



PHILIPPINE RICE RESEARCH INSTITUTE

CITIZEN'S CHARTER HANDBOOK 2023 (3rd Edition)

I. Mandate:

PhilRice, a government corporate entity under the Department of Agriculture created through Executive Order 1061 on 5 November 1985 (as amended), is mandated to help develop high-yielding and cost-reducing technologies so farmers can produce enough rice for all Filipinos.

II. Vision:

Advanced science and technology for prosperous rice-farming communities towards sufficient and affordable rice for all

III. Mission:

To improve the productivity, profitability, and well-being of rice-farming communities toward a resilient and sustainable rice industry and nutrition-secure Filipinos through climate-smart, socially inclusive, demand-driven, and partnership-based rice research for development and extension.

IV. Service Pledge:

We commit to:

1. Deliver products and services in accordance with international standards of quality, environmental protection, and health and safety:
2. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

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ANNEX A

EXTERNAL SERVICES

1. Purchase of foundation seeds, registered seeds, and other products

Office or Division:	Business Development Division (BDD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Rice Seed Growers Other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Seed Purchase Agreement (SPA) / Product Order and Issuance Slip (POIS), Receipt		Business Development Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Select the seed variety or other products at the BDD.	1.1 BDD prepares a list of available seeds and has a display area for other products.	None		Sales Officer
2. Seed Purchase Agreement (SPA) or Product Order and Issuance Slip (POIS) will be issued and should be brought to the cashier.	2.1 The Sales Officer prepares the SPA or POIS. 2.2 Officer prints the SPA in two copies and the POIS in one copy.	None	5 minutes	Sales Officer
3. Pay and keep the receipt.	3.1 Cashier receives payment 3.1 Issues OR	Amount indicated in POIS/SPA	5 minutes	Cashier
4. Show the OR to BDD warehouse officer (for seeds) or at the Sales Office (for other products) to get the purchases.	4.1 Warehouse Officer/Sales Officer validates the SPA/POIS and Official Receipt.	None	5-20 minutes	Warehouse Officer/ Sales Officer

Sign the "Received By" portion on SPA /POIS. Present the receipt to the gate guard to allow exit.	4.2 Warehouse Officer/Sales Officer release the products to the client			
TOTAL:		Based on purchased product	30 minutes	

2. Online purchase of PhilRice products

Office or Division:	Business Development Division (BDD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Rice Seed Growers Other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Seed Purchase Agreement (SPA) / Product Order and Issuance Slip (POIS), Receipt		Business Development Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail bdd@mail.philrice.gov.ph or private message at www.facebook.com/philriceproducts about order (class and quantity of product, complete delivery address, and contact numbers). Wait for the answer of	1.1 BDD replies to the email to give information on the currently available varieties/products. BDD will first ask complete details about the order (variety, seed class, delivery address and contact	None	1-3 days (excluding Saturdays/	BDD Email or FB Administrator

the BDD regarding the exact bill (on the product and on courier/forwarder) and bank account number where payment will be deposited.	number) if this is not given by the customer.		Sundays and Holidays)	
2. BDD will give notification and send the exact bill and bank account number where payment will be deposited.	<p>2.1 Once the customer replies with the complete details of the order based on available products, the BDD will reply with the exact amount to be paid and the bank account where to send payment.</p> <p>2.1 The Sales Officer will inform the customer in the same email to send a clear copy of the deposit slip once paid.</p>	None		BDD Email or FB Administrator
3. Deposit the given amount billed, take a photo of the deposit slip and send it to bdd@mail.philrice.gov.ph	3.1 BDD acknowledges receipt of deposit slip and notifies the customer that the Cashier will	According to the product price and delivery fee		BDD Email or FB Administrator

or private message on the FB page.	<p>issue Official Receipt upon bank verification. The customer is also informed that once the OR is ready, the freight provider will be advised to pick up the item at PhilRice and that the delivery schedule depends on the freight provider.</p> <p>3.2 BDD prepares the POIS/ SPA and gives a copy of said documents with the deposit slip to the cashier.</p> <p>3.3 The PhilRice Cashier verifies if the deposit is reflected in the account and issues official receipt.</p>			
4. PhilRice will notify that the deposit slip has been received. Wait for the product (s) from the forwarder or courier.	4.1 BDD prepares the products for pickup and includes the OR in the parcel. BDD then contacts the freight	None	The speed of delivery depends on the courier and place of delivery.	BDD <i>Email</i> or FB <i>Administrator</i>

	forwarder to pick up the item. 4.2 BDD releases the parcel to the freight forwarder and asks them to sign the Delivery Control Form as proof of receipt.			
TOTAL:		Based on purchased product	3 days	

3. Rental of Function Rooms/Hall

Office or Division:	Business Development Division (BDD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Receipt Contract		Client, School, Government or Private agency PhilRice		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the available function rooms/halls at https://hostel.philrice.gov.ph/ or visit the <i>PhilRice Hostel</i> office or call through 0917-829-1725. Submit a request letter to the Executive Director's office if	1.1 Reservations Officer (RO) receives and forward the request letter to the Office of the Executive Director for approval.	None	5 minutes	RO

there is space available.				
2. If approved, pay the rental fee at the cashier 1 week before the scheduled date of rent.	2.1 If approved, the RO will notify the client's rental fees. 2.2 PhilRice Cashier will receive the payment and issue an official receipt.	Based on contract	3 minutes	RO/Cashier
3. Show the receipt to the PhilRice Hostel manager and sign the contract.		None	5 Minutes	RO
		TOTAL: Based on contract	13 minutes	

4. Billeting PhilRice Hostel

Office or Division:	Business and Development Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		PhilRice Hostel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE

1. For bookings/reservations visit the PhilRice hostel or call the Manager/Attendant at 0917-829-1725, also through <i>PhilRice Hostel</i> Facebook page (https://www.facebook.com/philricehostel).	1.1 Hostel Manager provides the registration form to the client	None	5 minutes	Hostel Manager/Attendant
2. Fill-out the registration form and pay the room fees.	2.1 Hostel Manager/Attendant receives the filled-out registration form and process the booking/reservation.	Single Deluxe-P1,500; Single-Double Deluxe P2,000; Single Standard-P1,000; Twin Standard-P1,400; Triple Standard-P1,700; Twin-Double Standard-P2,100; Hexa Standard-P2,600; Quadruple Economy-P1,100; Quadruple Standard Fan Rooms-P600	10 minutes	Hostel Manager/Attendant

		TOTAL:	15 minutes	

5. Request for Science and Technology Tour

Office or Division:	Community Relations Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client, School, Government or Private agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Community Relations Office (COMREL) to schedule the S&T tour, or send a message on the Rice Science Museum Facebook page or access https://hostel.philrice.gov.ph and click <i>Tour</i> .	1.1 COMREL staff will check the availability of the chosen date of tour/visit. 1.2 Sends conformation message to the requesting party	Request Letter	1-2 days	COMREL Staff
2. COMREL will review the schedule and seek for approval of the authorities.	2.1 COMREL staff will coordinate with concerned offices to be visited.	None		COMREL Staff

3. Notification will be sent through phone call or email whether the request is approved or denied. (For accommodation needs, follow Service XI).	3.1 Orient the requesting party of the tour/visit itinerary.			COMREL Staff
		TOTAL:	2 days	

6. Inquiries through Text Center

Office or Division:	Development Communication Division			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Text or call PhilRice Text Center at 0917-111-7423 for rice-based queries.	1.1 Text center agent receives the call or text from the client.	None	3 minutes	Text Center Agent
2. Wait for the answer to query/ies.	2.1 Text center agent will send answer to queries and give needed information through sms.	None	30 minutes-1 hour	Text Center Agent
TOTAL:			1 hour, 3 minutes	

7. Request for traditional rice seeds and information

Office or Division:	Genetic Resources Division (GRD)
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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Form	Genetic Resources Division			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the office GRD to get to know the rice varieties or email genebank@philrice.gov.ph or call 0919-355-9743/ 0966-875-0931	1.1 Genebank Manager provides the Request Form	None	5-10 minutes	Genebank Manager
2. Complete the “Request Form” and return it to the Genebank Manager.	2.1 Genebank Manager receives and check the request form for approval	None	5 minutes	Genebank Manager
3. PhilRice will send a notification when the seed has been shipped to forwarder or courier, or e-mail the requested information.	3.1 Clients with approved request are notified.	None	1-3 days	Genebank Manager
TOTAL:	None		3 days, 15 mins	

8. Requests for Rice Statistics

Office or Division:	Socioeconomic Division		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Letter of Request	Client		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a Letter of Request (LOR) to prri.mail@philrice.gov.ph or personally hand it to the Records Office.	1.1 Records Officer (RO) receives the LOR and forward it to the concerned office.	None		Records Officer
2. Wait for the notification for the requested data.	2.1 Concerned office checks the scope of the request for approval under the Republic Act No. 10173, otherwise known as the Data Privacy Act .	None	1 day	Records Officer
3. If approved, wait for the requested data to be sent to the email written on the LOR.	3.1 If approved, FOI will notify the client and email the requested data.	None	1-3 days	Socio-Economic Division
4. Fill-out the feedback form and send it to the e-mail address of the requested data issuer.	4.1 FOI Decision-Maker/ Records Officer will send and received the feedback form	None	1-3 minutes	Socio-Economic Division
		TOTAL:	4 days, and 3 minutes	

9. Certified Inbred Rice Seeds Distribution

Office or Division:	Rice Competitiveness Enhancement Fund- Program Management Office (RCEF-PMO)
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Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen;			
Who may avail:	Registry System for Basic Sectors in Agriculture members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government-issued ID/ Barangay Certificate		Any gov't agency or office		
RSBSA stub		Department of Agriculture		
Authorization Letter		Recipient		
Representative's ID		Authorized representative		
Farmer Satisfaction Survey form		Local Gov't Unit (LGU)-Agri Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Find out and attend the scheduled seed distribution from the DA-LGU.	1.1 RCEF-PMO will schedule and conduct technical briefing 1.2 Awards technical briefing certificates to recipients	None	30 minutes	PhilRice, Local Gov't Unit (LGU)-Agri Office
2. On receipt of rice seed, present the RCEF ID/ DA - Interventions Monitoring Card (IMC) or other government-issued ID. In the absence of the recipient, an authorized can be representative and send a signed authorization letter attached any of those IDs. Authorized representative must bring of government-issued ID.	2.1 RCEF-PMO verifies the requirements 2.2 Give name tags with QR codes to the beneficiaries.	None	5 minutes	Local Gov't Unit (LGU)-Agri Office

3. Sign and register the farming information on Farmer Acknowledgment Receipt.	1.1RCEF-PMO will scan the QR codes 2.1Take pictures of the beneficiaries for databasing.	None	5 minutes	Local Gov't Unit (LGU)-Agri Office
4. Get the seed that matches the number of sacks listed on Farmer Acknowledgment Receipt and fill out the Farmer Satisfaction Survey.	4.1RCEF-PMO receives the customer satisfaction survey forms and releases the seeds.	None	5 minutes	Local Gov't Unit (LGU)-Agri Office
TOTAL:		None	45 minutes.	

