



**Department of Science and Technology**  
**NATIONAL RESEARCH COUNCIL OF THE PHILIPPINES**  
General Santos Avenue, Bicutan, Taguig City

# **CLIENT SATISFACTION MEASUREMENT REPORT CY 2023**

## TABLE OF CONTENTS

	<b>Page</b>
I. Overview .....	3
II. Scope .....	3
III. Methodology .....	4
IV. Data and Interpretation .....	5
A. Demographic Profile of the Respondents .....	5
B. CC Count and SQD Result .....	5
C. Overall Score per Service .....	6
V. Compliance to Hotline #8888 and Contact Center ng Bayan (CCB).....	6
VI. Results of the Agency Action Plan Reported in FY 2022 .....	8
VII. Continuous Agency Improvement Plan for FY 2024 .....	8
VIII. Annexes .....	10
A. Sample email notification	
B. MOVs for Hotline #8888	
C. Letter from CSC- CCB	
D. Client/Customer Satisfaction Feedback (CSF)-CSM Tool	

## **I. OVERVIEW**

The National Research Council of the Philippines is an attached agency of the Department of Science and Technology that ensures compliance to R.A. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. The NRCP monitors the activities of the Council toward the delivery of efficient and effective services to the transacting public, clientele, and stakeholders.

In 2023, all the external clients who availed of the NRCP's services were requested to fill out a Client Satisfaction Form (CSF) after their transaction, either physically or through the fully online e-processing system on the Council's Scientific Knowledge Management System (SKMS). The SKMS is an online platform developed by the NRCP through its Management Information System (MIS) that serves as a repository of information on Filipino researchers, engineers, scientists and authors of scientific publications and basic research in the Philippines, NRCP Research Journal publications, research-based policies, monographs, abstracts of terminal reports or completed researches, among others. The SKMS also includes the following:

1. Research Grant (Basic Research Information System)
2. NRCP Membership (Membership Information System)
3. Library Service (Library Management System)
4. Thesis/Dissertation Manuscript Grant
5. Outreach Program

Although the Basic Research Information System (BRIS) is included in the SKMS, it is also connected to the Project Management Information System (DPMIS) of the Department of Science and Technology. However, despite the collection of CSFs being integrated into the BRIS, the generation of feedback reports cannot be made directly by the NRCP since the final processing is handled by the DOST, which is the end-user of the said information.

## **II. SCOPE**

In 2023, the NRCP conducted client satisfaction surveys throughout the year, from January to December. The Council surveyed clients who visited its various divisions and units as well as those who transacted with the NRCP online.

The survey utilized the standard harmonized Client Satisfaction Measurement (CSM) questionnaire which encompassed questions relative to the client's demographics and Service Quality Dimensions, to wit:

- |                          |              |
|--------------------------|--------------|
| 1. Responsiveness        | 6. Integrity |
| 2. Reliability           | 7. Assurance |
| 3. Access and Facilities | 8. Outcome   |
| 4. Communication         |              |
| 5. Costs                 |              |

The NRCP client satisfaction survey covered the following services:

EXTERNAL SERVICES	Responses	Total Transaction
NRCP Membership Application	114	943
Availment of Library Service	7	128
-Application for Master’s Thesis and Doctoral Dissertation Manuscript Grant	0	22
-Application for Conduct of Outreach Program	0	0
-Application for NRCP Research Grant	-	274

In CY 2023, only 121 people out of a population of 1,367 were able to answer the survey regarding service quality dimensions, resulting in an 8.85% response rate. According to the administrator of the SKMS, most of the clients who responded focused more on the functionality and usability of the system itself rather than the specific services provided by the NRCP.

### III. METHODOLOGY

For clients who visited the NRCP’s offices and divisions in person, the survey questionnaires were handed out and collected by the personnel who assisted them during their transactions. This allowed the Council to gather direct feedback from these clients and ensure a higher response rate.

For online clients, the CSF was embedded within the NRCP online system, that is the Scientific Knowledge Management System (SKMS). One of the programs under the SKMS which is the BRIS is responsible for the e-processing of research grant applications and funding. However, the BRIS did not generate client satisfaction feedback for the NRCP, as its final processing is handled by the DOST Central Office.

The 8 Service Quality Dimensions were scored using the 5-Point Likert Scale.

Scale	Rating	
	Verbal	Adjectival
1	Strongly Disagree	Very Unsatisfied
2	Disagree	Unsatisfied
3	Neither Disagree nor Agree	Neither Unsatisfied nor satisfied
4	Agree	Satisfied
5	Strongly Agree	Very Satisfied

The interpretation of the client satisfaction survey data results is as follows:

Percentage	Rating
Below 60.0%	Poor
60.0%-79.9%	Fair
80.0%-89.9%	Satisfactory
90.0%-94.9%	Very Satisfactory
95.0%-100%	Outstanding

#### IV. DATA AND INTERPRETATION

##### A. Demographic Profile of the Respondents

The client satisfaction survey results showed that male respondents dominated the pool of clients who transacted with the NRCP. This suggests that the NRCP may need to explore ways to encourage greater participation and engagement from female clients to ensure that its services cater to a diverse range of stakeholders.

