



PHILIPPINE RICE RESEARCH INSTITUTE

CITIZEN'S CHARTER HANDBOOK

2024 (5th Edition)



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I. Mandate:

DA-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. CORE Values and Attributes:

R – Relevance, Responsiveness, and Resilience

I - Integrity, Innovativeness, and Inclusivity

C - Collective Spirit, Convergence, and Client Centric

E - Excellence, Equity, and Empathy

V. Service Pledge (Integrated Management Policy):

DA-PhilRice adheres to the system of quality management, environmental protection, and occupational health and safety in its operations to advance science research for development and extension (R4DE).



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CENTRAL EXPERIMENT STATION

EXTERNAL SERVICES

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

The DA-PhilRice Business Development Division (BDD) offers various products and services. Products include high-quality seeds, advocacy materials (souvenir items), publications, diagnostic kits (LCC and MOET), rice wine, special rices, and other offers.

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) 2 Original or Product Order and Issuance Slip (POIS) (1 Original), Receipt (1 Original)		Business Development Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Select the seed variety or product to be purchased at the Business Development Division	1.1 BDD provides a list of available seeds and has a display area for other products.	See Annex A	5 minutes* (depends on the customer)	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 SPA/POIS	5 minutes	Cashier
4. Present the receipt at the BDD warehouse (for	4.1 Warehouse Officer/Sales Officer validates	None	15 minutes	Warehouse Officer/ Sales Officer



seeds) or at the Sales Office (for other products) to claim the purchased items. Sign the "Received By" section of the SPA/POIS. Show the receipt to the guard upon exiting DA-PhilRice.	the SPA/POIS and Official Receipt. 4.2 Warehouse Officer/Sales Officer release the products to the client			
TOTAL:		Variable	30 minutes	

2. Purchase of DA-PhilRice Products Online

DA-PhilRice products are also offered and sold online.

Office or Division:	Business Development Division (BDD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deposit Slip (1 e-copy)		Any Land Bank of the Philippines branch		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to bdd@mail.philrice.gov.ph or a private message to www.facebook.com/philriceproducts regarding the order. Provide details such as the type and quantity of products, complete delivery	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	See Annex A		BDD <i>Email</i> or FB <i>Administrator</i>

<p>address, and contact numbers. Wait for BDD's response regarding the exact payment details for the products and the courier/forwarder, as well as the bank account number for payment deposit.</p>	<p>contact number) if this is not given by the customer.</p>		<p>3 days (excluding Saturdays/Sundays and Holidays)</p>	
<p>2. BDD will notify and send the exact bill, and bank account number where payment will be deposited.</p>	<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>	<p>None</p>		<p><i>BDD Email or FB Administrator</i></p>
<p>3. Deposit the given amount billed, take a photo of the deposit slip and send it to</p>	<p>3.1 BDD acknowledges receipt of deposit slip and notifies the customer that the Cashier will</p>	<p>According to the product price and delivery fee</p>		<p><i>BDD Email or FB Administrator</i></p>

<p>bdd@mail.philrice.gov.ph or as a private message on the FB page.</p>	<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 DA-PhilRice and that the delivery schedule depends on the freight provider.</p> <p>3.2 BDD prepares the SPA/ POIS and gives a copy of said documents with the deposit slip to the cashier.</p> <p>3.3 The DA-PhilRice Cashier verifies if the deposit is reflected in the account and issues official receipt.</p>			
<p>4. DA-PhilRice will notify that the deposit slip has been received. Wait for the product (s) from the forwarder or courier.</p>	<p>4.1 BDD prepares the products for shipping and includes the OR in the parcel. BDD then contacts the freight</p>	<p>None</p>	<p>The speed of delivery depends on the courier and place of delivery.</p>	<p><i>BDD Email or FB Administrator</i></p>

	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:		Variable	3 days	

3. Rental of Function Rooms/Hall

The Central Experiment station boasts of spacious and cozy seminar halls, top-of-the-line equipment, and high-end audiovisual devices.