10. Distribution Certified Inbred Rice Seeds through *Binhi-e-Padala*

Office or Division:	Rice Competitiveness Enhancement Fund- Program Management Office (RCEF-PMO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen;			
Who may avail:	Registry System for Basic Sectors in Agriculture members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government-issued ID/ Barangay Certificate		Any gov't agency or office		
RSBSA stub		Department of Agriculture		
Authorization Letter		Recipient		
Representative's ID		Authorized representative		
Farmer Satisfaction Survey Form		Seed Grower Cooperative/ Associations		
Claim Code/Text Message		PhilRice RCEF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Attend the scheduled pre-registration schedule at your FCA and find out the free seed distribution schedule.	<p>1.1 PhilRice assigns unique claim codes to individual farmers.</p> <p>1.2 PhilRice send out customized text messages to farmers.</p> <p>1.3 PhilRice facilitate the delivery and inspection of certified seeds.</p> <p>1.4 PhilRice provides all necessary documents for distribution (Farmer Acknowledgment Receipt and Seed Stock Card) and <i>Farmer Satisfaction Survey</i> to the SGC/A.</p>	None	3 minutes	PhilRice
When receiving the rice seed, present the RCEF ID/DA - Interventions Monitoring Card (IMC) or other government-issued ID at the releasing area. In the event of not being able to	<p>2.1 SGC/A, inspects the farmers ID's.</p> <p>2.2 SGC/A's inputs the claim code of the farmer to the Binhi e-Padala Distribution App.</p> <p>2.3 SGC/A's scans QR codes</p>	None	5 minutes	Seed Grower Cooperative/ Associations

attend, an authorized representative can be appointed and a signed authorization letter can be sent along with any of these IDs. The authorized representative must also carry a government-issued ID. The seed that can be received is suitable for the area of cultivated land recorded in the RSBSA.	of certified seeds for release.			
3. Sign and register farming information at Farmer Acknowledgment Receipt and fill-out the <i>Farmer Satisfaction Survey</i> form.	3.1 SGC/A's facilitate and guide the farmers in filling – out the FAR and FSS. 3.2 PhilRice monitors and provides online and on the ground assistance to SGC/A's during distribution.	None	3-5 minutes	Seed Grower Cooperative/ Associations
TOTAL:		None	11 minutes	

11. Student-Trainee Engagement Program (STEP)

Office or Division:	Administrative Support Division (ASD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Foreign and Local Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Application Letter	School			
Application Form	ASD (can also be sent via email)			
Training Agreement and Liability Waiver	ASD (can also be sent via email)			
Life/Accident Insurance	Any Insurance agency			
Medical Certificate	Medical clinic/center			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of application to Records Office (RO) or email to prri.mail@mail.philrice.gov.ph	1.1 Records officer receives the application letter 1.2 Forwards it to ASD for action.	None	1-3 days	Records Officer/STEP Coordinator
2. The Administrative Support Division (ASD) will forward the application letter to the appropriate host division/ Deputy Executive Director for approval.		None		ASD/Division Head/Deputy Executive Director
3. The applicant/school will receive a notification from STEP coordinator by call, text, or e-mail if the application was approved and necessary requirements which must be submitted. Will also be notified when disapproved application.		None		ASD

4. Submit the complete requirements to the STEP coordinator to start on-the-job training according to the agreed schedule.	4.1 STEP coordinator will inform the STEP applicant through text/call/email whether the application is approved or denied. 4.2 If approved, STEP coordinator will give the requirements (printed/e-copy)	None		ASD
TOTAL:		3 days		

12. Training Request on Rice Farming

Office or Division:	Technology Management and Services Division (TMSD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Agreement (LOA)		TMSD		
Billing Statement Training Design		PhilRice Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit a Request Letter to the office of the Technology Management and Services Division (TMSD), call 044-	1.1 Course Coordinator receives the Request Letter from the requesting party.	None	1 day	Course Coordinator

456-0277 loc. 511 or email to tmsd@mail.philrice.gov.ph.				
2. Upon receipt, training request will be analyzed by training management team		None		Course Coordinator
3. Wait for the training design and Letter of Agreement (LOA), and billing statement to be made by PhilRice (TMSD) staff as discussed.	3.1 Course Coordinator prepares the training design, LOA based on agreement with the client/s, and billing statement			Cashier
4. PhilRice and Requesting Party will both sign the LOA.				
5. Pay at the PhilRice cashier according to the billing statement, when the training is done according to the findings. agreement. (For accommodation needs, follow Service XII).	5.1 Cashier receives payment and issue an Official Receipt.	Based on the training design		
TOTAL:		Based on the training design	1 day	

INTERNAL SERVICES

1. Request for Flight Booking

Office or Division:	Administrative Support Division – Booking Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilRice Employees/ Service Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Booking Slip (RBS Form)		Booking Officer		
2. Booking Changes (RBC Form)		Booking Officer		
3. BUR/ORS		Administrative Assistant/Booking Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Flight Booking 1. Submit form of Request for Booking (RB) with attached ORS and approved Travel Order.	1.1 Evaluate submitted form and search for flights availability to requested Airline. 1.2 Call customer service for flight reservations. 1.3 E-mail ticketing office for ticket issuance.	Based on destination and fare class availability	2 days	Booking Officer
For Rebooking and Cancellation of Flights 1. Submit form of RB Changes for cancellation or rebooking, approved by the Deputy Executive Director.	2.1 Call customer service for rebooking/ cancellation of flights. 2.2 E-mail requesting for new ticket	Based on new quoted price for rebooked/ cancelled ticket.	1 day	Booking Officer
TOTAL:			3 days	

2. Application for Degree Training

Office or Division:	Administrative Support Division – Human Resource Management Office (HMRO)			
Classification:	Complex			
Type of Transaction:	G2G - Government to government employee			
Who may avail:	PhilRice Regular Employees (present)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Degree Training		1. HRMO c/o SLDC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out application	1.1 Screen/ Evaluate and give committee recommendations	None	1 day	SLDC; Secretariat;
	1.2 Approve by the Exec. Director		1 day	Executive Director
	1.3 Notify of award		1 day	Secretariat
	1.4 Sign contract and suretyship agreements		3 days	Secretariat
2. If granted, attend orientation	1.1 Conduct orientation of grantee.	none	2 hours	Secretariat
TOTAL:			6 days, 2 hours	