Most of the survey respondents, accounting for 80.17% of the total, were affiliated with government institutions. The following is the breakdown of the respondents based on sex and client type:

Sex	Responses	Percentage
Male	63	52.07%
Female	58	47.93%
<b>Total</b>		<b>100%</b>
Client Type	Responses	Percentage
Citizen	5	4.13%
Business	19	15.70%
Government	97	80.17%
<b>Total</b>		<b>100%</b>

##### B. Count of CC and SQD Results

The NRCP’s customer satisfaction survey focused on the key service quality dimensions of **responsiveness, reliability, access and facilities, communication, costs, integrity, assurance, and outcome** to gather feedback on the Council’s service delivery process. The Agency had a visible and well-communicated Citizen’s Charter (CC) which was favorably recognized by its clients. As the NRCP continues to reinforce improvements, the inclusion of Citizen’s Charter related questions in the forthcoming 2024 customer satisfaction survey will be an utmost priority.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	0	3	20	97	121	96.69%
Reliability	1	1	3	15	101	121	95.87%
Access and Facilities	0	2	3	19	97	121	95.87%
Communication	1	0	2	18	100	121	97.52%
Costs	N/A						
Integrity	1	0	1	7	112	121	98.35%
Assurance	1	0	3	10	107	121	96.69%
Outcome	2	0	5	19	95	121	94.21%
<b>Overall</b>	<b>7</b>	<b>3</b>	<b>20</b>	<b>108</b>	<b>709</b>	<b>847</b>	<b>96.46%</b>

Among the eight (8) Service Quality Dimensions, **integrity** had the highest rating that is equivalent to **98.35%** while the **outcome** factor garnered the lowest rating of **94.21%**. The overall rating for the 8 service quality dimensions was significantly capped at an outstanding rate of **96.46%**.

### C. Overall Score per Service

The client satisfaction survey results indicate that the respondents were highly satisfied with their transactions and interactions with the Council. This is evident from the fact that all Service Quality Dimensions received a rating above 80.0%.

External Services	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses
NRCP Membership Application	1	0	2	10	101	114
Library Service	1	0	0	0	6	7
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>10</b>	<b>107</b>	<b>121</b>

The data provided below summarizes the overall ratings of the surveyed services:

EXTERNAL SERVICES	Overall Rating
NRCP Membership Application	97.37%
Library Service	85.71%
<b>External Service Overall</b>	<b>96.69%</b>

### V. COMPLIANCE TO HOTLINE #8888 AND CONTACT CENTER NG BAYAN (CCB)

For CY 2023, the NRCP received a total of six (6) complaints. The Council resolved and acted upon all complaints, except for one, within the prescribed 72-hour period. The Council complied with the requirements of Hotline #8888 and the Contact Center ng Bayan (CCB) with an overall compliance rate of 83.33%. Meanwhile, the non-compliance rate was 16.67%.

In summary, the NRCF demonstrated a high level of responsiveness in resolving complaints with many cases addressed within the designated timeframe.

The table below displays the resolved complaints for CY 2023.

<b>Ticket Number</b>	<b>Date Received</b>	<b>Date Responded</b>	<b>Remarks</b>
P20230123-849-4	January 23, 2023	January 26, 2023	Resolved and acted within 72 hours prescribed period
G202330130-128-6	January 30, 2023	February 2, 2023	Resolved and acted within 72 hours prescribed period
W20230201-745-12	February 1, 2023	February 6, 2023	Resolved but acted beyond the 72 hours prescribed period
W20230323-666-3	March 24, 2023	March 25, 2023	Resolved and acted within 72 hours prescribed period
W20230816-844-9	August 16, 2023	August 17, 2023	Resolved and acted within 72 hours prescribed period
W20230926-950-19	September 26, 2023	September 28, 2023	Resolved and acted within 72 hours prescribed period

As for the CCB, a letter was received on 17 January 2024 informing the Council that the CCB did not receive any public feedback in relation to the delivery of the services of NRCF.

## **VI. RESULTS OF THE AGENCY ACTION PLAN REPORTED IN CY 2022**

The action plan reported in FY 2022 were as follows:

### **A. Integrating the Harmonized CSF prescribed by the Anti-Red Tape Authority**

The prescribed CSF by ARTA was integrated into the SKMS. However, the system's feedback is being answered by the clients first before the CSF for the services.

### **B. Automated follow-up of responses to the CSF in the SKMS**

Although the CSF is embedded in the email notification of approval of application/request, there is no automated follow-up if clients miss answering the CSF.

### **C. Automated process for CSF collection, reporting, escalation and resolution.**

The automated process of CSF collection has been implemented through the SKMS and reporting can be generated. However, the process of escalating results and resolving negative feedback is still to be developed due to the turnover of three (3) computer programmers. The Council has been unable to find replacements for the vacant positions, despite repeatedly posting them. The remaining 3 current programmers are continuously maintaining the SKMS, and any delays may affect the Council's service delivery.