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 (1 Original) Receipt (1 Original) Contract (1 Original)		Client, School, Government or Private agency DA-PhilRice		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check if there are available function rooms or halls. Visit the DA-PhilRice Hostel office or call 0917-829-1725. If there is an available space, submit the request letter to the office of the Executive Director.	1.1 Reservations Officer (RO) receives and forward the request letter to the Office of the Executive Director for approval.	None	5 minutes	Reservations Officer

<p>2. If approved, pay 50% (for private agencies) and the total rent at the cashier one week before the scheduled date of use, and "for billing" if it is a government agency.</p>	<p>2.1 If approved, the RO will notify the client's rental fees. 2.2 DA-PhilRice Cashier will receive the payment and issue an official receipt.</p>	<p>Crop Biotech Center (CBC) Plenary Hall – Php 113,000 (weekdays) , Php 120,800 (weekends) CBC Multi-Purpose Hall – Php 81,000 (weekdays) , Php 88,200 (weekends) Social Hall – Php 51,750 (weekdays) , Php 55,400 (weekends) Cafeteria Extension – Php 11,550 (weekdays) ,Php 12,900 (weekends)</p>	<p>3 minutes</p>	<p>Reservations Officer/Cashier</p>
<p>3. Present the receipt to the DA-PhilRice Hostel manager and sign the contract.</p>	<p>3.1 RO will prepare the contract and have it signed by the client.</p>	<p>None</p>	<p>5 Minutes</p>	<p>Reservations Officer</p>
<p>TOTAL:</p>		<p>Variable</p>	<p>13 minutes</p>	

4. Billeting at the DA-PhilRice Hostel

The PhilRice Hostel is an ideal retreat for professionals who wish to learn something new and at the same time have a taste of what Nueva Ecija has to offer. It's clean rooms and layout reflect the fresh air in the countryside. With courteous and friendly staff, the weary traveler will feel relaxed and secure.

Office or Division:	Business 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 (1 Original)		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. Complete the registration form using the online link: https://forms.gle/U8AX1hqxTvafSeur7 before arriving at the Hostel. On the day of arrival, sign the registration form	2.1 Hostel Manager/Attendant receives the filled-out registration form and process the booking/reservation.	Aircon Rooms: *Executive Room – P3,000.00 *Single-Double Deluxe– P2,500	5 minutes 1 minutes (registration form signing)	Hostel Manager/Attendant

and pay the corresponding rent (if it is on a cash basis) for the selected room.		*Single Standard – P1,400 *Twin Standard – P1,600 *Triple Standard – P1,900 *Twin-Double Standard – P2,200 *Hexa Standard – P2,800 *Quadruple Economy – P1,200 *Quadruple Standard Fan Rooms – P700		
TOTAL:		Variable	11 minutes	

5. Request for Science and Technology Tour

The community relations office made attempts to share fundamental rice scientific education with diverse individuals who were seeking information for the institute's visitor management. The office also wants to leverage internet platforms and social media to improve relationships with various stakeholders.

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 (1 Original)		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. You can also message the Rice Science Museum Facebook page or email philricecommunityrelations@gmail.com.	1.1 COMREL staff will check the availability of the chosen date of tour/visit. 1.2 Sends conformation message to the requesting party	None	2 days	COMREL Staff
2. COMREL will review the schedule and seed 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.	3.1 Orient the requesting party of the tour/visit itinerary.	None		COMREL Staff
TOTAL:		None	2 days	

6. Inquiries through Text Center

A digital platform, the PhilRice Text Center answers rice-related queries and provides daily consultation services to rice farmers and other stakeholders around the country through call and text messaging. Farm advisories, rice technology updates, market information, and other farm insights are also regularly sent to registered farmer-clients.

Office or Division:	Development Communication 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		
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.	1.1Text center agent receives the call or text from the client.	None	2 minutes	Text Center Agent
2. Wait for the answer to query/ies.	2.1Text enter agent will send answer to queries and give needed information through call/SMS.	None	2 minutes (non-technical) 10 (technical)	Text Center Agent
TOTAL:		None	4minutes non-technical 12 minutes technical	

7. Request for traditional rice seeds and information

The Genetic Resources Division maintains a Genebank that houses more than 17,000 rice germplasm collections that are of the highest quality to achieve maximum longevity. The Genebank is the repository of rice genetic resources consisting of traditional cultivars, modern varieties, farmers’ selections, elite breeding materials, and wild rice relatives.

