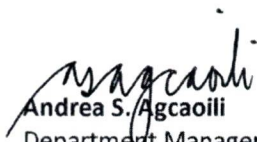





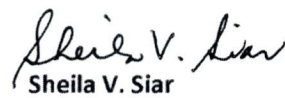
## Philippine Institute for Development Studies

  
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## CITIZEN'S CHARTER

(2<sup>nd</sup> Edition)

June 10, 2020

Effectivity Date



Philippine Institute for Development Studies

## CITIZEN'S CHARTER

(2<sup>nd</sup> Edition)

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Effectivity Date

## **I. Mandate:**

Under Section 2 of Presidential Decree No. 1201 dated September 26, 1977 titled “Creating the Philippine Institute for Development Studies”, the Institute shall have the following purposes and objectives:

- a. To develop a comprehensive and integrated research program that will provide the research materials and studies required for the formulation of national development plans and policies. Such program shall be evolved through constant interaction between the Institute and the appropriate government agency or agencies;
- b. To serve as the common link between the government and existing research institutions, and for this purpose, to provide a forum wherein various research studies are discussed and evaluated;
- c. To conduct and undertake research requested by government or its agencies and to arrange for research to be conducted by other research institutions and individuals, locally and abroad;
- d. To conduct joint studies with domestic research institutions in the academic, government and business sector; and
- e. To establish a repository for economic research information and other related activities.

## **II. Vision:**

By 2025, PIDS is the country’s foremost think-tank and a globally-recognized research organization.

## **III. Mission:**

We provide relevant, reliable, and timely policy research to guide policymaking and enable informed public discourse in the country.



#### **IV. Service Pledge:**

1. We commit to deliver our services to our clients with highest degree of quality and efficiency to ensure stakeholders' satisfaction at all times;
2. We shall attend to requesting parties who are within the premises or even those who send their requests online prior to the end of official working hours and during lunch breaks; and
3. We pledge to perform our services with professionalism, integrity, and dedication to public service.

## V. List of Services

	<b>Page number</b>
<b>1. External Service:</b>	
<u>All Units at PIDS</u>	
1.1. Research Project Development	6-7
1.2. Conduct of Research	8-10
<u>Research Information Department</u>	
1.2. Publications and Circulation Division	
1.2.1 Provision of Reference Materials to External Researchers	11-12
1.2.2. Providing Permission to External Researchers to Use/Cite PIDS Publications	13-14
1.3. Research Dissemination and Public Affairs Division	
1.3.1. Provision of Event Management Services	15-17
<b>2. Internal Services:</b>	
<u>2.1. Administrative and Finance Department</u>	
2.1.1. Administrative Division	
1. Application for Leave of Absence	18-20
2. Issuance of Certificates (e.g. Certificate of Employment, Certificate of No Pending Case)	21-22
3. Issuance of Supplies (available in the stockroom)	23-24
4. Preparation and Issuance of Foreign Travel Orders	25-27
5. Preparation and Issuance of Special Orders and Local Travel Orders	28-30
6. Request for Photocopying/Binding Services	31-32
7. Request for the Reservation of Conference Hall	33-34
8. Request for Vehicle Service	35-36
2.1.2. Procurement Management Division	
1. Procurement of Goods and Services	37-39



## Page Number

2.1.3. Finance Division	
1. Request for Petty Cash	40-41
2.1.4. Accounting and Control Division and Finance Division	
1. Request for Payment	42-44
<u>2.2. Research Services Department</u>	
2.2.1. Research Program Management Division	
1. Request for Dataset	45-47
2.2.2. Information and Communications Technology Services Division	
1. ICT Technical Assistance	48-50
<u>2.3. Research Information Department</u>	
2.3.1. Publications and Circulation Division	
1. Provision of Reference Materials to Internal Researchers	51-52
2.3.2. Research Dissemination and Public Affairs Division	
1. Provision of Event Management Services	53-54



**Office of the President/Research/  
Research Services Department**

**EXTERNAL SERVICE**

**Research Project Development**



# 1. Research Project Development

This service pertains to the conceptualization of research projects in collaboration with external agencies.