By addressing these action items, the Council can ameliorate its CSF collection, reporting, and resolution processes, ultimately elevating its service delivery and responsiveness to client feedback.

## **VII. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR CY 2024**

To further improve the Council's CSF collection and responsiveness, the following strategies will be implemented in CY 2024:

A. Hard copies of the CSF will be placed in strategic locations within the Agency's divisions/units/sections to ensure they are easily noticed by clients.

B. A dedicated container box will be provided for clients to insert their completed CSF allowing them to submit feedback anonymously without directly interacting with the personnel.

C. For online processes, the CSF will be embedded in the system's approval or rejection notification emails, prompting clients to submit their feedback immediately after the service is delivered.

- D. The CSF will be integrated into the NRCP's Citizen Charter, which can be accessed and completed by clients directly on the LCD screen located at the front lobby of the office.
- E. The CSF will be embedded in the email signature of all NRCP personnel, enabling clients to provide feedback on the service they received.

In coordination with the MIS personnel, the Council will implement the plans (items b & c on the results of the agency action plan for CY 2022) that were not executed in CY 2023.

These initiatives aim to capture comprehensive feedback from clients, both for physical and online transactions, while ensuring anonymity and ease of submission. Further, the NRCP will also prioritize the development of automated systems to streamline the CSF process and enable timely escalation and resolution of any negative feedback.

**Prepared by:**

  
**MARY ROSE M. MARTIN**  
Supervising Administrative Officer

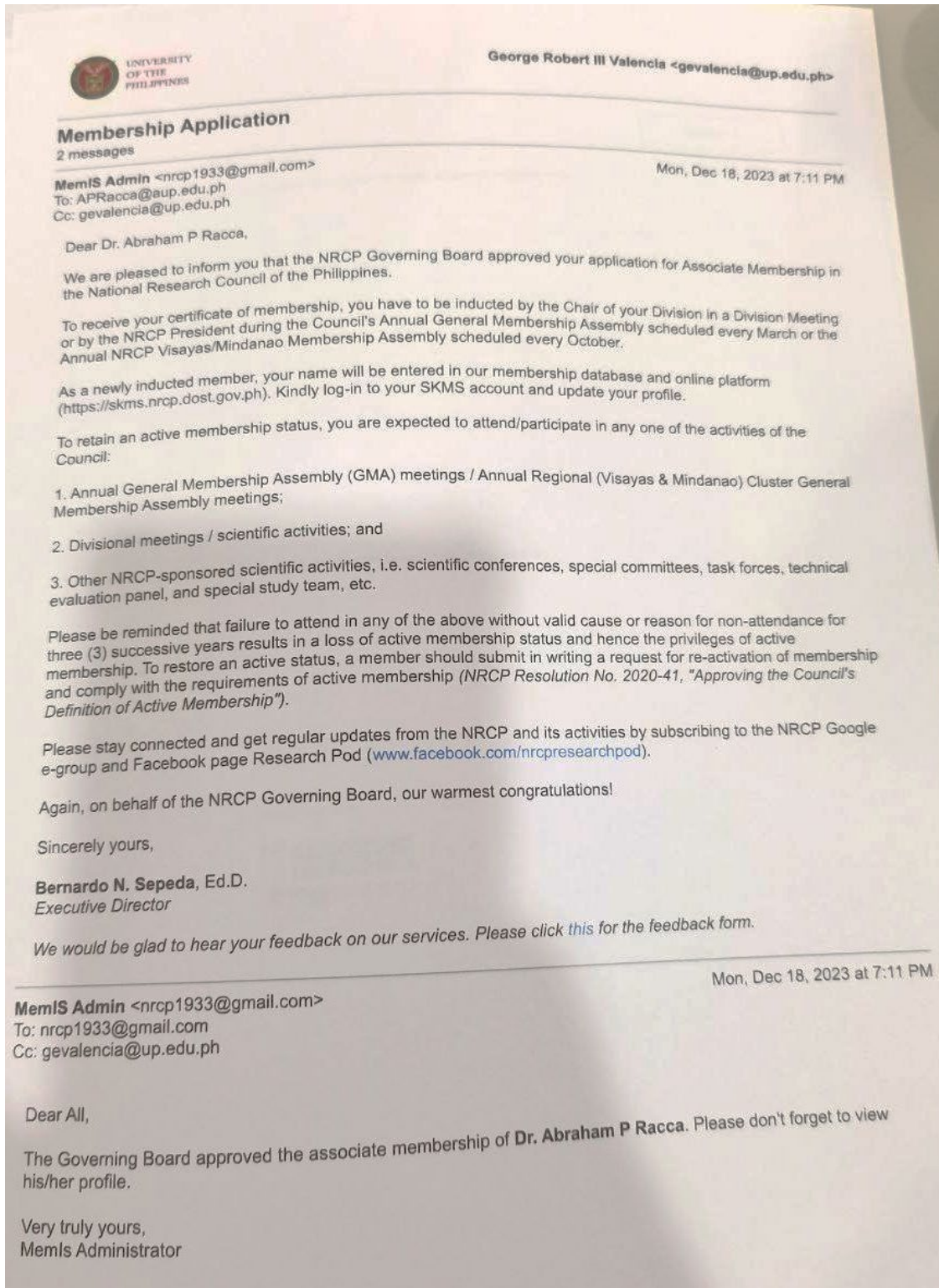
**Approved by:**

  
**BERNARDO N. SEPEDA, Ed.D.**  
Executive Director III

  
**HAZEL S. PEĐE**  
Planning Officer III

# **ANNEXES**

Sample Email Notification for Approved Application for Membership



## Sample Email Notification for Library Materials Provided

Dear Mr./Ms./Dr. Professor Kyla Marie Talarde

Thank you for providing your information. Please see the attached article you have requested.