Office or Division:	Genetic Resources Division (GRD)			
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		
Request Form (1 Original)		Genetic Resources Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Visit the Genetic Resources Division office to learn about traditional rice varieties. You can also do any of the following: <ul style="list-style-type: none"> • Text or call at 0919-355-9743 / 0966-875-0931 • Email at prri.genebank@gmail.com • Sign up for Oryza GEMS at https://gems.philrice.gov.ph 	1.1 Genebank Manager provides the Request Form	None	10 minutes	<i>Division Head / Genebank Manager</i>
2. Complete the "Request Form" and submit it to the Genebank Manager, or use the "Add-To-Cart" feature of Oryza GEMS.	2.1 Genebank Manager receives and check the request form for approval.	None	5 minutes	<i>Division Head / Genebank Manager / Database Manage</i>
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	3 days (depends on the courier service and the destination location)	<i>Division Head / Genebank Manager / Database Manage</i>
TOTAL:		None	3 days, 15 mins	

8. Requests for Rice Statistics

The Data Analytics Center shall cater to rice and rice-related data requests of different stakeholders (Department of Agriculture, government units, academe, private organizations, and other agencies) subject to data policies and availability..

Office or Division:	Data Analytics Center			
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 (1 Original)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Send the Letter of Request (LOR) to prri.mail@mail.philrice.gov.ph or deliver it personally to the Records Officer. The LOR should include the requested information, the date and location needed, and the contact number/email address of the requested.</p>	<p>1.1 Records Officer (RO) receives the LOR and forward it to the concerned office.</p>	<p>None</p>	<p>1 day</p>	<p>Records Officer</p>
<p>2. Wait for the notification for the requested data.</p>	<p>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.</p>	<p>None</p>		<p>Records Officer</p>
<p>3. If approved, wait for the requested data to be sent to the email written on the LOR.</p>	<p>3.1 If approved, Data Steward will notify the client and email the requested data.</p>	<p>None</p>	<p>3 days</p>	<p><i>Data Analytics Center (Data Steward)</i></p>
<p>4. Fill-out the feedback form and send it to the e-mail address of the requested data issuer.</p>	<p>4.1 Data Steward will send and received the feedback form</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Data Analytics Center (Data Steward)</i></p>



TOTAL:	None	4 days, and 3 minutes	
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9. Student-Trainee Engagement Program (STEP)

As part of its public service and in fulfillment of its corporate social responsibility, PhilRice opens its doors year-round, to students who need to complete certain hours of training, immersion, or out-of-school exposure. Others seek out PhilRice involvement to complete their undergraduate or post graduate theses and even high school investigatory projects.

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 (1 original or soft copy)	School			
Application Form (1 original)	ASD (can also be sent via email)			
Training Agreement and Liability Waiver (1 Original)	ASD (can also be sent via email)			
Life/Accident Insurance (1 photo copy)	Any Insurance agency			
Medical Certificate (1 photo copy)	Medical clinic/center			
Covid-19 Vaxxed cert. (1 photo copy)	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		Records Officer/STEP Coordinator

<p>2. The Administrative Support Division (ASD) will forward the application letter to the appropriate host division/ Deputy Executive Director for approval.</p>		None	3 days	ASD Division Head/ STEP Coordinator
<p>3. The applicant/school will receive a notification from the STEP coordinator via call, text, or email if the application is approved, along with the necessary requirements that must be submitted. They will also be notified in case of a disapproved application.</p>		None		STEP Coordinator
<p>4. Submit the complete requirements to the STEP coordinator to start on-the-job training according to the agreed schedule.</p>	<p>4.1 STEP coordinator will inform the STEP applicant through text/call/email whether the application is approved or denied.</p> <p>4.2 If approved, STEP coordinator will give the requirements (printed/e-copy)</p>	None		STEP Coordinator
TOTAL:		None	3 days	

10. Training Request on Rice Farming

Promotes and disseminates high impact rice technologies through area-based technology promotion, and training and education to help increase the productivity and income of rice



farmers. The division enhances capacities of extension workers and other change agents through retooling or rice science and technology updates.