## Service Information

<b>Office or Division:</b>	Office of the President (OP)/ Research, Research Services Department (RSD)			
<b>Classification:</b>	Highly Technical (Multi-Stage)			
<b>Type of Transaction:</b>	G2G – Government to Government or G2C – Government to Citizen			
<b>Who may avail:</b>	All government agencies or any requesting party			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter or electronic mail requesting for the conduct of research (original)		Client/Requesting Party		
Pre-Negotiated Terms of Reference (original) which contains the following: <ol style="list-style-type: none"> <li>1. Project objectives</li> <li>2. Research questions</li> <li>3. Scope of work</li> <li>4. Project duration and schedule of deliverables</li> <li>5. Allocated budget</li> </ol>		Client/Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request together with the pre-negotiated TOR.	1.1. Acknowledge receipt of request	None	2 days	Department Manager of RSD Project Development Officer IV, RSD
	1.2. Provide inputs/review the Terms of Reference		5 days	Research Fellow (s) Department Manager of RSD Project Development Officer IV, RSD PIDS President
2. Provides concurrence to the revised Terms of Reference	2. Formally informs the requesting agency of the approval of the request	None	5 days	Department Manager of RSD Project Development Officer IV of RSD
Total			12 days	





**Office of the President/Research/  
Research Services Department/  
Research Information Department/  
Administrative and Finance Department**

**EXTERNAL SERVICE**

**Conduct of Research**



## 2. Conduct of Research

This service pertains to the conduct of the research based on approved MOA/MOU with external clients

Service Information:

<b>Office or Division:</b>	OP/Research, Research Services Department (RSD), Research Information Department (RID) and Administrative and Finance Department (AFD)			
<b>Classification:</b>	Highly Technical (Multi-Stage)			
<b>Type of Transaction:</b>	G2G – Government to Government or G2C – Government to Citizen			
<b>Who may avail:</b>	All government agencies or any requesting party			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Report Templates (original and soft copy)		Client/Requesting Party		
Proof of Payment (not applicable if payment has been paid directly to PIDS) (original)		Servicing Bank		
Client Satisfaction Survey Form (after the service has been completed) (original)		Research Services Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends PIDS copy of the signed MOA	1.1. Implements the research	In accordance with the MOA	In accordance with the Project's timeline	Fellow/Project Team
	1.2. Submit the outputs to the Requesting Party	In accordance with the MOA	In accordance with the Project's timeline	Fellow/Project Team/ Project Evaluation Officer III, RSD President
2. Review and approve the submitted outputs	N/A	None	N/A	N/A
3. Pay the research service provided	3.1. Issue PIDS Official Receipt	None	1 day	Cashier III
	3.2. Disseminates Final Report on the PIDS website (if applicable, as stated in the MOA)	None	5 days	Division Chief III, Publication and Circulation Division

	3.3. Sends client satisfaction survey form to the requesting party.	None	2 days from project completion	Project Evaluation Officer III, Research Program Management Division
4. Provides feedback on the research services provided	Receives accomplished client satisfaction survey and provide feedback to the Project Team and OP	None	2 days upon receipt of the accomplished client satisfaction survey	Project Evaluation Officer III, Research Program Management Division
Total		In accordance with the amount indicated in the MOA	10 days	



**Research Information Department  
Publications and Circulation Division**

**EXTERNAL SERVICE**

**Provision of Reference Materials  
to External Researchers**



## 1. Provision of Reference Materials to External Researchers

This service pertains to the provision of requested library material to support the external researchers' needs.

### Service Information

<b>Office or Division:</b>	Research Information Department/Publications and Circulation Division (PCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Email requesting for assistance/ personal appearance		Person requesting for the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request PIDS for a reference material	1.1. Acknowledge receipt of request	None	2 hours	Librarian III, PCD
	1.2. Search KOHA database. If the reference is not available in the said database, refer to other information sources.	None	4 hours	Librarian III, PCD
	1.3. If the reference is available in the said database, provide the reference material to the researcher for room use only.	None	2 hours	Librarian III, PCD
2. Receive the reference material and fill-out the client satisfaction/ feedback survey form.	2. Acknowledge the receipt of the accomplished form.	None	2 hours	Librarian III, PCD
Total		None	1 day	



**Research Information Department  
Publications and Circulation Division**

**EXTERNAL SERVICE**

**Providing Permission to External Researchers  
to Use/Cite PIDS Publications**

## 2. Providing Permission to External Researchers to Use/Cite PIDS Publications

This service pertains to providing permission to use or cite PIDS publications.

### Service Information

<b>Office or Division:</b>	Research Information Department/Publications and Circulation Division (PCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Email requesting for assistance/ personal appearance			Person requesting for the service	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request PIDS to use/cite PIDS publications	1.1. Acknowledge receipt of request	None	1 hour	Administrative Assistant IV, PCD
	1.2. Check the requested material if indeed a PIDS publication	None	3 hours	Administrative Assistant IV, PCD
	1.2. Approve request to use/cite PIDS publications and require the client to acknowledge PIDS as source if permission from author is not required.	None	3 hours	Information Officer III/Division Chief III, PCD
	1.3 Forward to PIDS author/consultant, for approval, if applicable		1-2 days	Information Officer III/ Division Chief III, PCD
2. Receive the approval and send link of client's published research, if applicable.	2. Record client's request.	None	3 hours	Administrative Assistant IV, PCD
Total		None	3 days	



**Research Information Department  
Research Dissemination and Public Affairs  
Division**

**EXTERNAL SERVICE**

**Provision of Event Management Services**



## 1. Provision of Event Management Services

This procedure covers the following steps: receipt of request, review and approval of the request, discussion of event details with the requesting party (e.g., date, venue, tasking etc), signing of the contract/MoU, and implementation of the contract/MoU.

