



DEPARTMENT OF SCIENCE AND TECHNOLOGY  
**PCHRD**  
RESEARCH AND DEVELOPMENT



**PHILIPPINE COUNCIL FOR HEALTH  
RESEARCH AND DEVELOPMENT**



**CITIZEN'S CHARTER**

2024



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## **I. Mandate**

- Formulate policies, plans, programs, projects, and strategies for health S&T development
- Program and allocate government and external funds for R&D
- Monitor R&D projects
- Generate external funds

## **II. Vision**

The Philippine Council for Health Research and Development (PCHR) as the recognized lead provider of research-based solutions and innovations to address health system needs by 2028.

## **III. Mission**

As the national coordinating body for health research, we provide central direction, leadership and coordination of health research. To achieve this, we are committed to do the following:

1. Formulate agenda, plans, policies, and strategies for health research
2. Mobilize resources to support health research
3. Develop and strengthen capacity for health research
4. Support the development of affordable, accessible, and quality S&T-based solutions and innovations
5. Ensure the dissemination and utilization of health research outputs
6. Monitor and evaluate health research activities
7. Establish linkages and partnerships with local and international organizations
8. Promote good governance among health research organizations through efficient, effective, transparent, and ethical health research management system.

## IV. List of Services

<b>External Services</b>	<b>Page</b>
Research and Development Grants	5
Support to Research Dissemination	10
Balik Scientist Program	18
Scholarship Grant	24
HERDIN Document Delivery	29
<b>Internal Service</b>	
Disbursement Process	33
Learning and Development	48



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Philippine Council for Health Research and Development

External Services

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## 1. Research and Development Grants

PCHR funds research proposals that are aligned with the health S&T research priorities in the Harmonized National Research and Development Agenda (HNRDA) of the Department of Science and Technology (DOST). The HNRDA articulates the national science and technology priorities and serves as a guide for public investment in R&D geared towards socio economic growth and benefit for the Filipinos.

The PCHR research priorities in the HNRDA are integrated in the National Unified Health Research Agenda (NUHRA). The NUHRA is a major document of the Philippine National Health Research System that provides focus and direction on health research and development efforts that will address the country's health sector concerns.

Both documents specify the areas and topics for health research that need to be addressed in the six-year period.

The PCHR priority research areas are the following:

- A. Tuklas Lunas® (Drug Discovery and Development)
- B. Functional Foods
- C. Nutrition and Food Safety
- D. Re-Emerging and Emerging Diseases
- E. Omic Technologies for Health
- F. Diagnostics
- G. Biomedical Engineering for Health
- H. Digital and Frontier Technologies for Health
- I. Disaster Risk Reduction and Climate Change Adaptation in Health
- J. Brain and Mental Health

<b>Office or Division:</b>	Research and Development Management Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Business (Private Research Institutions, Higher Education Institutions, Hospitals) Government to Government (State Universities and Colleges, research agencies and hospitals)
<b>Who may avail:</b>	Filipinos with at least a Master's Degree in a relevant field, have proven research competence / track record, and employed in universities / colleges, research agencies/institutes, hospitals, and other health related agencies are eligible to apply for the research grant.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>The proponent should submit <u>electronic copy</u> of the following requirements online through the <b>PCHRD Project Management System</b> (projects.pchrd.dost.gov.ph) or the DOST Project Management Information System (dpmis.dost.gov.ph):</p> <ol style="list-style-type: none"> <li>1. Research proposal following the PCHRD Detailed Proposal Form for special call for proposals or online encoding of research proposal in the DOST Project Management Information System (DPMIS) for regular call for proposals</li> <li>2. Appropriate clearance needed (ethics clearance; animal research permit; biosafety clearance)</li> <li>3. Informed Consent Form (for studies involving human subjects)</li> <li>4. Case Report Form, if applicable</li> <li>5. Endorsement of Agency Head</li> <li>6. Duties and Responsibilities of each Project Personnel</li> <li>7. Curriculum Vitae of Proponent(s)</li> <li>8. Letter of request addressed to:  The Executive Director Philippine Council for Health Research and Development Department of Science and Technology Saliksik Bldg., Kasarinlan St. DOST Compound, Bicutan, Taguig City</li> </ol>	<p>The research proposal form can be downloaded from the PCHRD website (www.pchrd.dost.gov.ph) while DOST-GIA forms may be downloaded at <a href="https://dpmis.dost.gov.ph/index.php/transparency/downloads">https://dpmis.dost.gov.ph/index.php/transparency/downloads</a> .</p> <p>Ethics clearance – from accredited Research Ethics Committees</p> <p>Animal research permit - Bureau of Animal Industry</p> <p>Biosafety clearance (for research proposals involving use of GMOs) - DOST Biosafety Committee</p> <p>To be produced and provided by the client and as approved by the Research Ethics Committee.</p> <p>Requirements 4-8 will be produced and provided by the client.</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME <small>Note: Starts upon the receipt of complete requirements</small>	PERSON RESPONSIBLE
<p>1. Submit proposal and other document requirements online through DPMIS for regular call for proposals or PCHRD Project Management System for special call for proposals</p> <p><i>Note: Requirements can be submitted remotely using a computer with Internet access at home or anywhere at client's convenience.</i></p>	<p>1.1. Receive documents and endorse proposal to Chief of Technical Division through Records Section</p>	<p>None</p>	<p>1 working day</p>	<p>Office of the Executive Director; Finance and Administrative Division – Records Section</p>
<p>None</p>	<p>1.2. Chief of Technical Division will endorse to Senior SRS who will then assign to Program Heads. Program Heads will assign a Project Manager to handle the proposal.</p>	<p>None</p>	<p>1 working day</p>	<p>Research and Development Management Division (Chief SRS, Senior SRS, Program Heads, Project Managers)</p>
<p>None</p>	<p>1.3. In-house review</p>	<p>None</p>	<p>2 working days</p>	<p>Research and Development Management Division (Project Manager, Program Head, Senior SRS, Chief SRS)</p>
<p>2. If evaluation is through en banc meeting,</p>	<p>2. Technical Review</p>	<p>None</p>	<p>17 working days (includes 5 days for proposal revision/</p>	<p>Research and Development Management Division (Project</p>