Title: "Digitized" Arts for HIV/AIDS campaigns

Author: Dr. Brian Serudes Bantugan

To improve our services please leave your comments and feedback on [this link](#).

Very truly yours,

Vai Zabala

NRCP-Library Staff

One attachment • Scanned by Gmail



2/29/24, 9:03 AM Department of Information and Communications Technology Mail - Response to the Complaint re Delay in the release of salar...



DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>

**Response to the Complaint re Delay in the release of salary of the Contract of Service (COS) Employees at the DOST-NRCP**

DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph> Thu, Jan 26, 2023 at 3:43 PM  
To: complaints@8888.gov.ph  
Cc: OASEC HRMMSSC - CO <oasecdianeignacio@gmail.com>, LD - CO // <legal@dost.gov.ph>, DOST-NRCP-OED oed <oed@nrcp.dost.gov.ph>, Mary Rose Martin <maryrose.martin@nrcp.dost.gov.ph>

Dear **Atty. Valino**:

Greetings from NRCP.

We are pleased to transmit herewith the attached response letter in relation to the complaint regarding the Delay in the release of salary of the Contract of Service (COS) Employees at the DOST-NRCP. Also attached the supporting document for your reference.

Thank you.

Kindly acknowledge receipt of this email.

Very truly yours,  
**Jhanel Aquino**  
Records Officer  
National Research Council of the Philippines  
Records Section  
Gaisan Street, Bicutan, Taguig City  
Tel: (632) 8379141 to 43; (632) 8378469; (632) 8372071 to 837100; 2341 to 46  
Fax: (632) 8396274  
email: nrcpinfo@nrcp.dost.gov.ph  
http://www.nrcp.dost.gov.ph

**2 attachments**

- Atty. Valino\_NRCP Response letter.pdf**  
357K
- MEMO NO. ED-2023-01-08.pdf**  
297K

2/29/24, 9:03 AM Department of Information and Communications Technology Mail - Response to the Complaint re Delay in the release of salar...



DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>

**Response to the Complaint re Delay in the release of salary of the Contract of Service (COS) Employees at the DOST-NRCP**

Legal Division <legal@dost.gov.ph> Thu, Jan 26, 2023 at 4:13 PM  
To: DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>  
Cc: DOST OASECALA <oasec.ala@dost.gov.ph>

Good day Ma'am/Sir,

I am writing to acknowledge receipt of your email. Thank you for providing us a copy.

Best regards,  
ALS-Legal Division  
[Quoted text hidden]



**NRCP GOVERNING BOARD  
2022-2023**

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DOST Representative  
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DOST Undersecretary  
for Research and Development

**SECRETARIAT**

**BERNARDO N. SEPEDA, Ed. D.**  
Executive Director

FADL-2023-02

26 January 2023

**ATTY. SHIELA O. VALINO**

*OIG and Attorney IV, ALS – Legal Division, and  
Technical Officer, DOST 8888 Citizens' Complaint Hotline  
Focal Team*  
DOST Compound  
Bicutan, Taguig City

**Dear Atty. Valino:**

This is in reference to your letter received on 23 January 2023 re:  
Delay in the release of salary of the Contract of service (COS)  
employees at the DOST-NRCP, with ticket reference number  
P20230123-849-4.


We wish to inform you that all COSs employed by the Council have to  
submit their accomplishment reports, DTRs, and other supporting  
documents a day after the 15th and 30th of every month as requirement  
to the payment of their salary on the said pay period. However, it was  
observed that a number of our COS have submitted beyond the said  
date and/or submitted incomplete requirements that contributed to the  
delayed processing of their salary.

Further, the Management conceptualized and studied measures for the  
fast facilitation of the COS salaries that will be implemented in the  
ensuing month subject to existing guidelines on the matter.

Attached to this letter is the supporting document for your perusal.

Thank you.

Very truly yours,

  
**BERNARDO N. SEPEDA, Ed.D.**  
Executive Director III



DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>

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## Response to Citizen's Complaint Ticket No. G20230130-128-6

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DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>

Thu, Feb 2, 2023 at 2:27 PM

To: tkrizler@gmail.com

Cc: complaints@8888.gov.ph, DOST OASECALA <oasec.ala@dost.gov.ph>, LD - CO // <legal@dost.gov.ph>

Dear **Dr. Tanalgo**:

Greetings!