The purpose of this procedure is to ensure that all events requested from PIDS are well-organized and conducted within the target schedule.

### Service Information

<b>Office or Division:</b>	Research Information Department/Public Affairs Division			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2G – Government to Government			
<b>Who may avail:</b>	All government agencies or any requesting party			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Email requesting for assistance / personal appearance		Person requesting for the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request PIDS to co-organize or manage an event through written communication or email.	1.1 Acknowledge receipt of request.	None	1 hour	Department Manager/Division Chief
	1.2. Forward the request and its corresponding details to the Office of the President (OP) for advise and decision, or for consultation with Mancom.	None	1 hour	Department Manager
	1.3 Ask requestor for additional details, if necessary	None	2 hours	Department Manager/Division Chief, as advised by OP/ManCom
2. Send additional event details to PIDS	2.1. Provide additional details to OP/ManCom	None	2 days	Department Manager/Division Chief
	2.2. Decide on the request (approve/disapprove)	None	3 days	OP

	2.3. Inform requestor of OP's decision.	None	1 hour	Department Manager/Division Chief
3. Acknowledge receipt of PIDS' decision on the request.	3.1. Acknowledge requestor's response.  If approved, invite requestor to a face-to-face meeting or teleconference to further discuss details and requirements of the event.	None	1 hour	Department Manager/Division Chief
4. Discuss details of the events with PIDS-RID (e.g., date, venue, tasking, etc)	4.1. Discuss details of the events with the requesting party (e.g., date, venue, tasking, etc)	None	3 hours	Department Manager and PA team
5. Sign reviewed contract/MoU with PIDS	5.1. Sign reviewed contract/MoU with requesting party	None	10 days	OP (main signatory) and Department Manager (one of witnesses), with the guidance of the Administrative and Finance Department (AFD)
	5.2. Send copies of signed MoU or notarized contracts to requesting party	None	2 days	RID staff, in coordination with AFD staff
6. Acknowledge receipt of signed MoU or notarized contracts	6.1 Acknowledge requestor's response.	None	1 hour	Department Manager/Division Chief
7. Coorganize and conduct the event with PIDS	7. 1. Coorganize and conduct the event with requesting party.	In accordance with the MoA	In accordance with the MoA	Department Manager and RID-PA team, in coordination with AFD
Total		None	18 days	



**Administrative and Finance Department  
Administrative Division**

**INTERNAL SERVICE**

**Application for Leave of Absence**



## 1. Application for Leave of Absence

PIDS employees are entitled to leave of absence with the proper approval as may be provided by law.

### Service Information

<b>Office or Division:</b>	Administrative and Finance Department/Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished form for Application for Leave (2 original copies)		PIDS Intranet/Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished form (item nos. 1-6.d of the form)	1.1. Acknowledge receipt of the form.	None	1 hour	Admin. Officer V Administrative Division
	1.2. Accomplish the portion on the certification of leave credits as of a month-end period following the month the leave was filed (item no. 7.a of the form) and submit to the immediate supervisor of the requestor for recommendation of approval or disapproval (item nos. 7.b-d of the form).	None	2 hours	Admin. Officer V, Administrative Division and Immediate supervisor of the requestor
	1.3. Forward to the Department Manager for final approval.	None	3 hours	Department Manager of the concerned employee
	1.4 Once approved/disapproved, provide one copy to the requestor.	None	2 hours	Admin. Officer V Administrative Division



2. Receive the approved/ disapproved leave.	2. File the other copy of the form.	None	2 hours	Admin. Officer V Administrative Division
Total		None	1 day	



**Administrative and Finance Department  
Administrative Division**

**INTERNAL SERVICE**

**Issuance of Certificates (e.g. Certificate of  
Employment, Certificate of No Pending Case)**



## 2. Issuance of Certificates (e.g. Certificate of Employment, Certificate of No Pending Case)

PIDS issues certifications for its past and present employees for purposes such as visa application, enrollment, and other legal purposes.

