, and an email notification will be sent via eTicket to the requestor, including CSF and feedback buttons.	None	1 minute	<i>Information Technology Officer I</i> Management Information Section
End				
	TOTAL PROCESSING TIME (for ICT technical support): TOTAL PROCESSING TIME (for NRCP-related activities):		1 day 7 minutes 1 hour 7 minutes	



Issuance of Supplies and Materials

The Supplies and Maintenance Section (SMS) handles the issuance of supplies and materials to all of NRCP personnel:

Office or Division:	Finance and Administrative Division – Supplies and Maintenance Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government;			
Who may avail:	NRCP Employees/ Utility Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Accomplished Supplies Availability Inquiry Form 			NRCP Office – Supplies and Maintenance Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished supplies availability inquiry form to the SMS Section	1. Receive the accomplished form. Checks and certifies availability of items requested. Indicate time of receipt.	None	1 day	<i>Administrative Aide / Science Aide/Administrative Officer I</i> Supplies and Maintenance Section
	1.1 If items are not available, purchase through cash advance.	None	4 hours	<i>Administrative Aide / Science Aide/Administrative Officer I</i> Supplies and Maintenance Section
	2. Assures that all purchase items undergo inspection by the NRCP Inspection Committee then released to the End-user.	None	10 minutes	<i>Administrative Aide / Science Aide/Administrative Officer I</i> Supplies and Maintenance Section
	3. Returns supplies availability inquiry form to the End-user.			<i>Administrative Aide / Science Aide/Administrative Officer I</i> Supplies and Maintenance Section



2. Prepare Requisition and Issue Slip (RIS)	4. Checks completeness of received RIS. If incomplete, return to End-user for compliance and specification	None	10 minutes	<i>Administrative Aide / Science Aide/Administrative Officer I</i> Supplies and Maintenance Section
3. Prepare Requisition and Issue Slip (RIS)	5. Issues available supplies to the end-user. Indicate time of release. 5.1 If an item is included in the list of small tangible assets that may be considered as inventories, prepare three (3) copies of Inventory Custodian Slip and provide one (1) copy to the End-user. Files copy and post supplies on stock cards.	None	20 minutes	<i>Administrative Aide / Science Aide/Administrative Officer I</i> Supplies and Maintenance Section
End				
	TOTAL PROCESSING TIME:		1 day, 4 hour and 40 minutes	



Handling of Incoming Official Communication

The Records Section handles all incoming official communication of the Council. This ranges from official communications such as letters, memoranda and office orders.

Office or Division:	Finance and Administrative Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	NRCP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Official communication: Special Order, Office Order, Special Disbursement Order, Travel Orders, Office Memoranda 			NRCP Office – Records Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the incoming documents to the Records Section	1. Receive and acknowledge incoming documents 1.1 Checks the completeness of the incoming documents. Sorts communications. Read official communications for subject identification and open mails which are addressed to the Executive Director, Division Chair or to specific personnel; 1.2 If it is addressed to a person, deliver it at once, when found to be official, it should be dated, stamped and recorded. Confidential communications shall be delivered immediately to the	None None None	5 minutes	<i>Administrative Officer I/ Administrative Officer V</i> Records Section



	ED or his/her duly authorized representative.			
	1.3 Stamps opened communications as RECEIVED. Indicate the date, control number, affix signature and attach routing slip.	None		
	2. Logs all incoming documents and forwards them to the Office of the Executive Director for action.	None	5 minutes	<i>Administrative Officer I/ Administrative Officer V Records Section</i>
	3. Receives and records all incoming documents	None	3 minutes	<i>Science Research Analyst Office of the Executive Director</i>
	4. Provides instructions and returns the incoming document to the Records Section	None	1 hour	<i>Executive Director III Office of the Executive Director</i>
	5. Receives acted documents and records notation and forwards to the concerned personnel	None	5 minutes	<i>Administrative Officer I/ Administrative Officer V Records Section</i>
End				
	TOTAL PROCESSING TIME:		1 hour and 18 minutes	



Handling of Outgoing Official Communication

The Records Section handles all outgoing official communication of the Council. It includes travel orders, contracts and official correspondences and other NRCP supplies and materials.

