



Philippine Institute for Development Studies

CITIZEN'S CHARTER

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(2026, 1st Edition)

March 30, 2026
Effectivity Date



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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 2030, PIDS is a frontier institute for transformative development policy research and advice.

III. Mission:

PIDS provides independent, forward-looking, and transformative development policy research and actionable advice through rigorous methods, effective dissemination, and strategic collaborations to guide decision-making and inform public discourse.

IV. Service Pledge:

1. We commit to deliver our services to our clients with the 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

	Page number
1. External Service:	
<u>All Units at PIDS</u>	
1.1. Research Project Development	6
<u>Research Information Department</u>	
1.2. Publications and Circulation Division	
1.2.1 Provision of Reference Materials to External Researchers	8
1.3. Research Dissemination and Public Affairs Division	
1.3.1. Provision of Event Management Services	10-12
2. Internal Services:	
<u>2.1. Administrative and Finance Department</u>	
2.1.1. Administrative Division	
1. Issuance of Certificates (e.g. Certificate of Employment, Certificate of No Pending Case)	14
2. Issuance of Supplies (available in the stockroom)	15
3. Preparation and Issuance of Foreign Travel Orders	16-17
4. Request for Photocopying/Binding Services	18
5. Request for Vehicle Service	19
2.1.2. Procurement Management Division	
1. Procurement through Competitive Bidding	21-27
2.1.3. Finance Division	
1. Request for Petty Cash	29
2.1.4. Accounting and Control Division and Finance Division	
1. Request for Payment	31-32

Page number

2.2. Research Services Department

2.2.1. Research Program Management Division

1. Request for Dataset 34-35

2.2.2. Information and Communications
Technology Services Division

1. ICT Technical Assistance 37-38

2.3. Research Information Department

2.3.1. Publications and Circulation Division

1. Provision of Reference Materials to
Internal Researchers 40

2.3.2. Research Dissemination and
Public Affairs Division

1. Provision of Event Management Services 42

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

EXTERNAL SERVICE

1. Research Project Development

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

Service Information

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

**Research Information Department
Publications and Circulation Division**

EXTERNAL SERVICE

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

Office or Division:	Research Information Department/Publications and Circulation Division (PCD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All government agencies or any requesting party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email requesting for assistance		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request PIDS for a reference material	1.1. Acknowledge receipt of request	None	2 hours	Librarian III, PCD
	1.2. Search KOHA database and other information sources.	None	4 hours	Librarian III, PCD
	1.3. Provide the reference material (print or electronic format) to the client.	None	2 hours	Librarian III, PCD
2. Receive the reference material.	2.1. Ask the client to sign the library bookcard (for print materials) and record the transaction.	None	2 hours	Librarian III, PCD
Total		None	1 day	

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

EXTERNAL SERVICE

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). This service covers joint seminars (and/or webinars) aimed at disseminating research findings to the public. Depending on the scope of the event, the signing and implementation of the contract/MoU are also included. 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

Office or Division:	Research Information Department/Public Affairs Division			
Classification:	Highly technical			
Type of Transaction:	G2C – Government to Citizen or G2G – Government to Government			
Who may avail:	All government agencies or any requesting party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email requesting for assistance		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 advice 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 PAD team
5. Acknowledge the contribution matrix as agreed or submit pre-agreed Memorandum of Understanding (MoU) if requirements are extensive (e.g. include funding or have a wide scope and in need of a Memorandum of Understanding)	5.1.1. If the event only requires logistical arrangements, platform setup, and manpower, coordinate with the requesting party to finalize event details and divide tasks.	None	1 day	Department Manager and PAD team
	5.1.2.a. If requirements are extensive, upon receipt of the pre-agreed MoU, provide inputs/ review	None	2 days	RID staff, Administrative and Finance Department (AFD), and Research Department
	5.1.2.b. Sign the MoU upon finalization and review and submit to requesting party	None	2 days	OP (main signatory) and Department Manager (one of witnesses)
5. Acknowledge receipt of the email or signed MoU.	5.1 Acknowledge requestor's response.	None	1 hour	Department Manager/Division Chief

6. Coorganize and conduct the event with PIDS	6. 1. Coorganize and conduct the event with requesting party	In accordance with the MoA or requirement	In accordance with the MoA or requirement	Department Manager and RID-PA team
Total		In accordance with the MoA or requirement	Without MoA: 7 days With MoA: 12 days	

**Administrative and Finance Department
Administrative Division**

INTERNAL SERVICE

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

This service pertains to the issuance of certifications requested by PIDS' past and present employees for purposes such as visa application, enrollment, and other legal purposes.