### Service Information

<b>Office or Division:</b>	Administrative and Finance Department/Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Email requesting for a certificate		PIDS employee requesting for the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for a certificate from Admin. Officer V	1.1. Acknowledge receipt of request	None	1 hour	Admin. Officer V Administrative Division
	1.2. Draft the certificate.	None	2 hours	Admin. Officer V Administrative Division
	1.3. Forward the draft certificate for review of the DC and approval of the DM.	None	3 hours	Administrative Officer V, Division Chief III (Admin. Division) and Department Manager III (AFD)
	1.4. Provide the certificate being requested.	None	2 hours	Admin. Officer V Administrative Division
2. Receive the requested certificate.	2. Ask the requestor to acknowledge receipt of the requested certificate	None	2 hours	Admin. Officer V Administrative Division
Total		None	1 day	



**Administrative and Finance Department  
Administrative Division**

**INTERNAL SERVICE**

**Issuance of Office Supplies (Available in the  
Stockroom)**





### 3. Issuance of Office Supplies (available in the stockroom)

This service aims to ensure availability of the required resources to support the work/activities of the PIDS staff.

#### Service Information

<b>Office or Division:</b>	Administrative and Finance Department/Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issuance Slip (AFD-AD-QF-30) (1 original copy)		PIDS Intranet or Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished form to Admin. Asst. IV	1.1. Check the availability of the requested supplies  If the supplies are not available in the stockroom, advise the requestor to accomplish a Purchase Request and submit to the Procurement Management Division.	None	4 hours	Administrative Asst. IV Administrative Division
	1.2. Submit the request to DC for approval	None	2 hours	Administrative Asst. IV Division Chief III (Admin. Division)
	1.3. Once approved, provide the requested office supplies.	None	2 hours	Administrative Asst. IV Administrative Division
2. Receive the requested office supplies.	2. Ask the requestor to acknowledge receipt of the requested office supplies.	None	2 hours	Administrative Asst. IV Administrative Division
Total		None	1 day	



**Administrative and Finance Department  
Administrative Division**

**INTERNAL SERVICE**

**Preparation and Issuance of Foreign Travel Orders**

#### 4. Preparation and Issuance of Foreign Travel Orders

PIDS officials and employees are often being required to attend to official travels abroad to present papers/studies or network meetings.

##### Service Information

<b>Office or Division:</b>	Administrative and Finance Department/Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Memorandum requesting for the issuance of a Foreign Travel Order (FTO) duly signed/recommended for approval by the PIDS President indicating all the required details such as duration of the travel, destination, purpose of the travel, travel expenses to be shouldered by the sponsor, beneficiaries for the travel insurance and other details as may be required by the approving authority (NEDA) (1 original copy)		PIDS employee requesting for the service		
Invitation indicating that the sponsor will shoulder the travel expenses (i.e. airfare, accommodation, etc.) (1 original or electronic copy)		Sponsor		
Justification (required by NEDA) that the travel satisfies the following minimum criteria: (a) the purpose of the trip is strictly within the mandate of the requesting government personnel; (b) the projected expenses for the trip are not excessive; and (c) the trip is expected to bring substantial benefit to the country duly signed/approved by the PIDS President pursuant to the OP Memorandum dated January 3, 2018 titled "Directives Applying to Foreign Travels of All Government Officials and Personnel in the Executive Department." (1 original copy)		PIDS employee requesting for the service		
Daily Itinerary of Travel (if requesting for Daily Subsistence Allowance) (1 original copy)		PIDS employee requesting for the service		
Canvass for the Airfare (if requesting PIDS to shoulder the airfare) (1 original copy)		PIDS employee requesting for the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements to the Supervising Admin.	1.1. Acknowledge receipt of all the requirements	None	3 hours	Supervising Admin. Officer Administrative Division

Officer of the Admin. Division.				
	1.2. Draft the FTO	None	4 hours	Supervising Admin. Officer Administrative Division
	1.3. Forward the draft FTO for review of the DC, DM, VP and PIDS President	None	2 days	Supervising Admin Officer, Division Chief III (Admin. Division) and Department Manager III (AFD), Vice President and PIDS President
	1.4. Forward to Admin. Aide VI for transmittal to NEDA for approval.	None	2 days	Supervising Admin. Officer Administrative Division
	1.5 Approves or Disapproves the proposed FTO.	None	4 days	Secretary of Socioeconomic Planning National Economic and Development Authority (NEDA)
	1.6. Once approved, provide the FTO to the requesting employee.  If disapproved, inform the requestor.	None	1 day	HRMO Administrative Division
2. Receive the approved FTO.	2. Ask the requestor to acknowledge receipt of the FTO	None	3 hours	HRMO Administrative Division
Total		None	10 days	



**Administrative and Finance Department  
Administrative Division**

**INTERNAL SERVICE**

**Preparation and Issuance of Local Travel Orders and  
Special Orders**

## 5. Preparation and Issuance of Local Travel Orders and Special Orders

Local Travel Orders are issued to PIDS officials and employees that are required to travel outside Metro Manila to conduct fieldwork activities, such as key informant interviews, surveys, meetings with partners and other data gathering activities. On the other hand, Special Orders are being issued for attendance to trainings or other activities within Metro Manila on official time.