3. Application for Non-Degree Training

Office or Division:	Administrative Support Division – Human Resource Management Office (HMRO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilRice Regular Employees (present)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Non-Degree Training		HRMO c/o SLDC Secretariat		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out application	1.1 Screen/Evaluate	none	1 day	SLDC, Secretariat
	1.2 Recommend/Approve by the Deputy Exec. Director/SLDC Chair/Exec. Director		2 days	DED/SLDC Chair/ED
	1.3 Sign Training Service Agreement (Foreign)		3 days	Secretariat
TOTAL:			6 days	

4. Application for Magna Carta

Office or Division:	Administrative Support Division – Human Resource Management Office (HMRO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Qualified S&T Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Magna Carta Application Form		PhilRice Scientific Career and Magna Carta Evaluation Committee (PSMEC) Secretariat – HRMO		
2. Certified true copy of diploma/s		Client		
3. Certified true copy of academic transcript of records		Client		
4. Certified true copy of service record		Client		
5. Certified true copy of CSC eligibility/ies, or PRC license/s		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Accomplish Magna Carta Renewal Form certified by the Division Head and submit the requirements needed for the Magna Carta application to PSMEC Secretariat	1.1 Collect, evaluate and consolidate the submitted requirements for Magna Carta application 1.2 PSMEC Chair approves and signs all the renewal forms 1.3 Prepare Summary Matrix of the applicants 1.4 Head of the agency certifies the application for Magna Carta	None	5 days	PSMEC Secretariat – HRMO
TOTAL:			5 days	

5. Renewal of Magna Carta

Office or Division:	Administrative Support Division – Human Resource Management Office (HMRO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Qualified S&T Personnel			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Magna Carta Renewal Form	PhilRice Scientific Career and Magna Carta Evaluation Committee (PSMEC) Secretariat – Human Resource Management Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Magna Carta Renewal Form certified by the Division Head and submit the signed copy to PSMEC Secretariat	1.1 Collect and consolidate the submitted Magna Carta Renewal Forms 1.2 PSMEC Chair approves and signs all the renewal forms	None	3 days	PSMEC Secretariat – HRMO

	1.3 Prepare Summary Matrix of the applicants 1.4 Head of the agency certifies the renewal of application for Magna Carta			
	TOTAL:		3 days	

6. Request for Service Record

Office or Division:	Administrative Support Division – Human Resource Management Office (HMRO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilRice Employees/ Service Contractors (past or present)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Record Request form		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form from HRMO	1.1 Preparation of request 1.2 Secure signature of designated signatory	none	30 minutes	Staff-in-charge; HR head
TOTAL:			30 mins	

7. Contract Processing

Office or Division:	Administrative Support Division – Human Resource Management Office (HMRO)			
Classification:	Simple			
Type of Transaction:	G2G (Government Services whose client is a government employee)			
Who may avail:	PhilRice Employees/ Service Contractors (past or present)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

1. 5 copies of contracts		Requesting Division/Office		
2. Copy of approved RFP				
3. Copy of RUP if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare 5 copies of Contracts with 1 copy of approved RFP or RUP if any	1.1 Check and number the contract 1.2 Record on database	None	5 minutes	HMRO staff
2. Prepare Budget Obligation Request and Status/ Utilization Request	2.1 For notarization		1 day	
TOTAL:			1 day, 5 minutes	

8. Request for Contract Record and Clearance

Office or Division:	Administrative Support Division – Human Resource Management Office (HMRO)			
Classification:	Simple			
Type of Transaction:	G2G (Government Services whose client is a government employee)			
Who may avail:	PhilRice Employees/ Service Contractors (past or present)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request	1.1 Prepare the requested documents (Contract Record, Clearance)	None	1 day	HRMO Staff
TOTAL:			1 day	

9. Request for Identification Card

Office or Division:	Administrative Support Division (ASD)
Classification:	Simple

Type of Transaction:	G2G - Government to government employee			
Who may avail:	PhilRice Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		ASD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out Request Form	1.1 Take ID picture of service contractor.	None	10 minutes	Admin staff
TOTAL:			10 minutes	

10. Application for PMBF Loan

Office or Division:	Administrative Support Division – Human Resource Management Office (HMRO)			
Classification:	Simple			
Type of Transaction:	G2G (Government Services whose client is a government employee)			
Who may avail:	PhilRice Employees/ Service Contractors (past or present)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled out application form		HRMO		
2. Copy of latest payroll		Administrative Assistant		
3. Copy of current contract		Client		
4. ATM Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at HRMO on the computation of loan and fill out application form.	1.1 Process the application form and prepare the loan agreement.	None	5 minutes	HRMO Staff
2. Submit the application form and requirements to FMD for checking.		None		HRMO Staff
3. Submit the application form to Admin for approval		None		HRMO Staff