We are pleased to transmit herewith the attached response letter regarding your complaint filed using the Citizen's Complaint Hotline with ticket number **G20230130-128-6** concerning the delayed processing of your reimbursement for the grant of the RDLIP.

Kindly acknowledge the receipt of this email.

Thank you.

Very truly yours,

**Jhunel Aquino**

*Records Officer*

**National Research Council of the Philippines**

**Records Section**

Gen. Santos Ave., Bicutan, Taguig City

Tel. (632) 8376141 to 43; (632) 8370409; (632) 8372071 to 83 loc. 2341 to 46

Fax: (632) 8390275


email: [nrcpinfo@nrcp.dost.gov.ph](mailto:nrcpinfo@nrcp.dost.gov.ph)


<http://www.nrcp.dost.gov.ph>

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### 3 attachments

 **Dr. Tanalgo\_Response to 8888 Complaint.pdf**  
1260K

 **30 January 2023\_Reimbursement Claims\_NRCP.pdf**  
180K

 **G20230130-128-6.pdf**  
29K



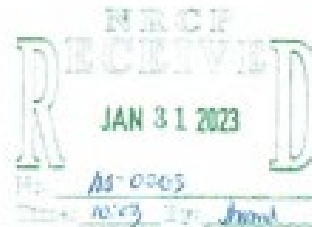
Republic of the Philippines

DEPARTMENT OF SCIENCE AND TECHNOLOGY



30 January 2023

DR. BERNARDO N. SEPEDA  
Executive Director  
National Research Council of the Philippines (NRCP)  
Gen. Santos Ave., Taguig City



Dear Executive Director Sepeda:

This is to endorse for your appropriate action the following concern/complaint(s) lodged before the 8888 Citizen's Complaint Hotline:

- Ticket Reference Number : G20230130-128-6
- Caller/Complainant : Ms. [REDACTED]
- Date/Time of the Receipt : 30 January 2023 (Monday) / 4:08 PM
- Concern/Complaint : Delay in the processing of reimbursement claim of the complainant in the DOST-NRCP

For complete details, please see attached copy of e-mail

Period to take action : Within seventy-two (72) hours from receipt

Please send your response or report on any action taken relative to the subject concern/complaint(s) directly to the caller/complainant, or to [complaints@8888.gov.ph](mailto:complaints@8888.gov.ph) in case of anonymous caller, citing the above ticket reference, copy furnished the office of the undersigned at [cases\\_als@dost.gov.ph](mailto:cases_als@dost.gov.ph), and the 8888 Technical Officer at [legal@dost.gov.ph](mailto:legal@dost.gov.ph).

Be further advised that 8888 Citizens' Complaint Center (CCC) requires proof of your communication/s with the caller/complainant, such as email attachments (with recipient email, date and time the email was sent) and/or screenshots of text messages or call logs before tickets may be approved for closing in the 8888 CCC Portal. Thus, until compliance with the said requirement, this ticket will remain open.

Thank you,

Very truly yours,

  
ATTY. SHIELA O. VALINO  
OIC and Attorney IV, ALS – Legal Division, and  
Technical Officer, DOST 8888 Citizens' Complaint Hotline Focal Team

Copy Furnished: Assistant Secretary Diana L. Ignacio  
Focal Person, DOST 8888 Citizens' Complaint Hotline Focal Team  
(on leave of absence)

page 14/25

3/7/23, 2:02 PM

Department of Information and Communications Technology Mail - NRCP Response to 8888 Complaint w/ Ticket Ref. No. W2...



DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>

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## NRCP Response to 8888 Complaint w/ Ticket Ref. No. W20230201-745-12

1 message

DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>

Mon, Feb 6, 2023 at 5:09 PM

To: tkrizler@gmail.com

Cc: DOST OASECALA <oasec.ala@dost.gov.ph>, complaints@8888.gov.ph, LD - CO // <legal@dost.gov.ph>

Dear Dr. ██████████

Greetings,

Transmitting herewith the attached response to the 8888 complaint with Ticket Reference No. W20230201-745-12 received by the Council.

Thank you.

Kindly acknowledge receipt of this email.

Very truly yours,  
**Jhunel Aquino**  
Administrative Officer



--

**National Research Council of the Philippines**  
**Records Section**

Gen. Santos Ave., Bicutan, Taguig City

Tel. (632) 8376141 to 43; (632) 8370409; (632) 8372071 to 83 loc. 2341 to 46

Fax: (632) 8390275

email: nrcpinfo@nrcp.dost.gov.ph

<http://www.nrcp.dost.gov.ph>

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### 3 attachments

Dr. ██████████\_Letter.pdf  
157K

01 February 2023\_Slow Processing Refund.pdf  
181K

W20230201-745-12.pdf  
32K



# Office of the President

REPUBLIC OF THE PHILIPPINES

## 8888 Citizens' Complaint Hotline

Ticket Reference Number : **W20230201-745-12**  
Status: Ticket indorsed  
Head of Agency : N/A  
Agency : Department of Science and Technology  
Agency Address : N/A  
Attention (Focal Person) : Angely P. Medalle-Alviar

---

Pursuant to Executive Order No. 6<sup>1</sup>, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date: 1 February 2023  
Name of Caller: Krizler C Tanalgo  
Address: N/A  
Contact Details: N/A  
N/A  
tkrizler@gmail.com  
Nature of call: Complaint Against Government Regulations/processes/services  
Subject: Concern Regarding Slow Processing Of Refund From DOST NCRP-RDLIP

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Details:

Dear NRCP and DOST,

I am Krizler C. Tanalgo a Filipino early-career researcher in ecology and conservation. I am writing again this email since you have not responded to several of my emails regarding the seven-month delayed reimbursement issue of the NRCP-RDLIP program. I am taking necessary legal actions regarding this matter if NRCP would fail to fulfil their duties and obligations before the end of the month.