Office or Division:	Finance and Administrative Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	NRCP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official communication Request for Travel Orders, Contracts and Official Letters – duplicate copies Certificates and Tokens			NRCP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all documents/items for delivery/transmittal	1. Checks the completeness of the outgoing document and necessary attachment	None	20 minutes	<i>Administrative Officer I/ Administrative Officer V Records Section</i>
	1.2 Records and assigns control number in the logbook and online monitoring sheet.	None		
	1.3 Segregates outgoing documents for mailing and delivery.	None		
	1.4 Communications for delivery to the DOST-Central Office must be entered in the Electronic Records Management System (ERMS).	None		



	1.5 Files a copy and forward the other copy to the owner of the communications.	None		
	2. Delivers communications as to their assigned areas and submit delivery receipt to the Section Head every after delivery.	None	3 days (Urgent deliveries are scheduled within the day)	Science Aide - Records Section
	3. Monitors receipt of deliveries every after delivery.	None	1 day	<i>Administrative Officer V</i> Records Section
End				
	TOTAL PROCESSING TIME:		4 days and 20 minutes	



Dissemination of NRCP Publications

The National Research Council of the Philippines handles all requests for NRCP Publications. The Research Information and Dissemination Division – Library Section provides secretariat support in the processing for the provision of this service.

Office or Division:	Research Information and Dissemination Division – Library Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the Executive Director		Via email: nrcpinfo@nrcp.dost.gov.ph Via registered mail: NRCP Office, Valenzuela Hall, Gen. Santos Ave. Bicutan, Taguig City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the Executive Director	1. Receives the acted request from the Executive Director.	None	1 minute	<i>Information Officer III</i>
	2. Checks the availability of the requested materials in the records inventory. 3. Prepares the requested publications.	None	20 minutes 10 minutes	<i>Science Aide</i>
	4. Prepares a forwarding letter.	None	10 minutes	<i>Information Officer III</i>



	5. Informs the client of the approved request of publications with the Client Satisfaction Survey (ARTA) form as attachment to the email.	None	5 minutes	<i>Information Officer III</i>
End				
	TOTAL PROCESSING TIME for requests via email:		46 minutes	
1. For walk-in clients, list down needed publications and necessary details.	1. Receives request/s from NRCP personnel and/or walk-in clients.	None	1 minute	<i>Science Aide</i>
	2. Checks the availability of the requested materials in the records inventory.	None	20 minutes	<i>Science Aide</i>
	3. Prepares the requested publications.	None	10 minutes	<i>Science Aide</i>
	4. Provides and collects the Acknowledgment Receipt Form	None	2 minutes	<i>Science Aide</i>
	5. Provides and collects the Client Satisfaction Survey (ARTA) form to and from the client/s.	None	2 minutes	<i>Science Aide</i>
End				
	TOTAL PROCESSING TIME for walk-in clients:		35 minutes	



Processing of Requests/Items for GB Approval/Action

The Office of the NRCP President, whose staff are under the NRCP Executive Director's supervision, handles all matters submitted or forwarded by the Secretariat to the NRCP Governing Board—the Council's highest policymaking body—for consideration and appropriate action.

Office or Division:	Office of the NRCP President			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NRCP Secretariat Units and Governing Board Standing Committees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> · Official request letter/transmittal · OP Form for Proposals for GB Action, signed/endorsed by the Executive Director · Supporting documents 		NRCP Office of the President (OP)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter, OP form signed/endorsed by Executive Director to GB action, and complete supporting documents (per monthly agenda cutoff)	1. Confirms receipt of submission and checks completeness of required documents with endorsements. Returns item for completion if incomplete.	None	1 hour	Requesting Unit/Staff/ Committee Member Executive Assistant II/OP Staff



	<p>2. Records item for inclusion in the agenda of the next Governing Board meeting (subject to agenda cutoff)</p>	None	1 hour	Executive Assistant II/OP Staff
	<p>3. Encodes item, collates/organizes all submitted items and drafts the GB meeting agenda</p>	None	2-4 hours	Executive Assistant II/OP Staff
	<p>4. Submits complete meeting agenda for Executive Director's comments and/or endorsement</p>	None	1-3 hours	Executive Assistant II/ Executive Director
	<p>5. Forwards endorsed agenda for the NRCP Corporate Secretary and President's comments and approval.</p>	None	1-3 hours	Executive Assistant II/OP Staff



	<p>6. Informs the staff/unit or committee member concerned on the status of request (whether included in the agenda or tabled at another GB meeting) and materials to be prepared for GB presentation,</p>	None	3 hours	Executive Assistant II/OP Staff
	<p>7. Sends notice of GB meeting and circulates approved agenda to all GB members, Secretariat Division Chiefs, and units concerned for information/reference.</p>	None	1 hour	Executive Assistant II/OP Staff