### Service Information

<b>Office or Division:</b>	Administrative and Finance Department/Administrative Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	PIDS Employee	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p>Memorandum requesting for the issuance of a Local Travel Order (LTO) and Special Order (SO) reviewed and recommended for approval by the Department Managers of PSD and AFD, VP and duly approved by the PIDS President indicating all the required details (1 original copy) such as:</p> <p><u>For LTO:</u></p> <ol style="list-style-type: none"> <li>1. duration of the travel</li> <li>2. destination</li> <li>3. purpose of the travel</li> <li>4. details of the travel expenses to be shouldered by PIDS</li> <li>5. request for PIDS vehicle, if any</li> </ol> <p><u>For SO (esp. for attendance to trainings, seminars, workshops, conferences, etc. on official time) (1 original copy):</u></p> <ol style="list-style-type: none"> <li>1. title of the activity</li> <li>2. duration</li> <li>3. registration fee, if any.</li> </ol>	<p>PIDS employee requesting for the service</p>
	<p><u>For SO:</u></p> <ol style="list-style-type: none"> <li>1. Invitation (1 original or electronic copy)</li> <li>2. Favorable recommendation from the PIDS Personnel Development Committee (1 original copy)</li> <li>3. Signed Return Service Agreement (3 original copies)</li> </ol>	<p>Organizer PIDS Personnel Development Committee Supervising Admin. Officer</p>

<b>For LTO:</b> 1. Details of the travel expenses 2. Canvass for the airfare 3. Daily Itinerary of Travel		PIDS employee requesting for the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements to the Supervising Admin. Officer.	1.1. Acknowledge receipt of all the requirements	None	2 hours	Supervising Admin. Officer Administrative Division
	1.2. Draft the SO/LTO	None	1 day	Supervising Admin. Officer Administrative Division
	1.3. Forward the draft SO/LTO for review of the DC and DM and VP to recommend approval to the PIDS President  If not approved, inform the requestor.	None	4 days	Supervising Admin Officer, Division Chief III (Admin. Division) and Department Manager III (AFD), Vice President and PIDS President
	1.4. Once approved, provide the copy of the approved SO/LTO to the requesting employee.	None	1 day	HRMO Administrative Division
2. Receive the approved FTO.	2. Ask the requestor to acknowledge receipt of the SO/LTO	None	8 hours	HRMO Administrative Division
<b>Total</b>		None	7 days	



**Administrative and Finance Department  
Administrative Division**

**INTERNAL SERVICE**

**Request for Photocopying/Binding Services**





## 6. Request for Photocopying/Binding Services

Research service and other support services may require photocopying/binding services.

### Service Information

<b>Office or Division:</b>	Administrative and Finance Department/Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished form for the Request for Photocopying/Binding Services (1 original copy, 1 duplicate copy)		Administrative Division		
Complete materials for reproduction/binding		PIDS employee requesting for the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished form together with the complete materials for reproduction/ binding to the Reproduction Machine Operator.	1.1. Acknowledge receipt of request	None	2 hours	Reproduction Machine Operator Administrative Division
	1.2. Do the reproduction/ binding of the materials	None	4 hours	Reproduction Machine Operator Administrative Division
	1.3. Provide the reproduced/bound materials	None	2 hours	Reproduction Machine Operator Administrative Division
2. Receive the materials requested.	2. Ask the requestor to acknowledge receipt of the materials.	None	2 hours	Reproduction Machine Operator Administrative Division
Total		None	1 day	



**Administrative and Finance Department  
Administrative Division**

**INTERNAL SERVICE**

**Request for the Reservation of Conference Hall**



## 7. Request for Reservation of Conference Hall

Conference halls are made available, on a first come first served basis, for PIDS' staff needs such as conduct of seminars, trainings or meetings.

### Service Information

<b>Office or Division:</b>	Administrative and Finance Department/Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished form for the Reservation of Conference Hall (1 original copy)		PIDS Intranet/Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished form to Admin. Aide VI.	1.1. Check the availability of the conference hall on the schedule provided in the request.  If the conference hall is not available on the schedule, inform the requestor.	None	4 hours	Admin. Aide VI Administrative Division
	1.2. Submit the request to DC for approval	None	4 hours	Admin. Aide VI Division Chief III (Admin. Division)
	1.3. Once approved, inform the requestor that the conference hall shall be reserved on the scheduled date and time.	None	2 hours	Admin. Aide VI Administrative Division
Total		None	1 day	



**Administrative and Finance Department  
Administrative Division**

**INTERNAL SERVICE**

**Request for Vehicle Service**



## 8. Request for Vehicle Service

PIDS provides transportation service to PIDS staff on a first come, first served basis, who need to attend to meetings or conduct fieldwork activities.