attend said meeting Submit response to comments from technical review and revised proposal, if needed.	(for proposals that passed in-house review)		submission of response/revised proposal by proponent)	Manager, Program Head, Senior SRS, Chief SRS) Technical Consultants (external)
3. Coordinate with assigned Project Manager for the preparation of documents for endorsement to approving body	3. Prepare required documents for endorsement of proposal to approving body (for proposals that passed technical review)	None	2 working days	Research and Development Management Division (Project Manager with concurrence of Program Head, Senior SRS and Chief SRS)
4. Attend Governing Council (GC) / DOST Executive Committee (ExeCom) meetings  Submit response to comments from Governing Council and revised proposal, if needed.	4.1 Final Approval 4.1.1 If budget is less than PhP 5M – Submission of memorandum for approval of proposal to the PCHRD Executive Director 4.1.2 If budget is PhP5M or more - Endorsement/ Presentation of proposal to GC 4.1.3 If funding will come from DOST-GIA: Endorsement/ Presentation of proposal to DOST Executive Committee	None	16 working days (includes 5 days for proposal revision/ submission of response/revised proposal by proponent)	Research and Development Management Division (Project Manager with concurrence of Program Head, Senior SRS and Chief SRS)  Approving bodies:  PCHRD Executive Director (if budget is below Php5M)  PCHRD Governing Council (if budget is Php5M and above)

				If funding will come from DOST-GIA, the approving body is the DOST Executive Committee (DOST Central Office).
5. Accomplish the online Client Satisfaction Survey Form received via email.	5.1 Administer Customer Satisfaction Survey  5.1.1 Project Manager will provide the proponent the Council's online Customer Feedback Form via email	None	5 minutes (The number of minutes shall be included on the total working days)	RDMD Project Manager
6. Acknowledge receipt of official decision about proposal submitted	6.1 Inform Proponent of Final Decision on Proposal Submitted  6.1.1. Transmit to proponent official final decision from PCHR or DOST (for DOST-GIA) for the proposal submitted	None	1 working day	Research and Development Management Division (Project Manager with concurrence of Program Head, Senior SRS and Chief SRS)
<b>TOTAL:</b>		<b>None</b>	<b>40 Working days</b>	

## 2. Support to Research Dissemination

Section 4 of Executive Order No. 128, s. of 1987 mandates the Department of Science and Technology (DOST) to formulate and implement policies, plans, programs and projects for the development of science and technology and for the promotion of scientific and technological activities for both the public and private sectors, and to ensure that the results of scientific and technological activities are properly applied and utilized to accelerate economic and social development.

Pursuant to this, the DOST-PCHR through its Grants-In-Aid (GIA) Program, implements the Support to Research Dissemination (SRD) Program which aims to support projects and activities on research dissemination, including, but not limited to support to publication, paper presentation, and scientific events.

<b>Office or Division:</b>	Research Information, Communication, and Utilization Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen Government to Business (Private Research Institutions, Higher Education Institutions, Hospitals) Government to Government (State Universities and Colleges (SUCs), research agencies and Hospitals)
<b>Who may avail:</b>	Filipino health researchers who intend to get their results of research communicated to the public and target stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>Support to Publication</b></p> <p><b>1. Publication in Journals</b></p> <p>Both PCHR- and non PCHR- supported research projects which are accepted for publication in local or international peer-reviewed journals can request for support.</p> <p>The proponent should submit <u>electronic copy</u> of the following requirements through the PCHR Project Management System (<a href="http://projects.pchrd.dost.gov.ph">http://projects.pchrd.dost.gov.ph</a>):</p> <ol style="list-style-type: none"> <li>1. Letter of request addressed to Executive Director</li> <li>2. Main proposal (DOST Form 3)</li> <li>3. Line Item Budget proposal (DOST Form 4)</li> <li>4. Proof of acceptance</li> <li>5. Proof of non predatory journal</li> <li>6. Document reflecting publication fee</li> </ol>	<p>Requirements 1-3, 5, 7-9 will be produced and provided by the client. Requirements 4 and 6 should be obtained by the client from the journal publisher.</p>

7. Endorsement from agency head
8. Curriculum vitae of project team leader
9. Other requirements specified in the DOST Grants-in-Aid Guidelines for certain types of implementing agencies (e.g. NGOs, private companies).

## **2. Materials Development**

Covers development and printing of publications including but not limited to books and monographs derived from PCHRD-supported R&D projects

The proponent should submit electronic copy of the following requirements through the PCHRD Project Management System (<http://projects.pchrd.dost.gov.ph>):

1. Letter of request addressed to Executive Director
2. Main proposal (DOST Form 3)
3. Line Item Budget proposal (DOST Form 4)
4. Workplan (DOST Form 5)
5. Duties and responsibilities of project team members
6. Endorsement from agency head
7. Curriculum vitae of project team members
8. Other requirements specified in the DOST Grants-in-Aid Guidelines for certain types of implementing agencies (e.g. NGOs, private companies).

## **3. Printing**

Covers printing of publications derived from health research aligned with the current priority areas of the Council

The proponent should submit electronic copy of the following requirements through the PCHRD Project Management System (<http://projects.pchrd.dost.gov.ph>):

1. Letter of request addressed to Executive Director
2. Main proposal (DOST Form 3)
3. Print-ready manuscript
4. Certification from an editor
5. Endorsement from agency head
6. Other requirements specified in the DOST Grants-

All requirements will be produced and provided by the client.

All requirements will be produced and provided by the client.

<p>in-Aid Guidelines for certain types of implementing agencies (e.g. NGOs, private companies).</p>	
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<p><b>Support to Paper Presentation</b></p> <p>Only researchers who have PCHR-supported research which are accepted for oral presentation in local or international conferences can request for travel support.</p> <p>The proponent should submit the following requirements online through the PCHR Project Management System (<a href="http://projects.pchr.dost.gov.ph">http://projects.pchr.dost.gov.ph</a>):</p> <ol style="list-style-type: none"> <li>1. Letter of request addressed to Executive Director</li> <li>2. Line Item Budget proposal (DOST Form 4)</li> <li>3. Main proposal (DOST Form 3)</li> <li>4. Invitation to present</li> <li>5. Event details and program</li> <li>6. Endorsement from agency head</li> <li>7. Curriculum vitae of presenter</li> <li>8. Other requirements specified in the DOST Grants-in-Aid Guidelines for certain types of implementing agencies (e.g. NGOs, private companies).</li> </ol>	<p>Requirements 1-3, 6-8 will be produced and provided by the client. Requirements 4 and 5 should be obtained by the client from the organizing committee of the event.</p>
<p><b>Support to Research and Scientific Forum/Events</b></p> <p>Health Research Institutions (HEIs) and State Universities and Colleges (SUCs) which organize seminars, conferences, fora, and workshops on research dissemination may seek financial support.</p> <p>The proponent should submit the following requirements online through the PCHR Project Management System (<a href="http://projects.pchr.dost.gov.ph">http://projects.pchr.dost.gov.ph</a>):</p> <ol style="list-style-type: none"> <li>1. Letter of request addressed to Executive Director</li> <li>2. Line Item Budget proposal (DOST Form 4)</li> <li>3. Main proposal (DOST Form 3)</li> </ol>	<p>Requirements 1-3, 5-7 will be produced and provided by the client. Requirement 4 should be obtained by the client from the organizing committee of the event.</p>