Last July 2022, I was successfully granted an international conference travel grant from NRCP-RDLIP (<https://bit.ly/3ks59DV>) to travel to the UK for a conference. They told me that the grant is through a reimbursement process, which means that I will use my own fund to travel then they will reimburse me with a maximum of 100,000 PHP. While the grant is not enough to cover everything, it was helpful. One of the RDLIP staff requested to submit a report even if I am in the middle of the conference for a reason to expedite my reimbursement. I complied as I thought it is part of the process.

I submitted all the papers and documents necessary right after I came back to the Philippines (in July 2022) and they told me to wait for several weeks before the reimbursement will be successful. Several months have passed there are no updates I ask the NRCP-RDLIP in charge but they keep telling me to wait for several extensions until December 2022 they told me that the finance office can not process the reimbursement and already closed their financial book, but the NRCP staff told me that they reimburse me in December and wait until January 2023. Then, January 2023 came and I asked them for updates, and again same reason to wait and another extension.

I am concerned because I have to clear my financial clearance so I can travel again and pursue my work plans, but with the pending financial debts due to NRCP's long delays, I am barred to travel and engage in research activities. Last year, I missed four (4) important research engagements because I still have pending and uncleared travel from my previous one. I told the NRCP office and it seemed no response from the Director and the officials.

The NRCP officials and staff are not answering any of my inquiries after failing to fulfil their promise before the reimbursement date. This made me realize that there is something off with the NRCP processing and I do not like the idea that already poor researchers are being exploited. Here are my inquiries and questions:

You called for an NRCP-RDLIP conference grant last January 2022 and announced the successful grantees in June-July 2022. How come you don't have the funds ready to reimburse before the end of the year? How come the funds supposed allocated for 2022 grantees can not be granted within seven months and it took until the next year? I am familiar with such a process and this extent of time is strange. Where did the fund for researchers go?

In July 2022, your staff keep asking for documents and report even if I am in the middle of the conference. The reason is to expedite the process, then how seven (7) months equal to expediting? She told me it will take around 1-2 months as the fund is already "in". Again, what happened?

The process reached until December 2022, one of your staff told me that the funds are already obligated, which means the funds are already directed towards the reimbursement but the cashier and financial offices will close and the transfer will be made by January. What happened to those funds that were supposed to be transferred?

January 2023 came, I asked your staff about the updates and told me that the reimbursement will be made within 2nd week (earliest) and 3rd week (latest). Then, on the 2nd week, one last signature is needed to successfully transfer it. It is now 3rd week and I learned that again the process will not be made. What is happening with your process?

The seven (7) months of delays are causing us trouble in our workplace and in our research plans. It may be



DOST-NRCP Info &lt;nrcpinfo@nrcp.dost.gov.ph&gt;

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**NRCP Response to 8888 Complaint w/ Ticket Ref. No. W20230323-666-3**


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Legal Division &lt;legal@dost.gov.ph&gt;

Sat, Mar 25, 2023 at 7:16 PM

To: DOST-NRCP Info &lt;nrcpinfo@nrcp.dost.gov.ph&gt;

Cc: Mary Rose Martin &lt;maryrose.martin@nrcp.dost.gov.ph&gt;, DOST-NRCP-OED oed &lt;oed@nrcp.dost.gov.ph&gt;, "Dr. Bernado Sepeda" &lt;aido.sepeda@nrcp.dost.gov.ph&gt;, DOST OASECALA &lt;oasec.ala@dost.gov.ph&gt;

Dear Ma'am/Sir:

This is to acknowledge receipt of your email. We greatly appreciate your response to this concern. This ticket shall be closed as your reply on the matter is considered a concrete and specific action.

Thank you,  
**ALS-Legal Division**  
 [Quoted text hidden]

Page 1 of 2



## Office of the President

REPUBLIC OF THE PHILIPPINES

### 8888 Citizens' Complaint Hotline

Ticket Reference Number :	<b>W20230323-666-3</b>
Status:	Ticket indorsed
Head of Agency :	N/A
Agency :	Department of Science and Technology
Agency Address :	N/A
Attention (Focal Person) :	Angely P. Medalle-Alviar

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Pursuant to Executive Order No. 6<sup>1</sup>, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date:	23 March 2023
Name of Client:	N/A
Address:	N/A
Contact Details:	N/A N/A N/A
Nature of call:	2023 - Slow/ Inefficient/ Inconvenient Process
Subject:	Alleged Inconvenient Mandatory Wearing of Uniform in the National Research Council Of The Philippines, General Santos Avenue, Taguig City

---

2/29/24, 8:47 AM

Department of Information and Communications Technology Mail - NRCP Response to 8888 Complaint w/ Ticket Ref. No. W2...



DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>

## NRCP Response to 8888 Complaint w/ Ticket Ref. No. W20230816-844-9

Legal Division <legal@dost.gov.ph>

Thu, Aug 17, 2023 at 4:24 PM

To: DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>

Cc: DOST OASECALA <oasec.ala@dost.gov.ph>, Administrative and Legal Service <als.od@dost.gov.ph>, Mary Charlotte Fresco <marycharlotte.fresco@nrcp.dost.gov.ph>, Karizza Yambao <karizza.yambao@nrcp.dost.gov.ph>, DOST-NRCP-OED oed <oed@nrcp.dost.gov.ph>

Dear Ma'am/Sir:

This is to acknowledge receipt of your email. We greatly appreciate your response to this concern. This ticket shall be closed as your reply on the matter is considered a concrete and specific action.

Thank you,



**ALS-Legal Division**  
DEPARTMENT OF SCIENCE AND TECHNOLOGY  
Ground Floor, Main Bldg., DOST Compound  
Gen. Santos Ave., Bicutan, Taguig City  
Tel. No. 8837-2071 local 1020

*"This communication may contain confidential or privileged information and is intended solely for the individual or entity to whom it was originally addressed. Any disclosure, copying, dissemination, or any action taken in reliance on it by others, other than the intended recipient is strictly prohibited. The opinions, conclusions, and statements expressed in this message are those of the sender and may not necessarily reflect the views of the agency."*

Help us improve our services by answering our survey:



[Quoted text hidden]



# Office of the President

REPUBLIC OF THE PHILIPPINES

## 8888 Citizens' Complaint Hotline

Ticket Reference Number : **W20230816-844-9**  
Status: Ticket indorsed  
Head of Agency : N/A  
Agency : Department of Science and Technology  
Agency Address : N/A  
Attention (Focal Person) : Angely P. Medalle-Alviar

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Pursuant to Executive Order No. 6<sup>1</sup>, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date: 16 August 2023  
Name of Client: **[REDACTED]**  
Address: 11 Bach St., Filinvest 2, Batasan Hills, Quezon city, NATIONAL CAPITAL REGION (NCR)  
Contact Details: 0917 539 0721  
N/A  
joseph.denoga@gmail.com  
Nature of call: 2023 - Integrity - Process And Services  
Subject: Follow-Up on Final Billing of a Project under the National Research Council of the Philippines(NRCP)

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2/29/24, 8:52 AM

Department of Information and Communications Technology Mail - ETicket Reference Number: W20230926-950-19



DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>

**ETicket Reference Number: W20230926-950-19**

Legal Division <legal@dost.gov.ph>

Thu, Sep 28, 2023 at 4:41 PM

To: rlead@nrcp.dost.gov.ph

Cc: DOST-NRCP-OED oed <oed@nrcp.dost.gov.ph>, "Bernardo N. Sepeda" <aido.sepeda@nrcp.dost.gov.ph>, Beverly Mae Dela Cruz <beverlymae.delacruz@nrcp.dost.gov.ph>, DOST-NRCP Info <nrcpinfo@nrcp.dost.gov.ph>, Geraldo Petilla <geraldopetilla@nrcp.dost.gov.ph>, DOST OASECIC <oasec.ic@dost.gov.ph>, DOST OUSECRD <ousec.rd@dost.gov.ph>, DOST OASECALA <oasec.ala@dost.gov.ph>, Administrative and Legal Service <als.od@dost.gov.ph>

Dear Ma'am/Sir:

This is to acknowledge receipt of your email. We greatly appreciate your response to this concern. This ticket shall be closed as your reply on the matter is considered a concrete and specific action.

Thank you,



**ALS-Legal Division**  
DEPARTMENT OF SCIENCE AND TECHNOLOGY  
Ground Floor, Main Bldg., DOST Compound  
Gen. Santos Ave., Bicutan, Taguig City  
Tel. No. 8837-2071 local 1020

*"This communication may contain confidential or privileged information and is intended solely for the individual or entity to whom it was originally addressed. Any disclosure, copying, dissemination, or any action taken in reliance on it by others, other than the intended recipient is strictly prohibited. The opinions, conclusions, and statements expressed in this message are those of the sender and may not necessarily reflect the views of the agency."*

**Help us improve our services by answering our survey:**



[Quoted text hidden]



# Office of the President

REPUBLIC OF THE PHILIPPINES

## 8888 Citizens' Complaint Hotline

Ticket Reference Number :	W20230926-950-19
Status:	Ticket indorsed
Head of Agency :	N/A
Agency :	Department of Science and Technology
Agency Address :	N/A
Attention (Focal Person) :	Angely P. Medalle-Alviar

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Pursuant to Executive Order No. 6<sup>1</sup>, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date:	26 September 2023
Name of Client:	N/A
Address:	N/A
Contact Details:	N/A N/A N/A
Nature of call:	2023 - Integrity And Conduct - Employee
Subject:	Alleged Lack of Qualification for Leadership of an Employee of the National Research Council of the Philippines Bicutan, Taguig City

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17 January 2024

**Executive Director III BERNARDO N. SEPEDA, Ed.D.**  
National Research Council of the Philippines  
General Santos Avenue, Bicutan,  
Taguig City

Dear **Executive Director III Sepeda:**

Greetings from the Civil Service Commission (CSC)!