Service Information

Office or Division:	Administrative and Finance Department/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PIDS Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email requesting for a certificate		PIDS employee requesting the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for a certificate to 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	

2. 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

Office or Division:	Administrative and Finance Department/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PIDS Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issuance Slip (AFD-AD-QF-30) (1 original copy)		PIDS Intranet or Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. Claim 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	

3. Preparation and Issuance of Foreign Travel Orders

This service facilitates the request for issuance of Foreign Travel Orders (FTOs) for PIDS officials and employees for official international travels.

Service Information

Office or Division:	Administrative and Finance Department/Administrative Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	PIDS Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Memorandum requesting 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 (DEPDev) (1 original copy)	PIDS employee requesting 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 DEPDev) 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 the service
Daily Itinerary of Travel (1 original copy)	PIDS employee requesting the service
Breakdown of Allowances (if requesting for Daily Subsistence Allowance) (1 original copy)	Accounting and Control Division
Canvass for the Airfare (if requesting PIDS to shoulder the airfare) (1 original copy)	PIDS employee requesting the service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the Supervising Admin. Officer of the Admin. Division.	1.1. Acknowledge receipt of all the requirements	None	3 hours	Supervising Admin. Officer Administrative 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 DEPDev for approval.	None	1 day	Supervising Admin. Officer Administrative Division
	1.5 Approves or Disapproves the proposed FTO.	None	6 days	Secretary, <i>Department of Economy, Planning, and Development (DEPDev)</i>
	1.6. Once approved, provide FTO number, file a copy and send the signed FTO to the requestor	None	1 day	Supervising Admin. Officer Administrative Division
2. Receive the approved FTO.	2. Ask the requestor to acknowledge receipt of the FTO If disapproved, inform the requestor.	None	3 hours	Supervising Admin. Officer Administrative Division
Total		None	11 days	

4. Request for Photocopying/Binding Services

This service pertains to the provision of photocopying/binding services for PIDS operations.

Service Information

Office or Division:	Administrative and Finance Department/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PIDS Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	

5. Request for Vehicle Service

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

Service Information

Office or Division:	Administrative and Finance Department/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PIDS Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished form for the Request for Vehicle (1 original copy)		PIDS Intranet/Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
Total		None	1 day	

**Administrative and Finance Department
Procurement Management Division**

INTERNAL SERVICE

1. Procurement through Competitive Bidding

This service pertains to the procurement of Goods and Services of PIDS. Procurement shall be undertaken through Competitive Bidding pursuant to Section 27 of the Implementing Rules and Regulations (IRR) of Republic Act No. 12009 (RA 12009), also known as the New Government Procurement Act (NGPA).

Office or Division:	Administrative and Finance Department/Procurement Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PIDS Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (PR)		PIDS Intranet / Procurement Management Division		
2. Technical Specifications		PIDS employees / Implementing Units / End-Users		
3. Confirmation in the Annual Procurement Plan (APP) / Supplemental Project Procurement Management Plan (PPMP)		BAC Secretariat or PIDS Official Website, Transparency Seal Section for the APP / End-Users for the PPMP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved PR or Memorandum with Technical Specifications, Scope of Service or Terms of Reference	1.1. Receives and reviews if the documents are in order.	None	2 hours	BAC Secretariat
	1.2 Records the projects in the Procurement Monitoring Report (PMR)	None	30 minutes	BAC Secretariat
	1.3 Prepares Philippine Bidding Documents (PBD)	None	5 hours	BAC Secretariat
2. Take note of Pre-procurement Conference	2.1 Sets schedules for Pre-Procurement Conference. BAC Secretariat notifies BAC, End-User/proponents of the activity	None	30 minutes	BAC Secretariat
3. Attends Pre-procurement Conference	3.1 Conducts Pre-procurement conference	None	1 day	BAC, BAC Secretariat, End-User/TWG