	<p>8. Conduct of GB meeting*</p> <p><i>(*regular monthly meetings are set and confirmed by the GB one month prior)</i></p>	None	1 day	<p>NRCP Governing Board, OP Staff, Secretariat concerned where requested</p> <p>NRCP Governing Board</p>
	<p>9. Deliberates and acts on all requests/agenda items (approved, disapproved, deferred, etc.)</p>	None	(2-4 hours)	<p>Executive Assistant II/OP staff</p>
	<p>10. Records and notes GB decisions and recommendations.</p>	None	(2-5 hours)	



	<p>11. Transcribes recording for the minutes and prepares draft resolution.</p> <p>12. Prepares and submits draft resolution for Executive Director's endorsement and approval of the NRCP Corporate Secretary and President.</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>1 day</p>	<p>Executive Assistant II/OP staff</p> <p>Executive Assistant II/OP staff</p>
	<p>13. Receives revisions and finalizes document and affixes e-signature of Council signatories per approval.</p> <p>14. Prepares certified copies of approved resolutions/agenda items.</p> <p>15. Issues final signed resolutions for reference and appropriate action of staff/unit/ committee concerned via email or certified printed copy.</p>		<p>2-3 hours</p> <p>1 hour</p> <p>1 hour</p>	<p>Executive Assistant II</p> <p>Executive Assistant II</p> <p>Executive Assistant II</p>



	16. Stores a copy and updates OP records on resolutions issued.		30 minutes	Executive Assistant II
End				
	TOTAL PROCESSING TIME:		5 to 7 days	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none">● Fill in the Client Satisfaction Feedback Form via online● Hotline: (02) 8839-0275 or (02) 8837-6141 to 43● Email: nrcpinfo@nrcp.dost.gov.ph● Website: http://www.nrcp.dost.gov.ph● Facebook: www.facebook.com/nationalresearchcouncil
How feedback is processed	<ul style="list-style-type: none">● Feedback received shall be acknowledged, reviewed, compiled, and recorded by the NRCP Records Officer, on a daily basis. It shall then be endorsed to the Office of the Executive Director, the PBB Committee and the concerned division/section for appropriate action.● All feedback collected through online Google Forms is consolidated and presented to the Office of the Executive Director, the PBB Committee, and concerned offices.● Clients may follow up their feedback via email at nrcpinfo@nrcp.dost.gov.ph
How to file a complaint	<ul style="list-style-type: none">● Hotline: (02) 8839-0275 or (02) 8837-6141 to 43● Email: nrcpinfo@nrcp.dost.gov.ph● Website: http://www.nrcp.dost.gov.ph● Facebook: www.facebook.com/nationalresearchcouncil <p>Complaints can be also be filed through the following channels:</p> <ul style="list-style-type: none">a) Presidential Complaint Center (PCC) pcc@malacanang.gov.ph Hotline 8888 or (02) 8249-8310 loc 8175 or 8182 Tel No. (02) 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621b) Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph (0908) 8816565c) Anti-Red Tape Act (ARTA) https://arta.gov.ph/fileacomplaint/complaint-form/complaints@arta.gov.ph (02) 8246-7940; (0920) 9253078, (0998) 8568338



	<p>Please ensure that you provide the following information:</p> <ul style="list-style-type: none">● Full name;● Sex;● Contact Information;● City/location;● Incident Details
How complaint is processed	<ul style="list-style-type: none">● Complaint received shall be acknowledged, reviewed, compiled, and recorded by the NRCP Records Officer, on a daily basis. It shall then be endorsed to the Office of the Executive Director, Chief Administrative Officer, and the Administrative Officer V-HRMS for appropriate action.● All complaints collected through online Google Forms are consolidated and presented to the Office of the Executive Director, Chief Administrative Officer, and Administrative Officer V-HRMS.● Clients may follow up their complaint via email at nrcpinfo@nrcp.dost.gov.ph



List of Offices

Office/Division	Address	Contact Information
Office of the Executive Director	National Research Council of the Philippines, Valenzuela Hall, Gen. Santos Avenue, Bicutan, Taguig City	8837-6142
Research and Development Management Division	National Research Council of the Philippines, Valenzuela Hall, Gen. Santos Avenue, Bicutan, Taguig City	8837-0409
Research Information and Dissemination Division	National Research Council of the Philippines, Valenzuela Hall, Gen. Santos Avenue, Bicutan, Taguig City	8837-6141
Finance and Administrative Division	National Research Council of the Philippines, Valenzuela Hall, Gen. Santos Avenue, Bicutan, Taguig City	8367-5927