4. Return to FMD for releasing of check		None		HRMO Staff
TOTAL:			5 minutes	

11. Request for Personnel (RFP)/ Request for Upgrading of Position (RUP)

Office or Division:	Administrative Support Division – Human Resource Management Office (HMRO)			
Classification:	Simple			
Type of Transaction:	G2G (Government Services whose client is a government employee)			
Who may avail:	PhilRice Employees/ Service Contractors (past or present)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RFP				
1. 4 copies of RFP		Requesting Division		
2. Accomplished checklist of requirements		HRMO		
3. Photocopy of updated receipt of SSS		SSS		
4. Photocopy of updated receipt of PhilHealth		PhilHealth		
5. Insurance policy		Insurance Provider		
RUP				
1. 2 Copies of RUP		Requesting Division		
2. Photocopy of diploma		Client		
3. Photocopy of training certificates		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RFP 1. Prepare 4 copies of RFP (New, Renewal, Replacement) -For Renewal RFP, attach accomplished checklist of requirements, photocopy of updated receipt	1.1 Check and number the RFP 1.2 Record on database		5 mins	HRMO staff

of SSS, Philhealth and Insurance Policy				
2.Complete the signatories on RFP and return 1 copy to HRMO	2.1 For New & Replacement RFP, prepare endorsement for accredited applicants and forward/ track the documents to requesting division/office * Coordinate with AAs on the results of interview		10 minutes	HRMO staff
	TOTAL:		15 minutes	
RUP 1.Prepare 2 copies of RUP signed by immediate supervisor and division head with attached photocopy of training certificates, diploma.	1.1 Evaluate and number the RUP		10 mins	HRMO staff
	TOTAL:		10 minutes	

12. Records Services

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PhilRice Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Records Office (RO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill-out/check the needed documents/records and submit request form to RO.	1. Receive and process the request.	None	1 day	Records Officer
2. Receive requested documents/records		None		
TOTAL:		None	1 day	

13. Financial Services

13. Financial Services						
Office or Division:	Financial Management Division (FMD)					
Classification:	Simple					
Type of Transaction:	G2G - Government to Government					
Who may avail:	All PhilRice Personnel					
NATURE OF BUSINESS	CHECKLIST OF REQUIREMENTS	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Processing of Budget Requests (Obligations /Utilization)	1. Obligation Request and Status (ORS)/Budget Utilization Request and Status (BURS)	Submission to Budget Office (soft (FMIS) and hard copies)	1.Receiving of documents	None	3 days	Budget staff
	2. Preliminary Attachments		2. Evaluation / processing			Budget Officer
			3. Verification/ certification			
II. Processing of Vouchers	1. Disbursement Voucher (DV)/Petty Cash Voucher (PCV)	Submission to Accounting Office (soft (FMIS)	1.Receiving of documents	None	3 days	Accounting Staff

	2. Supporting documents per checklist of requirements	and hard copies)	2. Evaluation / processing 3. Verification / certification			Accountant
III. Certification of Funds Availability	1 Purchase Order (PO)	Submission to Accounting Office	1. Receiving	None	1 day	Accounting Staff
	2 Contracts		2. Certification			Chief Accountant
	3 Supporting attachments					
IV. Payment of Petty Cash Vouchers	1. Processed PCV	Submission to Petty Cash Custodian	1 Payment	None	1 day	Petty Cash Custodian
V. Collection of Payments	1. Order of payment (OP)/ Product Order and Issue Slip (POIS); Sales and Purchase Agreement (SPA) or Bill of Payment	Submission to Cashier	1. Official Receipt Issuance	None	1 day	Cashier
	2. Cash or Check					
VI. Releasing of Checks	1. Valid ID	Submission to Cash Office	1. Check issuance	None	1 day	Cash staff
	2. Special Power of Attorney (SPA)- for representatives					
	3. Official Receipt- for Suppliers					
VII. Bills Processing	1. Order of payment	Submission to Bookkeeping Office	1. Review and processing	None	1 day	Bookkeeping staff
VII. Financial/ Liquidation Reports	1. Request Form	Fill-out/check the desired	1. Report preparation	None	2 days	Bookkeeping staff

		service and submit request form to FMD	2. Report Certification			Chief Accountant
VIII. Requests/Retrieval for other documents	1. Request Form	Fill-out/check the desired service and submit request form to FMD	1. Serving of request	None	Every Friday of the week	Concerned staff
			TOTAL	None	Process based	

14. Health and Safety Monitoring

Office or Division:	Integrated Management Systems and Services Office (IMSSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	PhilRice Employees and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with IMSSO	1.Initial assessment and interview will be done upon the arrival of Health and Safety Officer (HSO).	n/a	Within the day	IMSSO staff/ Health and Safety Officer
	2. Incidents like uncontrolled elevated blood pressure, severe dizziness and accidents inside the Institute will be attended by the HSO.		Within 15 minutes upon receipt of notice	HSO/ Emergency Response Team

	3. Quarantined staff will be monitored twice a day.		8-9AM 4-5PM	HSO
		TOTAL:	Schedule based except for emergencies	

15. Inspection Services

Office or Division:	Integrated Management Systems and Services Office (IMSSO)		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government		
Who may avail:	PhilRice Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Job Order Output Inspection			
1. Numbered and Signed Job Contract		HRMO	
2. Accomplishment Report		Requesting Party	
B. Inspection of Procured Items			
1.1 Numbered and Signed Purchase Request (for reimbursement transactions)		Requesting Party	
1.2 Numbered and Signed Purchase Order		Procurement Management Division	
2. Sales Invoice/ Charge Invoice/ Official Receipt/ Delivery Receipt		Supplier	
C. IAR Inspection/Processing			
1. SPBI and PR (attach supporting documents if applicable; e.g. proposal, sample photo of items requested, letter of invitation, etc.)		Requesting Party	
2. Request for Price Quotation/s		Requesting Party or PMD	
3. Abstract of Canvass		Requesting Party or PMD	
4. NOA (for PhilGeps posted transactions)		Requesting Party or PMD	
5. NTP (for PhilGeps posted transactions)		Requesting Party or PMD	
6. Purchase Order		Requesting Party or PMD	
7. ORS		Requesting Party or PMD	
8. Invoice/s		Supplier	
9. IAR		Requesting Party or PMD	