	<p>3.2 Finalizes/signs PBD</p> <p>3.3 Publishes PBD in PhilGEPS and PIDS websites and sets succeeding activities</p> <p>3.5 Prepares/ reviews /signs and sends out Invitation to Observers</p>	<p>None</p> <p>None</p> <p>None</p>	<p>20 minutes</p> <p>20 minutes</p> <p>20 minutes</p>	<p>BAC Secretariat</p> <p>BAC Secretariat</p> <p>BAC Secretariat</p>
<p>4. Attends Pre-bid Conference</p>	<p>4.1 Conducts Pre-Bid Conference</p> <p>Note: Duration of conference depends on queries/requests for clarifications of potential bidders</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>(at least 7 calendar days upon publication of procurement notice and 12 calendar days before deadline of bid submission)</p>	<p>BAC, BAC Secretariat, End-User/TWG</p>
<p>5. Receives Supplemental Bid Bulletin</p>	<p>5.1 Prepares Supplemental Bid Bulletin (SBB), if any</p> <p>5.2 Reviews/ approves SBB</p> <p>5.3 Issues approved SBB to potential bidders / uploads to PhilGEPS website</p> <p>Note: Issuance depends if there are issues to be resolved through SBB</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>(at least 7 calendar days before deadline of bid submission)</p>	<p>BAC Secretariat</p> <p>End-user and BAC</p> <p>BAC Secretariat</p>
<p>6. Pays Bidding Documents fee</p>	<p>6.1 Endorses the potential bidder to Cashier for payment</p> <p>6.2 Issues PBD</p>	<p>Amount depends on Approved Budget for the</p>	<p>1 minute</p> <p>5 minutes</p>	<p>BAC Secretariat</p> <p>BAC Secretariat</p>

		<i>Contract, pursuant to IRR of RA 12009</i>		
<i>7. Submits bid</i>	<p><i>7.1 Receives bids, and write date and time of submission</i></p> <p><i>Note: Receipt of bids should be prior to set submission deadline</i></p>	<i>None</i>	<i>10 minutes</i>	<i>BAC Secretariat</i>
<i>8. Attends Opening of Bids</i>	<i>8.1 Facilitates pre-opening requirements</i>	<i>None</i>	<i>1 day</i>	<i>BAC Secretariat</i>
	<i>8.2 Presents the procurement subject and acknowledges the attendees including observers, if any.</i>	<i>None</i>		<i>BAC</i>
	<i>8.3 Presents the received bids</i>	<i>None</i>		<i>BAC Secretariat</i>
	<i>8.4 Opens bids upon the permission of BAC and confirmation of bidder of the submitted envelope</i>	<i>None</i>		<i>BAC / BAC Secretariat</i>
	<i>Note: Duration of actual opening depends on number of bids received. Rating is based on non-discretionary "Pass/Fail" criterion. BAC declares failure of bidding if no bids are received.</i>			
	<i>8.5 Forwards bid/s for evaluation</i>	<i>None</i>		<i>BAC Secretariat</i>
	<i>8.6 Conducts bid evaluation</i>	<i>None</i>		<i>End-user / TWG</i>

<p>9. Submits Bid Evaluation</p>	<p>9.1 Receives Bid Evaluation Report</p> <p>9.2 Endorses the Bid Evaluation Report to BAC</p> <p>Note: If Report shows compliance of bidder, BAC to proceed to Post-Qualification. If Report shows non-compliance of bidder/s, BAC will declare failure of bidding.</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>(Duration of bid evaluation depends on number of bids received, but should not exceed 7 calendar days upon opening of bids.)</p>	<p>End-user / TWG</p> <p>BAC Secretariat</p>
<p>10. Submits Post-Qualification Documents</p>	<p>10.1 Receives and inspects Post-Qualification Documents</p>	<p>None</p>	<p>1 day</p> <p>(Submission of documents should be within 5 calendar days upon receipt of post-qualification notice)</p>	<p>BAC Secretariat</p>
<p>11. Submits Post-Qualification Report</p>	<p>11.1 Receives/ endorses Post-Qualification Report for review / comments / approval</p> <p>Note: If Report is approved, BAC will recommend the award. If found that bidder is post-disqualified, BAC will proceed to post-qualify the succeeding bidder, or BAC to declare failure of Bidding if all bidders are post-disqualified.</p> <p>11.2 Prepares/ reviews/signs the BAC Resolution</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>(whole period for post-qualification is 45 calendar days for Goods and Infra, and 30 calendar days for Consulting Services)</p> <p>Should not exceed 15 calendar days</p>	<p>TWG / BAC Secretariat / BAC</p> <p>BAC Secretariat / BAC / End-user Representative</p>