### Service Information

<b>Office or Division:</b>	Administrative and Finance Department/Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished form for the Request for Vehicle (1 original copy)		PIDS Intranet/Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished form to Admin. Aide VI	1.1. Check the availability of the PIDS vehicle in the motorpool on the schedule provided in the request.  If a vehicle service is not available on the schedule, inform the requestor.	None	2 hours	Admin. Aide VI Administrative Division
	1.2. If there is an available vehicle, submit the draft trip ticket together with the request to DC for review and to the DM for approval	None	3 hours	Admin. Aide VI Division Chief III (Admin. Division) Department Manager III (Admin. and Finance Dept.)
	1.3. Once approved, inform the requestor that the vehicle service shall be reserved/ provided on the scheduled date and time.	None	3 hours	Admin. Aide VI Administrative Division
2. Sign the trip ticket and submit the driver's assignment feedback form.	2. Acknowledge receipt of the signed trip ticket and feedback form	None	2 hours	Admin. Aide VI Administrative Division
<b>Total</b>		None	1 day	



**Administrative and Finance Department  
Procurement Management Division**

**INTERNAL SERVICE**

**Procurement of Goods and Services**



## 1. Procurement of Goods and Services

PIDS complies with Republic Act No. 9184 (Procurement Law) and its Implementing Rules and Regulations for the procurement of goods and services required for the effective implementation of the operations of the PIDS.

### Service Information

<b>Office or Division:</b>	Administrative and Finance Department/Procurement Management Division			
<b>Classification:</b>	Highly-Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<u>For Goods:</u> Accomplished Purchase Request (PR) form (AFD-PMD-QF-01) with complete specifications (1 original copy)		PIDS Intranet/Procurement Management Division		
<u>For Services (i.e. Consulting Services):</u> 1. Memorandum requesting for the engagement of a contractor/consultant reviewed and recommended for approval by the Department Managers of PSD and AFD, VP and duly approved by the PIDS President indicating all the required details (1 original copy) such as: a. contract duration b. general description of the services to be provided c. project to where the contract shall be charged 2. Terms of Reference (1 original copy)		PIDS employee requesting for the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished form (PR form for Goods) or approved memorandum (for Consulting Services) to Admin. Officer IV.	1.1. Acknowledge receipt of request	None	1 day	Admin. Officer IV Procurement Management Division
	1.2. Conduct the procurement process. 1.2.1. On Public Bidding a. For Goods and	None	136 days	Admin. Officer IV and Admin. Officer V Procurement Management Division

	General Services b. For Consulting Services		180 days	
	1.2.2. On Alternative Methods of Procurement a. For Goods and General Services b. For Consulting Services		26 days 36 days	
	1.3. For goods, provide the goods requested in coordination with the Admin. Division for the inspection and issuance of Acknowledgement Receipt of Equipment (ARE) or Inventory Custodian Slip (ICS).	None	10 days	Admin. Officer V (PMD) and Admin. Asst. IV (Admin. Division) or concerned end-user
	1.4. For services, provide feedback to the requesting party on the commencement date when the consultant will start.	None	4 days	Admin. Officer IV Procurement Management Division
2.1 For goods, submit the accomplished ARE/ICS.	2.1. Acknowledge receipt of the ARE/ICS	None	1 day	Admin. Asst. IV Procurement Management Division
2.2. For consulting services, submit the accomplished feedback form on the consulting services provided	2.2. Acknowledge receipt of the accomplished feedback form	None	1 day	Project Evaluation Officer Research Program Management Division
Total		None		
On Public Bidding				
➤ For Goods and General Services			148 days	
➤ For Consulting Services On Alternative Methods of Procurement			186 days	
➤ For Goods and General Services			38 days	
➤ For Consulting Services			42 days	

\*Covered by special law (RA 9184)





**Administrative and Finance Department  
Finance Division**

**INTERNAL SERVICE**

**Request for Petty Cash**



## 1. Request for Petty Cash

PIDS staff may be granted petty cash funds to support activities in accordance with COA rules and regulations.

### Service Information

<b>Office or Division:</b>	Administrative and Finance Department/Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Petty Cash Voucher (AFD-FD-QF-02) (1 original copy)		PIDS Intranet or Finance Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the approved request for cash advance to Cashier III	1.1. Receive approved request for cash advance	None	3 hours	Cashier III Finance Division
	1.2. Review approved request for cash advance and release the requested amount if in order.	None	4 hours	Cashier III Finance Division
2. Receive the requested petty cash (subject to liquidation on the prescribed period)	2. Ask the requestor to sign the received by portion of the form.	None	3 hours	Cashier III Finance Division
Total		None	1 day	



**Administrative and Finance Department  
Accounting and Control Division and  
Finance Division**

**INTERNAL SERVICE**

**Request for Payment**



## 1. Request for Payment

PIDS disbursements is in accordance with COA circular no. 2012-001 dated June 14, 2012 titled “*Prescribing the Revised Guidelines and Requirements for Common Government Transactions*”.