D. Waste Material Inspection 1. Waste Material Report		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Job Order Output Inspection 1. Contact an IMSSO Inspector and request a schedule for the inspection.	A. Job Order Output Inspection 1.1 Actual inspection of the output based on the job contract.	none	30 minutes	IMSSO Inspector
2. Bring the required documents at the time and place of inspection.	2.1 Signing and certification of contract completion.			
B. Actual Inspection of Procured Items 1. Contact an IMSSO Inspector and request a schedule for the inspection.	1.1 Actual inspection of the item/s based on the PR/PO versus the invoice/s and actual deliveries.	none	45 minutes (depending on the quantity of items)	IMSSO Inspector
2. Bring the required documents at the time and place of inspection.	2.1 Signing of invoice/s.			
C. IAR Inspection/ Processing 1. Bring all the required documents to IMSSO.	1.1 Checking of required documents. 1.2 Verification of transaction details on physical documents against those in the database system. 1.3 Signing of IAR and marking it as "inspected" in PSIS.	none	15 minutes	IMSSO Inspector

D. Waste Material Inspection 1. Bring the materials along with the signed Waste Materials Report.	1. Inspection of the materials. 2. Signing of WMR.	none	10 minutes	IMSSO Inspector
		TOTAL:	Time is based on service given	

16. Waste Management Services

Office or Division:	Integrated Management Systems and Services Office (IMSSO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government		
Who may avail:	PhilRice Employees and Staffville Occupants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Solid Waste Collection			
Only properly segregated wastes will be picked up from the designated drop off points			
B. Chemical & Hazardous Waste (HW)			
Follow Schedule of chemical and hazardous waste turn-over - Every last Friday of the month			
Waste labeling - attach HW Label		Lab Managers/ Pollution Control Officer (PCO)	
Container Requirement - Containers must be suitable to the characteristics of HW being stored, must be in good condition, free from leaks and damage.			
Monitoring Sheet for HW Turned over at the Temporary Chemical and Hazardous Waste Storage (Form)		Lab Managers/ PCO	
C. Waste Material			
Waste Material Report for Supplies and Materials (Form)		Administrative Assistant	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Solid Waste Collection				
1. Janitors and Staffville Occupants will collect wastes from their area of assignments and place the collected wastes to the designated Drop Off Points only, following the Waste Hauling Schedule.	1.1 Material Recovery Facility (MRF) personnel will haul the collected wastes from the drop off points	n/a	within the day	MRF Personnel
	1.2 All Solid Waste collected will be stored in the Material Recovery Facility for recycling, composting and disposal.	n/a	within the day	MRF Personnel
B. Chemical & Hazardous Waste				
1. Concerned staff will fill up Monitoring Sheet for HW Turned over at the Temporary Chemical and HW Storage (Form)	1. Chemical & HW will receive the HW and the HW monitoring sheet.	n/a	within 30 minutes	MRF Personnel/ IMSSO PCO
2. Attach HW Label	2.1 HW will be stored at the Chemical & HW Storage; HW form will be forwarded to IMSSO PCO for filing.	n/a	within 30 minutes	MRF Personnel/ IMSSO PCO
3. Ensure that the container is in good condition, free from leaks and damage.	3.1 Stored HW will be hauled by DENR accredited TSD Facility for treatment and final disposal.	n/a	n/a	MRF Personnel/ IMSSO PCO/ Third Party TSD Facility

4. Turn over the HW and HW monitoring form to the Chemical & HW Storage Personnel				
C. Waste Material				
1. Concerned staff will fill up and sign WMR and attach all necessary documents	1. IMSSO PCO will sign the received portion in the WMR form and accept the waste materials.	n/a	within 30 minutes	IMSSO PCO
2. Turn over waste material to IMSSO upon submission of WMR	2. Waste Materials will be turned over to MRF Personnel for transport to the MRF (for recycling or disposal) or to the Chemical & HW Storage (for temporary storing before treatment and final disposal)	n/a	within the day	MRF Personnel
		TOTAL:	Time varies with every service	

17. Computer and Network Services

Office or Division:	Information Systems Division (ISD)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	PhilRice Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Service Request 1. Division, Name of Requester 2. Details of the problem	Online ICT Maintenance Request Form

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Service Request 1. Request can be accomplished online 2. Bring the unit for repair	A. Service Request 1.1 Fill-up online service request form 2.1 Scheduling of repair - first come, first serve basis	none	Ticket number will be assigned	ISD Technical staff
B. Troubleshooting Process Details of problems encountered	1.1 Verify/determine if the problem is hardware-related, software-related or user-related 1.2 Diagnose the problem 1.3 Start with the easiest, most obvious possibilities (power, cables etc) 1.4 Using repair tools (depends on the problem found) 1.5 Take note of the derailed problem, write down error for reference 1.6 Testing the unit 1.7 Notify/Return the unit to the owner	none	Depending on the problem Minimum: Clean and installation of Operating System – ½ day Clean and Software installation – ½ day Hardware and installation additional peripherals - 1 day Back-up of Data Files – ½ day (30GB – w/o errors)	ISD Technical staff
2. Notification	2.1 Notify/Return the unit to the owner 2.2 If the problem is not solved or the user is not			

	satisfied return the unit to ISD office 2.3 The technician will diagnose again the problem of the unit and repair or recommend alternative solution			
C. IT Equipment need part(s) replacement 1. Requester will procure the needed parts	1.1 Technician will provide specification of the needed parts	none	Depends on the procurement process	ISD Technical staff
		TOTAL:	Time is based on service given	