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| <ol style="list-style-type: none"><li>4. Event details and program</li><li>5. Endorsement from agency head</li><li>6. Curriculum vitae of project team members</li><li>7. Other requirements specified in the DOST Grants-in-Aid Guidelines for certain types of implementing agencies (e.g. NGOs, private companies).</li></ol> |  |
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME <small>Note: Starts upon the receipt of complete requirements</small>	PERSON RESPONSIBLE
<p>1. Submit proposal online through PCHRD Project Management System <a href="http://projects.pchrd.dost.gov.ph">http://projects.pchrd.dost.gov.ph</a></p> <p><i>Note: Requirements can be submitted remotely using a computer with Internet access at home or anywhere at client's convenience.</i></p>	<p>1.1. Receive documents and endorse proposal to Chief of Technical Division</p>	None	1 working day	Records Officer, Finance and Administrative Division
None	<p>1.2. Chief of Technical Division will endorse the proposal to the Senior SRS who will assign a Project Officer to handle the proposal</p>	None		<p>Chief and Senior SRS Research Information, Communication, and Utilization Division</p>
None	<p>1.3. Review and evaluate proposal</p>	None	3 working days	Project Officer, Research Information, Communication, and Utilization Division
None	<p>1.4. Final review of proposal and endorsement</p> <p>1.5 Send letter of approval to client including the MOA for</p>	None	3 working days	<p>Chief, Research Information, Communication, and Utilization Division</p> <p>Project Officer, Research Information Communication,</p>



	signature			and Utilization Division
2. Accomplish the online Client Satisfaction Survey Form received via email	2.1 Send via email the customer satisfaction survey to the proponent	None	15 minutes (to be included in the total number of working days)	Project Officer, Research Information, Communication, and Utilization Division
3.  (MOA) Submit to DOST-PCHR the signed Memorandum of Agreement	3.1. Receive and prepare the MOA for signature	Courier fee	5 working days	Project Officer,  Research Information, Communication,  and Utilization Division  Signatories: PCHR Executive Director  Chief, Research Information, Communication, and Utilization Division  Accountant, Finance and Administrative Division

None	3.2 Submit proposal, budget breakdown, and documentary evidence of project approval to FAD for budget processing  3.3 Process budget release following the National Government Accounting System (NGAS)	None	3 working days	Accountant, Finance and Administrative Division  Chief, Finance and Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>15 working days</b>	

### 3. Balik Scientist Program

The Balik Scientist Program (BSP) encourages Filipino scientists, technologists, and experts to return to the country and share their expertise for the country's scientific, agro-industrial, and economic development, including the development of our human capital in science, technology and innovation.

The Philippine Council for Health Research and Development (PCHRD) focuses on evaluating BSP Applicants for the health R&D sector.

The service process is expected to be completed within twenty (20) working days.

<b>Office or Division:</b>	Institution Development Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Citizen Government to Business (Host Institution; Public or Private) Government to Government (Host Institution)	
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>Foreign-based Filipinos or foreigners of Filipino descent, with graduate/advanced degrees and internationally-recognized experts in the priority sectors of DOST, who are willing to come back and serve either on a short-, medium- or long-term basis;</li> <li>Public and private institutions which need the expertise of a Balik Scientist and are willing to serve as Host Institutions.</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. New Applications</b>		
Submit electronic copy of the following requirements:		
1. BSP Form 001 - Balik Scientist Program Application	2. BSP Form 002 - Terms of Reference	Forms can be accessed at <a href="mailto:bsp@dost.gov.ph">bsp@dost.gov.ph</a> or requested thru email ( <a href="mailto:bspsecretariat@pchrd.dost.gov.ph">bspsecretariat@pchrd.dost.gov.ph</a> )
3. Detailed Work plan and Gantt chart		
4. Endorsement Letter from Host Institution addressed to PCHRD Executive Director, Dr. Jaime C. Montoya	Host Institution	
5. Updated Curriculum Vitae of BSP Applicant	6. Copy of Certificate of employment (most recent, if applicable)	Documents to be provided by Balik Scientist applicant

7. Copy of credentials/certificates of achievement/ Diplomas/Transcript of Records	
8. Copy of Passport and page with stamp of the most recent arrival in the Philippines (for non-Filipino passport holder, must submit proof of Filipino descent; i.e., birth certificate, sworn statement)	
9. Medical Certificate	Licensed physician
<b>B. Subsequent Applications</b>	
<i>Submit requirements similar for New Applications (A. Items 1-9). Please provide one (1) digital/scanned copy of each requirement as follows:</i>	
1. Terminal Report	Previous Host Institution  Forms can be requested thru email (bspsecretariat@pchr.dost.gov.ph)
2. BSP Feedback Form for Balik Scientist	
3. BSP Feedback Form for Hosts	
4. Host Evaluation Report	
5. Impact Assessment Questionnaire	
6. PCHRD Feedback Form	Forms can be accessed at PCHRD website ( <a href="http://pchr.dost.gov.ph">http:// pchr.dost.gov.ph</a> ) or requested thru email (bspsecretariat@pchr.dost.gov.ph)
7. Justification by the host institution for the subsequent engagement	Host Institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME <small>Note: Starts upon the receipt of complete requirements</small>	PERSON RESPONSIBLE
<p>1. Submit the application and documentary requirements to <a href="mailto:bspsecretariat@pcprd.dost.gov.ph">bspsecretariat@pcprd.dost.gov.ph</a></p> <p><i>Note: Requirements can be submitted remotely using a computer with Internet access at home or anywhere at client's convenience.</i></p>	<p>1.1. Receives, acknowledges submitted application, reviews completeness of documents relative to the application and qualification of the potential Balik Scientist/ host institution</p>	None	1 working day	BSP Program Head and Secretariat, Institution Development Division (IDD)
None	<p>1.2 For applications with complete documents: Forwards application to the technical evaluators of the Council</p> <p>1.2.1 For applications with incomplete documents: Advises potential host institution/ Balik Scientist to submit the lacking requirement(s)</p>	None	1 working day	BSP Program Head and Secretariat, Chief SRS, (IDD)
None	<p>1.3. Evaluates the application based on the documents provided including the accomplishments, outputs from previous engagement (if applicable), and the merit of the Balik Scientist's visit if aligned with the</p>	None	5 working days	BSP Program Head and Secretariat, IDD  Chief, Supervising SRS, IDD