The Contact Center ng Bayan (CCB), established as the public feedback mechanism of the CSC, aims to promote accountability among government agencies by providing the customers with accessible channels to report feedback on government frontline services. The establishment of the facility was anchored on Republic Act (RA) No. 9485 or the Anti-Red Tape Act of 2007.

With the passage of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018, amending RA 9485, the CCB continues its role as a feedback facility on government service delivery. The Implementing Rules and Regulations of the said law provide for the **inclusion of the CCB in the Citizen's Charter of every government agency to be part of their complaints mechanism.** (Rule IV [Citizen's Charter], Section 2 [g] [i])

The Philippine Development Plan (PDP) 2023-2028 recognizes the CCB as part of the monitoring and resolution of citizen's reports and it serves as a strategy for enhancing public feedback loops at the national level-thus providing a transformative potential for social accountability and improving citizens' trust and confidence in government.

Further, in accordance with the Memorandum Circular No. 2023-1 item 4.4 of the *Guidelines on the Grant of the Performance Based Bonus (PBB) for the Fiscal Year 2023*, we are providing you a copy of your office's performance report on the resolution of all concerns referred to your office by the CCB for the period covering 1 January 2023 to 31 December 2023.

***We are pleased to inform you that the CCB did not receive any public feedback in relation to the delivery of the services of your agency.***

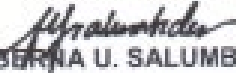
For any clarification, please feel free to contact the CCB through the following access modes: short messaging service (SMS) 0908-8816565, email address [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph), and CCB website [www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph).

Bawat Kawani, Lingkod Bayani

page 24/25

Thank you.

Very truly yours,

  
FABERINA U. SALUMBIDES  
Acting Director IV  
Public Assistance and Information Office

Department of Science and Technology  
**NATIONAL RESEARCH COUNCIL OF THE PHILIPPINES**  
 General Santos Avenue, Bicutan, Taguig City

NRCP F2-External  
 Rev.01/06-20-23

**CLIENT/CUSTOMER SATISFACTION FEEDBACK (CSF)**

This form aims to track the client/customer experience of government service. Your answer will enable this office to provide a better service.

Name: \_\_\_\_\_  
 Age: \_\_\_\_\_ Sex: \_\_\_\_\_  
 Division/Unit visited: \_\_\_\_\_

<p>Finance and Administrative Division (FAD)</p> <p><input type="checkbox"/> Accounting Section (AS)</p> <p><input type="checkbox"/> Budget Section (BS)</p> <p><input type="checkbox"/> Cash Section (CS)</p> <p><input type="checkbox"/> Human Resource Management Section (HRMS)</p> <p><input type="checkbox"/> Records Section (RS)</p> <p><input type="checkbox"/> Supply and Maintenance Section (SMS)</p>	<p>Research and Development Management Division (RDMD)</p> <p><input type="checkbox"/> Research Evaluation and Monitoring Section (REMS)</p> <p><input type="checkbox"/> Technical Capacity Development Section (TCDS)</p>	<p>Research Information and Dissemination Division (RIDDD)</p> <p><input type="checkbox"/> Information Dissemination Section (IDS)</p> <p><input type="checkbox"/> Management Information System (MIS)</p> <p><input type="checkbox"/> Library Section (LS)</p>	<p><input type="checkbox"/> Office of the Executive Director (OED)</p> <p><input type="checkbox"/> Planning</p> <p><input type="checkbox"/> Office of the President</p>
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Service Availed: \_\_\_\_\_  
 Customer/Client Type: (Citizen, Business or Government) : \_\_\_\_\_

Instruction: Please rate the service of the Office as to the given rating scale 5 being the highest and 1 the lowest.

Particular	SCALE				
	Strongly Agree (5)	Agree (4)	Neither Agree or Disagree (3)	Disagree (2)	Strongly Disagree (1)
1. I spent an acceptable amount of time to complete my transaction (Responsiveness).					
2. The office accurately informed and followed the transaction's requirements and steps (Reliability).					
3. My online transaction (including steps) was simple and convenient (Access and Facilities).					
4. I easily found information about my transaction from the office or its website (Communication).					
5. I paid an acceptable amount of fees for my transaction (Costs).	Not applicable				
6. I am confident my Transaction/ online transaction was secured (Integrity)					
7. The office's support was available, or ( if asked questions) support was quick to respond (Assurance)					
8. I got what I needed from the government office (Outcome).					
<b>THANK YOU!!!</b>					