18. Library Services

Office or Division:	Library Unit			
Classification:	Simple/Complex			
Type of Transaction:	G2G (Government Services whose client is a government employee)			
Who may avail:	PhilRice Employees/ Researchers from nearby institutions/schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Walk-in Properly filled-out Literature Search Service forms and feedback form (client satisfaction)		PhilRice Library		
Online Email/Facebook page request		philrice.library@philrice.gov.ph; https://www.facebook.com/philricelibrary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<u>Walk-in</u> 1. Approach the library staff on desired knowledge resource	1.1 Provide appropriate form or brief client on available resources	None	2 minutes	Librarian
2. Fill out Literature Search Service form and submits to Library staff	2.1 Review the form and assists client in accessing the OPAC	None	10 minutes	Librarian
3. Proceed with the search and hands search results to Library staff	3.1 Retrieve the knowledge product, logs transaction, and releases the requested material to the client together with the feedback form	None	Depends on type of request	Librarian
4. Receives knowledge material and accomplishes feedback form for service availed of	4.1 Collects feedback form and tabulates result	None	10 minutes	Librarian
	TOTAL:	None	22 minutes	
<u>Online</u> 1. Sends library material/ resource request via Library email address or FB page	1.1 Acknowledges receipt of request and confirms availability/seeks further information	None	1 day	Librarian
2. Provides further information (if requested)	2.1 Proceeds with the request; logs transaction and releases material, as appropriate, to the client	None	3 days depending on nature of request	Librarian

TOTAL:	None	4 days	
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19. Procurement Services

Office or Division:	Procurement Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilRice Employees as End User			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Request for Posting of Bid Opportunities 1. SPBI and PR (attach supporting documents if applicable) 2. Signed Request for Quotation (RFQ)		Requesting Party/ Division		
B. Request for Processing of Abstract of Canvass and Notice to Proceed 1. Accomplished Request for Price Quotation/s from suppliers 2. Prepared and signed Abstract of Canvass		Requesting Party/Division Supplier Requesting Party/Division		
C. Request for Processing of NOA /PO/NTP 1. Prepared and Conformed Notice of Award (NOA) 2. Approved/Certified/Conformed Purchase Orders (PO) with ORS 3. Prepared Notice to Proceed (NTP)		Requesting Party/Division PMD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Processing of Request for Posting of Bid Opportunities to PhilGEPS (for transactions amounting to 50k and above)				
Submit Request to PMD	1. Track and forward to PMD	None	10 minutes	Division Unit AA
	2. Receipt and Review of Request for posting based on attached RFQ and PR	None	1 day	PMD Unit AA and PMD Staff with PhilGEPS Account

	3. Posting to PhilGEPS using PhilGEPS website	None		
	4. Scan PhilGEPS Posting, record in the database and Send proof of posting through email Div AA	None		
	5. Release to Division Concerned through PMD Dropbox (for pick up by Div AA)	None	5 minutes	PMD Unit AA/ PMD Messenger
		TOTAL:	1 day and 15 min	
B. Processing of Request for Evaluation of Abstract of Open Canvass				
Submit Abstract of Open Canvass	1. Track and forward to PMD for processing	None	10 minutes	Division AA
	2. Receive at PDTs and Record in database and Forward to in charge for Processing	None	1-2 days	PMD AA
	3. Validation with suppliers and Evaluation of Abstract based on RFQs submitted by suppliers and Action of TWG/End-Users			PMD Staff In Charge
	4. Certify Abstract of Abstract of Canvass	None		PMD Head
	5. Numbering of Abstract and/Database Encoding to PSIS/Record in the Database of Abstract Received/evaluated			Unit AA
		TOTAL	2 days and 10min	
C. Preparation, Approval, Serving, Conformance and Posting of Notice of Award				
	1.Prepare NOA and summary of items to be awarded	None	1 day	PMD Unit AA
	2. Review of NOA			Immediate Supervisor

	3. Approval of NOA			PMD Head
	4. Send e-copy of approved NOA to Division Canvasser for issuance to supplier			PMD Unit AA
Serve and Submit Conformed NOA	5. Serve/Issue /Follow-up and provide conformed copy to PMD	None	3 days	Unit AA Division Canvasser/AA
	6. Scanning and Posting of Conformed NOA (to PhilGEPs, PhilRice Website and Conspicuous Place)	None	1 day	PMD Unit AA
	7. Updating of Database of Posted Transactions to PhilGEPs website			PMD Staff In charge (with PhilGEPs account)
	8. Track and Return Procurement Documents to Division			PMD Unit AA Messenger
		TOTAL	5 days	
Purchase Order and NTP Processing				
Submit PO	1.Receive and review at PSIS	None	1 day	CMU Unit AA/CMU Unit Head
	2.Numbering and serving of PO	None	3 days	
	3.Follow up conformance			
	4.Updating of database			
	5.Prepare Notice to Proceed	None	1 day	CMU Unit AA
	6.Review/Approval of NTP			PMD Head/AH
	7.Serve and follow-up conformance		3 days	CMU Unit AA
	8. Updating of database			
	9.Forward to PMD Staff in charge for updating of Award to PhilGEPs website	None	3 days	CMU Unit AA
	10. Update Posting of Award to PhilGEPs website			PMD Staff in charge (with PhilGEPs account)

		TOTAL	11 days	

20. Releasing of Supplies

Office or Division:	Property Management and Supply Unit (PSMU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Printed Stock, Plan, Budget Inquiry (SPBI)		PhilRice Intranet		
Requisition and Issuance Slip (RIS)		PhilRice Intranet		
Obligation ang Request Status (ORS)		PhilRice Intranet		
Notice of Obligation Request and Status (NORS)		PhilRice Intranet		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check availability of supplies thru SPBI via and print a copy	* None	None	30 minutes	Administrative Assistant
2.1 Prepare RIS and have it signed by the approving authority. 2.2 Prepare ORS and NORS and have it signed by the approving authority.	* None	None		
3. Submit printed SPBI,RIS,ORS,NORSA documents to Financial Management Division (FMD) for budget processing.	1. Receive and process documents.	None	1 day	Budget Officer
4. Wait for the release of processed budget document from FMD.	1. Release processed documents.			
5. Submit processed budget document to PSMU.	1.1 Receive processed documents.			

	1.2 Prepares supplies. 1.3 Inform client that items are ready for release.	None	1 day	Supply Officer
6. Wait for the release of supplies from PSMU.	1. Release items			
TOTAL:		None	2 days, 30 mins.	