Office or Division:	Technology Management and Services Division (TMSD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
Letter of Agreement (LOA) (1 Original)		TMSD		
Billing Statement (1 Original) Training Design (1 Original)		PhilRice Cashier TMSD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit and submit a Request Letter at the office of the Technology Management and Services Division (TMSD), or email it to philrice.tmsd@gmail.com.	1.1 Course Coordinator receives the Request Letter from the requesting party.	Request Letter	1 day	<i>Division Head</i>
2. After receiving the request, it will be analyzed by the TMSD training management team, and will develop the training design and details according to the needs of the Requesting Party.	2.1 TMSD training management team will develop the training design in accordance to the needs of the client.	Training Design		<i>Course Coordinator</i>
3. The Requesting Party will approve the training design and details. If necessary, PhilRice will prepare a Letter of	3.1 Course Coordinator prepares the training design, LOA based on agreement with the client/s, and	Training Design, LOA, and Billing Statement (as applicable)		<i>Course Coordinator</i>

<p>Agreement (LOA) and a billing statement, which will also be signed by the Requesting Party.</p>	<p>billing statement.</p>			
<p>4. If there are fees to be paid, payment should be made to the PhilRice cashier according to the billing statement, in order to proceed with the agreed-upon training.</p>	<p>4.1 Cashier receives payment and issue an Official Receipt.</p>	<p>Billing Statement</p>		<p>Cashier</p>
	<p>TOTAL:</p>	<p>Variable</p>	<p>1 Day</p>	



INTERNAL SERVICES

1. Request for Flight Booking

Processing and booking of approved requests for international and local flight bookings.

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) (1 Original)		Booking Officer		
2. Booking Changes (RBR/RBC Form) (1 Original)		Booking Officer		
3. BUR/ORS (2 Original)		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 Slip (RBS) 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 RBR/RBC 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 Rebooking and cancellation fee/ cancelled ticket.	1 day	Booking Officer
TOTAL:		Variable	3 days	

2. Request for Service Record/Certificate of Employment

Employment records of past and present employees are provided swiftly and accurately.

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		
Request form (1 Original)		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:		None	30 mins	

3. Request for Records Retrieval

Particular document, file, or record, locating and delivering it for use.

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 (1 Original)		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	2.1 Issue the needed document to the requester.	None		
TOTAL:		None	1 day	

4. Computer and Network Services

ICT systems operations and technical support.

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 (1 original) 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	A. Service Request 1.1 Fill-up online service request form	none	Ticket number will be assigned	ISD Technical staff
2. Bring the unit for repair	2.1 Scheduling of repair - first come, first serve basis			
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)	none	Depending on the problem Minimum: Clean and installation of Operating System – .5 day Clean and Software installation – .5 day Hardware and installation	ISD Technical staff

	<p>1.5 Take note of the detailed problem, write down error for reference</p> <p>1.6 Testing the unit</p> <p>1.7 Notify/Return the unit to the owner</p>		<p>additional peripherals - 1 day</p> <p>Back-up of Data Files - .5 day (30GB - w/o errors)</p>	
2. Notification	<p>2.1 Notify/Return the unit to the owner</p> <p>2.2 If the problem is not solved or the user is not satisfied return the unit to ISD office</p> <p>2.3 The technician will diagnose again the problem of the unit and repair or recommend alternative solution</p>			
<p>C. IT Equipment need part(s) replacement</p> <p>1. Requester will procure the needed parts</p>	<p>1.1 Technician will provide specification of the needed parts</p>	none	Depends on the procurement process	ISD Technical staff
TOTAL:		None	Variable	

5. Request for Library Resources

Dedicated to the collection, organization, maintenance, storage and retrieval of Filipiniana rice literature. Is also the repository of DA-PhilRice publications.