	<p><i>recommending award</i></p> <p><i>Note: Duration of signing depends on availability of signatories</i></p> <p><i>11.4 Endorses BAC Resolution together with Notice of Award (NOA)</i></p> <p><i>11.5 Approves recommendation of BAC and signs NOA</i></p> <p><i>11.6 Issues NOA to winning bidder and uploads in PhilGEPS Website</i></p> <p><i>11.7 Drafts/reviews/ clears Contract</i></p>	<p><i>None</i></p> <p><i>None</i></p> <p><i>None</i></p> <p><i>None</i></p> <p><i>None</i></p>	<p><i>for steps 11.2 to 11.6</i></p>	<p><i>BAC Secretariat / AFD Manager</i></p> <p><i>PIDS Head of Procuring Entity (HOPE)</i></p> <p><i>BAC Secretariat</i></p> <p><i>BAC Secretariat / End-user</i></p>
<p><i>12. Submits Performance Security</i></p>	<p><i>12.1 Receives/ inspects Performance Security</i></p> <p><i>Note: Submission of Performance Security should within ten (10) calendar days upon receipt of NOA</i></p> <p><i>12.2 Issues contract for signing of winning bidder</i></p>	<p><i>None if bidder will submit bank draft/ guarantee, Surety Bond or Performance Securing Declaration.</i></p> <p><i>Equivalent to 5% of contract amount if bidder will submit Cash/ Manager's Check.</i></p>	<p><i>10 minutes</i></p> <p><i>5 minutes</i></p>	<p><i>BAC Secretariat</i></p> <p><i>BAC Secretariat</i></p>
<p><i>13. Signs Contract</i></p>	<p><i>13.1 Receives signed contract by winning bidder and</i></p>	<p><i>None</i></p>	<p><i>2 days</i></p>	<p><i>BAC Secretariat</i></p>

	<p><i>routes to other signatories</i></p> <p><i>Note: Duration of signing of contract depends on availability of signatories</i></p> <p><i>13.2 Requests/ certifies Contract as to availability of funds and endorses for final approval</i></p> <p><i>13.3 Requests contract notarial</i></p> <p><i>13.4 Prepares/ endorses Notice to Proceed (NTP)</i></p> <p><i>13.5 Approves NTP</i></p> <p><i>13.6 Issues NTP to winning bidder</i></p> <p><i>13.7 Issues notarized contract to winning bidder</i></p> <p><i>13.8 Uploads NTP in PhilGEPS Website</i></p>	<p><i>None</i></p> <p><i>None</i></p> <p><i>None</i></p> <p><i>None</i></p> <p><i>None</i></p> <p><i>None</i></p> <p><i>None</i></p> <p><i>None</i></p> <p><i>None</i></p>	<p><i>3 days</i></p> <p><i>(Should not exceed 10 calendar days upon receipt of NOA except if submission deadline falls on a holiday or a non-working day)</i></p> <p><i>5 minutes</i></p> <p><i>1 hour</i></p> <p><i>1 hour</i></p> <p><i>5 minutes</i></p> <p><i>10 minutes</i></p> <p><i>5 minutes</i></p>	<p><i>BAC Secretariat / ACD / RSD / PIDS HOPE</i></p> <p><i>BAC Secretariat</i></p> <p><i>BAC Secretariat/ AFD Manager</i></p> <p><i>PIDS HOPE</i></p> <p><i>BAC Secretariat</i></p> <p><i>BAC Secretariat</i></p> <p><i>BAC Secretariat</i></p>
<i>14 Submits NTP with conforme</i>	<i>14.1 Receives NTP with conforme</i>	<i>None</i>	<i>5 minutes</i>	<i>BAC Secretariat</i>
<i>Total</i>		<i>Bidding documents fee depends on ABC.</i>	<i>12 days, 12 hours and 1 minute actual service rendered but overall procurement</i>	

		<p><i>If submitted Performance Security is Cash or Manager's Check depending on contract amount</i></p>	<p><i>timeline are as follows:</i></p> <p><i>Goods & Services - not later than 140 calendar days</i></p> <p><i>Infrastructure Projects - not later than 160 calendar days</i></p> <p><i>Consulting Services - not later than 170 calendar days</i></p>	
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NOTE: The above process time does not account for the other mandatory timelines stipulated in the IRR of RA 12009.