	<p>DOST's S&amp;T priority areas</p> <p>1.3.1. Recommends revisions in the terms of reference (TOR) as necessary</p> <p>1.3.2. Solicits comments/ views from other concerned Council/s, if applicable</p>			<p>Chief, Research Information, Communication, and Utilization Division</p> <p>Chief, Research Development and Management Division</p>
None	<p>1.4. For qualified applicants, submits recommendations to the Office of the Undersecretary for Research and Development (OUSECRD);</p> <p>For applicants not qualified, notifies the Scientist/Host of the disapproval of the application</p>	None	1 working day	<p>Executive Director, Division Chief, BSP Program Head and Secretariat, Institution Development Division</p>
None	<p>1.5. Checks result of evaluation</p> <p>1.5.1. If the OUSECRD agrees with the Council's recommendation, endorses the application to OSEC for final approval</p> <p>1.5.2. If the Undersecretary for Research and Development</p>	None	2 working days	<p>Undersecretary for Research and Development, Department of Science and Technology</p>

	disagrees with the recommendation of the Council, refers back the documents to the Council for re-evaluation			
None	1.6. Re-evaluates the application and submits recommendations to OUSECRD	None	3 working days	BSP Program Head and Secretariat, Institution Development Division
None	1.7. Checks result of re-evaluation 1.7.1. If the Undersecretary for Research and Development agrees with the Council's recommendation, endorses the application to the Office of the Secretary (OSEC) for final approval 1.7.2. If the Undersecretary for Research and Development disagrees with the recommendation of the Council, refers back the documents to the Council for disapproval	None	2 working days	Undersecretary for Research and Development, Department of Science and Technology
None	1.8. Approves/ Disapproves application based on endorsement of the OUSECRD and the concerned Council/s	None	3 working days	Secretary, Department of Science and Technology

<p>2. Receive notification on the result of the evaluation of application</p>	<p>2.1. If the Secretary disapproves the application, the Council informs the Host Institution/ scientist of the decision.</p> <p>2.2 If the Secretary approves the application, the Council advises the BSP Awardee to make the necessary arrangements to return to the Philippines and informs the Awardee and Host Institution of the Secretary's decision</p>	<p>None</p>	<p>2 working days</p>	<p>BSP Program Head and Secretariat, Institution Development Division</p>
<p>3. Accomplish the online Client Satisfaction Survey Form</p>	<p>3. Provide feedback forms to Balik Scientist/Host Institution via email</p>	<p>None</p>	<p>After pre-implementation Orientation</p>	<p>BSP Secretariat</p>
<p><b>TOTAL:</b></p>		<p><b>None</b></p>	<p><b>20 working days</b></p>	



## 4. Scholarship Grants

PCHR implements scholarship programs to develop a pool of high-quality human resources who will do health research relevant to the solution of current and future health problems. The Council offers scholarships for MD-PhD in Molecular Medicine (University of the Philippines Manila) and MS in Molecular Medicine (St. Luke's Medical Center).ce.

### **MD-PhD in Molecular Medicine**

MD-PhD in Molecular Medicine Scholarship Program is a joint initiative of the DOST through PCHR and University of the Philippines Manila (UPM). As the pioneering and only degree program in the Philippines that combines the features of MD and PhD courses in one, the eight-year program offers a unique opportunity for talented, aspiring, young Filipino scientists for careers dedicated to the advancement of health through biomedical research.

### **MS in Molecular Medicine**

The two-year program aims to upgrade the skills of the scholars for the application of molecular medicine in the clinical setting, through a unique opportunity for training in the fully-equipped research laboratories of the St. Luke's Medical Center - Research and Biotechnology Division. It will also strengthen the capabilities of the current crop of medical practitioners and allied health professionals towards a new way of doing medicine.

<b>Office or Division:</b>	Institution Development Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	<b>MD-PhD in Molecular Medicine (University of the Philippines)</b>

	<p>The applicant must:</p> <ul style="list-style-type: none"> <li>● be a Filipino citizen;</li> <li>● not be more than 50 years old at the time of application;</li> <li>● be in good health condition;</li> <li>● pass the admission requirements for graduate studies in UP Manila;</li> <li>● have a bachelor's or master's degree in a field relevant to health and biomedicine;</li> <li>● have an outstanding scholastic record set by any recognized training institution and/or higher education institutions.</li> <li>● not engage in any form of employment while under the scholarship; and</li> <li>● not accept any scholarship, either local or foreign</li> </ul> <p>(Applicants should initially apply for admission into the Doctor of Medicine (MD) Program of the University of the Philippines College of Medicine indicating on their application forms their intent to apply for admission into the MD- PhD Program.)</p> <p><b>MS in Molecular Medicine (St. Luke's College of Medicine)</b></p> <p>The applicant must:</p> <ul style="list-style-type: none"> <li>● be a Filipino citizen;</li> <li>● not be more than 50 years old at the time of application;</li> <li>● be in good health condition;</li> <li>● pass the admission requirements for graduate studies in St. Luke's Medical Center;</li> <li>● have a bachelor's or master's degree in a field relevant to health and biomedicine;</li> <li>● have an outstanding scholastic record set by any recognized training institution and/or higher education institutions.</li> <li>● not engage in any form of employment while under the scholarship; and</li> <li>● not accept any scholarship, either local or foreign</li> </ul>
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished application form with ID picture (original copy)	PCHR website ( <a href="http://pchr.dost.gov.ph">http://pchr.dost.gov.ph</a> ) or PCHR Office
2. Admission to Graduate Studies/Graduate School (photocopy)	UP Manila or St. Luke's Medical Center
3. Transcript of Records (Certified True Copy)	HEI where the applicant graduated
4. PSA Birth Certificate (original copy)	PSA

5. Valid NBI Clearance (original copy)	NBI
6. Medical Certificate as to health status from a licensed physician with his/her PRC license number indicated (original copy)	Licensed physician
7. Endorsement Letter from 2 former professors ( <i>original copy/ we accept advance copy through email</i> )	Former Professors