### Service Information

<b>Office or Division:</b>	Administrative and Finance Department/Accounting and Control Division and Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Request for Payment and Checklist of Requirements (AFD-ACD-QF-02A and 02B) (1 original copy)		PIDS Intranet or Accounting and Finance Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished form and required documents per Checklist to Budget Officer III.	1.1. Acknowledge receipt of the form and check the completeness and veracity of the supporting documents provided.	None	1 day	Budget Officer III Finance Division
	1.2. Check availability of budget. If funds are available, prepare the Budget Utilization Request (BUR).	None	1 day	Budget Officer III Division Chief II- Finance Division
	1.3 Once the BUR is approved, prepare tax certificates, if applicable and the Disbursement Voucher for consideration of approving officers.	None	2 days	Accountant III, Division Chief II- Accounting and Control Division

	1.4 Prepare the check in accordance with the approved DV	None	1 day	Cashier III Finance Division
	1.5 Release the check and ask the payee to: a. issue a receipt (Official Receipt or Acknowledgement Receipt) if applicable; b. sign the Warrant Register; and c. fill up the box <b>C</b> of Disbursement Voucher	None	1 day	Cashier III Finance Division
	2. Acknowledge receipt of the feedback form.	None	1 day	Cashier III Finance Division
Total		None	7 days	



**Research Services Department  
Research Program Management Division**

**INTERNAL SERVICE**

**Request for Dataset**



## 1. Request for Dataset

This service aims to provide research staff with relevant datasets for the conduct of PIDS studies. The datasets are stored in an in-house repository.

### Service Information

<b>Office or Division:</b>	Research Services Department (RSD) /Research Program Management Division (RPMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Dataset Request Form 2. Data Access Authorization Form / Confidentiality Agreement (for data containing personal/sensitive information)		PIDS Intranet/RPMD RPMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished dataset request form (PSD-PS-QF-17) to Project Evaluation Officer III	1.1. Acknowledge receipt of the form.	None	2 days	Project Evaluation Officer III, RPMD
	1.2. Evaluates the request	None	2 days	Project Evaluation Officer III, (RPMD) ITO I, (ICTSD)
	1.3 Approves / Disapproves the request	None	1 day	Department Manager III, RSD
2.1. If approved:	2.1.a. Forwards the approved request to ICTSD for processing	None	1 day	Project Evaluation Officer III, RPMD
	Sends a link containing the dataset (anonymized data), or provides access to the data processing room (for non-anonymized data)	None	1 day	ITO I (ICTSD)

Receive the requested dataset.				
2.2. If disapproved:	2.2.a. Sends notice of disapproval.	None		Project Evaluation Officer III, RPMD
Receive notice of disapproval				
Total		None	7 days	





**Research Services Department  
Information and Communications Technology  
Services Division**

**INTERNAL SERVICE**

**ICT Technical Assistance**



## 1. ICT Technical Assistance

Technical assistance is being provided by the ICTSD concerning all PIDS-managed ICT resources and services. This includes the technical assistance on information systems, access control, and all other ICT-related concerns of PIDS Staff.

### Service Information

<b>Office or Division:</b>	Research Services Department/Information and Communications Technology Services Division			
<b>Classification:</b>	Simple or Complex depending on the technicality of the request			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for technical assistance (through support portal, e-mail, and phone)		PIDS employee requesting for the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request through support portal, email, and phone for technical assistance to ICTSD	1.1. Acknowledge receipt of the request and identify the technical assistance to be provided/served.	None	1 day	Depending on nature of request, any one of the ff: IT Officer I/ IT Officer II/ Computer Programmer III ICTSD
	1.2. Carry-out the technical assistance needed	None	a. Simple – 2 days b. Complex - 3 days	Depending on nature of request, any one of the ff: IT Officer I/ IT Officer II/ Computer Programmer III ICTSD
	1.3. Once the technical assistance has been resolved/carried out, inform the requestor of the status	None	1 day	Depending on nature of request, any one of the ff: IT Officer I/ IT Officer II/ Computer Programmer III ICTSD
2. Acknowledge the completeness of the technical assistance.	2. Ask the requestor to acknowledge through support	None	1 day	Depending on nature of request, any one of the ff:



	portal/email the technical assistance rendered			IT Officer I/ IT Officer II/ Computer Programmer III ICTSD
	Total	None	a. Simple – 5 days b. Complex – 6 days	



**Research Information Department  
Publications and Circulation Division**

**INTERNAL SERVICE**

**Provision of Reference Materials  
to Internal Researchers**



## 1. Provision of Reference Materials to Internal Researchers

This service pertains to the provision of requested library material to support the PIDS researchers' needs.