Office or Division:	Library Unit			
Classification:	Simple to 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 (1 Original) Client Satisfaction Form (1 Original)		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	5 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	Variable	Librarian

4. Receives knowledge material and accomplishes feedback form for service availed.	4.1 Collects feedback form and tabulates result.	None	5 minutes	Librarian
	TOTAL:	None	20 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/sees 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	1 day (simple request/ readily available)	Librarian
	TOTAL:	None	2 days (may vary upon the availability of the requested literature)	

6. Transportation Services

Accurately dispatch, ensures the timely arrival and safety of all passengers listed on the approved travel orders and request for vehicles

Office or Division:	Physical Plant Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All DA-PhilRice Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Travel Order (1 Original)	Human Resource Information System (HRIS)
Request for Vehicle (1 Original)	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	

7. Request for Farm Machinery Services

Relates to the mechanical structures and devices used in land preparation and other field operations.

Office or Division:	Rice Engineering and Mechanization Division Farm Service Center (REMD-FSC)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DA-PhilRice Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Operation Request Form (1 Original)		DA-PhilRice Intranet		
Dispatch Form (1 Original)		Field Supervisor		
Customer Satisfaction Survey Form (1 Original)		Field Supervisor		
Billing Statement (1 Original)		Farm Superintendent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit request form through DA-PhilRice intranet.	1. Receive, assess and process the request. 2. Conduct field inspection	None	1.5 days	Field Supervisor

	3. Schedule field operation.			
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-6,500 Combine Harvesting-12,500	.5 day	Farm Superintendent
4. The Division head and researcher will certify the billing statement and submit it to REMD-FSC for the preparation of payment.	1. Receive certified billing statement and prepare Budget Utilization Report (BUR). 2. Forward BUR to Financial Management Division.	None	2 days	Farm Superintendent
TOTAL:		Variable	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.

<p>How complaints are processed</p>	<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.
<p>Contact information of ARTA, CSC, PCC</p>	<p>ARTA: complaints@arta.gov.ph 8478-5093 CSC: 0908-881-6565 (SMS) PCC: 8888</p>



LIST OF OFFICES

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

ANNEX A

DA-PHILRICE PRODUCTS

Category	Particulars	Price (PhP)
Seeds	Certified Seeds 20 kg	760.00
	Registered Seeds 20 kg	920.00
	Foundation Seeds 10 kg	880.00
Food and Beverage	Brown Rice 2 kg	120.00
	Red Rice 2 kg	200.00
	Black Rice 2 kg	200.00
	Germinated brown rice 1 kg	160.00
	Ordinary Milled Rice 25 kg	1,125.00
	SQR Graded Rice 25 kg	2,000.00
	NutriRice Milk 200mL	45.00
	NutriRice Milk 1000 mL	155.00
	Tapuy Rice Wine 750 mL	450.00
	Rice coffee (box)	150.00
	Assorted teas (box)	200.00
Publications	Tapuy Rice Wine Cookbook & Cocktails	250.00
	Traditional Rice Recipes	100.00
	Mushroom Feast	350.00
	Beyond Greens and Grains	150.00
	Insect Pest Diagnostic Kit (Ilocano/Cebuano)	95.00
	Palay Check System booklet	200.00
Nutrient Management Tools	Leaf Color Chart (LCC)	50.00
	MOET Kit	300.00
	Vital N	350.00
Rice farm implements	Drumseeder	10,000.00
	Saclob	10,000.00

DA-PHILRICE PRODUCTS

Category	Particulars	Price (PhP)
Souvenirs	Cotton T-Shirt	320.00
	Polo unisex (plain/printed)	495.00
	Long Sleeves	350.00
	Jacket	900.00
	Arm cover (pair)	100.00
	Umbrella Small automatic	375.00
	Umbrella Golf Type automatic	495.00
	Ball Cap	200.00
	Cowboy Hat	240.00
	Cowboy Hat with Nape	275.00
	Paddy Boots (knee high)	2,800.00
	Paddy Boots (thigh high)	3,300.00
	Vacuum Tumbler (hot&cold)	580.00
	Bamboo Tumbler (hot&cold)	715.00
	Mug (ceramic with box)	120.00
	Vacuum Mug (hot&cold)	500.00
	Ref magnet	100.00
	Key chain	95.00
	Planner	365.00
	Notebook	325.00
	Lanyard	120.00
	Native bag Large	480.00
	Native bag Small	170.00
	Ecobag XL	35.00
	Ecobag Large	30.00
	Bayong	170.00
	Paper bag	40.00
	Tote bag	170.00