<p>Note: Applicants must pass the graduate admission requirements first before applying for a PCHR Scholarship grant. Applicants must provide one copy of the requirements</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b> <small>Note: Starts upon the receipt of complete requirements</small>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit hard copy of application and other documentary requirements for office</p> <p>Address: Philippine Council for Health Research and Development Department of Science and Technology Executive Lounge, DOST Compound, Bicutan, Taguig City</p> <p><i>Note: Requirements submitted through courier will be accepted.</i></p>	<p>1.1. Receive and acknowledge submission of application (short-listed) and other documentary requirements thru courier or personal submission</p>	None	1 working day	Program Head, Assigned staff
N/A	1.2. Review and evaluate	None	2 working days	Assigned staff

	submitted documentary requirements			
N/A	1.3. Facilitate recommendation for approval through preparation of Memorandum to the Executive Director and inform qualified applicants	None	5 working days	Executive Director, Division Chief, Program Head, Assigned staff
2. Scholar will receive a confirmation letter and notice of the Scholarship Agreement signing event	2. Facilitate the conduct of Scholarship Agreement signing	None	12 working days	Executive Director, Division Chief, Program Head, Assigned staff
3. Accomplish the online Client Satisfaction Survey Form	3. Provide feedback forms to scholars via email	None	5 minutes (to be included in the total number of working days)	Assigned staff
<b>TOTAL:</b>		<b>None</b>	<b>20 working days</b>	

## 5. HERDIN Document Delivery

HERDIN is an online portal that provides free access to the full-text of research published in health journals through HERDIN Document Delivery. Research articles may be requested through the Document Delivery Service or click links to full-text from publisher websites.

<b>Office or Division:</b>	Research Information, Communication, and Utilization Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Citizen	
<b>Who may avail:</b>	Citizens in need of health research information	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. At least one (1) valid email address	Client may use existing email address or create an email address from any email account provider (e.g. Google, Yahoo, Hotmail etc.) if he/she does not have an existing email address.	
2. At least one (1) registered account in HERDIN	Client needs to create an account at <a href="https://www.herdin.ph/index.php/login">https://www.herdin.ph/index.php/login</a> .	
3. At least one (1) computer/mobile gadget	To access HERDIN, client needs a gadget (smartphone, tablet, desktop, or laptop) and an internet connection to avail this service. Or the client may: <ul style="list-style-type: none"> <li>● Rent a computer/laptop at any computer shop</li> <li>● Visit a library that offers use of computer/laptop</li> </ul>	
4. At least 3 Mbps Internet access	<ul style="list-style-type: none"> <li>● Subscribe to internet service provider (e.g., PLDT, Globe, etc.) or use mobile data to access the internet</li> <li>● Avail free internet access e.g public libraries, schools/ universities/ colleges, transportation terminals /waiting area, malls, hotel lobby etc.</li> </ul>	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b> Note: Starts upon the receipt of complete requirements	<b>PERSON RESPONSIBLE</b>
<p>1. Log in at <a href="https://www.herdin.ph/index.php/login">https://www.herdin.ph/index.php/login</a> to request full-text</p> <p>Note: This service can be accessed remotely using computer/mobile gadget with internet access at home or anywhere at client's convenience.</p>	1.1 Monitor system accessibility	None	0 working day	Information Products and Services Staff and ICT Staff
2. Search and choose full-text research articles.	2.1 Monitor system accessibility	None	0 working day	Information Products and Services Staff and ICT Staff
3. Request full-text	<p>3.1 View client's full-text request through the HERDIN Document Delivery Tracking</p> <p>3.2 Send requested full-text to client's email</p> <p>3.3 Send online customer feedback form</p>	None	2 working days	Information Products and Services Staff

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	<b>TOTAL:</b>	<b>None</b>	<b>2 working days</b>	
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Philippine Council for Health Research and Development

Internal Service

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## 1. Disbursement Process

This process aims to ensure that all eligible payees are paid upon receipt of complete documentary requirements. This procedure includes payments made including but not limited to new and ongoing R&D projects and programs, transportation, representation, delivery, and honoraria expenses. This covers activities from the preparation of Obligation Request and Disbursement Voucher (DV), preparation of journal entry voucher, processing of payments via direct fund transfer (through List of Due and Demandable Accounts Payable - Advice to Debit Account ((LDDAP-ADA)) or check, and issuance of tax certificates. The Finance and Administrative Division ensures that the disbursements charged to Council's appropriations and trust receipts are in accordance with the existing budgeting, accounting and auditing rules and regulations.

<b>Office or Division:</b>	Finance and Administrative Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	All PCHR Officers and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>1. Payments for R/D and S/T Projects</b></p> <p><b>NEW PROJECTS</b></p> <ol style="list-style-type: none"> <li>1. Photocopy of duly approved and notarized Memorandum of Agreement (MOA)</li> <li>2. Photocopy of approved Line Item Budget (LIB)</li> <li>3. Photocopy of Proof of Bank Account Information (<u>applicable to New Institutions/Agencies</u>)</li> <li>4. Originally signed request of release of Mobilization Fund duly signed by the Project Officer and approved by the Division Chief</li> <li>5. Copy of approved GC Resolution, if any</li> <li>6. Requirements per DOST AO No.11 Item VII- H dated September 2, 2020 (Revised GIA Guidelines) (New Private Institutions/NGOs/COs/Start-up)</li> </ol>	<p>Requirements 1-6 will be produced and provided by the client.</p>

## ON-GOING & MULTI-YEAR PROJECTS

1. Photocopy of duly approved and notarized Memorandum of Agreement (on-going)
2. Photocopy of duly signed & approved Conforme (multi-year)
3. Originally signed Certification of Funding Release duly signed by the Project Officer and approved by the Division Chief
4. Photocopy of Latest Financial Report (FR) with complete signatures *(with stamped received of PCHR Records)*
5. *Photocopy of Report of Cash Disbursements and/ or Report of Checks Issued with complete signatures*
6. *Original copy of official receipts and other supporting documents (for private implementing agencies)*
7. Photocopy of Schedule of Accounts Payable, if applicable

Requirements 1-7 will be produced and provided by the client.

**2. Payment and/ or Reimbursement of Transportation and other related Expenses**

**Per Diem (Cash Advance)  
Local Travel**

1. Photocopy of signed Local Travel Order
2. Originally signed duly approved Itinerary of Travel (IOT)
3. Printed or photocopy of invitation, if applicable

Requirements 1-3 will be produced and provided by the client.