Administrative and Finance Department

Finance Division

INTERNAL SERVICE

1. Request for Petty Cash

This service pertains to the facilitation of the release of petty cash funds. PIDS staff may be granted a cash advance of up to P15,000.00 per transaction for petty operating expenses subject to COA rules and regulations.

Service Information

Office or Division:	Administrative and Finance Department/Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PIDS Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petty Cash Voucher (AFD-FD-QF-02) (1 original copy)		PIDS Intranet or Finance Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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

1. Request for Payment

This service pertains to PIDS disbursements that are in accordance with COA Circular No. 2023-004 dated June 14, 2023 titled “Prescribing the Updated Documentary Requirements for Common Government Transactions, amending COA Circular No. 2012-001 dated June 14, 2012”.

Service Information

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

	for consideration of approving officers.			
	1.4 Prepare the check in accordance with the approved DV, for consideration/signature of signing authorities	None	1 day	Cashier III Finance Division
	1.5 Release the check and ask the payee to: a. Sign the Warrant Register; b. Fill out Box C of the Disbursement Voucher and sign tax certificate/s, if applicable; and c. Issue a receipt (Sales/Service Invoice or Acknowledgement Receipt) if applicable.	None	1 day	Cashier III Finance Division
Total		None	7 days	

Research Services Department
Research Program Management Division

INTERNAL SERVICE

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

Office or Division:	Research Services Department (RSD) /Research Program Management Division (RPMD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PIDS Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Accomplished online dataset Request Form via the Data Preservation Management Information System (DPMIS): https://dpmis.pids.gov.ph/request_form One electronic copy of the signed Dataset Request Form (RSD-RPMD-QF-17) 		Data Preservation Management Information System (DPMIS) website: https://dpmis.pids.gov.ph/request_form		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished online dataset Request Form via the Data Preservation Management Information System (DPMIS): https://dpmis.pids.gov.ph/request_form		None	0 days (automatic acknowledgement upon successful submission of the online request form)	N/A (system-generated)
2.1 For PIDS-acquired dataset (unrestricted), verify submission through copy of form which will be received through email.	2.1.a Sends auto-generated acknowledgement and approval with link to the requested PIDS-acquired dataset/s.	None	0 days (automatic sending of approval and link to the requested dataset upon successful submission of the online request form)	N/A (system-generated)
2.2 For PIDS-generated and/or restricted PIDS-acquired dataset, verify submission through copy of form which will be received through email.	2.2.a Sends auto-generated acknowledgment with pending approval.	None	0 days (automatic sending of notice of with pending approval upon successful submission of the	N/A (system-generated)

			online request form)	
3.1. Submit signed Dataset Request Form (RSD-RPMD-QF-17) in PDF	3.1. Evaluates the request (for Client step 2.2)	None	4 days	Director for Research Services, Project Evaluation Officer III/Project Development Officer II (RPMD)
3.2. If approved:	3.2.a. Submits the approved and signed Dataset Request Form to ICTSD	None	2 days	Project Evaluation Officer III/Project Development Officer II (RPMD), Executive Assistant (RSD)
	3.2.b. Sends a a secure link to access the anonymized version of the requested dataset.	None		Information Technology Officer II (ICTSD)
Receive the requested dataset.			1 day	
3.3. If disapproved:	3.3.a. Sends notice of disapproval.	None		Project Evaluation Officer III/Project Development Officer II (RPMD)
Receive notice of disapproval				
		Total	None	7 days

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

INTERNAL SERVICE

1. ICT Technical Assistance

This service pertains to the technical assistance 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