### Service Information

<b>Office or Division:</b>	Research Information Department/Publications and Circulation Division (PCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Email requesting for assistance/ personal appearance		Person requesting for the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request PIDS for a reference material	1.1. Acknowledge receipt of request	None	1 hour	Librarian III, PCD
	1.2. Search KOHA database. If the reference is not available in the said database, refer to other information sources.	None	4 hours	Librarian III, PCD
	1.3. Provide the available reference to the researcher.	None	1 hour	Librarian III, PCD
2. Receive the reference material.	2.1. Ask the requestor to sign the library bookcard and client satisfaction feedback/survey form.	None	3 hours	Librarian III, PCD
3. Fill-out the client satisfaction form.	2.2. Acknowledge the receipt of the accomplished form.	None	1 hour	Librarian III, PCD
Total		None	1 day	



**Research Information Department  
Research Dissemination and Public Affairs  
Division**

**INTERNAL SERVICE**

**Provision of Event Management Services**



## 1. Provision of Event Management Services

The purpose of this procedure is to ensure that all events requested from the Public Affairs Division of the Research Information Department are well-organized and conducted within the target schedule.

### Service Information

<b>Office or Division:</b>	Research Information Department/ Research Dissemination and Public Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PIDS Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for assistance (through e-mail or personal appearance)		PIDS employee requesting for the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request RID-Public Affairs to organize or manage and event using a request form (RID-PA-QF-07)	1.1. Acknowledge receipt of the request and check needed assistance of the requestor.	None	2 hours	Division Chief, Research Dissemination and Public Affairs Division
	1.2. Seek clearance or advise from Department Manager about the request through email.	None	3 hours	Division Chief, Research Dissemination and Public Affairs Division
	1.3 Provide clearance or advise to Division Chief.	None	1 day	Department Manager, Research Dissemination and Public Affairs Division
	1.4 Send response to requesting party.  If request is approved, ask for details of the event through email.	None	3 hours	Division Chief, Research Dissemination and Public Affairs Division
2. Provide details of the event.	2.1 Acknowledge requestor's response.	None	2 hours	Division Chief, Research Dissemination and Public Affairs Division
Total		None	2 days	

## VI. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>The concerned party may submit through the following channels:</p> <ol style="list-style-type: none"> <li>1. By answering the feedbacks forms provided by the concerned unit;</li> <li>2. By sending an e-mail to the concerned unit; and</li> <li>3. By calling the office telephone numbers.</li> </ol> <p>Please refer to Item VII for the Contact Information of offices processing/accepting the feedback.</p>
How feedbacks are processed	<p>Feedback requiring answers are forwarded to the relevant offices who are then required to send in their response within three (3) working days.</p>
How to file a complaint*	<p>A letter or email of complaint shall be sent to PIDS.</p>
How complaints are processed*	<ol style="list-style-type: none"> <li>1. The PIDS employee who receives the complaint acknowledges the receipt and forwards the same to the concerned department manager.</li> <li>2. The department manager shall assess the complaint (with classification) and forwards the same to the Division Chief/Senior Staff for validation and drafting of response.</li> <li>3. For minor complaints, the department manager shall review and approve the draft response and for major complaints, it shall be the PIDS President who shall review and approve the draft response.</li> <li>4. The PIDS staff who is the subject of the complaint shall immediately implement the actions required as</li> </ol>



	<p>indicated in the response letter once approved.</p> <p>5. The Division Chief/Senior Staff shall verify the acceptance from the stakeholder concerned.</p>
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 8888 CCB: 0908-881-6565 (SMS)



## VII. List of Offices

Office	Address	Contact Information
Office of the President/ Research	18 <sup>th</sup> Floor Three Cyberpod Centris-North Tower, EDSA cor. Quezon Avenue, Quezon City	Executive Assistant V Office of the President 8877-4030  Executive Assistant III Office of the Vice President 8877-4036
Research Services Department	-do-	Project Evaluation Officer III 8877-4043
Research Information Department	-do-	Division Chief III Publications and Circulation Division 8877-4029  Division Chief II Research Dissemination and Public Affairs Division 8877-4016
Administrative and Finance Department	-do-	Division Chief III Administrative Division 8877-4014  Chief Administrative Officer Procurement Management Division 8877-4015  Division Chief II Finance Division 8877-4004  Division Chief II Accounting and Control Division 8877-4008