**Foreign Travel**

1. Originally signed duly approved Itinerary of travel (IOT)
2. Photocopy of signed Travel Order/Authority
3. Printed or photocopy of BSP Exchange Rate
4. Printed or photocopy of UNDP Rate
5. Printed or photocopy of Invitation
6. Photocopy of Memo to ED
7. Photocopy of LIB
8. Photocopy of Activity Proposal

Requirements 1-8 will be produced and provided by the client.

<p><b>Travel Reimbursement Local Travel</b></p> <ol style="list-style-type: none"> <li>1. Photocopy of Signed Local Travel Order</li> <li>2. Original copy of Certificate of Travel Completed</li> <li>3. Original copy of Liquidation Report</li> <li>4. Original copy of Actual IOT</li> <li>5. Original copy of Duly approved Pre-IOT</li> <li>6. Photocopy of Boarding Passes</li> <li>7. Original copy of Certification of Expenses not requiring receipts (<i>please refer to the COA Circular No. 2017-001</i>)</li> <li>8. Photocopy of Certificate of Appearance</li> <li>9. Printed or photocopy of Invitation, if applicable</li> </ol> <p><b>Foreign Travel</b></p> <ol style="list-style-type: none"> <li>1. Photocopy of signed Travel Authority / Special Order</li> <li>2. Original copy of Certificate of Travel Completed</li> <li>3. Original copy of Liquidation Report</li> <li>4. Original copy of Actual IOT</li> <li>5. Original copy of Duly approved Pre-IOT</li> <li>6. Photocopy of Boarding Passes</li> <li>7. Original copy of Certification of Expenses not requiring receipts (<i>please refer to the COA Cir No. 2017-001</i>)</li> <li>8. Photocopy of Certificate of Appearance</li> <li>9. Printed or photocopy of BSP Exchange Rate</li> <li>10. Printed or photocopy of UNDP Rate</li> <li>11. Printed or photocopy of Copy of Invitation</li> <li>12. Printed or photocopy of Travel Report re the</li> </ol>	<p>Requirements 1-9 will be produced and provided by the client.</p> <p>Requirements 1-12 will be produced and provided by the client.</p>
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<p>seminar/conferences attended</p> <p><b>Taxi/Grab/Uber</b></p> <ol style="list-style-type: none"> <li>1. Original copy of Request for Vehicle stamped with “No Available Vehicle”</li> <li>2. Original copy of OR / Printed Electronic Receipt</li> </ol> <p>(Reference: COA Cir No. 96-004-Pertinent amendments pursuant to EO 298 “#3 Only ordinary public conveyance or customary modes of transportation shall be used. Exceptions may be made in meritorious cases as justified by prevailing circumstances.</p> <p><b>Transportation reimbursement</b></p> <ol style="list-style-type: none"> <li>1. Original copy of Approved Pass slip(s)</li> <li>2. Original copy of Ticket (ex: bus tickets, if applicable)</li> <li>3. Original copy of Signed summary total of expenses</li> <li>4. Original copy of Certification of Expenses not requiring receipts (<i>please refer to the COA Cir No. 2017-001</i>)</li> </ol> <p><b>Toll fees/Parking Fees</b></p> <ol style="list-style-type: none"> <li>1. Photocopy of Trip Ticket(s)</li> <li>2. Original copy of Official Receipt (OR)</li> </ol> <p><b>3. Reimbursement of Communication Expenses and other related expenses</b></p> <p><b>Load Reimbursement</b></p> <ol style="list-style-type: none"> <li>1. Original copy of Official Receipt (OR)</li> <li>2. Photocopy of Approved Special Order (SO)</li> </ol>	<p>Requirement 1 is available at FAD-Property &amp; Supply office.</p> <p>Requirements 2 will be produced and provided by the client.</p> <p>Requirements 1-4 will be produced and provided by the client.</p> <p>Requirement 2 will be produced and provided by the client.</p> <p>Requirement 1 will be requested from and provided by the FAD-property &amp; supply office.</p> <p>Requirements 1-3 will be produced and provided by the client.</p>
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3. Original copy of Signed receiving report form

**Postage and Deliveries**

1. Original copy of Official Receipts (OR)
2. Original copy of Justification when using special couriers (ex. Grab)

Note: Justification must be recommended for approval by the Division Chief and approved by Dr. Jaime C. Montoya

**4. Payment and/or Reimbursement of Representation expenses**

**Meals other than those provided by the Hotels**

1. Original copy of Official Receipt/ Invoice/SOA
2. Original copy of Authority to Serve Meals
3. Original copy of Attendance Sheet (Certified True Copy if the Original was already attached to other transaction)
4. Original copy of Minutes of Meeting signed by the Project Officer/ any required output

**Banquet Services of Hotels**

1. Original copy of Invoice/ Statement of Account (SOA)
2. Original copy Attendance Sheet
3. Photocopy of Activity proposal
4. Original copy of Contract
5. Original copy of Minutes of Meeting/ any required output
6. Original copy of Purchase Request (PR)

Requirements 1 and 2 will be produced and provided by the client.

Requirements 1-4 will be produced and provided by the client.

Requirements 1-6 will be produced and provided by the client.

Requirement 7 is available at FAD-Procurement office.

Requirement 8 will be requested from and provided by FAD-Accounting office.



DOST-PCHR

7. Original copy of BAC  
Abstract/ Resolution

8. Original copy of CAF

**Function Rooms, Room  
Accommodations, Banquet  
Services & other Incidental charges**

(Activities, Events, Forums)

1. Original copy of Invoice/  
Statement of Account  
(SOA) with copy of guest  
list/ portfolio
2. Original copy of  
Attendance Sheet
3. Original copy of Minutes of  
Meeting / any required  
output
4. Original copy of  
Purchase Request (PR)
5. Photocopy of Activity  
Proposal & LIB
6. Photocopy of Program
7. Copy of approved Contract/  
agreement
8. Original copy of CAF
9. Original copy of BAC  
Abstract/ Resolution

**5. Payments of  
Consultancy Services**

**Honoraria-Technical Consultants,  
Speakers, Moderators, Evaluators,  
Facilitators (based on MC. 001)**

1. Original copy of Authority to  
Pay Honoraria with Bank  
Accounts and TIN) / Photocopy  
of Special Order (SO)
2. Original copy of Certification  
of Service(s) Rendered
3. Photocopy of any  
required output
4. Photocopy of Evaluation Form  
signed by the consultant  
(Separate computation  
indicating the rendered hours  
and time duration when using  
a per hour rate)

Requirements 1-7 will be produced and  
provided by the client.