21. Repair and Maintenance and other Services

Office or Division:	Physical Plant Division (PPD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Physical Plant Division Intranet Service (PPDIS) System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit PPDIS system, choose type of repair and maintenance needed and submit. List of services; <ul style="list-style-type: none"> • Air conditioning • Carpentry • Electrical • Painting works • Plumbing • Roofing • Tile works • Janitorial 	1. Receive request for repair thru PPDIS. 1.1 Assess request's detail 1.3 Plan repair schedule 1.4 Evaluate needed supplies for repair	None	1 day	Repair and Maintenance Supervisor
2. Monitor repair works.	1. Perform repair works		1 day	PPD personnel

TOTAL:	None	2 days	
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22. Transportation Services

Office or Division:	Physical Plant Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PhilRice Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Travel Order (TO)		Human Resource Information System (HRIS)		
Request for Vehicle (RFV)		Human Resource Information System (HRIS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare TO/RFV, signed by the approving authority and submit to dispatcher.	1. Receive Approved TO/ RFV. 2. Prepare dispatch schedule.	None	1 day	Dispatcher
2. Wait for the posting of dispatch schedule via corporate mail.	1. Prepared dispatch schedule sent to Records Office for posting.			Dispatcher/ Records Officer
3. Acquire trip ticket from dispatcher.	1. Prepare trip ticket and provide a copy to the requestee.			Dispatcher
TOTAL:		None	1 day	

23. Farm Machinery Services

Office or Division:	Rice Engineering and Mechanization Division Farm Service Center (REMD-FSC)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilRice Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

Operation Request Form		PhilRice Intranet		
Dispatch Form		Field Assessor		
Customer Satisfaction Survey Form		Field Assessor		
Billing Statement		Administrative Assistant/Field Assessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit request form through PhilRice intranet.	1. Receive, assess and process the request. 2. Conduct field inspection 3. Schedule field operation.	None	1.5 days	Field Assessor
2. Monitor field operation.	1. Conduct field operation.	None	1 day	Farm Machinery Operator
3. Wait for the issuance of billing statement after field operation.	1. Prepare/issue billing statement.	Daily/per ha. Rates in Php Power tiller w/ implements-700 Water pump-950 Handtractor-500 Thresher-500 Rotavation-3,700 1 st harrowing-1,200 2 nd harrowing-1,000 Final leveling and harrowing-1,500 Mechanical Transplanter-6,800		

		Combine Harvesting-12,500		
4. Division head will certify the billing statement and submit it to REMD-FSC.	1. Receive certified billing statement and prepare Budget Utilization Report (BUR). 2. Forward BUR to Financial Management Division.	None		Administrative Assistant/Field Assessor
TOTAL:		Equipment, service and area based	2.5 days	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>External Clients</p> <ol style="list-style-type: none"> 1. After every transaction, concerned offices give out customer satisfaction slips which the customer fills-out and submits to the concerned office. <p>Internal Clients</p> <ol style="list-style-type: none"> 1. Every transaction, the delivery unit conducts customer satisfaction surveys for all internal services which rate the services rendered, reasons for low ratings and other suggestions.
How feedback is processed	<p>External Clients</p> <ol style="list-style-type: none"> 1. Concerned offices immediately contact customers with unsatisfied ratings to gather information. <p>Internal Clients</p> <ol style="list-style-type: none"> 1. The Administrative Support Division consolidates all customer satisfaction surveys at the end of the semester and sends the results to the concerned offices.
How to file a complaint	<p>External Clients</p> <ol style="list-style-type: none"> 1. Suggestion and complaints boxes are placed on strategic places where clients can write their complaints on the provided sheets and dropped in the said boxes. 2. E-mail address and contact numbers are posted in the Citizen's Charter where clients can communicate their complaints. <p>Internal Clients</p> <ol style="list-style-type: none"> 1. Internal clients can write their complaints in the customer satisfaction surveys conducted regularly. 2. Staff can freely call the concerned division heads to air their complaint.

How complaints are processed	<p>External Clients</p> <ol style="list-style-type: none"> 1. After receiving customer satisfaction feedback forms, concerned offices immediately contacts unsatisfied clients and address their complaints. <p>Internal Clients</p> <ol style="list-style-type: none"> 1. Concerned offices conduct validation of the complaint and perform the necessary remedial action.
Contact information	<p>Email: betterphilrice@philrice.gov.ph Cellphone: (+63) (917) 111-7423 Contact Center ng Bayan: Text 0908-881-6565; Call 1-6565* Citizen's Complaints Center: 8888</p>

LIST OF OFFICES

Station	Address	Email Address
Philippine Rice Research Institute – Central Experiment Station	Brgy, Maligaya, Science City of Muñoz, Nueva Ecija, 3119	prri.mail@mail.philrice.gov.ph
Philippine Rice Research Institute – Agusan	Basilisa, RT Romualdez, 8611 Agusan del Norte	agusan.station@philrice.gov.ph
Philippine Rice Research Institute - Batac	MMSU Campus, Batac City, 2906 Ilocos Norte	batac.station@philrice.gov.ph
Philippine Rice Research Institute – Bicol	Batang Ligao City, 4504 Albay	bicol.station@philrice.gov.ph
Philippine Rice Research Institute – Isabela	Malasin, San Mateo, 3318 Isabela	isabela.station@philrice.gov.ph
Philippine Rice Research Institute – Los Baños	UPLB Campus, College, 4030 Laguna	losbanos.station@philrice.gov.ph
Philippine Rice Research Institute – Midsayap	Bual Norte, Midsayap, 9410 North Cotabato	midsayap.station@philrice.gov.ph
Philippine Rice Research Institute – Negros	Cansilayan, Murcia, 6129 Negros Occidental	negros.station@philrice.gov.ph