Office or Division:	Research Services Department/Information and Communications Technology Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PIDS Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for technical assistance (through support portal, e-mail, and phone)		PIDS employee requesting the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through the IT support portal (itsupport@pids.gov.ph) email or phone for technical assistance to ICTSD	1.1. Acknowledge receipt of the request and identify the technical assistance to be provided/served.	None	1/2 day	Depending on the nature of the 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	Up to 2 days. See table below for information on turnaround time.	Depending on the nature of the 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/completed, inform the requestor of the status	None	1/2 day	Depending on the nature the 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 provided by ICTSD.	2. Close the support ticket	None	0 day	Depending on the nature of the request, any one of the ff:

				IT Officer I/ IT Officer II/ Computer Programmer III ICTSD
Total			None	3 days

See table below for the specifications on types of ICT technical assistance:

Type of Technical Assistance	Classification	Turnaround time (TAT)
Information Systems (minor programming fixes and content update/edit on information systems / applications)	Simple	10 working hours (1 day)
Access Controls (granting access to ICT resources and services)	Simple	5 working hours (1/2 day)
Other Technical Assistance (Network, hardware, and software troubleshooting, other IT support requests and Services)	Simple	20 working hours (2 days)
Services (Assistance to PIDS Webinar/s, meeting, workshop)	Simple	Actual number of hours rendered (1 day)

**Research Information Department
Publications and Circulation Division**

INTERNAL SERVICE

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

Office or Division:	Research Information Department/Publications and Circulation Division (PCD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PIDS Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email requesting for assistance/ personal appearance		Person requesting for the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request PIDS for a reference material	1.1. Acknowledge receipt of request	None	1 hour	Librarian III, PCD
	1.2. Search KOHA database and other information sources.	None	4 hours	Librarian III, PCD
	1.3. Provide the reference material (print or electronic format) to the client.	None	1 hour	Librarian III, PCD
2. Receive the reference material.	2.1. Ask the client to sign the library bookcard (for print materials) and record the transaction.	None	3 hours	Librarian III, PCD
Total		None	1 day	

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

INTERNAL SERVICE

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

Office or Division:	Research Information Department/ Research Dissemination and Public Affairs Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PIDS Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for assistance (through e-mail or personal appearance)		PIDS employee requesting the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 advice from Department Manager about the request through email.	None	3 hours	Division Chief, Research Dissemination and Public Affairs Division
	1.3 Provide clearance or advice 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

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and complaints	<p>The concerned party may submit through the following channels:</p> <ol style="list-style-type: none"> 1. By answering the paper-based feedback form or by accomplishing the online feedback form through the link or QR codes to be provided by the concerned unit; 2. By sending an e-mail to the concerned unit; and 3. By calling the office telephone numbers. <p>Please refer to Item VII for the Contact Information of offices processing/accepting the feedback.</p>
How feedbacks are processed	<p>The Department Manager of the Administrative and Finance Department acknowledges the feedback/complaint through a response letter or reply e-mail. Feedback/complaints are directed to the concerned Division, Office and/or personnel. The concerned Division, Office and/or personnel will assess, evaluate and/or investigate accordingly and will take the necessary action. The staff concerned shall advise the client on the action taken on their feedback/ complaint within three (3) working days from the receipt thereof.</p>
How to file a complaint*	<p>A letter or email of complaint shall be sent to PIDS through the Department Manager of the Administrative and Finance Department</p>
How complaints are processed*	<ol style="list-style-type: none"> 1. The Department Manager of the Administrative and Finance Department who receives the complaint acknowledges the receipt

FEEDBACK AND COMPLAINTS MECHANISM

	<p>and forwards the same to the concerned department manager.</p> <ol style="list-style-type: none"> 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. 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. 4. The PIDS staff who is the subject of the complaint shall immediately implement the actions required as indicated in the response letter once approved. 5. The Division Chief/Senior Staff shall verify the acceptance from the stakeholder concerned.
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

VII. List of Offices

Office	Address	Contact Information
Office of the President/ Research	18 th 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-	Division Chief II Research Program Management Division 8877-4042
Research Information Department	-do-	Division Chief III Publications and Circulation Division 8877-4016 Division Chief II Research Dissemination and Public Affairs Division 8877-4028
Administrative and Finance Department	-do-	Division Chief III Administrative Division 8877-4014 Chief Administrative Officer Procurement Management Division 8877-4050 Division Chief II Finance Division 8877-4004 Division Chief II Accounting and Control Division 8877-4008