Requirement 8 will be requested  
from and provided by the FAD-  
Accounting office.

Requirement 9 will be requested  
from and provided by FAD-  
Procurement office.

Requirements 1-6 will be produced and  
provided by the client.



5. Photocopy of Attendance Sheet, if applicable
6. Photocopy of Program, if applicable

**Honoraria (Employees)**

1. Photocopy of Special Order (SO) based on a **per hour rate**
2. Original copy of Certification of Services Rendered signed by the Division Chief
3. Original copy of Outputs or deliverables per project
4. Original copy of Personnel assigned to project stating their duties and responsibilities
5. Original copy of expected deliverables per assigned personnel
6. Original copy of Individual accomplishment report with supporting documents
7. Copy of latest LIB and MOA/Conforme of the project
8. Project Timetable

Requirements 1-8 will be produced and provided by the client.

**6. Payment for Other Professional Services under Contract of Service**

1. Original copy of BAC Documents
2. Photocopy of duly approved and notarized contract
3. Copy of approved notarized amended Contract, if applicable
4. Original copy of Certification of service(s) rendered
5. Photocopy of required output/ deliverables

Requirement 1 will be requested from and provided by FAD-Procurement Office.

Requirements 2-5 will be produced and provided by the client.

**7. Payments and/ or Reimbursement of Registration Fees in Seminars, Conferences, Conventions and Trainings**

**For Payment to Training Provider**

1. Original copy of Billing/ Invoice / SOA
2. Photocopy of invitation
3. Photocopy of Special Order (SO)
4. Photocopy of confirmed registration
5. Approved L&D request form

Requirements 1-5 will be produced and provided by the client.

**For reimbursement to officer/employee**

1. Photocopy of Certificate of Appearance or Participation
2. Photocopy of Special Order
3. Original Official Receipt
4. Photocopy of confirmed registration
5. Approved L&D request form

Requirements 1-5 will be produced and provided by the client.

Note: For seminars, conferences and conventions held by Private Institutions, the allowable Registration fee is not to exceed P2,000.00 per head per day.

**8. Payment for the Awards and Prizes**

1. Original copy of Activity proposal and LIB
2. Photocopy of Special Order (SO)
3. Original copy of Certification of awardees duly signed by the Division Chief
4. Photocopy of Evaluation Ratings signed by the authorized evaluators
5. Guidelines or criteria for the awards and prizes

Requirements 1-4 will be produced and provided by the client.

Note: Awards and Prizes exceeding P10,000 is taxable at 20%.

### 9. Purchase of Equipment

1. Original Official Receipt, Sales Invoice and Delivery Receipt
2. Original copy of Purchase Request (PR)
3. Original Copy of Purchase Order (PO)
4. BAC Documents
5. Original copy of quotation from at least three (3) suppliers  
Original copy of Inventory Custodian Slip (ICS) — below P50, 000.00 / Property Acknowledgement Receipt (PAR)- P50,000 and above
7. Original copy of Inspection & Acceptance Report

### 10. Payment of Repairs and Maintenance

1. Original copy of Official Receipt
2. Original copy of Purchase Request (PR)
3. Original copy of Pre-repair and post-repair inspection report
4. Original copy of BAC Abstract/Resolution, if applicable
5. Waste Materials Report, if applicable

Requirements 1-5 will be produced and provided by the client.

Requirements 2 to 7 are available at FAD- Procurement office.

Requirements 1-3 will be produced and provided by the client.

Requirement 4 will be requested from and provided by FAD- Procurement office.

Requirement 5 will be requested from and provided by FAD- Property & supply office

**11. Payment and/ or Reimbursement of Supplies and Materials Expenses**

1. Original Invoice / Receipt
2. Original copy of Purchase Request (PR)
3. Original copy of canvass/quotation of at least 3 suppliers if the amount is P2,000.00 and *above per transaction of similar item*
4. Original copy of Inventory Custodian Slip, for items below P50, 000.00 with more than one (1) year useful life
5. Proof of Inspection (*Name and signature of the authorized inspector with inspection date*)

Requirements 1-3 will be produced and provided by the client.

Requirements 4-5 are available at FAD- Procurement office.

<p><b>12. Petty Cash Fund Replenishment</b></p> <ol style="list-style-type: none"> <li>1. Original copy of duly approved Petty Cash Voucher (PCV) per transaction</li> <li>2. Documentary requirements as specified for every transaction</li> <li>3. Original copy of report on paid petty cash vouchers with period covered</li> </ol> <p>Note: Payments out of PCF are allowed only for transactions not exceeding P15,000.00 for each transaction. The PCF shall be replenished as soon as disbursements reach at least 75%, or as need arises.</p> <p>References:          COA Circular No. 2023-004 dated June 14, 2023          COA Circular No. 2012-001 dated June 14, 2012          COA Circular No. 96-004 dated April 19, 1996          COA Circular No. 2017-001 dated June 19, 2017          PCHR S.O. No. 487: PCHR Guideline Rates for Venues, Meals and Room Accommodation</p>		<p>Requirements 1-3 will be produced and provided by the client.</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME <small>Note: Starts upon receipt of the complete documentary requirements</small>	PERSON RESPONSIBLE
<p>1. Submit the complete documentary requirements for every requested transaction for payment</p>	<p>1.1. Receive the documents and verify the completeness and accuracy</p>	<p>None</p>	<p>1 working day</p>	<p>Budget Officer, Finance and Administrative Division</p>



	NGAS) and Enterprise Resource Portal (ERP) System for LDDAP preparation			
None	1.4. Process and prepare LDDAP  for submission to agency authorized government bank for crediting 1.5 Issue validated LDDAP or check to client/payee	None	1 working day	Cashier, Finance and Administrative Division
Accomplish Customer Satisfaction Feedback	Issues CSF to the client	None		Finance and Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>3 working days</b>	



## 2. Learning and Development

This procedure intends to define the controls of the HR Section to ensure that the PCHR personnel acquire appropriate training to improve competencies in the performance of their respective duties and responsibilities and to be able to contribute to the achievement of the Council's mandate.

<b>Office or Division:</b>	Finance and Administrative Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	All PCHR Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. Accomplished Individual Competency Assessment and Individual Development Plan</b>	Forms from the Human Resource Management Unit of PCHR to be accomplished by the client
<b>2. Accomplished External Training Program Request Form</b>	Forms from the Human Resource Management Unit of PCHR to be accomplished by the client
<b>3. Accomplished Learner's Evaluation Form</b>	Forms from the Human Resource Management Unit of PCHR to be accomplished by the client
<b>4. Accomplished Training Program Impact Assessment Form</b>	Forms from the Human Resource Management Unit of PCHR to be accomplished by the client

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b> Note: Starts upon receipt of the complete documentary requirements	<b>PERSON RESPONSIBLE</b>
1. Accomplished Competency Assessment Form with the signature of the immediate supervisor (for both external and in-house training)	1.1 Receive and consolidate all received forms. Check the level of the gap in training that needs to be addressed.  If incomplete signatures, Papers shall be	None	1 working day	HRMO

	returned to the client.			
None	<p>1.2 Prioritize L&amp;D intervention based on identified Organizational Gaps</p> <p>1.3 Prepare L&amp;D Plan for approval of ED</p>	None	5 working days (Paused-clock)	HRMO

<b>External Training</b>				
2. Accomplished External Training Program Request Form	2.1 Receives Invitation to Attend Training	None	2 hours	HRMO
	<p>2.2 Review Learning and Development plan and ICA/ IDP of the client if qualified for the said training.</p> <p>If not identified in the L&amp;D Plan, the Personnel Development Committee (PDC) shall identify/ nominate who will attend the training.</p>	None	2 hours	HRMO
None	2.3 Prepare Special Order (SO) to attend the training for signature of	None	1 working day	HRMO, FAD

	Finance and ED			
	Record SO in the DTS			Records
None	2.4 Prepare documents and for process payment of registration	None	2 working days (paused-clock)	HRMO, Budget
3. Accomplished Learner's Evaluation Form	3.1 Provide Learner's Evaluation form, after the training and receive accomplished form	None	1 working day (paused-clock)	HRMO
4. Accomplished Training Program Impact Assessment Form	4.1 Provide Training Program Impact Assessment Form six months after the training and receive accomplished form	None	2 working days	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>12 working days and 4 hours</b>	

<b>In-House Training</b>				
None	2. HRMO will look into the Learning and Development Plan of the agency to see the top organizational gaps.	None	3 working day (paused-clock)	HRMO

	2.1 Prepare training design and identify who is the qualified employee for the said training.			
3. Find subject matter expert	3.1 Prepare documents to hire a qualified subject matter expert for the training.	None	1 working day (paused-clock)	HRMO
None	3.2 Prepare Memorandum to the selected candidate/s to attend the training or L&D courses.	None	1 working day (paused-clock)	HRMO
4. Accomplished Learner's Evaluation Form	4.1 Provide Learner's Evaluation form, after the training and receive accomplished form	None	1 working day (paused-clock)	HRMO
5. Accomplished Training Program Impact Assessment Form	5.1 Provide Training Program Impact Assessment Form six months after the training and receive accomplished form	None	2 working days	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>14 working days</b>	

## VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Clients may give their feedback through any of the following platforms:</p> <ul style="list-style-type: none"> <li>● Trunk Line: 63-2-8837-2931</li> <li>● Email: <a href="mailto:feedback@pchrd.dost.gov.ph">feedback@pchrd.dost.gov.ph</a></li> <li>● Website: <a href="https://feedback.pchrd.dost.gov.ph/">https://feedback.pchrd.dost.gov.ph/</a></li> </ul>
How feedback is processed	<p>The PCHR's Client Relations Committee (CRC) is responsible for reviewing and validating the feedback received using Part I (Validity Criteria) of the "Feedback Validation Checklist Form."</p> <p>If the feedback is valid, it is further evaluated whether it is a recurring feedback of a complaint. If it needs action, the CRC will issue a "Feedback Action Form" to the concerned division and the latter should accomplish the form within 5 working days upon receipt, and prepare a response letter, duly noted by the Division Chief and approved by the Executive Director, to the client.</p>
How to file complaints	<p>Clients may file their complaints through any of the following platforms:</p> <ul style="list-style-type: none"> <li>● Telephone: 63-2-8837-2931</li> <li>● Email: <a href="mailto:feedback@pchrd.dost.gov.ph">feedback@pchrd.dost.gov.ph</a></li> <li>● Website: <a href="https://feedback.pchrd.dost.gov.ph/">https://feedback.pchrd.dost.gov.ph/</a></li> </ul>

<p>How complaints are processed</p>	<p>All valid complaints are forwarded to the concerned division and should be addressed within 5 working days upon receipt. PCHRD will inform the client of the action taken regarding his/her complaint through a response letter that is duly noted by the Division Chief and approved by the Executive Director.</p> <p>If the client is not satisfied with the action taken, the client may file an appeal, 5 working days upon receipt of the complaint result. Appeal will be escalated to top management for action.</p> <p>If the client is satisfied with the action taken, the complaint is tagged as resolved.</p>
<p>Contact information</p>	<p>Philippine Council for Health Research and Development</p> <ul style="list-style-type: none"> <li>● Trunk Line: 63-2-8837-2931</li> <li>● Email: <a href="mailto:info@pchrd.dost.gov.ph">info@pchrd.dost.gov.ph</a></li> <li>● Website: <a href="https://www.pchrd.dost.gov.ph/">https://www.pchrd.dost.gov.ph/</a></li> </ul>

	<p>8888 Citizens' Complaint Center</p> <ul style="list-style-type: none"><li>● Trunk Line: 8888</li><li>● Email: <a href="mailto:8888complaint@op.gov.ph">8888complaint@op.gov.ph</a></li><li>● Website: <a href="https://8888.gov.ph/">https://8888.gov.ph/</a></li></ul> <p>Anti-Red Tape Authority (ARTA)</p> <ul style="list-style-type: none"><li>● Trunk Line: 63-2-8246-7940</li><li>● Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li><li>● Website: <a href="https://arta.gov.ph/">https://arta.gov.ph/</a></li></ul> <p>Contact Center ng Bayan Civil Service Commission</p> <ul style="list-style-type: none"><li>● Short messaging service (SMS): 63-908-881-6565</li><li>● Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></li><li>● Website: <a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></li></ul> <p>Presidential Action Center (PACe)</p> <ul style="list-style-type: none"><li>● Trunk Line: 63-2-8249-8310</li><li>● Email: <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a></li><li>● Website: <a href="https://op-proper.gov.ph">https://op-proper.gov.ph</a></li></ul>
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## VII. Office location

Office	Address	Contact Information
Philippine Council for Health Research and Development	Saliksik Building, Science Community Complex Gen. Santos Ave., Bicutan, Taguig City 1631	63-2-8837-2931  info@pchr.dost.gov.ph